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

December 12, 2017

[redacted]
Buena Park, 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

December 12, 2017

[redacted]
Harrison Twp, MI [redacted]

Service Request [redacted]
Customer Relationship Manager: Delia Jones

Dear [redacted]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GNDT13S922[redacted] enclosed is the Owner Loyalty Certificate for the amount of $ 700.00. This certificate is valid through April 1, 2005, towards the purchase of a new, unused Chevrolet. 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 Chevrolet your choice when you purchased your 2002 Chevrolet TrailBlazer and trust you will give us the opportunity to retain you as a Chevrolet 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,

General Motors Corporation

Issued by:
Chevrolet

Certificate No. 1GNDT13S922[redacted]

Issue Date: December 12, 2017

Issued exclusively for: [redacted]

Harrison Twp, MI [redacted]

Valid through: April 1, 2005

Amount: Seven Hundred Dollars and Zero Cents
******$ 700.00******

CASE ASSESSMENT BY: **Allison Shaw** **CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2003 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 6600**

Vehicle ID No.: 1GNES16S436 [redacted] **In Service Date: 9/5/03** **Purchased: New**
If used: (date/miles)

What is customer seeking: Repurchase/Replacement **What is customer eligible for: All Remedies**

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: ENGINE LACKS POWER ON ACCELERATION

Date:	Mileage:	Days Out:	Description of Repair:
1/5/04	6345	4	RO# [redacted] hard to get on freeway, no abnormal condition found
1/2/04	6345	1	RO# [redacted] scope & scan engine, road test, unable to duplicate
12/8/03	5128	4	RO# [redacted] trans will hesitate before catching when accelerating & engine lags like it will stall, unable to duplicate
			Engine lacks power on accel, road test, scope & scan, see above
2/2/04	7344		RO# [redacted] Cust stts feels like no power on hard acceleration-updated PCM

OTHER SYMPTOM / COMPLAINT: ADDTL CONCERNS LISTED ON CCF

Date:	Mileage:	Days Out:	Description of Repair:
HAZARD LIGHTS FLASHED THEN STOPPED			
1/5/04	6345		RO#18083 N1755 shorted flasher module, rpl flasher
A/C TURNS ITSELF ON WHEN VEH IS OFF/AC TURNS ITSELF OFF			
1/5/04	6345		RO# [redacted] N6642 ac will quit at times while driving, module shorted, circuit test/remove module kit
			AC blower comes on at times when parked & key out, see above
12/8/03	5128		RO# [redacted] operating normally at this time
11/8/03	3706	1	RO# [redacted] D1180 a/c will not blow cold at times, install new cycle switch per TSB 03-01-39-007, normal operation after repair
A/C NOT BLOWING COLD			
2/2/04	7344		RO# [redacted] Cust stts A/C not blowing cold-tested syste-cools to 38 degrees-No problem w/ac tightened fittings and connections
HEATER NOT HOT ENOUGH			
2/2/04	7344		RO [redacted] Cust stts heater takes too long to warm up-Checked for leaks-heated to 136 degrees-No problems found
EMERGENCY BRAKE WOULD NOT HOLD			
1/5/04	6345		RO# [redacted] H2800 adjust parking brakes
CENTER CONSOLE DOES NOT LATCH			
1/5/04	6345		RO# [redacted] C2740 rpl center console lid
VEH SHIFTS TO THE SIDE WHEN REACHING 55 MPH			
1/5/04	6345		RO# [redacted] E2020 front end pulls to right when driven on freeway, out of alignment, adjust caster & toe-in
HEADLAMPS TURN OFF			
1/5/04	6345		RO#1 [redacted] headlamps flicker while driving, unable to duplicate
12/8/03	5128		RO#1 [redacted] headlamps flicker, no correction needed
2/2/04	7344		RO#2 [redacted] Cust stts headlamps on/off by themselves-Normal operation
COOLANT EVAPORATED			
2/2/04	7344		RO [redacted] Cust stts veh was overheating-Cust checked coolant-

Team Manager Approval: Date:

Revised by A. Allen Payne 050203

			Cust added water-Dlr could not verify any concern-Coolant level is within GM specs

GEAR MAKES CLANKING NOISE

1/5/04	6345		RO# [redacted] cracking noise in steering column when moving shifter, normal shift lock noise
12/8/03	5128		RO# [redacted] clunk noise from under veh shifting P-D or P-R, unable to duplicate
11/11/03	3880	4	RO# [redacted] clunks in reverse, unable to duplicate
2/2/04	7344	4	RO [redacted] Cust stts cracking noise when putting veh into gear-Fliud OK-No codes-road tested-No abnormal noise heard

BRAKE CALIPERS GRIP & VEH FEELS LIKE ITS COMING OFF

Not listed on any ROs from dealer.

NOISE HEARD ROLLING SIDE TO SIDE WHEN TURNING

1/5/04	6345		RO# [redacted] E3901 popping noise front front when turning at low speeds, reposition noisy left front spring insulators
2/2/04	7344		RO# [redacted] Cust stts popping noise that travels side to side when turning-Tighten lower control arm

RADIO/CD PLAYER SQUEAKS

Not listed on any ROs from dealer.

CD PLAYER WILL NOT EJECT CD OR PLAY NEXT SELECTION

1/5/04	6345		RO# [redacted] R0760 circuit test audio system, r&r radio for exchange, set up new radio
2/2/04	7344		RO# [redacted] Cust stts radio won t eject CD s-No problem found-tested and CD ejected 20 times in a row-No problem

OTHER SYMPTOM / COMPLAINT: MISC CONCERNS NOT LISTED ON CCF

Date:	Mileage:	Days Out:	Description of Repair:
INTERIOR LIGHTS DIM WHILE DRIVING			
1/5/04	6345		RO# [redacted] could not duplicate
12/8/03	5128		RO# [redacted] dash lights flicker, no correction needed
LOW FUEL LIGHT COMES ON AT TANK			
1/5/04	6345		RO# [redacted] N4180 shorted cluster, r&r cluster for exchange program & resynch cluster
2/2/04	7344		RO# [redacted] Cust stts gas gauge reads incorrectly-Road tested-No fluctuation-Reads accurate and within GM specs
ROLLS WHEN IN PARK			
1/5/04	6345		RO# [redacted] unable to duplicate
DRIVER SEAT MEMORY INOP			
1/5/04	6345		RO# [redacted] not equipped with memory seat
2/2/04	7344		RO# [redacted] Cust stts driver s seat goes down when veh turned off-operating as designed
POWER MIRRORS LOOSE ADJUSTMENT AFTER SETTING			
1/5/04	6345		RO [redacted] not equipped with memory mirrors
FRONT BUMPER WAVY			
11/14/03	3880		RO [redacted] B0048 repair front bumper fascia
A/C HAS BAD ODOR			
11/14/03	3880		RO [redacted] D3316 a/c odor kit

Team Manager Approval: Date:

Revised by A. Allen Payne 050203

PASSENGER WINDOW SQUEALS
11/8/03 3706 **RO# [redacted] C0140 r&r right front glass run to refit channel**

SQUEAL NOISE WHILE DRIVING
2/2/04 7344 **RO#[redacted]Cust stts squeal noise while driving-No problem found**

VEH WANTS TO FLIP OVER
2/2/04 7344 RO#[redacted]Cust stts veh feels like it is going to flip over at turns, exits at 30 MPH, steering wheel moves easy, not easy to control at times-Operating as designed

POPPING NOISE WHEN VEH IS TURNED OFF
2/2/04 7344 RO[redacted]Cust stts popping noise when veh is turned on and off-sounds as designed

REAR LICENSE MOLDING LOOSE
2/2/04 7344 RO#[redacted]Cust stts Molding loose-replaced trim molding

MARKS ON WINDOW
2/2/04 7344 RO#[redacted]Cust stts there are marks on RT FT window-repositioned door harness

VEH FEELS LIKE IT WANT TO DIE
2/2/04 7344 **RO#[redacted]Cust stts when backing up veh feels like it wants to stall and die-Updated PCM**

Total Days Reported Out of Service: __18__

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:

Team Manager Approval: Date:

Revised by A. Allen Payne 050203

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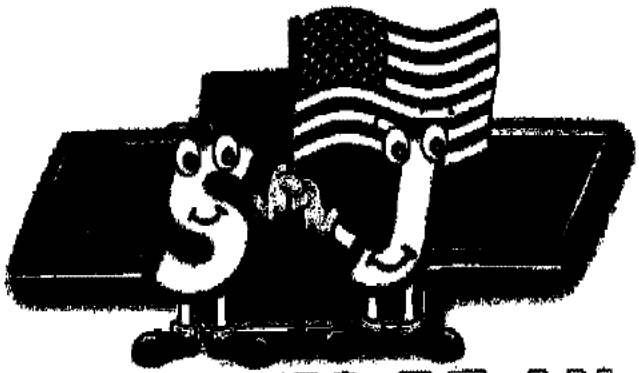

FAX

S & J Chevrolet

PO Box 186
18605 Studebaker Rd
Cerritos CA 90703-0186

562-924-1676
714-523-2991
FAX 562-809-1309
www.sandjchevrolet.com

To:	From:	
Allison Shop	Mike McDonald	Date: 2/16/04 Number of Pages: 13 Phone: 866 214 Fax: 0882

Remarks:

Re: Dominique Oscar

J CHEVROLET

FAMILY OWNED SINCE 1937

18605 Studebaker Road 266293
Phone (562) 924-1676 • (714) 523-2991 • 888-935-333
CERRITOS, CALIFORNIA 90703
STATE LICENSE NO. AA002284
EPA # CAD027856103
WWW.SANDJCHEVROLET.COM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO MI	TOTAL	OPERATION
01CVZ	DO NOT USE	MI	0.00	01CVZZZ
03CVZ	SERVICE EMISSIONS	MI	0.00	07CVZZCK
10CVZZBAL	*ROTATE & BALANCE	MI	0.00	11CVZZROTA
01CVZZ	LUBE, OIL & FILTER	MI	28.95	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE

SALESPERSON NO:

SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

VEHICLE: 1GNES16S43[redacted] — 03 CHEVROLET TRUCK TRAILBLAZER

[redacted] — DARK GRAY

CALL WHEN READY: ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

PROMISED: 04:59pm 02/02/04 09:00pm

APPOINTMENT: ☐ Yes ☒ No

JOB

ORIGINAL ESTIMATED TOTAL

X _____

1. W 24CVZZ ELECTRICAL
HDLPS ON AND OFF BY ITSELF

2. W 24CVZZSGE CHECK GAUGE
GAS GAUGE READING INCORRECTLY,SOMETIMES SAID IS EMPTY
IS NOT.GOES FROM FULL TO EMNTY.

3. W 31CVZ FUEL SYSTEM
WHEN BACKING,VEHICLE FEELS LIKE WANT TO STALL AND DIES.

26354.7

Copyright © 1995 The Reynolds and Reynolds Company ERNRENOWE CUST. 03-60-2997 RTSG

1M	CLOGGED OR RESTRICTED	3W	PUNCTURED	6N	CONNECTOR-PARTIALLY CONNECTED
1J	COLLAPSED	3X	REGISTERS INCORRECTLY	6P	CONNECTOR-SEAL DAMAGED
1K	CRACKED	3Z	RUPTURED	6R	LAMP (BULB)-IMPROPERLY INSTALLED
1L	CUT			6S	LAMP (BULB) DEFECTIVE
1M	DENTED	4A	GOORED	6T	LAMP CONTAINS MOISTURE
1P	DISCHARGED	4B	SCRATCHED	6W	SOCKET-BROKEN
1H	DOES NOT MATCH	4C	SEIZED	6X	SOCKET-CORRODED
1S	DOES OT SEAL	4D	SHEARED	6Y	SOCKET-OPEN
1Y	FOREIGN MATERIAL	4G	STRIPPED	6Z	SOCKET-SHORTED
		4H	TORN		
2C	GLAZED	4N	WARPED/WAVY	7A	SOCKET/LAMP-DISCONNECTED
2E	IMPROPER CLEARANCE-EXCESSIVE	4Q	WEAK	7B	TERMINAL-BACKED OUT OF CONNECTOR
2F	IMPROPER CLEARANCE-TOO TIGHT	4R	WELD BROKEN	7C	TERMINAL-BENT/DAMAGED
2G	IMPROPERLY CUT	4S	WELD OMITTED OR POOR WELD	7D	TERMINAL-CORRODED
2H	IMPROPERLY INSTALLED	4X	WORN	7E	TERMINAL-CRIMPED OVER INSULATION
2J	IMPROPERLY PADDED	4Z	WRONG PART	7F	TERMINAL-NOT CRIMPED/SOLDERED
2K	IMPROPERLY SEALED			7G	WIRE-BURNED-EXTERNAL HEAT
2L	INCORRECT PRESSURE	5A	ACID RAIN/CHEMICAL FALLOUT	7H	WIRE-BURNED INTERNAL HEAT
2M	INSUFFICIENT FLUID	5C	CHROME PLATING DEFECTIVE	7J	WIRE-CHAFFED
2N	INSUFFICIENT LUBRICATION	5G	PAINT-CRAZING, CRACKING, CHALKING	7K	WIRE-CROSSED IN CONNECTOR
2P	INSUFFICIENT SEALANT	5L	PAINT-PEELING-BTWN B.C. & C COAT	7L	WIRE-CUT OR BROKEN
2R	KINKED	5M	PAINT-PEELING-BTWN B.C. & PRIMER	7M	WIRE-MISROUTED
2W	LOOSE	5P	PAINT-POOR REPAIR	7N	WIRE-MISSING
		5R	PAINT-PRIMER SHOWS THROUGH	7P	WIRE-NOT LONG ENOUGH
3A	MISADJUSTED	5T	POOR METAL FINISH	7R	WIRE-PINCHED
3B	MISALIGNED	5W	RUSTED OR CORRODED	7S	WIRE-RING TERMINAL DISCONNECTED
3D	MISROUTED			7T	WIRE-RING TERMINAL LOOSE
3G	MISSING	6B	OCM PONENT-GROUND	7W	ELECTRICAL INTERFERENCE
3E	NOT CONNECTED	6C	COMPONENT-INOPERATIVE		
3G	NOT DRILLED	6D	COMPONENT-INTERMITTENT	9Z	NO TROUBLE FOUND
3J	OUT OF ALIGNMENT	6E	COMPONENT-MISSING		
3K	OUT OF BALANCE	6F	COMPONENT-OPEN	99	EXTENDED SERVICE PARTS WARRANTY
		6G	COMPONENT-SHORTED	99	TECHNICAL SERVICE BULLETIN
				99	SPECIAL POLICY
				00	P.I., CAMPAIGN, EXTENDED WARRANTY, P
					* ALSO APPLICABLE TO PAINT REPAIRS

EQUIPPED WITH: (CIRCLE)

(1) A/C	(11) AM/FM/STEREO/TAPE
(2) P/S	(12) STEERSIDE/FLEETSIDE
(3) A.I.R.	(13) SHORT/LONG BED
(4) ELEC. WDO./LK.	(14) STD.
(5) B.C. DEFR.	(15) AUTO
(6) REM. CONT. MIR.	(16) ENG./TRANS. OIL COOLER
(7) CRUISE CONT.	(17) ENG./TRANS. OIL COOLER
(8) FLR/CNSL/SHFT.	(18) OTHER
(9) CELLULAR PHONE	
(10) POSI TRACTION	

FLAGS

J1 — TIME OFF 2/11/04 ON

J2 — STRAIGHT TIME (HRS) 1.7 — FLAT RATE PHOR — R.O. NO. [redacted] SUP. NO. — OPER. NO. 115

J3

J4

J5

PARTS TURNED IN	MECH #	TIME
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF

1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. # 115 Feels like [redacted] wants to die + not gonna do acc	1. Complaint Or Problem MECH. #	1. Complaint Or Prob MECH. #
2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble? bad PCM cal.	2. What Caused The Trouble?	2. What Caused The
3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct? Tried to flash C-3 again tried flash Original re program PCM update not that 3 miles see title RO	3. What Was Done To Correct?	3. What Was Done T

Please Answer The Following Questions When Performing Warranty Work.

S & J CHEVROLET

FAMILY OWNED SINCE 1937

18605 Studebaker Road [redacted]
Phone (562) 924-1676 • (714) 523-2991 • 888-935-33[redacted]
CERRITOS, CALIFORNIA 90703
STATE LICENSE NO. AA002284
EPA # CAD027856103
WWW.SANDJCHEVROLET.COM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	DO NOT USE	MI	0.00	01CVZZLUBE	LUBE ONLY	MI	0.00
03CVZ	SERVICE EMISSIONS	MI	0.00	07CVZZCK	CHECK BRAKES	MI	0.00
10CVZZBAL	*ROTATE & BALANCE	MI	0.00	11CVZZROTA	ROTATE TIRES	MI	0.00
01CVZZ	LUBE, OIL & FILTER	MI	28.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# RA002284

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE NO. 1GNES16S436[redacted]

YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/TRAIL BLAZER

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

[redacted]
LOS ANGELES, CA[redacted]

CUSTOMER NO. 58529 | SERVICE CONTRACT GMPPODED | DELIVERY DATE 09/05/03 | DELIVERY MILES 19 | SELLING DEALER NO. | R. O. DATE 02/02/04

COLOR DARK GRAY/ | CONTRACT NO. | EXPIRATION DATE 09/05/09 | EXPIRATION MILES 75,000 | TAC NO. 36.

TURBO | N/MC CVZZ | AIR COND. | R.S. | TRANS | MILEAGE 7,344 | ADVISOR NO. 416 | ADVISOR FERNANDO TREJO 7

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED 04:59pm | DATE/TIME PROMISED 02/02/04 09:00pm | PRIORITY

LABOR RATE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I hereby authorize subject repair as you deem necessary.

(HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE, SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG. YOU MAY WOULD A CHARGE FOR DIAGNOSIS SERVICES THAT ARE PERFORMED ON YOUR VEHICLE.

[redacted]

Job		TECH #	HOURS	MONEY
4	W 08CVZ *FRONT SUSPENSION* SQUEAL NOISE WHILE DRIVING	390	N/C	
5	W 28CVZ *GAS ENGINE* VEHICLE WAS O/HEATING,CUST CK COOLANT AND WAS LOW,CUST ADDED WATER.	4m/3oy	A/C	
6	W 56CVZZRAD *CK RADIO* AT TIMES RADIO WONT EJECT CD'S NPF EJECTED CD 20 TIMES IN A ROW - NO PROB.	297	A/C	
7	W 08CVZZ *FRONT SUSPENSION* POPPING NOISE AT TURNS,LT OR RT TURNS,TRAVELS FROM ONE SIDE TO THE OTHER.	390		
	E3537	.9		

0101J266293

HARD COPY

[CONTINUED ON NEXT PAGE]

266293

FAILURE CODES

1A	BENT
1D	BROKEN
1E	BURNED
1F	CARBON DEPOSIT
1G	CHIPPED *
1H	CLOGGED OR RESTRICTED
1J	COLLAPSED
1K	CRACKED *
1L	CUT
1M	DENTED *
1P	DISCHARGED
1R	DOES NOT MATCH *
1S	DOES OT SEAL
1V	FOREIGN MATERIAL *
2C	GLAZED
2E	IMPROPER CLEARANCE EXCESSIVE
2H	IMPROPER CLEARANCE-TOO TIGHT
2G	IMPROPERLY CUT
2N	IMPROPERLY INSTALLED
2J	IMPROPERLY PADDED
2K	IMPROPERLY SEALED
2L	INCORRECT PRESSURE
2M	INSUFFICIENT FLUID
2N	INSUFFICIENT LUBRICATION
2P	INSUFFICIENT SEALANT
2S	KINKED
2W	LOOSE
3A	MISADJUSTED
3B	MISALIGNED
3C	MISROUTED
3D	MISSING
3F	NOT CONNECTED
3G	NOT DRILLED
3J	OUT OF ALIGNMENT
3K	OUT OF BALANCE
3L	OUT OF CALIBRATION
3M	OUT OF ROUND
3N	POOR MACHINING
3P	POOR RELEASE
3R	PORO@ITY
3W	PUNCTURED
3X	REGISTERS INCORRECTLY
3Z	RUPTURED
4A	SCORED
4E	SCRATCHED *
4C	SEIZED
4D	SLIPPED
4G	STRIPPED
4H	TORN
4N	WARPED/WAVY
4Q	WEAK
4R	WELD BROKEN
4S	WELD OMITTED OR POOR WELD
4X	WORN
4Z	WRONG PART
5A	ACID RAIN/CHEMICAL FALLOUT
5C	CHROME PLATING DEFECTIVE
5G	PAINT-CRAZING, CRACKING, CHALKING
5L	PAINT-PEELING-BTWN B.C. & C.COAT
5M	PAINT-PEELING-BTWN B.C. & PRIMER
5P	PAINT-POOR REPAIR
5R	PAINT-PRIMER SHOWS THROUGH
5T	POOR METAL FINISH
5W	RUSTED OR CORRODED
6B	COMPONENT-GROUND
6D	COMPONENT-INOPERATIVE
6E	COMPONENT-INTERMITTENT
6F	COMPONENT-MISSING
6P	COMPONENT-OPEN
6S	COMPONENT-SHORTED
6H	CONNECTOR-BENT/DAMAGED
6J	CONNECTOR-CORRODED
6K	CONNECTOR-INOPERATIVE
6L	CONNECTOR MISSING
6M	CONNECTOR DISCONNECTED
6N	CONNECTOR-PARTIALLY CONNECTED
6T	CONNECTOR-SEAL DAMAGED
6R	LAMP (BULB) IMPROPERLY INSTALLED
6S	LAMP (BULB)-DEFECTIVE
6T	LAMP CONTAINS MOISTURE
6W	SOCKET-BROKEN
6X	SOCKET-CORRODED
6Y	SOCKET-OPEN
6Z	SOCKET-SHORTED
7A	SOCKET/LAMP-DISCONNECTED
7H	TERMINAL-PUSHED OUT OF CONNECTOR
7G	TERMINAL-BENT/DAMAGED
7D	TERMINAL-CORRODED
7E	TERMINAL-CRIMPED OVER INSULATION
7F	TERMINAL-NOT CRIMPED/SOLDERED
7G	WIRE-BURNED-EXTERNAL HEAT
7H	WIRE-BURNED-INTERNAL HEAT
7J	WIRE-CHAFFED
7K	WIRE-CROSSED IN CONNECTOR
7L	WIRE-CUT OR BROKEN
7M	WIRE-MISROUTED
7N	WIRE-MISSING
7P	WIRE-NOT LONG ENOUGH
7R	WIRE-PINCHED
7S	WIRE-RING TERMINAL DISCONNECTED
7T	WIRE-RING TERMINAL LOOSE
7W	ELECTRICAL INTERFERENCE
9Z	NO TROUBLE FOUND
8B	EXTENDED SERVICE PARTS WARRANTY
8T	TECHNICAL SERVICE BULLETIN
8S	SPECIAL POLICY
8D	PDI, CAMPAIGN, EXTENDED WARRANTY, ETC.

* ALSO APPLICABLE TO PAINT REPAIRS

EQUIPPED WITH: (CIRCLE)

(1) A/C
(2) P/S
(3) A.T.H.
(4) ELEC. WDO./LK.
(5) ELEC. DR/H.
(6) REM. CONT. MIR.
(7) CRUISE CONT.
(8) FLR.CONSL/SHFT.
(9) CELULAR PHONE
(10) POS. TRACTION

(11) AM/FM/STEREO/TAPE
(12) STEPSIDE/FLEETSIDE
(13) SHORT/LONG WBSE
(14) STD. TRANS. _____
(15) AUTO TRANS. _____
(16) SGLL
(17) END./T. OIL COO.
(18) OTHER _____

FLAGS

J1
J2
J3
J4
J5

STRAIGHT TIME HRS.: 9
FLAT RATE PRICE
R.O. NO.: W26629-3
SER. NO.: 390
TIME OFF: 2/11/04 ON

PARTS TUTNED IN

MECH #	TIME CLOCK
	ON
	OFF 3 A2
390	ON
	OFF
	ON 3 A2
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF

1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. # 390	1. Complaint Or Problem MECH. #
	Coolant		POPPING NOISE IN FRT	
2. What Caused The Trouble?	2. What Caused The Trouble? NPR	2. What Caused The Trouble?	2. What Caused The Trouble? LOWER CONTROL ARM STUDS B	2. What Caused The Trouble?
3. What Was Done To Correct?	3. What Was Done To Correct? Pressure test system no leaks found	3. What Was Done To Correct?	3. What Was Done To Correct? TIGHTEN LOWER CONTROL ARMS ROAD TEST OK	3. What Was Done To Correct?

Please Answer The Following Questions When Performing Warranty Work.

SAJCHEURCLET 5628091309 02/16/2004 16:26

S & J CHEVROLET

FAMILY OWNED SINCE 1937

18605 Studebaker Road [redacted]
Phone (562) 924-1676 • (714) 523-2991 • 888-935-33[redacted]
CERRITOS, CALIFORNIA 90703
STATE LICENSE NO. AA002284
EPA # CAD027856103
WWW.SANDJCHEVROLET.COM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	DO NOT USE	MI	0.00	01CVZZLUBE	LUBE ONLY	MI	0.00
03CVZ	SERVICE EMISSIONS	MI	0.00	07CVZZCK	CHECK BRAKES	MI	0.00
10CVZZBAL	*ROTATE & BALANCE	MI	0.00	11CVZZROTA	ROTATE TIRES	MI	0.00
01CVZZ	LUBE, OIL & FILTER	MI	28.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐
CALL WHEN READY ☐ YES ☐ NO
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO
APPOINTMENT ☐ Yes ☒ No

VEHICLE LICENSE: 1GNES16S436[redacted]
[redacted]
LOS ANGELES, CA [redacted]
[redacted]
[redacted]

YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/TRAIL BLAZER
PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]
CUSTOMER NO. 58529 | SERVICE CONTRACT CMPP0DED | DELIVERY DATE 09/05/03 | DELIVERY MILES 19 | SOLDING DEALER NO. | EXPIRATION 02/02/04
COLOR DARK GRAY/ | CONTRACT NO. | EXPIRATION DATE 09/05/09 | EXPIRATION MILES 75,000 | DAYS 36.
TURBO | MAKE CVZZ | AIR COND. | P. S. | TRANS | MILEAGE 7,344 | ADVISOR NO. 416 | ADVISOR FERNANDO TREJO

[redacted]
[redacted]
I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car on the streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto.

HAZARDOUS MATERIALS: Begin with the removal of the hazardous materials from your automobile, that must be disposed of as a hazardous waste. Section 25123.5 of Title 22 of Code of Reg. 2000, you may incur a charge for unanticipated services that are performed on your vehicle.

DATE/TIME RECEIVED 04:59pm | DATE/TIME PROMISED 02/02/04 09:00pm | PRIORITY [redacted]
LABOR RATE

ORIGINAL ESTIMATE | REVISED ESTIMATE | SHIP VIA
DATE | TIME | CONNECTED AT MY PHONE
AUTHORIZATION PHONE | CONNECTED BY | IN FIELD

JOB		TECH #	HOURS	MONEY
8	W 13CVZ **AUTO TRANSMISSION** CRACKING NOISE WHEN PUT INTO GEAR.ANY GEAR 9Z K994.3	194		
9	W 31CVZZ **FUEL SYSTEM** FEELS LIKE NO POWER AT HARD ACC.	15	N/C	
10	W 51CVZZ **MISCELLANEOUS** VEHICLE FEELS LIKE IS GOING TO FLIPP OVER AT TURNS,EXITS AT 30MPH,STRG WHEEL MOVES EASY,NOT EASY TO CONTROL AT TIMES	390	NPA	N/C
11	W 28CVZZ **GAS ENGINE** POPPING NOISE FROM FRT AND REAR OF CAR WHEN TURN ON AND OFF SOUNDS AS DESIGNED		N/C	

0101J266293

[CONTINUED ON NEXT PAGE]

266293

FAILURE CODES

1A	BENT	3L	OUT OF CALIBRATION	6H	CONNECTOR-BENT/DAMAGED
1D	BROKEN	3M	OUT OF ROUND	6I	CONNECTOR-CORRODED
1E	BURNED	3N	POOR MACHINING	6K	CONNECTOR-INOPERATIVE
1F	CARBON DEPOSIT	3P	POOR RELEASE	6L	CONNECTOR-MISSING
1G	CHIPPED *	3R	PORosity	6M	CONNECTOR-PARTIALLY DISCONNECTED
1H	CLOGGED OR RESTRICTED	3W	PUNCTURED	6N	CONNECTOR-PARTIALLY CONNECTED
1J	COLLAPSED	3X	REGISTERS INCORRECTLY	6P	CONNECTOR-SEAL DAMAGED
1K	CRACKED *	3Z	RUPTURED	6R	LAMP (BULB)-IMPROPERLY INSTALLED
1L	CUT			6S	LAMP (BULB)-DEFECTIVE
1M	DENTED *	4A	SCORED	6T	LAMP CONTAINS MOISTURE
1P	DISCHARGED	4B	SCRATCHED *	6W	SOCKET-BROKEN
1R	DOES NOT MATCH *	4C	SEIZED	6X	SOCKET-CORRODED
1S	DOES OT SEAL	4D	SHEARED	6Y	SOCKET-OPEN
1Y	FOREIGN MATERIAL *	4G	STRIPPED	6Z	SOCKET-SHORTED
		4H	TORN	7A	SOCKET/LAMP-DISCONNECTED
2C	GLAZED	4M	WARPED/WAVY	7D	TERMINAL-BACKED OUT OF CONNECTOR
2E	IMPROPER CLEARANCE EXCESSIVE	4Q	WEAK	7C	TERMINAL-BENT/DAMAGED
2F	IMPROPER CLEARANCE-TOO TIGHT	4R	WELD BROKEN	7D	TERMINAL-CORRODED
2G	IMPROPERLY CUT	4S	WELD OMITTED OR POOR WELD	7E	TERMINAL-CRIMPED OVER INSULATION
2H	IMPROPERLY INSTALLED	4X	WORN	7F	TERMINAL NOT CRIMPED/SOLDERED
2J	IMPROPERLY ADDED	4Z	WRONG PART	7G	WIRE-BURNED-EXTERNAL HEAT
2K	IMPROPERLY SEALED			7H	WIRE-BURNED INTERNAL HEAT
2L	INCORRECT PRESSURE	5A	ACID RAIN/CHEMICAL FALLOUT	7J	WIRE-CHAFED
2M	INSUFFICIENT FLUID	5C	CHROME PLATING DEFECTIVE	7K	WIRE-CROSSED IN CONNECTOR
2N	INSUFFICIENT LUBRICATION	5G	PAINT-CRAZING, CRACKING, CHALKING	7L	WIRE-CUT OR BROKEN
2P	INSUFFICIENT SEALANT	5L	PAINT-PEELING-BTWN B.C. & C.C. COAT	7M	WIRE-MISHOLED
2S	KINKED	5M	PAINT-PEELING-BTWN E.C. & PRIMER	7N	WIRE MISSING
2W	LOOSE	5R	PAINT-POOR REPAIR	7P	WIRE-NOT LONG ENOUGH
		5S	PAINT-PRIMER SHOWS THROUGH	7H	WIRE-PINCHED
3A	MISADJUSTED	5T	POOR METAL FINISH	7R	WIRE-RING TERMINAL DISCONNECTED
3B	MISALIGNED	5W	RUSTED OR CORRODED	7T	WIRE-RING TERMINAL LOOSE
3C	MISROUTED			7W	ELECTRICAL INTERFERENCE
3D	MISSING	6B	COMPONENT-GROUND		
3F	NOT CONNECTED	6C	COMPONENT-INOPERATIVE	8Z	NO TROUBLE FOUND
3G	NOT DRILLED	6D	COMPONENT-INTERMITTENT		
3J	OUT OF ALIGNMENT	6E	COMPONENT-MISSING	88	EXTENDED SERVICE PARTS WARRANTY
3K	OUT OF BALANCE	6F	COMPONENT-OPEN	92	TECHNICAL SERVICE BULLETIN
		6G	COMPONENT-SHORTED	95	SPECIAL POLICY
				00	PDI, CAMPAIGN, EXTENDED WARRANTY, ETC.
					* ALSO APPLICABLE TO PAINT REPAIRS

EQUIPPED WITH: (CIRCLE)

(1) A/C	(11) AM/FM/STEREO/TAPE
(5) P/S	(12) INTERIOR/FLEET SIDE
(3) A.L.R.	(13) SHORT/LONG W/BSE
(4) E.L.R. W/DO/UK.	(14) STD. TRANS. _____
(5) E.L.D. DEFR.	(15) AUTO TRANS.
(6) REM. CONT. MIR.	(16) REAR/D.R.H.
(7) CRUISE CONT.	(17) ENG./TRANS. OIL COOLER
(8) TILT/TELESCOPE	(18) OTHER _____
(9) CELLULAR PHONE	
(10) POSI TRACTION _____	

FLAGS

J1

J2

STRAIGHT TIME (HRS.) 3 | FLAT RATE PRICE | R.O. NO. W266293 | PART NO. | OPER. NO. 194 | TIME ON 2/11/04 | OFF

J4

J6

PARTS TURNED IN

MECH #	TIME CLOCK	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	

Please Answer The Following Questions When Performing Warranty Work.

1. Complaint Or Problem MECH. # 194	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #
Cracking noise when				
2. What Caused The Trouble? put in gear? Fluid-ok	2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?
3. What Was Done To Correct? no Codes Rd TEST TRANS - no ABNORMAL NOISES Heard	3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?

2/13 2/13

[redacted]

S & J CHEVROLET

FAMILY OWNED SINCE 1937

18605 Studebaker Road
Phone (562) 924-1676 • (714) 523-2991 • 888-935-33[redacted]
CERRITOS, CALIFORNIA 90703
STATE LICENSE NO. AA002284
EPA # CAD027856103
WWW.SANDJCHEVROLET.COM

9290

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	DO NOT USE	MI	0.00	01CVZZLUBE	LUBE ONLY	MI	0.00
03CVZ	SERVICE EMISSIONS	MI	0.00	07CVZZCK	CHECK BRAKES	MI	0.00
10CVZZBAL	*ROTATE & BALANCE	MI	0.00	11CVZZROTA	ROTATE TIRES	MI	0.00
01CVZZ	LUBE, OIL & FILTER	MI	28.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE NO. 1GNES16S4362[redacted] YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/TRAIL BLAZER

[redacted]
LOS ANGELES, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 04:59pm DATE/TIME PROMISED 02/02/04 09:00pm PRIORITY

LABOR RATE

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

CUSTOMER NO. 58529 | SERVICE CONTRACT GMPPODED | DELIVERY DATE 09/05/03 | DELIVERY MILES 19 | SELLING DEALER NO. | R.O. DATE 02/02/04

COLOR DARK GRAY/ | CONTRACT NO. | EXPIRATION DATE 09/05/09 | EXPIRATION MILES 75,000 | TAG NO. 36.

TURBO | MOD. CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 7,344 | ADVISOR NO. 416 | ADVISOR FERNANDO TREJO

I hereby authorize that repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for [redacted]

HAZARDOUS MATERIAL: THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE. SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG. YOU MAY INCUR A CHARGE FOR DIAGNOSIS SERVICES THAT ARE PERFORMED ON YOUR VEHICLE.

	TECH #	HOURS	MONEY
12 W 04CVZZTUNE *TUNE ENGINE* LOW IDLE,WANT TO DIE	15	N/C	
13 W 21CVZ *EXTERIOR TRIM* REAR LIC MOLDING COMING LOOSE			
Rer Rear Lic mold DONE B5910.00 #45.05 Sublet			
14 W 20CVZ *GLASS* MARKS ON RT FRT DOOR WDO,LIKE GLASS VERY TIGHTED			
C0140.7	297		
15 W 24CVZZ *ELECTRICAL* DRIVER SEAT GOES DOWN WHEN TURN OFF CAR,LOOSE SETTING	297	NPF	N/C
16 W 10CVZ 0140 A/C not cold D4450.3	297		
17 30W 0140 Heater not getting hot	297	D4450.3	T5 90E 024

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FAILURE CODES

1A	BENT	3L	OUT OF CALIBRATION	6H	CONNECTOR-BENT/DAMAGED
1D	BROKEN	3M	OUT OF ROUND	6J	CONNECTOR-CORRODED
1E	BURNED	3N	POOR MACHINING	6K	CONNECTOR-INOPERATIVE
1F	CARBON DEPOSIT	3P	POOR RELEASE	6L	CONNECTOR MISSING
1G	CHIPPED	3R	POROSITY	6M	CONNECTOR-DISCONNECTED
1H	CLOGGED OR RESTRICTED	3W	PUNCTURED	6N	CONNECTOR-PARTIALLY CONNECTED
1J	COLLAPSED	3X	REGISTERS INCORRECTLY	6P	CONNECTOR SEAL DAMAGED
1K	CRACKED	3Z	RUPTURED	6R	LAMP (BULB)-IMPROPERLY INSTALLED
1L	CUT			6S	LAMP (BULB)-DEFECTIVE
1M	DENTED	4A	SCORED	6T	LAMP CONTAINS MOISTURE
1P	DISCHARGED	4B	SCRATCHED	6W	SOCKET-BROKEN
1R	DOES NOT MATCH	4C	SEIZED	6X	SOCKET-CORRODED
1S	DOES OT SEAL	4D	SMEARED	6Z	SOCKET-SHORTED
1Y	FOREIGN MATERIAL	4G	STRIPPED		
		4H	TORN	7A	SOCKET/LAMP-DISCONNECTED
2C	GLAZED	4N	WARPED/WAVY	7B	TERMINAL-BACKED OUT OF CONNECTOR
2E	IMPROPER CLEARANCE EXCESSIVE	4Q	WEAK	7C	TERMINAL-BENT/DAMAGED
2F	IMPROPER CLEARANCE-TOO TIGHT	4R	WELD BROKEN	7D	TERMINAL-CORRODED
2G	IMPROPERLY CUT	4S	WELD OMITTED OR POOR WELD	7F	TERMINAL-CRIMPED OVER INSULATION
2H	IMPROPERLY INSTALLED	4X	WORN	7G	TERMINAL-NOT CRIMPED/SOLDERED
2J	IMPROPERLY MACHINED	4Z	WRONG PART	7H	WIRE-BURNED-EXTERNAL HEAT
2K	IMPROPERLY SEALED			7J	WIRE-BURNED-INTERNAL HEAT
2L	INCORRECT PRESSURE	5A	ACID RAIN/CHEMICAL FALLOUT	7K	WIRE CHAFFED
2M	INSUFFICIENT FLUID	5D	CHROME PLATING DEFECTIVE	7L	WIRE CROSSED IN CONNECTOR
2N	INSUFFICIENT LUBRICATION	5G	PAINT-CRAZING, CRACKING, CHALKING	7M	WIRE CUT OR BROKEN
2P	INSUFFICIENT SEALANT	5L	PAINT-PEELING-BTWN E.C. & C. COAT	7N	WIRE-MISROUTED
2S	KINKED	5M	PAINT-PEELING-BTWN E.C. & PRIMER	7P	WIRE MISSING
2W	LOOSE	5P	PAINT-POOR REPAIR	7R	WIRE-NOT LONG ENOUGH
		5R	PAINT-PRIMER SHOWS THROUGH	7S	WIRE-PINCHED
3A	MISADJUSTED	5T	POOR METAL FINISH	7W	WIRE-RING TERMINAL DISCONNECTED
3B	MISALIGNED	5W	RUSTED OR CORRODED	7T	WIRE-RING TERMINAL LOOSE
3C	MISROUTED			7W	ELECTRICAL INTERFERENCE
3D	MISSING	6B	COMPONENT-GROUND		
3F	NOT CONNECTED	6C	COMPONENT-INOPERATIVE	8Z	NO TROUBLE FOUND
3G	NOT DRILLED	6D	COMPONENT-INTERMITTENT		
3J	OUT OF ALIGNMENT	6E	COMPONENT-MISSING	85	EXTENDED SERVICE PARTS WARRANTY
3K	OUT OF BALANCE	6F	COMPONENT-OPEN	90	TECHNICAL SERVICE BULLETIN
		6G	COMPONENT-SHORTED	95	SPECIAL POLICY
				99	PDI, CAMPAIGN, EXTENDED WARRANTY, ETC.

* ALSO APPLICABLE TO PAINT REPAIRS

EQUIPPED WITH: (CIRCLE)

(1) A/D
(2) P/S
(3) A.I.R.
(4) ELEC. WDO/LK.
(5) ELEC. DEFR.
(6) REM. CONT. MI
(7) CRUISE CONT.
(8) TILT/TELE/SHFT.
(9) CELLULAR PHONE
(10) POSI TRACTION
(11) AM/FM/STEREO/TAPE
(12) STEPSIDE/FLEETSIDE
(13) SHORT/LONG W/BASE
(14) STD. TR
(15) ENG./TRANS OIL COOLER
(16) OTHER

PARTS TURNED IN

MECH #	TIME CLOCK
15	FEB 3 AM 10
	FEB 3 [illegible]
	FEB 5 [illegible]
	FEB 5 PM 12

1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #247	1. Complaint Or Problem MECH. # 247	1. Complaint Or Problem MECH. # 247
		MARKS ON R-F DOOR GLASS WHEN ROLLED.	A C NOT COLD AS PER CUSTOMER	HEATER NOT GETTING HOT AS PER CUSTOMER
2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?
3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?
		CUT HARNESS IN DOOR AWAY ON DOOR GLASS LEAVING GLUE MARKS - NEED TO PUT DR. HARN. TO REAR. TO CLEAR GLASS - CLEANED GLASS	PERF. TEST A-C SYSTEM COOLS TO 38° NO PROB W/A-C TIGHTENED ALL FITTINGS AND CONNECTIONS ROAD TESTED O.K. / ETIME NECC.	PERF TEST HEATER OK - DASH VENTS HEATED TO 136° INSP FOR LEAKS NO PROB FOUND

Please Answer the Following Questions When Performing Warranty Work.

S & J CHEVROLET

FAMILY OWNED SINCE 1937

[redacted]

18605 Studebaker Rd
Cerritos, CA 90703-0186
Webb: sandjchevrolet.com

Phone: 562-924-167[redacted]
Phone: 714-523-299[redacted]
FAX: 562-924-251[redacted]
888-935-333[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	FERNANDO TREJO 416	36.	02/11/04	[redacted]
[redacted] LOS ANGELES, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 7,344		COLOR DARK GRAY/	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAIL BLAZER		DELIVERY DATE 09/05/03	DELIVERY MILES 19
	VEHICLE I.D. NO. 1GNES16S436[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / R.O. NO.		R.O. DATE 02/02/04	
RESIDENCE PHONE [redacted] / BUSINESS PHONE [redacted]	COMMENTS			

LABOR

J# 1 24CVZ ELECTRICAL HOURS: TECH(S):297 0.00
HDLPS ON AND OFF BY ITSELF
OPERATES AS DESIGNED
NO CHG

J# 2 24CVZZGGE CHECK GAUGES HOURS: TECH(S):297 0.00
GAS GAUGE READING INCORRECTLY,SOMETIMES SAID IS EMNTY BUT
IS NOT.GOES FROM FULL TO EMNTY
COULD NOT DUPLICATE
TEST.OK
NO CHG

J# 3 31CVZ FUEL SYSTEM HOURS: 0.70 TECH(S):115 15 52.56
WHEN BACKING,VEHICLE FEELS LIKE WANT TO STALL AND DIES.
DIAG TIME
TEST FUEL SYSTEM & C3 SYSTEM REPROGRAM PCM UP DATE &
ROAD TEST

J# 4 08CVZ FRONT SUSPENSION HOURS: TECH(S):390 0.00
SQUEAL NOISE WHILE DRIVING
COULD NOT DUPLICATTE
ROAD TESTED SOUND AS DESIGNED
NO CHG

J# 5 28CVZ GAS ENGINE HOURS: TECH(S):304 0.00
VEHICLE WAS O/HEATING,CUST CK COOLANT AND WAS LOW,CUST
ADDED WATER.
COULD NOT DUPLICATE
PRESS TEST COOLING SYSTEM
NO CHG

J# 6 56CVZZRAD CK RADIO HOURS: TECH(S):297 0.00
AT TIMES RADIO WONT EJECT CD'S
COULD NOT DUPLICATE
OPERATES AS DESIGNED
NO CHG

J# 7 08CVZZ FRONT SUSPENSION HOURS: 0.90 TECH(S):390 67.57
POPPING NOISE AT TURNS,LT OR RT TURNS,TRAVELS FROM ONE SIDE
TO THE OTHER.
LOOSE
RD TEST,DIAG TIME
TIGHTEN LOWER CONTROL ARMS

J# 8 13CVZ AUTO TRANSMISSION HOURS: 0.30 TECH(S):194 22.52
CRACKING NOISE WHEN PUT INTO GEAR.ANY GEAR
9Z
COULD NOT DUPLICATE
DIAG TIME OK PER SVC MGMT
CHECK FLUID GOOD CHECK FOR CODES NO CODES
ROAD TEST OPERATES AS DESIGNED

J# 9 31CVZZ FUEL SYSTEM HOURS: TECH(S):15 0.00
FEELS LIKE NO POWER AT HARD ACC.

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

SHOP SUPPLIES: A token charge equivalent to 5% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

B.A.R. LICENSE NO. AA002284
EPA# CAD027856103

CHEVROLET [redacted] GM

WORKHORSE CUSTOM CHASSIS

Allison Transmission

SERVICE FILE COPY-W

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ERAINTIWE GQ-511002 (01/03)

S & J CHEVROLET
FAMILY OWNED SINCE 1937

18605 Studebaker Rd
Cerritos, CA 90703-0186
Webb: sandjchevrolet.com

Phone: 562-924-167
Phone: 714-523-299
FAX: 562-924-251
888-935-333

[redacted]

CUSTOMER NO. [redacted]	ADVISOR FERNANDO TREJO	416	RO NO. 36.	INVOICE DATE 02/11/04	[redacted]
[redacted] LOS ANGELES, CA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 7,344	COLOR DARK GRAY/	TAG NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAIL BLAZER			DELIVERY DATE 09/05/03	DELIVERY MILES 19
	VEHICLE I.D. NO. 1GNES16S4362 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 02/02/04	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR

SEE JOB 3
NO CHG

J#10 51CVZZ MISCELLANEOUS HOURS: TECH(S):390 0.00
VEHICLE FEELS LIKE IS GOING TO FLIPP OVER AT TURNS.EXITS AT 30MPH.STRG WHEEL MOVES EASY.NOT EASY TO CONTROL AT TIMES
OPERATES AS DESIGNED
NO CHG

J#11 28CVZZ GAS ENGINE HOURS: TECH(S):99 0.00
POPPING NOISE FROM FRT AND REAR OF CAR WHEN TURN ON AND OFF

SOUNDS AS DESIGNED
NO CHG

J#12 04CVZZTUNE TUNE ENGINE HOURS: TECH(S):15 0.00
LOW IDLE,WANT TO DIE

SEE JOB 3
NO CHG

J#13 21CVZ EXTERIOR TRIM HOURS: TECH(S):99 0.00
REAR LIC MOLDING COMING LOOSE
SUBLET INSTALLATION
R&R MLDG

J#14 20CVZ GLASS HOURS: 0.70 TECH(S):297 52.56
MARKS ON RT FRT DOOR WDO.LIKE GLASS VERY TIGHTED
WIRE HARNESS RUBBING GLASS,LEAVING MARKS
R&R DOOR HARNESS TO REPOSITION

J#15 24CVZZ ELECTRICAL HOURS: TECH(S):297 0.00
DRIVER SEAT GOES DOWN WHEN TURN OFF CAR,LOOSE SETTING

OPERATES AS DESIGNED
NO CHG

J#16+18CVZ AIR CONDITIONING HOURS: 1.80 TECH(S):297 135.14
A/C NOT BLOWING COLD
DIAG TIME
INCLUDED WITH DIAG TIME IS JOB 17
JOB ADDED ON BY CHUCK WEBER, SHOP FOREMAN
TEST SYSTEM TIGHTEN FITTING COOLS TO 38

J#17+19CVZ HEATING HOURS: TECH(S):297 0.00
HEATER NOT GETTING HOT,TAKES LONG TIME TO GET HOT
WITH JOB 16 DIAG TIME
HEATER GET TO 136 CHECK FOR LEAKS OPERATES AS DESIGNED

TOTAL - LABOR 330.35

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 13	1	15170981	SEAL 17.185	5.84	5.84	8.18	8.18

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

SHOP SUPPLIES: A token charge equivalent to 6% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

B.A.R. LICENSE NO. AA002284
EPA# CAD027856103

CHEVROLET [redacted] GM

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FAMILY OWNED SINCE 1937

18605 Studebaker Rd
Cerritos, CA 90703-0186
Webb: sandjchevrolet.com

[redacted]
Phone: 562-924-167[redacted]
Phone: 714-523-299[redacted]
FAX: 562-924-251[redacted]
888-935-333[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	FERNANDO TREJO 416	36.	02/11/04	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 7,344		COLOR: DARK GRAY/	STOCK NO.
LOS ANGELES, CA [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAIL BLAZER		DELIVERY DATE: 09/05/03	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1GNES16S436 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		P. O. DATE: 02/02/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
				JOB # 13 COST TOTAL		5.84	
						TOTAL - PARTS	8.18

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	102622	839368	02/06/04	RENTAL	126.00
JOB # 13	102671	9290	02/04/04	REPLACE LIC MOLD	45.05
				TOTAL - SUBLET	171.05

COMMENTS
Z7903 60.00 1GNES16S836211924

R/O TAX	0.00
R/O TOTALS	509.58

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
266293	509.58
CLAIM TOTALS	509.58

APPROVED BY SIGNATURE

(**HAZARDOUS MATERIAL) THERE WILL BE A REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR AUTOMOBILE, THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE SECTION 262.12 OF TITLE 40 OF CODE OF FED. REG.

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B.A.R. LICENSE NO. AA002284
EPA# CAD027856103

CHEVROLET [redacted] GM

WORKHORSE CUSTOM CHASSIS

Allison transmission

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18605 Studebaker Rd
Cerritos, CA 90703-0186
Webb: sandjchevrolet.com

[redacted]
Phone: 562-924-1676
Phone: 714-523-2991
FAX: 562-924-2517
888-935-3335

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	FERNANDO TREJO 416	36.	02/11/04	[redacted]
LOS ANGELES, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 7,344		COLOR: DARK GRAY/	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAIL BLAZER		DELIVERY DATE: 09/05/03	DELIVERY MI/S: 19
	VEHICLE NO.: 1GNES16S436 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 02/02/04	
[redacted]	COMMENTS			

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.342
02/11/2004 WARRANTY NEW CLAIM
1243

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
266293	02/02/2004	1GNES16S436234780	3	20455	7344	606-14-7399

CUSTOMER NAME: FIRST: DOMINIQUE MIDDLE:
LAST: OSCAR PHONE:WORK: 213-633-7885 HOME: 323-251-6507

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MJ				98	Z7903			126.00	
LN-TOT:	.126.00	TECH SSN:	552-66-5264		AUTH CODE:						AUTH. AUTHOR.:	

COMMENTS: 1GNES16S436[redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		PP				3A	J6354	.7			52.56
LN-TOT:	52.56	TECH SSN:	565-58-5091		AUTH CODE:						AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	07		VK				3A	E3537	.9			67.57
LN-TOT:	67.57	TECH SSN:	525-84-3400		AUTH CODE:						AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
4	08		OA				9Z	K9995	.3			22.52
LN-TOT:	22.52	TECH SSN:	573-39-2668		AUTH CODE:						AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
5	13		VK	1	15170981	8.18	6C	B5910			45.05	
LN-TOT:	53.23	TECH SSN:	553-25-8492		AUTH CODE:						AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
6	14		VK				3A	C0140	.7			52.56
LN-TOT:	52.56	TECH SSN:	552-66-5264		AUTH CODE:						AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
7	16		OJ				3A	D4450	.3	1.5		135.14
LN-TOT:	135.14	TECH SSN:	552-66-5264		AUTH CODE:	E					AUTH. AUTHOR.:	0090

R.O. TOTAL: 509.58

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B.A.R. LICENSE NO. AA002284
EPA# CAD027856103

CHEVROLET [redacted] GM

WORKHORSE

Allison transmission

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[redacted]
Los Angeles, California [redacted]
Office: [redacted] Fax: [redacted]
Mobile: [redacted]

TO: GENERAL MOTORS
Attention: Rose Joseph

Phone: (800) 231-1841
Fax: (866) 311 - 2784

April 02, 2004

Rose Joseph,

Attached you find the enclosed Settlement Offer for the repurchase of 2003 Chevrolet Trailblazer. Also you will find a copy of my drivers' license.

Thank you,

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 2, 2004

[redacted]

Los Angeles, CA[redacted]

SETTLEMENT OFFER

Subject: **Repurchase of 2003 Chevrolet Trailblazer, VIN 1GNES16S43[redacted] Case #[redacted]**

Dear Mr.[redacted]

We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer, VIN 1GNES16S436[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 $32,302.70.** This offer is calculated by using the following figures:

Purchase Price	**$31,691.78**
Plus tax	$ 2,618.28
Plus license, document, and tire fee	$ 301.00
Plus finance charges	$ 367.34
Less usage	$ 1,675.70
Less incentives	$ 1,000.00
TOTAL REPURCHASE PRICE	**$32,302.70**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4/23/04	$31,154.35
TOTAL AMOUNT TO CUSTOMER	$ 1,148.35

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN 1GNES16S436**[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) 311-2784 by April 5th. The conditions of the straight repurchase are as follows:

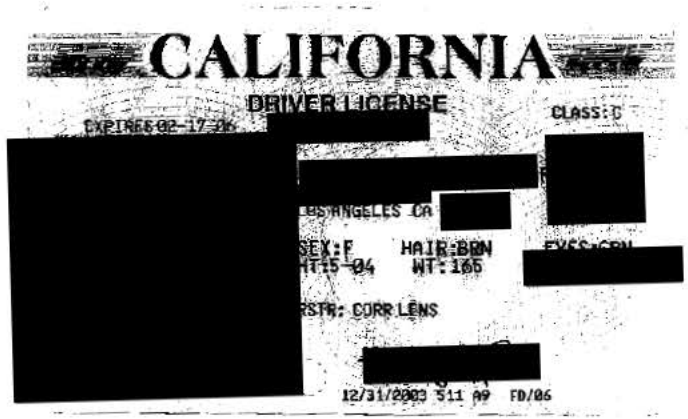
- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at 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 **Guaranty Chevrolet, Inc.** 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. 58580 if you have any questions or concerns.

Sincerely,
Rose Joseph
Business Resource Center

[redacted]

Date 04/02/2004


CALIFORNIA
DRIVER LICENSE
CLASS:C
EXPIRES 02-17-06
[redacted]
LOS ANGELES CA
SEX:F
HAIR:BRN
HT:5-04
WT:165
RSTR: CORR LENS
12/31/2003 511 A9 FD/06

Confidential Information

CASE ASSESSMENT BY: Allison Shaw CARS Request No: 1-[redacted]

Customer Name [redacted]

Year of Vehicle: 2003 Make: Chevrolet Model: Trailblazer Current Mileage: 6600

Vehicle ID No.: 1GNES16S4361[redacted] In Service Date: 9/5/03 Purchased: New
If used: (date/miles)

What is customer seeking: Repurchase/Replacement What is customer eligible for: All Remedies

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/ COMPLAINT: ENGINE LACKS POWER ON ACCELERATION

Date:	Mileage:	Days Out:	Description of Repair:
1/5/04	6345	4	RO#[redacted] – hard to get on freeway, no abnormal condition found
1/2/04	6345	1	RO#[redacted] – scope & scan engine, road test, unable to duplicate
12/8/03	5128	4	RO#[redacted] – trans will hesitate before catching when accelerating & engine lags like it will stall, unable to duplicate
			Engine lacks power on accel, road test, scope & scan, see above

OTHER SYMPTOM / COMPLAINT: ADDTL CONCERNS LISTED ON CCF

Date:	Mileage:	Days Out:	Description of Repair:
HAZARD LIGHTS FLASHED THEN STOPPED			
1/5/04	6345		RO#1[redacted] – N1755 shorted flasher module, rpl flasher
A/C TURNS ITSELF ON WHEN VEH IS OFF/AC TURNS ITSELF OFF			
1/5/04	6345		RO#18086 – N6642 ac will quit at times while driving, module shorted, circuit test/remove module kit
			AC blower comes on at times when parked & key out, see above
12/8/03	5128		RO#1[redacted] – operating normally at this time
11/8/03	3706	1	RO#1[redacted] – D1180 a/c will not blow cold at times, install new cycle switch per TSB 03-01-39-007, normal operation after repair
EMERGENCY BRAKE WOULD NOT HOLD			
1/5/04	6345		RO#[redacted] H2800 adjust parking brakes
CENTER CONSOLE DOES NOT LATCH			
1/5/04	6345		RO#[redacted] C2740 rpl center console lid
VEH SHIFTS TO THE SIDE WHEN REACHING 55 MPH			
1/5/04	6345		RO#[redacted] – E2020 front end pulls to right when driven on freeway, out of alignment, adjust caster & toe-in
HEADLAMPS TURN OFF			
1/5/04	6345		RO#[redacted] headlamps flicker while driving, unable to duplicate
12/8/03	5128		RO#[redacted] headlamps flicker, no correction needed
COOLANT EVAPORATED			
Not listed on any ROs from dealer.			
GEAR MAKES CLANKING NOISE			
1/5/04	6345		RO:[redacted] cracking noise in steering column when moving shifter, normal shift lock noise
12/8/03	5128		RO#1[redacted] – clunk noise from under veh shifting P-D or P-R, unable to duplicate
11/11/03	3880	4	RO#1[redacted] – clunks in reverse, unable to duplicate

Team Manager Approval: Date:

Revised by A. Allen Payne 050203

BRAKE CALIPERS GRIP & VEH FEELS LIKE ITS "COMING OFF"
Not listed on any ROs from dealer.

NOISE HEARD ROLLING SIDE TO SIDE WHEN TURNING

1/5/04	6345	RO# [redacted] - E3901 popping noise front front when turning at low speeds, reposition noisy left front spring insulators

RADIO/CD PLAYER SQUEAKS
Not listed on any ROs from dealer.

CD PLAYER WILL NOT EJECT CD OR PLAY NEXT SELECTION

1/5/04	6345	RO# [redacted] - [redacted] circuit test audio system, r&r radio for exchange, set up new radio

OTHER SYMPTOM / COMPLAINT: MISC CONCERNS NOT LISTED ON CCF

Date:	Mileage:	Days Out:	Description of Repair:
INTERIOR LIGHTS DIM WHILE DRIVING			
1/5/04	6345		RO# [redacted] - could not duplicate
12/8/03	5128		RO# [redacted] - dash lights flicker, no correction needed
LOW FUEL LIGHT COMES ON AT TANK			
1/5/04	6345		RO# [redacted] – N4180 shorted cluster, r&r cluster for exchange program & resynch cluster
ROLLS WHEN IN PARK			
1/5/04	6345		RO#1 [redacted] unable to duplicate
DRIVER SEAT MEMORY INOP			
1/5/04	6345		RO#1 [redacted] not equipped with memory seat
POWER MIRRORS LOOSE ADJUSTMENT AFTER SETTING			
1/5/04	6345		RO# [redacted] not equipped with memory mirrors
FRONT BUMPER WAVY			
11/14/03	3880		RO# [redacted] 30048 repair front bumper fascia
A/C HAS BAD ODOR			
11/14/03	3880		RO# [redacted] 03316 a/c odor kit
PASSENGER WINDOW SQUEALS			
11/8/03	**3706**		**RO# [redacted] C0140 r&r right front glass run to refit channel**

Total Days Reported Out of Service: __14__

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:

Team Manager Approval: **Date:**

Revised by A. Allen Payne 050203

RVDC Active Case # [redacted]

RVDC Case# 83565

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNES1654367
BAC	[redacted]
Dealership Name	GUARANTY CHEVROLET MOTORS, INC
Dealer Contact/Title	MATT LEWARN, SLS MGR
Dealer Phone	7149731711
Dealer Fax	7149738207
Delivery Date	2003-09-05
Buyback Mileage	7344
Transmission	A
UCC Code(s)	J4015 D0109
MSRP	34400.00
Est. Auction Value	22400.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	ADR Mediated - BBB or State
Repurchase Source	PRA ADR AVM ART DAVIS
Reason for Repurchase: ENGINE LACKS POWER. A/C TURNS ON & OFF BY ITSELF	

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 settlement of a GM alternative dispute resolution program		
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: 2004-04-08	Established on: 2004-04-05	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: CA BBB VOLUNTARY COMPLIANCE DATE 5/10/04		
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: 31154.35	Lien Payoff Expires on: 2004-04-23	Per Diem: 1.61
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		*Lienholder*		*Plaintiff's Attorney*	
Check Amt:	1148.35			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	GMAC	Payee1:	
Payee2:	GUARANTY CHEVROLET, INC	Payee2:	085903499816	Payee2:	
Address1:	3141 W WINTER STREET	Address1:	2902 W AGUA FRIA FREEWAY #1095	Address1:	
Address2:		Address2:		Address2:	
City:	LOS ANGELES	City:	PHOENIX	City:	
State:	CA	State:	AZ	State:	
Zip	90063	Zip	85027	Zip	
Phone #:	213-633-7885	Phone #:	800-225-4622	Phone #:	
Fax #:	213-633-7880	Fax #:		Fax #:	
		Attention:	PAYOFF DEPT	Attention:	
		Account #:	085903499816	Fed Tax ID:	
				Firm Name:	

Case ID: [redacted] Initiator: rjoseph

Sheldon Berg

APR 05 2004

GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST

APP		APP	
___	INCENTIVE SHUT-OFF REQUEST	___	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
___	COPY OF TITLE OR REGISTRATION	___ ___	SIGNED BILL OF SALE ON NEW VEHICLE
___	WARRANTY HISTORY	___ ___	INVOICE ON REPLACEMENT VEHICLE
___	CHECK REQUEST FORM	___	SIGNED SETTLEMENT OFFER LETTER
___	RVDC SPECIAL INSTRUCTIONS FORM	___	SIGNED RELEASE AGREEMENT
___	RVDC CALCULATION WORKSHEET	___ ___	SIGNED DEALER CONFIRMATION LETTER
___	PRA FORM	___ ___	DEALER PROFIT OTHER THAN ADMIN FEE
___	INVOICE ON ORIGINAL VEHICLE	___ ___	INVOICE FOR ATTORNEY FEES (If Applicable)
		___ ___	REPAIR ORDERS FOR REASON FOR REPURCHASE (FLORIDA ONLY)

☐ Substitution of Collateral ☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	
Year-Make and Model:	2003 Chev TrailBlazer

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC # Need title
Lender Contact Person and Date:	Chris
Physical Address:	2902 W Agua Fria Freeway #1095
City/State/Zip	Phoenix AZ 85027
Phone:	800-225-4627 D
Fax Number:	
Account Number:	085 9034 99816
Dealer Buyout/Payoff Amount:	$31,135.03 / 31,154.35
Buyout/Payoff Expiration Date:	4-11 / 4-23
Per Diem:	$1.61 x 12 = 19.32

Additional Information Total Paid Interest: $67.34

Julie

RNJ

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*ROSE JOSEPH*
Old Vehicle VIN: 1GNES16S43[redacted]	**New Vehicle VIN:**	**Date:** 4/1/04

				STRAIGHT REPURCHASE			**LEASE REPURCHASE**	
							Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1			1	Base Price	$31,691.78	1	Dealer Buyout Price	
2			2	Conversion Price		2	Payments (opt)	
3			3	Tax	$2,618.28	3	Pre-Payment(s) (Pro-rate)	
4			4	Reg./Lic./Title (opt)	$301.00	4	Cap Cost Reduction	
5			5	Aftermarket Items		5	Tax	
6			6	Finance Charges	$367.34	6	Reg./Lic./Title (opt)	
7			7	Incentives (deduct)	$1,000.00	7	Other	
8			8	**Total Purchase Price**	$33,978.40	8	**Total Additions**	$0.00
9			9			9		
10			10	Usage/Depreciation	$1,675.70	10	Usage/Depreciation	
11			11	Damage		11	Damage	
12			12	Over Allowance		12	Over Allowance	
13			13	Negative Equity		13	Negative Equity	
14			14			14	Security Deposit	
15			15	**Total Deductions**	$1,675.70	15	Incentives	
16			16			16	**Total Deductions**	$0.00
17			17			17		
18			18	**Total Repurchase Amount**	$32,302.70	18	**Total Repurchase Amount**	$0.00
19			19			19		
20			20	**Total Payoff Amount 4/23/04**	$31,154.35	20	**Dealer Buyout Price** *(From Line 1)*	$0.00
21			21			21		
22			22	**Total Refund to Customer**	$1,148.35	22	**Total Refund to Customer**	$0.00
23			23			23		
24			24			24		
25			25	Estimated Auction Price	$22,400.00	25	Estimated Auction Price	
26			26	Projected Loss	($9,902.70)	26	Projected Loss	$0.00

PAYMENT METHOD

	Payee(s)	Amount		Contact(s)			
A	Credit to Dealership				BAC Code	114 564	
B	Check to Customer				Dealer Name	GUARANTY CHEVROLET, INC	
C	Check to Lienholder & Customer						
D	Check to Lienholder					[signature]	4/3/04
E	Check to Attorney (1099 info)					G.M. Signature	Date
F	Check to Other						

A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE ($15). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

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

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

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

A Public Service Agency

REGISTRATION CARD VALID FROM: 09/08/2003 TO: 09/08/2004

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2003	2003	JF	120	11	[redacted]

BODY TYPE MODEL	MP	MD	VEHICLE ID NUMBER
JT	G	KP	1GNES16S43[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCD	DT FEE RECVD	PIC
AUTOMOBILE	03/08/04	19	03/08/04	8

PR EXP DATE: 09/08/2004

AMOUNT PAID
$ 15.00

REGISTERED OWNER
[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 15.00	CASH :	
	CHCK :	15.00
	CRDT :	

LOS ANGELES
CA [redacted]

LIENHOLDER
GMAC
PO BX 8129

COCKEYSVILLE
MD 21030

H00 617 B2 0001500 0054 CS H00 030804 11 5EGX537 780

Your liability for this vehicle may not be released if you submit illegible or incomplete information

PRINT YOUR CHARACTERS IN CAPITAL LETTERS USING BLACK OR BLUE INK-READ INSTRUCTIONS ON REVERSE SIDE

ABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789

NOTICE OF RELEASE OF LIABILITY

MAIL THIS FORM TO DMV

A. BUYER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE) (CHECK BELOW)

C. BUYER'S ADDRESS (COMMON READING)

D. CITY STATE ZIP CODE

G. SELLER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE)

H. SELLER'S ADDRESS (SELLING CODE)

J. CITY STATE ZIP CODE

K. SELLER'S SIGNATURE X

VEHICLE ID NUMBER: 1GNES16S436234780 — YR MODEL MAKE: 2003 CHEV — PLATE NUMBER: 5EGX537

REG. USA RE 11-97

DO NOT DETACH UNTIL SOLD

STATE OF CALIFORNIA

[redacted]

CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER: 1GNES16S436[redacted]

YR MODEL: 2003 MAKE: CHEV

PLATE NUMBER: [redacted]

BODY TYPE MODEL: UT

AX UNLADEN WEIGHT

FUEL: G

TRANSFER DATE

FEES PAID: $251

REGISTRATION EXPIRATION DATE: 09/08/2004

YR 1ST SOLD: 2003 CLASS: JF YR MO: JX

EQUIPMT/TRUST NUMBER

ISSUE DATE: 10/31/03

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE: 09/05/2003 ODOMETER READING: 19 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

[redacted]

LOS ANGELES CA [redacted]

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ DATE X _____ SIGNATURE OF REGISTERED OWNER

1b. _____ DATE X _____ SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [redacted] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked

WARNING ☐ Odometer reading is not the actual mileage ☐ Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFERRED TO THE SIGNATURE(S)	DATE	TRANSFERRED TO THE SIGNATURE(S)
	X		X
PRINTED NAME OF AGENT SIGNING FOR A COMPANY		PRINTED NAME OF AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days

LIENHOLDER(S)

GMAC
PO BX 8129
COCKEYSVILLE
MD 21030

2 X _____
Signature releases interest in vehicle (Company names must be countersigned)

Release Date _____

0232[redacted]

REG 17 30 (REV 10/02)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

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): 03/05/2004
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Los Angeles, Ca [redacted]
5.Primary Customer Phone #: [redacted] Work 8-5
6.Additional Customer Phone #: [redacted] ~~Home~~ cell #
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate

Revised + Reopened 45 AM 3/29/04 12:
Joseph

Customer Vehicle Information

10.Year/Make/Model: 2003 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNES16543[redacted] 12.Current Mileage: 7,344
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Guaranty Chevrolet INC
15.Dealership Phone #: (714) 973-1711
16.Dealership Contact Name and **TITLE:** Matt Lewam General Sales Manager
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # (714) 973-8207
19.Dealership BAC: 114564 Region: Western

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? File previously went back to repurchase department and customer rejected trade replacement to seek straight repurchase

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: [redacted]
25.If no TAC number, Explain: Above number is a TSB # not TAC
26.Reason for Repurchase (Include specific mechanical failure): 4 repair attempt for cust concern of engine lacks power-resultant repair was PCM update. 5 HVAC concerns-A/C turned itself on and off-resultant repair according to TSB# [redacted]

27.This case was resolved by: Field Decision working with open case in Tampa ADR
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? STRAIGHT 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:
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: 6345 miles divided by 120000, multiplied by sales price of $31691.78,=useage of $1675.70

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:

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): 03/04/2004
42.Authorizer Name: Art Davis by Allison Shaw
43.GM Position: AVM BRC ADR CRM
44.VoiceMail Node: 80509 Mailbox Number: 58725
45.Email Address:
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.

TRAILBLAZER EXT LT 2WD
DK GRAY METALLIC /L6G
DK PEWTER/DK PEWTER ACCENTS
NO. GFCJW7/TRE[redacted] STOCK NO.
GN ES16 S4 3[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*20186S

& FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
06 TRAILBLAZER EXT LT 2WD	31345.00	28367.23	INVOICE 05/01/03
R/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 05/01/03
LECTRIC SLIDING SUNROOF	550.00	473.00	EXP I/T 05/15/03
(INCLUDES $250 SAVINGS FOR			INT COM 05/15/03
SUNROOF & ONSTAR)			PRC EFF 05/01/03
EAR AXLE - 3.73 RATIO	50.00	43.00	KEYS S651C S651C
ORTEC 4200 SFI I6	0.00	0.00	WFP-S MTH OPT-2
-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	BANK: GMAC - 085
ND ELECTRONIC CONTROL			CHG-TO 20-186
EHICLE COMMUNICATIONS PKG	870.00	748.20	
NCL: ONSTAR COMMUNICATIONS			SHIP WT: 4704
YS W/1 YR SAFE & SOUND PLAN,			HP: 32.1
IGHT SENSITIVE ISRV MIRROR			GVW: 6200
RONT LICENSE PLATE MOUNT	N/C	N/C	GVWF: 3100
ALIFORNIA EMISSIONS	N/C	N/C	GVWR: 3400
RIVER CONVENIENCE PACKAGE:	585.00	503.10	GMS: 30098.03
RVR MESSAGE CNTR, AUTO CLIMATE			SUPPLR: 31301.95
ONTROL, RR SEAT RADIO AND HVAC			MRM: 34400.00
TRLS. LEATHER STRG WHL W/CONTL			NTR: 1/2
XT LT PREF EQUIPMENT GROUP	N/C	N/C	DAN: TRB21
			MEMO 1662.50

OLD veh

MODEL & OPTIONS	33750.00	30435.53	ACT 237 30073.03
NATION CHARGE	650.00	650.00	H/B 261 1012.50
EALER CONTRIBUTION		84.38	ADV 261 84.38
ROUP CONTRIBUTION		168.75	EXP 65A 168.75
	34400.00	31338.66	PAY 310 31338.66
TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		29855.98	

****

CE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER ES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO R OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

NTY CHEVROLET MOTORS, INC

REMIT TO GMAC NO. 085
VIN 1GNES16S43[redacted]
$ 31338.66 INV 1AD15007908
DUE 05/15/03 DEALER 20-186

B AUTO LINE

ch 25, 2004

[redacted]

ANGELES, CA [redacted]

OSCAR vs Chevrolet Motor Division [redacted]

Ms. [redacted]

writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO E claim you filed.

terms of the settlement are as follows:

**********REVISED**********

Manufacturer has offered to Repurchase the Consumer's 2003 Chevrolet Trailblazer. The Consumer been offered the following collateral fees: Purchase price of vehicle $30,691.78 (The $1000 MFR ate has already been deducted), Sales tax $2,618.28, License fee $251.00, Document preparation fee .00, California Tire fee $5.00, and all incurred finance charges from date of purchase. The Consumer l be charged a usage deduction taken from 6,345 miles. The consumer's total usage fee shall be 575.70. The consumer has accepted this offer. The manufacturer shall send the consumer a separate lement letter with the total repurchase amount. The repurchase shall be completed within 45 days from date of this letter.

ur understanding of this settlement differs from what is written above, please call me immediately at 955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above s of the settlement are correct.

l follow up with you after the date for performance of the settlement to confirm that all required actions have satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily ormed the settlement. If that happens and you contact me within 120 days from the date of this letter, we will en your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish open your case more than 120 days from the date of this letter, we will determine whether your claim is within AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

happy we have been able to assist you in reaching an agreeable resolution of you claim. Please contact me at 955.5100 if you have any questions.

rely,
ise Soliz at Extension 210

Allison Shaw

SIMPLE INTEREST FINANCE CHARGE

r Number _____ Contract Number _____ R.O.S. Number 7380259 Stock Number 33753

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

[redacted]
LOS ANGELES LOS ANGELES CA [redacted]

Creditor - Seller (Name and Address)

GUARANTY CHEVROLET MOTORS
P.O. BOX 11565
SANTA ANA CA 92711-1565

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 ements 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 ge 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.

ew sed	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
EW	2003	CHEVROLET TRAILBLAZR	19	1GNES16S43[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 $ 1,000.00 is
1.90 %	$ 2,119.66(e)	$ 35,501.06	$ 37,620.72(e)	$ 38,620.72(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	
71 Payments	522.51	Monthly, Beginning 10/20/2003
One Final Payment	522.51	09/20/2009

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 $ 31691.78 (A)
     - 1. Cash Price Vehicle $ 31691.78
     - 2. Cash Price Accessories $ N/A
   - 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) $ 2618.28 (D)
   - E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1890.00 (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)* _____ $ N/A (I)
     For _____
   - Total Cash Price (A through I) $ 36245.06 (1)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 251.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other _____ $ N/A (D)
   - E. Other _____ $ N/A (E)
   - Total Official Fees (A through E) $ 256.00 (2)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. $ N/A (4)

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	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A	limits	N/A Mos.	$ N/A
Property Damage $ N/A	limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A(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. [redacted] to obtain cr[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 Effective Date. (3) Only the Primary Buyer is

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	$ 1000.00	(E)
F. Other _____	$ N/A	(F)
G. Cash	$ N/A	(G)
Total Downpayment (C through G)	$ 1000.00	(6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)		
7. **Amount Financed** (5 less 6)	$ 35501.06	(7)

*Seller may keep part of these amounts.

LAST 6 M[redacted]es
Not Cove[redacted]

Date [redacted]

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 [redacted]

Buyer X [redacted]

SELLER ASSISTED LOAN

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

N/A

Proceeds of Loan From: _____ N/A

Amount $ N/A Finance Charge $ N/A

Total $ _____ Payable in N/A

Installments of $ _____ $ _____

Term 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:**

_____

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 [redacted]

Term 12 Mos. or 75000 Miles

Buyer X [redacted]

NOTICE OF RESCISSION RIGHTS

Buyer and Co-[redacted] sign here the provisions of the Rescission Rights section on the back giving t[redacted] rescind if Seller is unable to assign this contract to a financial inst[redacted]

Buyer X _____ Co-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 [redacted]

Buyer Initials X _____ Co-Buyer Initials

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON [redacted] EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SH[redacted] THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/S X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B [redacted] difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract [redacted] change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or [redacted] make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X [redacted] Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X GUARANTY CHEVROLET MOTORS 08/05/2003 Address _____

Seller Signature X _____ Date _____ By _____ Title _____

LAW FORM NO. 553-CA (REV. 1/03) U.S. PATENT NO. D440,782
©2003 Reynolds and Reynolds TO ORDER: [redacted]
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR [redacted] PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

GM

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

JSTOMER NAME: [redacted]

N: 1GNES16S4362[redacted] (or see attached list*)

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) X 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
CUSTOMER CASH	$ 1,000.00	BEG
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$	

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 —

am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took elivery of this vehicle on 09052003 I acknowledge receipt of incentive(s) as described in Item 1 and release the GM ivision from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 09052003

he undersigned person, as Dealer representative, certifies that the information on this application is true and correct and e incentive(s) described in Item 1 have been provided to the said purchaser/lessee who has taken delivery of referenced nit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 09052003

Dealership Name: GUARANTY CHEVROLET Dealer Code: 2 0 1 8 6

ist must include VIN, Delivery Date and Program Reference

r Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

#1 - Dealer Copy #2 - Customer , CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC GM3795 1/01

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0694
FAX: 1-800-531-9855

p-2

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 2, 2004

[redacted]
Los Angeles, CA [redacted]

SETTLEMENT OFFER

Subject: Repurchase of 2003 Chevrolet Trailblazer, VIN 1GNES16S[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer, VIN 1GNES16S[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 $32,302.70. This offer is calculated by using the following figures:

Purchase Price	$31,691.78
Plus tax	$ 2,618.28
Plus license, document, and tire fee	$ 301.00
Plus finance charges	$ 367.34
Less usage	$ 1,675.70
Less incentives	$ 1,000.00
TOTAL REPURCHASE PRICE	$32,302.70
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4/23/04	$31,154.35
TOTAL AMOUNT TO CUSTOMER	$ 1,148.35

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN 1GNES16843G254780 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

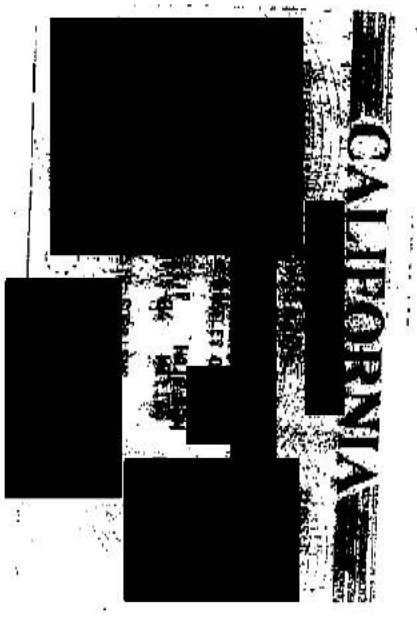
Please return this document to fax number (866) 311-2784 by April 5th. The conditions of the straight repurchase are as follows:

- ⇒ 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-*need 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 Guaranty Chevrolet, Inc. 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. 58580 if you have any questions or concerns.

Sincerely,
Rose Joseph
Business Resources Center

[redacted] 04/02/2004
Date


CALIFORNIA

[redacted]
LOS ANGELES, CA 9[redacted]
PHONE: [redacted] FAX: ([redacted]

3/31/2004

TO: General Motors

PHONE: (800) 231-1841 X.58580
FAX: (866) 311-2784

ATTN: ROSE JOSEPH

Ms. Joseph,

Attached you will find my vehicle registration for the 2003 Chevrolet Trailblazer. As per your request.

[redacted]

[redacted]
Los Angeles, California
Office: [redacted] Fax: [redacted]
Mobile: [redacted]

TO: GENERAL MOTORS
Attention: Rose Joseph

Phone: (800) 231-1841
Fax: (866) 311 - 2784

April 02, 2004

Rose Joseph,

Attached you find the enclosed Settlement Offer for the repurchase of 2003 Chevrolet Trailblazer. Also you will find a copy of my drivers' license.

[redacted]

FAX

CASTELLE
Optimizing your network productivity.

To: Rose

Company : **085-9034-99816**

Fax Number :

Phone Number :

From : Erica Rocha GMAC

Fax Number : **12**

Phone Number

Time Sent : **Monday, Apr 5, 2004 12:27PM**

Pages : **2**

Description :

Your liability for this vehicle may not be released if you submit illegible or incomplete information

PRINT YOUR CHARACTERS IN CAPITAL LETTERS USING BLACK OR BLUE INK-READ INSTRUCTIONS ON REVERSE SIDE

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

NOTICE OF RELEASE OF LIABILITY

MAIL THIS FORM TO DMV

A. BUYER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE) IF NONE, LEAVE BLANK

C. BUYER'S ADDRESS

D. CITY STATE ZIP CODE

G. SELLER'S TRUE FULL NAME (LAST) (FIRST) (MIDDLE)

I. SELLER'S ADDRESS

J. CITY STATE ZIP CODE K. SELLER'S SIGNATURE

X

VEHICLE ID NUMBER YR MODEL MAKE LICENSE NUMBER

1GNES16S436234780 2003 CHEV 5EGX537

DO NOT DETACH UNTIL SOLD

REG 138A (REV. 11-97)

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER: 1GNES16S436 [redacted]

YR MODEL: 2003 MAKE: CHEV

PLATE NUMBER: [redacted]

BODY TYPE MODEL: UT

AX UNLADEN WEIGHT

FUEL: G

TRANSFER DATE

FEES PAID: $251

REGISTRATION EXPIRATION DATE: 09/08/2004

YR 1ST SOLD: 2003 CLASS: JF *YR MO: JX EQUIPMT/TRUST NUMBER

ISSUE DATE: 10/31/03

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE: 09/05/2003 ODOMETER READING: 19 MI

ACTUAL MILEAGE

[redacted]

LOS ANGELES CA [redacted]

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

I certify under penalty of perjury under the laws of the State of California, that **THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.**

1a. DATE X SIGNATURE OF REGISTERED OWNER

1b. DATE X SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [redacted] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked

WARNING ☐ Odometer reading is **not** the actual mileage ☐ Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFEREE/BUYER SIGNATURE(S)
	X		X
PRINTED NAME OF AGENT SIGNING FOR A COMPANY		PRINTED NAME OF AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days

LIENHOLDER(S)

GMAC
PO BX 8129
COCKEYSVILLE
MD 21030

2 X
Signature releases interest in vehicle (Company names must be countersigned)

Release Date

[redacted]

023216

REG 17 30 (REV 10/02)

KEEP IN A SAFE PLACE - VOID IF ALTERED

Overallowance / Incentives / Negative Equity Form

Customer [redacted] Request # [redacted] BBB # CHV0432168

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)	$ 31691.78
MSRP (from BARS Invoice)	minus $ 34400.00
Difference	$ 2708.22-
	(If positive, look for Overallowance)

Trade Allowance (from dealer Bill of Sale)	$ no trade
*ACV Amount (from the dealer's ACV form) – (from dealer)	$ no trade
Difference	minus $ no trade
	(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.)	$ 31691.78
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus $ 1000.00
Overallowance (difference between Trade Allowance & ACV)	minus $ 0.00

Actual price of Vehicle that should be presented to BBB for ATA	$ 30691.78

To: Allison Shaw
Fax#: 18662140882
From: Denise Soliz
Feb 18, 2004

Re: Chevrolet/C[redacted]
TotalPages: 6

BBB AUTO LINE

February 18, 2004

Re:cam3 [redacted] [redacted]s Chevrolet Motor Division 1GNES16S436[redacted]

Allison Shaw
Chevrolet
Tampa, FL

Dear Madam/Sir:

Enclosed are:

* Arbitrator Listing Sheet(s);
* a map to the hearing site;
* Hearing Format Outline; and
* *Notice of Hearing*.

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

We are enclosing supporting documentation, if any, submitted by the consumer and not previously sent to you.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Denise Soliz at Extension 210

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: Ms. [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: Robert Cannon

Arbitrator's Occupation: General partner in partnerships that own industrial buildings

Arbitrator's Biography:

Mr. Cannon is an experienced mediator who has volunteeres for the L.A. Superior Court, Small Court, and the L.A. County Consumer Affaris Dispute Settlement Service. Mr. Cannon is also a licensed attorney and real estate broker.

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 02/17/04 Case Number: [redacted]

Customer: [redacted]

Manufacturer: Chevrolet

Mfr-Info: 1716 CA 1GNES16S436[redacted]

Arbitrator(s): Mr. Robert L. Cannon

Hearing Date, Time, Place: 03/03/04 10:00 am
The Better Business Bureau
6125 Washington Blvd., Ste 306
Culver City CA 902320000

Manner in Which Parties Will Participate:

Attorney Name:

Attorney Phone Number: Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

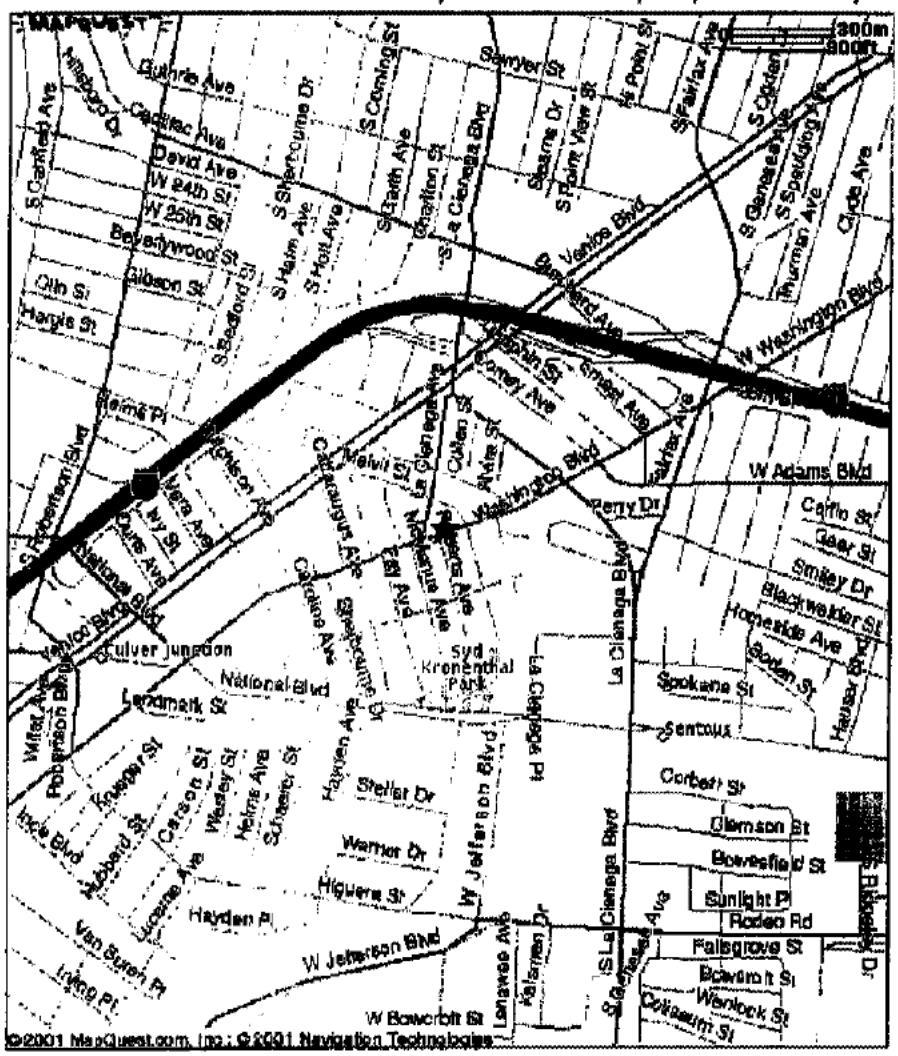
1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
6. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
7. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.
8. Current vehicle registration and insurance are required for all test drives.

Hearing Site Phone Number: 3109453150

BBB AUTO LINE

BETTER BUSINESS BUREAU—CULVER CITY

6125 WASHINGTON BLVD 3RD FL, CULVER CITY, CA, 90232-7473, US



From the 10 (Santa Monica) Freeway, going West, exit at Washington Blvd. and go South. Washington Blvd. will run through 2 La Cienega Avenues. Go to the 2nd La Cienega Avenue and the building will be on the Right hand corner of La Cienega Avenue and Washington Blvd. If going East on the 10 Freeway, exit at La Cienega Avenue and go South. Stay Right on La Cienega and go about 1 mile to Washington Blvd. It will be a grey, 3 story building. There is underground parking off La Cienega Blvd. and additional parking on the street. Office is on the 3rd Floor.

12/4/01

Suggested Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection (If requested by arbitrator)

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by business
D. Closing statement by consumer

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.



711 E. 17th St., P.O. Box 11566 Santa Ana, California 92711-1566
Phone (714) 973-1711 Fax (714) 543-3236

FAX COVER SHEET

Total of 17 **pages including cover sheet** **Date:** 1/29/07

To: Allison S

From: Bruce W. at 271

Notes: Here is [redacted]

repair orders, acentive acknowledgement

form and sales contract, there is NO trade.

(714) 973-1711 Receptionist **(714) ~~543-3236~~ Fax**

p.1

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GNES16S13[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)** _X_ 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
CUSTOMER CASH	$ 1,000.00	BEG
	$	
	$	
	$	
	$	
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 09052003 I acknowledge receipt of incentive(s) as described in Item 1 and release the GM Division from any future claim or obligat[redacted]

Purchaser/Lessee Signature: [redacted] Date: 09052003

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: _____ Date: 09052003

Dealership Name: GUARANTY CHEVROLET Dealer Code: 2 0 1 8 6

* 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: 1-800-531-9055

2 · d

SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number 7380259 Stock Number 33753

Buyer(and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] LOS ANGELES LOS ANGELES CA [redacted]	GUARANTY CHEVROLET MOTORS P.O. BOX 11566 SANTA ANA CA 92711-1566

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	CHEVROLET TRAILBLAZR	19	1GNES16S4[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 $ 1,000.00 is
1.90 %	$ 2,119.60(e)	$ 35,501.06	$ 37,620.76(e)	$ 38,620.76(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	
71 Payments	522.51	Monthly, Beginning 10/20/2003
One Final Payment	522.51	09/20/2009

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 $ 31691.78 (A)
     - 1. Cash Price Vehicle $ 31691.78
     - 2. Cash Price Accessories $ N/A
   - 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) $ 2618.28 (D)
   - E. (Optional) DPA New Vehicle Report of Sale or Renewal Transaction Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1890.00 (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)* _____ $ N/A (I)
     For _____
   - Total Cash Price (A through I) $ 36245.06 (1)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 251.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other _____ $ N/A (D)
   - E. Other _____ $ N/A (E)
   - Total Official Fees (A through E) $ 256.00 (2)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. [illegible] $ N/A (4)

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	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A	Limits	N/A Mos.	$ N/A
Property Damage $ N/A	Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
		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 credit.

Buyer X [redacted]
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 Effective Date. (3) Only the Primary Buyer is

ε·d

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	$ 1000.00	(E)
F. Other	$ N/A	(F)
G. Cash	$ N/A	(G)
Total Downpayment (C through G)	$ 1000.00	(6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)

7. Amount Financed (5 less 6) $ 35501.05 (7)

*Seller may keep part of these amounts.

LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details)

08/05/20[redacted]

Date Buyer Signature Age

Date X 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 [redacted] Mon

B [redacted]

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ _____ $ _____

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:

_____

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 [redacted]

Term [redacted]

Buyer X [redacted]

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back [redacted] nd if Seller is unable to assign this contract to a finar [redacted]

Buyer X [redacted] Co-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.

[redacted] X _____ Co-Buyer Initials

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE [redacted] NT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER S [redacted] DS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You repres [redacted] xcess on demand. If the payoff amount is less than the amount shown above in item 6.B as [redacted] rence to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract [redacted] ess you agree in writing to the change. You do not have to agree to any change, and it is an unfair [redacted]

Buyer Signature X [redacted] Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X [redacted] ate _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X GUARANTY CHEVROLET MOTORS 08/05/2003 Address _____

Seller Signature X _____ Date _____ By _____ Title _____

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SATURDAY 8:00 A.M. TO 4:00 P.M.

In Santa Ana

GUARANTY CHEVROLET

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED ON LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED ON LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF A INCREASE IN THE ORIGINAL ESTIMATED PRICE. X		

[redacted] 0013382 EPA CAD 981384399

INVOICE TO — DRIVER/OWNER INFORMATION — INVOICE: W18026

[redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

LOS ANGELES [redacted]
WOR[redacted] HOME: [redacted]

FOR OFFICE USE — VEHICLE INFORMATION

TAG: 2729 ADV: 417 BRAMSON, INVOICE: PRELIM WAR W LE VIN 1GNES16S43[redacted] LICENSE NUMBER: [redacted]
MFG: 690001 INVOICED: 01/08/2004 18:03:39 03 CHEVROLET TRAILBLAZR EXT 4DR SPTUTY GRAY
ODOMETER IN: 6345 STOCK# 00033753
DATES BEGIN: 01/05/04 DONE: 01/08/04 DATES INSERVICE: 030503

CONCERN 49 RENTAL
CAUSE RENTAL
CORRECTION RENTAL

OPERATION	TECH	HOURS	AMOUNT
Z7903	311	.0	.00

PART NUMBER	PG#	NOTE	DESCRIPTION	QTY	SELL	
	OR5518		RENTAL	1	126.00	126.00

FACTORY COND CODE : X FAIL CODE : X
LINE AUTH: LE 010804 18:01

SUBTOTAL
SUBLET REPAIRS 126.00
TYPE: W TOTAL CHARGE FOR CONCERN 126.00

CONCERN 51 PARK BRAKE WILL NOT HOLD ROLLS BACKWARDS
CAUSE OUT OF ADJUST
CORRECTION ADJUST PARKING BRAKES
FACTORY COND CODE : GJ FAIL CODE : 3A

OPERATION	TECH	HOURS	AMOUNT
H2900	512	.9	64.85

SUBTOTAL
LABOR MECHANICAL 64.85
TYPE: W TOTAL CHARGE FOR CONCERN 64.85

CONCERN 52 CRACKING NOISE IN STEERING COL W/MOVING SHIFT SELECTOR
CAUSE X
CORRECTION NORMAL SHIFT LOCK NOISE
FACTORY COND CODE : NP FAIL CODE : 9Z

OPERATION	TECH	HOURS	AMOUNT
NC	507	.0 B	.00

SUBTOTAL
TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN 53 A-C WILL QUIT OPERATING (BLOWER STOPS) AT TIMES W/DRIVING

OPERATION	TECH	HOURS	AMOUNT

REMEMBER SAFETY – PLEASE BUCKLE UP

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SATURDAY 8:00 A.M. TO 4:00 P.M.

In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384389

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN X	

INVOICE TO [redacted] DRIVER/OWNER INFORMATION — INVOIC[redacted]

FOR OFFICE USE [redacted] VEHICLE INFORMATION

TAG: 2729 ADV: 417 BRONSON, INVOICED: 01/08/2004 19:03:39 LE 03 TRAILBLAZR GRAY LICENSE NUMBER: [redacted]

CAUSE MODULE SHORTED N6642 507 .5 36.03
CORRECTION CIRCUIT TEST/REMOVE MODULE KIT
FACTORY COND CODE : OJ FAIL CODE : 60
PART AUTH: BJ 010804 14:05

SUBTOTAL
LABOR MECHANICAL 36.03
TYPE: W TOTAL CHARGE FOR CONCERN: 36.03

CONCERN 54 OK HEATER OPERATION TAKES TOO LONG TO WARM UP

OPERATION	TECH	HOURS	AMOUNT
OD	507	.0 B	.00

CAUSE X
CORRECTION NO CORRECTION NEEDED
FACTORY COND CODE : OJ FAIL CODE : 9Z

SUBTOTAL
TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN 55 A-C BLOWER COMES ON AT TIMES W/VEHICLE PARKED EVEN W/KEY OUT OF IGN ALSO TURNS ON AT TIMES W/DRIVING W/A-C TURNED OFF

OPERATION	TECH	HOURS	AMOUNT
NO	507	.0 B	.00

CAUSE X
CORRECTION SEE LINE 53
FACTORY COND CODE : OJ FAIL CODE : 9Z

SUBTOTAL
TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN 56 H-LAMPS FLICKER AND TURN OFF AT TIMES W/DRIVING

OPERATION	TECH	HOURS	AMOUNT
CN	507	.0 B	.00

CAUSE X
CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN
FACTORY COND CODE : OJ FAIL CODE : 9Z

SUBTOTAL
TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN 57 INTERIOR LAMPS DIM AND BRIGHTEN W/DRIVING

OPERATION	TECH	HOURS	AMOUNT
CN	507	.0 B	.00

CAUSE X
CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN

REMEMBER SAFETY – PLEASE BUCKLE UP

9 • d

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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN X	

INVOICE TO [redacted]

DRIVER/OWNER INFORMATION -- INVOICE [redacted]

FOR OFFICE USE [redacted] INVOICED: 01/08/2004 13:03:39 LE

VEHICLE INFORMATION

03 TRAILBLAZR GRAY LICENSE NUMBER: CA [redacted]

FACTORY COND CODE : OJ FAIL CODE : 92

TYPE: W

SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W18086

SUBLET REPAIRS	126.00
LABOR MECHANICAL	100.88
TOTAL CHARGE	226.88

PAYMENT DISTRIBUTION FOR INVOICE W18086

TOTAL CHARGE	226.88
FAC WARRANTY	226.88

** CUSTOMER WAITING **

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED	RO#	DATES INVOICED
01/05/04	18083	WAR - 01/08/04 (P)
01/02/04	17928	WAR - 01/05/04 (*)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LEE A. BRAMSON
OUR GOAL IS YOUR COMPLETE SATISFACTION *****
YOUR 5 STAR CHEVROLET DEALER EVERY YEAR!

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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED ON LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED ON LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIPT OF PARTS AND SERVICES LISTED HEREON. X	

[redacted] — INVOICE TO

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

[redacted] — OWNER INFORMATION — INVOIC[redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: 2729 ADV: 417 BRANSON, INVOICE: PRELIM WAR W LE
MFG: 690001 INVOICED: 01/08/2004 18:03:27
ODOMETER IN: 6345
DATES BEGIN: 01/05/04 DONE: 01/08/04

VEHICLE INFORMATION

VIN 1GNES16S43[redacted] LICENSE NUMBER: CA [redacted]
03 CHEVROLET TRAILBLAZR EXT 4DR SPTUTY GRAY
STOCK# 00033753
DATES INSERVICE: 090503

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUST STATES ENGINE STILL LOSSES POWER OR BOGS ON ACCL HARD TO GET ON FRWYSEE PREV HISTORY	NC	503	.0 B	.00
CAUSE	X				
CORRECTION	ROAD TEST/NO ABNORMAL CONDITION FOUND				
FACTORY	COND CODE : PL FAIL CODE : 9Z				
TYPE: W		SUBTOTAL			
		TOTAL CHARGE FOR CONCERN			.00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	FRONT END PULLS TO RT W/DRIVEN ON FRWY	E2020	512	1.2	86.46
CAUSE	OUT OF ALIGN				
CORRECTION	ADJUST CASTER AND TOE-IN				
FACTORY	COND CODE : 00 FAIL CODE : 3A				
		SUBTOTAL			
		LABOR MECHANICAL			86.46
TYPE: W		TOTAL CHARGE FOR CONCERN			86.46

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 53	CD WILL NOT EJECT AT TIMES ALSO WILL NOT PLAY NEXT SELECTION W/REQUESTED	R0760	507	.9	64.85
CAUSE	CD WONT EJECT AT TIMES				
CORRECTION	CIRCUIT TEST AUDIO SYSTEM/R-R RADIO FOR EXCHANGE/SET UP NEW RADIO				
FACTORY	COND CODE : 0J FAIL CODE : 6C				
	PART AUTH: BJ 010804 14:01				
		SUBTOTAL			
		LABOR MECHANICAL			64.85
TYPE: W		TOTAL CHARGE FOR CONCERN			64.85

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 54	LOW FUEL WARNING DISPLAYS AT TIMES W/FUEL TANK IS 1/2 FULL HAS OCCURED 2 TIMES IN LAST 3 DAYS	N4190	507	1.4	129.69

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GUARANTY CHEVROLET

SAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X	

[redacted] INVOICE TO — [redacted] DRIVER/OWNER INFORMATION — INVOICE: [redacted]

FOR OFFICE USE — VEHICLE INFORMATION

TAG: 2729 ADV: 417 BRAWSON, INVOICED: 01/08/2004 18:03:27 LE 03 TRAILBLAZR GRAY LICENSE NUMBER: C[redacted]

CAUSE SHORTED CLUSTER .4
CORRECTION R-R CLUSTER FOR EXCHANGE/PROGRAM AND RESYNCH CLUSTER
FACTORY COND CODE : AV FAIL CODE : 8C

PART AUTH: BJ 010804 14:02

SUBTOTAL
LABOR MECHANICAL 129.69
TOTAL CHARGE FOR CONCERN 129.69

TYPE: W

CONCERN 55 VEHICLE STILL ROLLS AFTER PUT INTO PARK

OPERATION	TECH	HOURS	AMOUNT
CN	522	.0 B	.00

CAUSE X
CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN
FACTORY COND CODE : 0J FAIL CODE : 9Z

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

TYPE: W

CONCERN 56 CENTER CONSOLE DOOR WILL NOT LATCH

OPERATION	TECH	HOURS	AMOUNT
C2740	507	.2	14.41

CAUSE WONT CLOSE PROPERLY
CORRECTION REPL CENTER CONSOLE LID

PART NUMBER	POS	NOTE	DESCRIPTION	QTY	SELL	
000 08399A004			ARMREST A	1	54.17	54.17

PARTS: COUNT 1
FACTORY COND CODE : 0J FAIL CODE : 4N

SUBTOTAL
PARTS 54.17
LABOR MECHANICAL 14.41
TOTAL CHARGE FOR CONCERN 68.58

TYPE: W

CONCERN 57 DRIVER POWER SEAT HAS LOST SETTING DRIVER 1 MUST READJUST EVERY AM

OPERATION	TECH	HOURS	AMOUNT
NC	507	.0 B	.00

CAUSE X
CORRECTION NOT EQUIPPED W/MEMORY SEAT
FACTORY COND CODE : 0J FAIL CODE : 9Z

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

TYPE: W

REMEMBER SAFETY – PLEASE BUCKLE UP

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SATURDAY 8:00 A.M. TO 4:00 P.M.

In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X	

[redacted] — INVOICE TO — [redacted] — DRIVER/OWNER INFORMATION — INVOICE: [redacted]

— FOR OFFICE USE — — VEHICLE INFORMATION —

TAG: 2729 ADV: 417 BRAMSON, INVOICED: 01/09/2004 18:03:27 LE 03 TRAILBLAZR GRAY LICENSE NUMBER: CA [redacted]

CONCERN 58 POPING NOISE FROM FRT OF VEHICLE W/TURNING AT LOW SPEEDS
CAUSE L-F SPRING INSULATORS NOISY
CORRECTION REPOSITION L-F SPRING INSULATORS
FACTORY COND CODE : NP FAIL CODE : 3A

OPERATION	TECH	HOURS	AMOUNT
E3901	512	.8	57.64

— SUBTOTAL —
LABOR MECHANICAL 57.64
TOTAL CHARGE FOR CONCERN 57.64

TYPE: W

CONCERN 59 HAZ FLASHERS WILL FREEZE UP AFTER LEFT ON FOR 1 OR 2 MINUTES
CAUSE SHORTED FLASHER MODULE
CORRECTION TEST HAZARD CIRCUIT/REPL FLASHER

OPERATION	TECH	HOURS	AMOUNT
N1756	507	.5	36.03

PART NUMBER	P0#	NOTE	DESCRIPTION	QTY	SELL	
000 012450284			*FLASHER -SPC	1		
SP0 012450284			*FLASHER	1	28.28	28.28

PARTS: COUNT 2
FACTORY COND CODE : 0J FAIL CODE : 6C

— SUBTOTAL —
PARTS 28.28
LABOR MECHANICAL 36.03
TOTAL CHARGE FOR CONCERN 64.31

TYPE: W

CONCERN 60 BOTH MIRRORS LOOSE ADJUSTMENT AFTER SETTING
CAUSE X
CORRECTION NOT EQUIPPED W/MEMORY MIRRORS
FACTORY COND CODE : 0J FAIL CODE : 9Z

OPERATION	TECH	HOURS	AMOUNT
NC	507	.0 B	.00

— SUBTOTAL —
TOTAL CHARGE FOR CONCERN .00

TYPE: W

— GRAND TOTALS —

SUMMARY OF CHARGES FOR INVOICE WI8083

PARTS	82.45
LABOR MECHANICAL	389.08
TOTAL CHARGE	471.53

PAYMENT DISTRIBUTION FOR INVOICE WI8083

TOTAL CHARGE	471.53
FAC WARRANTY	471.53

** CUSTOMER WAITING **

REMEMBER SAFETY – PLEASE BUCKLE UP

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In Santa Ana

GUARANTY CHEVROLET

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I AUTHORIZE RECEIVING PARTS AND SERVICES LISTED HEREON.	

BAR# AD013582 EPA CAD 981384399

[redacted] INVOICE TO — DRIVER/OWNER INFORMATION — INVOICE: [redacted]

[redacted] [redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: 2656 ADV: 417 BRAMSON, INVOICE: PRELIM WAR W LE
MFG: 690001 INVOICED: 01/02/2004 15:27:21
ODOMETER IN: 6345
DATES BEGIN: 01/02/04 DONE: 01/02/04

VEHICLE INFORMATION

VIN 1GNES16S43[redacted] LICENSE NUMBER: C[redacted]
03 CHEVROLET TRAILBLAZER EXT 4DR SPTUTY GRAY
STOCK: [redacted]
DATES INSERVICE: 090503

CONCERN 51 CUST STATES ENGINE LUGS AND LACKS POWER NEEDED TO ENTER FRWY W A I T ER	OPERATION	TECH	HOURS	AMOUNT
CAUSE X	NC	503	.0 B	.00
CORRECTION SCOPE AND SCAN ENG/ROAD TEST/COULD NOT DUPLICATE CONCERN				
FACTORY COND CODE : PL FAIL CODE : 9Z				

SUBTOTAL
TYPE: W TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W17928
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE W17928
FAC WARRANTY .00
TOTAL CHARGE .00

** CUSTOMER WAITING **

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LEE A. BRAMSON
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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981364399

PENDING rental

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X	

INVOICE TO

[redacted]
LOS A[redacted] CA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: W16653

[redacted]
LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: 1491 ADV: 435 GAILEY, J INVOICE: QUOTE WAR W LE
MFG: 690001 INVOICED: 12/11/2003 17:49:25
ODOMETER IN: 5128
DATES BEGIN: 12/08/03 DONE: 12/11/03

VEHICLE INFORMATION

VIN 1GNES16S4[redacted] LICENSE NUMBER: CA TEMP
03 CHEVROLET TRAILBLAZR EXT 4DR SPTUTY GRAY
STOCK# [redacted]
DATES INSERVICE: 090503

*** R.O. NOT COMPLETE ***

CONCERN 48*	RENTAL	OPERATION	TECH	HOURS	AMOUNT
CAUSE	.	Z7901	311	.0	.00
CORRECTION	RENTAL				
FACTORY	COND CODE : . FAIL CODE : .				
	LINE AUTH: JG 120803 11:57				
		SUBTOTAL			
TYPE: W		TOTAL CHARGE FOR CONCERN			.00

CONCERN 51	THE BLOWER WILL COME ON AND BLOW OUT HTE VENTS WHEN THE VEHICLE IS SHUT OFF	OPERATION	TECH	HOURS	AMOUNT
		NC	507	.0 B	.00
CAUSE	X				
CORRECTION	OPERATING NORMALLY AT THIS TIME				
FACTORY	COND CODE : OJ FAIL CODE : 9Z				
		SUBTOTAL			
TYPE: W		TOTAL CHARGE FOR CONCERN			.00

CONCERN 52	THE HEADLIGHTS AND DASH LIGHTS WILL FLICKER WHILE DRIVING	OPERATION	TECH	HOURS	AMOUNT
CAUSE	X	OD	507	.0 B	.00
CORRECTION	NO CORRECTION NEEDED				
FACTORY	COND CODE : OJ FAIL CODE : 9Z				
		SUBTOTAL			
TYPE: W		TOTAL CHARGE FOR CONCERN			.00

CONCERN 53	WHEN GOING FROM PARK TO DRIVE OR REVERSE THERE IS A CLINK NOISE FROM UNDER VEHICLE HEARD ONE TIME ON THE SERVICE DRIVE	OPERATION	TECH	HOURS	AMOUNT
		CN	522	.0 B	.00
CAUSE	X				
CORRECTION	COULD NOT DUPLICATE CUSTOMER CONCERN				

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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X	

INVOICE TO [redacted]

DRIVER/OWNER INFORMATION — INVOICE: W16653 [redacted]

FOR OFFICE USE

VEHICLE INFORMATION

TAG [redacted] ADV: 435 GAILEY, INVOICED: 12/11/2003 17:49:25 LE 03 TRAILBLAZR GRAY LICENSE NUMBER: CA TEMP

*** R.O. NOT COMPLETE ***

FACTORY COND CODE : NE FAIL CODE : 9Z

TYPE: W

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 54	ON ACELL FROM A STOP THE TRANS WILL HESITATE BEFORE CATCHING AND THE ENGINE WILL LUG LIKE IT WANTS TO DIE HAPPENS BOTH WARM AND COLD	CN	522	.0 B	.00
CAUSE	X				
CORRECTION	COULD NOT DUPLICATE CUSTOMER CONCERN				
FACTORY	COND CODE : OT FAIL CODE : 9Z				

TYPE: W

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 55	ENGINE LACKS POWER ON ACELL LIKE GETTING ONTO THE FREEWAY				
CAUSE	X	NC	503	.0 B	.00
CORRECTION	SCOPE AND SCAN ENG/ROAD TEST/NO PROBLEM FOUND				
FACTORY	COND CODE : PL FAIL CODE : 9Z				

TYPE: W

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W16653
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE W16653

FAC WARRANTY .00
TOTAL CHARGE .00

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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PAINT AND SERVICES LISTED HEREIN. X	

INVOICE TO [redacted] — DRIVER/OWNER INFORMATION — INVOICE: W10225

[redacted] CA [redacted]
WORK: [redacted] HOME: [redacted]

[redacted] LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADV: 425 ORTEGA JR INVOICE: QUOTE WAR W LE
HFG: 690001 INVOICED: 11/14/2003 17:41:45
ODOMETER IN: 3880
DATES BEGIN: 11/11/03 DONE: 11/14/03

VEHICLE INFORMATION

VIN 1GNES16S476[redacted] LICENSE NUMBER: CA TEMP
03 CHEVROLET TRAILBLAZR EXT 4DR SPTUTY GRAY
STOCK# 00033753
DATES INSERVICE: 090503

*** R.O. NOT COMPLETE ***

CONCERN 41+
CORRECTION

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	OPERATION	TECH	HOURS	SELL	AMOUNT
000 000015000		Z5000	12497910/SELKGN	1B				46.50	46.50

SUBTOTAL
MISCELLANEOUS 46.50
TYPE: W TOTAL CHARGE FOR CONCERN 46.50

CONCERN 43 RNTL
CORRECTION

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	OPERATION	TECH	HOURS	SELL	AMOUNT
	085365		RENTAL	1				60.00	60.00

SUBTOTAL
SUBLET REPAIRS 60.00
TYPE: W TOTAL CHARGE FOR CONCERN 60.00

CONCERN 51 FT BUMPER COVER WAVEY
CAUSE FRONT BUMPER FASCIA WAVEY
CORRECTION REPAIR FRONT BUMPER FASCIA
FACTORY COND CODE : DV FAIL CODE : AA

OPERATION	TECH	HOURS	AMOUNT
B0048	627	.8	56.18

SUBTOTAL
LABOR BODY SHOP 56.18
TYPE: WAB TOTAL CHARGE FOR CONCERN 56.18

CONCERN 52 TRANS CLUNKS IN REVERSE
CAUSE X
CORRECTION COULD NOT DUPLICATE CUSTOMER CONCERN

OPERATION	TECH	HOURS	AMOUNT
CN	522	.0 B	.00

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GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384399

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X	

[redacted] [redacted] DRIVER/OWNER INFORMATION — INVOICE: M15229

FOR OFFICE USE — VEHICLE INFORMATION

CO: 9548 ADV: 425 ORTEGA J INVOICED: 11/14/2003 17:41:45 LE 03 TRAILBLAZR GRAY LICENSE NUMBER: [redacted]

*** R.O. NOT COMPLETE ***

FACTORY COND CODE : NE FAIL CODE : 9Z

SUBTOTAL

TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN 03 A/C HAS BAD ODOR

	OPERATION	TECH	HOURS	AMOUNT
CAUSE PER BULLETIN #01139004A				
CORRECTION INSP EVAP DRAINAGE AND OK FOR LEAKS/INST ELECTRONIC EVAP DRYER	D3316	561	.8	56.18

PART NUMBER	POS	NOTE	DESCRIPTION	QTY	SELL	
000 012497919			MODULE	1	368.61	368.61

PARTS: COUNT 1

FACTORY COND CODE : 0P FAIL CODE : MH

SUBTOTAL

PARTS	368.61
LABOR MECHANICAL	56.18
TOTAL CHARGE FOR CONCERN	424.79

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE M15229

PARTS	368.61
SUBLET REPAIRS	60.00
LABOR MECHANICAL	56.18
LABOR BODY SHOP	56.18
MISCELLANEOUS	46.50
TOTAL CHARGE	587.47

PAYMENT DISTRIBUTION FOR INVOICE M15229

TOTAL CHARGE	587.47
FAC WARRANTY	587.47

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p.15

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ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X		

[redacted]

BAR# AD013382 EPA CAD 981384399

INVOICE TO

[redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE# [redacted]

[redacted]

LOS ANGELES CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADV: 425 ORTEGA JR INVOICE: PRELIM WAR C W PO
MFG: 690001 INVOICED: 11/08/2003 11:59:57
ODOMETER IN: 3706
DATES BEGIN: 11/08/03 DONE: 11/08/03

VEHICLE INFORMATION

VIN 1GNES16S[redacted] LICENSE NUMBER: CA TEMP
03 CHEVROLET TRAILBLAZER EXT 4DR SPTUTY GRAY
STOCK# [redacted]
DATES INSERVICE: 090503

CONCERN 51	PASS SIDE FRONT WINDOW MAKES LOUD SQEAULL WHEN ROLLING DOWN OR UP. PLEASE REPAIR	OPERATION C0140	TECH 507	HOURS .7	AMOUNT 49.15
CAUSE	EXCESSIVE CLEARANCE IN RUN CHANEL				
CORRECTION	R&R RIGHT FRONT GLASS RUN TO REFIT CHANNEL				
FACTORY	COND CODE : NU FAIL CODE : 4X				
	PART AUTH: JC 110803 11:50				
	SUBTOTAL				
	LABOR MECHANICAL				49.15
TYPE: W	TOTAL CHARGE FOR CONCERN				49.15

CONCERN 52	A/C WILL NOT BLOW COLD AT TIMES WHEN IN USE. PLEASE CHECK. HAPPEN ON AND OFF, COLD OR HOT	OPERATION D1180	TECH 507	HOURS .5	AMOUNT 35.11
CAUSE	A/C INOP AT TIME				
CORRECTION	CHECK FOR DTC, NO STORED CODE INSTALL NEW CYCLE SWITCH PER TSB				
COMMENT	030139-007 NORMAL OP AFTER REPAIR				
	PART NUMBER PO# NOTE DESCRIPTION QTY SELL				
	000 089040362 SWITCH 1 24.01				24.01
	PARTS: COUNT 1				
FACTORY	COND CODE : 0J FAIL CODE : 93				
	SUBTOTAL				
	PARTS				24.01
	LABOR MECHANICAL				35.11
TYPE: W	TOTAL CHARGE FOR CONCERN				59.12

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In Santa Ana

GUARANTY CHEVROLET

BAR# AD013382 EPA CAD 981384389

ORIGINAL ESTIMATE			
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
REVISED ESTIMATE	DATE	TIME	NO. CALLED
AUTHORIZED BY	WORK AUTHORIZED OR LINE #		
TOTAL OF AUTHORIZED REPAIRS $	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X _____	I ACKNOWLEDGE RECEIVING PARTS AND SERVICES LISTED HEREIN. X _____	

INVOICE TO — [redacted]

DRIVER/OWNER INFORMATION — INVOICE: W15024 [redacted]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: [redacted] ADV: 425 ORTEGA J INVOICED: 11/08/2003 11:59:57 PO 03 TRAILBLAZR GRAY LICENSE NUMBER [redacted]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W15024

PARTS	24.01
LABOR MECHANICAL	84.26
TOTAL CHARGE	108.27

PAYMENT DISTRIBUTION FOR INVOICE W15024

TOTAL CHARGE	108.27
FAC WARRANTY	108.27

** CUSTOMER WAITING **

PREFERRED TREATMENT
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
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[redacted]
LOS ANGELES, CA [redacted]
PHONE: [redacted]

3/31/2004

TO: General Motors

PHONE: (800) 231-1841 X.58580
FAX: (866) 311-2784

ATTN: ROSE JOSEPH

Ms. Joseph,

Attached you will find my vehicle registration for the 2003 Chevrolet Trailblazer. As per your request.

THANK YOU,

DOMINIQUE M. OSCAR

[redacted]

A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE ($15). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

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

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

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

[redacted]

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 09/08/2003 TO: 09/08/2004

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2003	2003	JF	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	KP	1GNES16S436[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	03/08/04	19	03/08/04	8

PR EXP DATE: 09/08/2004

AMOUNT PAID
$ 15.00

REGISTERED OWNER
[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 15.00	CASH :	
	CHCK :	15.00
	CRDT :	

LOS ANGELES
CA [redacted]

LIENHOLDER
GMAC
PO BX 8129

COCKEYSVILLE
MD 21030

H00 617 B2 0001500 0054 CS H00 030804 11 5EGX537 780



GENERAL MOTORS BUSINESS RESOURCE CENTER

April 6, 2004

SIGNING CONFIRMATION LETTER

TO: Matt Lewarn

RE: [redacted] 2003 Trailblazer, VIN 1GNES165436[redacted] Case[redacted]

The signing date has been set for **April 8th** as the date that the Repurchase is to be completed.

Thank you for your cooperation

Sincerely,

Rose Joseph
Repurchase Specialist
1-800-231-1841 ext. 58580

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 2, 2004

[redacted]

Los Angeles, CA [redacted]

SETTLEMENT OFFER

Subject: **Repurchase of 2003 Chevrolet Trailblazer, VIN 1GNES16S436[redacted] Case #[redacted]**

Dear Mr[redacted]

We regret that you are dissatisfied with your 2003 Chevrolet Trailblazer, VIN 1GNES16S436[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 **$32,302.70**. This offer is calculated by using the following figures:

Purchase Price	**$31,691.78**
Plus tax	$ 2,618.28
Plus license, document, and tire fee	$ 301.00
Plus finance charges	$ 367.34
Less usage	$ 1,675.70
Less incentives	$ 1,000.00
TOTAL REPURCHASE PRICE	**$32,302.70**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4/23/04	$31,154.35
TOTAL AMOUNT TO CUSTOMER	$ 1,148.35

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN 1GNES16S436[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) 311-2784 by April 5th. 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 **Guaranty Chevrolet, Inc.** 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. 58580 if you have any questions or concerns.

Sincerely,
Rose Joseph
Business Resource Center

This letter will be required for you to bring to the signing.

x_____

Dominique M Oscar **Date**

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electronic Preliminary Repurchase Authorization (ePRA)

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

1. Date (mm/dd/yyyy): 03/05/2004
2. Customer Name: [redacted]
3. Customer Address: [redacted]
4. Customer City, State, and Zip: Los Angeles, Ca [redacted]
5. Primary Customer Phone #: [redacted] Work
6. Additional Customer Phone #: [redacted] Home
7. Customer fax #: ____
8. Cust Drivers Licenses #
9. State tax % rate

Customer Vehicle Information

10. Year/Make/Model: 2003 Chevrolet Trailblazer
11. VIN (17 Digits): 1GNES165436[redacted] 12. Current Mileage: 7,344
13. Purchased: NEW

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

Dealership that will handle entire transaction:

14. Dealership Name: Guaranty Chevrolet
15. Dealership Phone #: (714) 973-1711
16. Dealership Contact Name and **TITLE:** Matt Lewarn General Sales Manager
17. Dealership Contact Phone # (if different than Dealership #):
18. Dealership Contact Fax # (714) 973-8207
19. Dealership BAC: 114564 Region: Western

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

__	Component Coverage Letter	X	Miscellaneous Reimbursement
__	Maintenance Letter	__	American Express Check
__	Owner Loyalty Certificate	__	Other
__	GM SmartCare	__	NOTHING OFFERED
X	GMPP		

21. Was a **TRADE** Repurchase offered? YES
22. If this will not be a Trade Repurchase, Please explain Why? File previously went back to repurchase department and customer rejected trade replacement to seek straight repurchase

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

23. CAC Case Number [redacted] 24. TAC Case Numbe [redacted]
25. If no TAC number, Explain: Above number is a TSB # not TAC

26. Reason for Repurchase (Include specific mechanical failure): 4 repair attempt for cust concern of engine lacks power-resultant repair was PCM update. 5 HVAC concerns-A/C turned itself on and off-resultant repair according to TSB# 03-01-39-007.

27. This case was resolved by: Field Decision working with open case in Tampa ADR
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? STRAIGHT 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:

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: 6345 miles divided by 120000, multiplied by sales price of $31691.78,=useage of $1675.70

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:

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): 03/04/2004
42.Authorizer Name: Art Davis by Allison Shaw
43.GM Position: AVM BRC ADR CRM
44.VoiceMail Node: 80509 Mailbox Number: 58725
45.Email Address:
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.

electronic Preliminary Repurchase Authorization (ePRA)

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

1. Date (mm/dd/yyyy): 03/05/2004
2. Customer Name: [redacted]
3. Customer Address: [redacted]
4. Customer City, State, and Zip: Los Angeles, Ca [redacted]
5. Primary Customer Phone #: [redacted] Work
6. Additional Customer Phone #: [redacted] Home
7. Customer fax #: _____
8. Cust Drivers Licenses #
9. State tax % rate

Customer Vehicle Information

10. Year/Make/Model: 2003 Chevrolet Trailblazer
11. VIN (17 Digits): 1GNES16543[redacted] 12. Current Mileage: 7,344
13. Purchased: NEW

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

Dealership that will handle entire transaction:

14. Dealership Name: Guaranty Chevrolet
15. Dealership Phone #: (714) 973-1711
16. Dealership Contact Name and **TITLE:** Matt Lewarn General Sales Manager
17. Dealership Contact Phone # (if different than Dealership #):
18. Dealership Contact Fax # (714) 973-8207
19. Dealership BAC: 114564 Region: Western

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

__	Component Coverage Letter	X	Miscellaneous Reimbursement
__	Maintenance Letter	__	American Express Check
__	Owner Loyalty Certificate	__	Other
__	GM SmartCare	__	NOTHING OFFERED
X	GMPP		

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 Numbe[redacted] 24. TAC Case Number[redacted]
25. If no TAC number, Explain: Above number is a TSB # not TAC

26. Reason for Repurchase (Include specific mechanical failure): 4 repair attempt for cust concern of engine lacks power-resultant repair was PCM update. 5 HVAC concerns-A/C turned itself on and off-resultant repair according to TSB# 03-01-39-007.

27. This case was resolved by: Field Decision working with open case in Tampa ADR
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: 1GNEC13T14R[redacted]
33. New Vehicle Year/Make/Model: 2004 Chevrolet Tahoe
34. Upgrade X Downgrade __ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 2,355

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: 6345 miles divided by 120000, multiplied by sales price of $31691.78,=useage of $1675.70

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**? Other (Explain Below)

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)

Explain: Cust will be responsible for taxes on the upgrade amount

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): 03/04/2004

42.Authorizer Name: Art Davis by Allison Shaw

43.GM Position: AVM BRC ADR CRM

44.VoiceMail Node: 80509 Mailbox Number: 58725

45.Email Address:

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.

December 12, 2017

[redacted]t
Woodbine, NJ [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Delia Jones

Dear [redacted]

Chevrolet is pleased to provide service coverage for the connector harness on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S12[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 21, 2007, or 100,000 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 items are covered:

Harness connector for the headlights, harness connector for the low bean headlamps and harness connector for the daytime running lamps

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,

General Motors Corporation

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.

December 12, 2017

[redacted]
Hartford City, IN [redacted]

Service Request: [redacted]
Customer Relationship Manager: Shannon VanHorn

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,

General Motors Corporation

December 12, 2017

[redacted]
Cumming, GA [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Eric Pray

Dear Ms [redacted]

We would like to discuss your request for assistance regarding your 2004 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

December 12, 2017

[redacted]
Burlington, NC 2[redacted]

Service Request: [redacted]
Customer Relationship Manager: Alexis Cantu

Dear Mr. [redacted]

Thank you for your recent comments regarding your 2004 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,

General Motors Corporation

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Burlington NC
[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:

Dear [redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Larry King Chevrolet on April 20, 2004.** 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 Larry King 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 2004 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 20, 2004, 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

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21415232772 00000114087 106811

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

	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?	☐	☐

Hell NO!! Been in 3 times to check + still Acts like it's skipping going Down hills on Interstate with cruise Control set — Never Driven a vechile that does this

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?	☐	☐	☐	☐	☑

Been there 3 Times for this + still not Fixed - Don't Believe anyone test drives Anything on more than 2 roads

	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 Larry King 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 2004 Trailblazer?	☐	☐	☐	☐	☒

Going to TRADE IT I HATE IT

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 survey information to your dealership?	☑	☐

22. Do you have any other comments/recommendations about Larry King Chevrolet?

I have talked to Salesman 3 or 4 times About Trading W/ NO SATisFaction I Don't think the service Department Has A clue About anything - I've had 2 Friends that have Been with me + they've even Asked what's wrong with vechile It's terrible!!

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

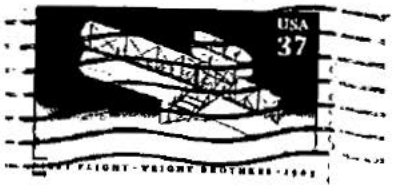
0299

1GNDS13S04[redacted] 16444
21415232772 7328431919 106811 057 2

[redacted]

Burlington, NC [redacted]

PIEDMONT TRIAD AREA 272
PMJ
23 JUL
2004



JUL 27 2004

Customer Assistance Center
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI [redacted]

July 20, 2004

Customer Assistance Center
Chevrolet Division
General Motors Corporation
P.O. Box 33170

To Whom It May Concern:

Back on November 13, 2003, I took delivery of a 2004 Trail Blazer 2 wheel drive LT upgrade package from Larry King Chevrolet in Hillsborough, NC 27278. After driving the vechile for only a few days, I noticed that there were a number of issues to be handled and I will explain these in a moment.

I have talked to Ms. Tamiko Harris in your customer assistance center office at least on 3 different occasions regarding these problems and I had sent in your customer survey reports on the complaints that I had. After back and forth with the service department at the dealership and getting no where, I decided that I was not going to continue to drive a vehicle that I was **totally unhappy** with, plus putting more miles on it was only going to hurt me further in trading. I realized that upon doing this that I was going to take a beating, but I had had enough of the excuses that there was nothing wrong with that blazer. Therefore, I want to express my **"STONG FEELINGS"** about the following issues I had.

1-From day one, when the cruise control was set on major highway, this unit would jerk and jerk and jerk going down a hill like it was skipping and would have to surge going up a hill with only me and/or me and a single passenger. On a number of occasions, I had folks riding with me and they would ask what was wrong with the vehicle. I know that I had this vehicle at the dealership at least 4 different times for this and I even told them to drive it on the major highway for a long distance so they could see what I was talking about. I don't think they ever drove the unit on the interstate highway, which was less than 1 mile from their location. **Another reason I know this wasn't a normal condition for a blazer, EVER TIME** I would drive a loaner blazer from the dealer, that vehicle **WOULD NOT** do the jerking and surging like mine did, nor did I experience a seat beat issue that I'll explain later. Again, I don't know what the problem(s) were, but I'm 50 years old, have driven a number of vehicles over the years and have never ever experienced such a condition. **This was most annoying to me, and my customers when traveling on the open highways and I do a lot of traveling.**

2-Roof had to be completely repainted, which wasn't too big a deal, but to be a new vehicle, that shouldn't have been an issue.

3-**THIS problem was SERIOUS!!!!!** The driver side seat belt would hang at times and not release so that it could be fasten. I told them about this 2 times and they never got it corrected.

4-Lights- I was driving the unit from Greenville NC to Wilmington NC in March one night and the headlights flickered at least a dozen times an a friend of mine that was with me asked "What kind of Junk is this thing", for he had seen the cruise control issue and then this light issue. I was not dimming the lights, nor touching the switch, because it was late and there was no traffic to speak of. This friend even told me that they would be willing to go to court for me if I had too.

As you can see, these are some serious problems with a SO-CALLED brand NEW VEHICLE!!!!! After 6 months of this back and forth and **NO SATISFACTION** on the **CRUISE CONTROL PROBLEM,** I had had enough and I started looking to trade, knowing that I was going to lose a lot of money. I was not about to continue to drive a vehicle that I absolutely hated and worrying about even making it to my destination. I contacted the BBB Auto Line Program, but they told me since I traded the vehicle shortly after filing my complaint, they couldn't help me any more.

Therefore, I realize today that you might just trash this letter, but I wanted to **EXPRESS MY CONCERNS JUST ONE MORE TIME!!!!!!!!!!!!!** I can assure you and Chevrolet that I would never own another Chevrolet product of any type. I come in contact with hundreds of people weekly and I would in no way shape or form give a good word about a Trail Blazer. I even had a guy just 2 weeks ago ask me if it did the skipping going down hill, he said he had one for less than a year and got rid of his. This should tell you folks you have a **SERIOUS ISSUE to SOLVE!!!!!!!!!!!!!**

Thank you in advance for listening and I would hope that Chevrolet might consider doing something for me for the hardship this placed on me during my short ownership of this unit. I would welcome any response from your company.

[redacted]
Burlington, NC [redacted]
Phone: [redacted]

December 12, 2017

[redacted]
Burlington, NC [redacted]

Service Request: 1-[redacted]
Customer Relationship Manager: Marie Todd

Dear Mr [redacted]

We would like to discuss your request for assistance regarding your 2004 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

December 12, 2017

[redacted]
Burlington, NC [redacted]

Service Request: [redacted]
Customer Relationship Manager: Tamiko Harris

Dear Mr. [redacted]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 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,

General Motors Corporation

December 12, 2017

[redacted]
Burlington, NC [redacted]

Service Request: [redacted]
Customer Relationship Manager: Tamiko Harris

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2004 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 me at 1-866-932-4368 EXT 38831 on Monday through Friday during the hours of 10:30 AM TO 7:00 PM ET. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Burlington NC
[redacted]

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

Home telephone: (336) 227-7195
Change to: ( )

Please provide us with your preferred Email address:

Dear [redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Larry King Chevrolet on January 19, 2004.** 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 Larry King 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 2004 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 19, 2004, 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

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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

Squeaking Back Door on Driver SIDE Still squeaking + hard to shut + Hatch squeaks

	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?	☐	☐	☐	☐	☑

Overall Disappointed in perform of this unit.

	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 Larry King 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 2004 Trailblazer?** Would Not Buy Another one	☐	☐	☐	☐	☑

Big Time Disappointed

Gas Mileage is Aweful - This is 2WD vechile - 14.5 is most I'm getting Around Town - My 4x4 did better than this vechile

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 survey information to your dealership?	☐	☑

22. Do you have any other comments/recommendations about Larry King Chevrolet?

MC Don't think service guys really care about what they Do. Have not been very helpful AT All - Roof of vechile has light spots on it, have told them + shown them + they have not called to set a time to have repainted -

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.

0399

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

CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDS13S0[redacted] 16444

21403251842 7328431919 104609

057 2

December 12, 2017

[redacted]
Mathews, VA [redacted]

Service Request [redacted]
Customer Relationship Manager: Rafiat Jimoh

Dear Ms. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2002 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,

General Motors Corporation

Confidential Information

CASE ASSESSMENT BY: Maxine Durant **CARS Request No** [redacted]

Customer Name [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: Envoy** **Current Mileage: 11,000**

Vehicle ID No.: 1GKDT13S442 [redacted] **In Service Date: 09-30-03** **Purchased: New**

What is customer seeking: Replacement **What is customer eligible for:**

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Lights Dim / Gas Tank / Outside Mirrors / Rattle / Clunk

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Lights Dim: Gauges & lights dim and move a lot – Test drove truck 40-45 miles, could not duplicate condition
01-09-04	6,394	6	Gas Tank: When getting gas, it always seems to run out over them – Contact TAC, found there is an update fuel neck being develop, not available as of yet
			Rattle: Under truck when driving over bumps, noisy – Replaced both rear and left front stabilizer links
01-19-04	6,649	2	Mirrors: Lose position at times – Reprogram, do complete update on BCM Exterior Lights: No low beams at times – High beam Worked, could not duplicate concern Lights Dim: Battery gauge fluctuates, lights dim, then go To normal – Contact TAC, found out truck Has a secondary air pump – when the air Pump activates, the lights will dim and gauge Will fluctuate
01-23-04	6,875	4	Rattle: Front End – Excessive Play – Replace front stabilizer link pin Clunk: Rear End – Completed
01-30-04	7,307	5	Clunk: Loud, front end when going over bumps – R&R Both front rotors and adjust backing plates – Reassembled and road test – Noise is gone
03-02-04	9,241	2	Rattle: In front end over bumps – Excessive play, Replace both front stabilizer links Clunk: In front end over bumps – (Same as rattle)

OTHER SYMPTOM / COMPLAINT: Seat Belt / Rattle / 4WD / Hazard Lights / Engine

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Seat Belt: Drivers side will not come out at times – SOP, binding
01-09-04	6,394	6	4WD: Light came on – No codes found, could not duplicate concern
01-19-04	6,649	2	Hazard Lights: When the right turn signal is put on, hazard lights come on – Open flasher – Replace turn signal flasher – updated Flasher 4WD: Light comes on at times – Reprogram ATC module with latest updates

Team Manager Approval: Date:

Confidential Information

03-31-04	**10,735**	**1**	**Engine: When first starting there is a ticking: Open Circuit Replace fan clutch**

Total Days Reported Out of Service: _27_

VEHICLE MEETS PRESUMPTION: YES:XX NO:

Arbitrate case: **Settle case: XX**

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM feels vehicle should be replaced. Customer has an appointment to dealer 5-6-04

Field Rep and/or DEALER RECOMMENDATION:
Janet Humenik-AVM was notified of claim and is involved

Team Manager Approval: Date:

Confidential Information

CASE ASSESSMENT BY: Maxine Durant **CARS Request No:** [redacted]

Customer Name [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: Envoy** **Current Mileage: 11,000**

Vehicle ID No.: 1GKDT13S44 [redacted] **In Service Date: 09-30-03** **Purchased: New**

What is customer seeking: Replacement **What is customer eligible for:**

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Lights Dim / Gas Tank / Outside Mirrors /

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Lights Dim: Gauges & lights dim and move a lot – Test drove truck 40-45 miles, could not duplicate condition
01-09-04	6,394	6	Gas Tank: When getting gas, it always seems to run out over them – Contact TAC, found there is an update fuel neck being develop, not available as of yet
01-19-04	6,649	2	Mirrors: Lose position at times – Reprogram, do complete update on BCM Exterior Lights: No low beams at times – High beam Worked, could not duplicate concern Lights Dim: Battery gauge fluctuates, lights dim, then go To normal – Contact TAC, found out truck Has a secondary air pump – when the air Pump activates, the lights will dim and gauge Will fluctuate

OTHER SYMPTOM / COMPLAINT: Seat Belt / Rattle / 4WD / Hazard Lights / Rattle / Clunk

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Seat Belt: Drivers side will not come out at times – SOP, binding
01-09-04	6,394	6	Rattle: Under truck when driving over bumps, noisy – Replaced both rear and left front stabilizer links 4WD: Light came on – No codes found, could not duplicate concern
01-19-04	6,649	2	Hazard Lights: When the right turn signal is put on, hazard lights come on – Open flasher – Replace turn signal flasher – updated Flasher 4WD: Light comes on at times – Reprogram ATC module with latest updates
01-23-04	6,875	4	Rattle: Front End – Excessive Play – Replace front stabilizer link pin Clunk: Rear End – Completed
01-30-04	7,307	5	Clunk: Loud, front end when going over bumps – R&R Both front rotors and adjust backing plates – Reassembled and road test – Noise is gone

Team Manager Approval: Date:

Confidential Information

Total Days Reported Out of Service: _23_

VEHICLE MEETS PRESUMPTION: YES:XX NO:

Arbitrate case: Settle case: XX

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM feels vehicle should be replaced

Field Rep and/or DEALER RECOMMENDATION:
Janet Humenik-AVM was notified of claim

Team Manager Approval: Date:

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06-01-04
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Hunker, Pa [redacted]
5.Primary Customer Phone #: [redacted] Mobile
6.Additional Customer Phone #: Click here for pull-down:
7.Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate

Customer Vehicle Information

10.Year/Make/Model: 2004 Gmc Envoy
11.VIN (17 Digits): 1GKDT13S442[redacted] 12.Current Mileage: 11,000
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: #1 Cochran of Monroeville
15.Dealership Phone #: 412-373-3333
16.Dealership Contact Name and **TITLE:** Shawn Gray
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax #
19.Dealership BAC: 115782 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?

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): Due to concerns with rattle underneath vehicle, all lights dim/brighten, hazard lights when turn signals are on, gas tank, passenger mirror, popping noise front of vehicle.

27.This case was resolved by: Field Decision working with open case in Tampa ADR
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): Customer, other than normal wear and tear.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKDT13S642[redacted]
33.New Vehicle Year/Make/Model: 2004 Gmc Envoy
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 920

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: 6,394 / 100,000 X 34,074 = $2,178.69

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:
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: This is a Voluntary Trade Repurchase, usage was not calculated per Lemon Law.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/07/2004
42. Authorizer Name: Janet Humenik / Maxine Durant
43. GM Position: AVM / CRM
44. VoiceMail Node: 914055 Mailbox Number: 8043
45. Email Address:

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.

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 10, 2004

[redacted]

Hunker, PA [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 GMC Envoy**
Case Number: [redacted]

Dear Ms [redacted]

We regret that you are dissatisfied with your 2004 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 **General Motors** customer. **General Motors** will assist you into 2004 GMC Envoy, 1GKDT13S642[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 07/10/04	$22,572.13
Plus Upgrade	$920.00
Plus Usage	$2,178.69
TOTAL RESPONSIBILTY OF CUSTOMER	**$25,670.82**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN #1GKDT13S442103383** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-715-8516 by 06/13/04. 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 and a copy of the current registration on the vehicle. If there is no lien holder on the vehicle a copy of the title is required in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to **Cochran of Monroeville.** 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. 58585 if you have any questions or concerns.

Sincerely,
Tiffany Roundtree
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

Fax

To: Cissy **From:** James Thomas #1 cochran

Fax: **Pages:** CoCe including cover

Phone: **Date:** 3-17-04

Re: [redacted] **CC:**

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

Anything I can do. Just call.

Thanks
James Thomas

412-373-3333 Ext 11109

#1 Cochran

Tri-States Largest Automobile Dealer

4200 William Penn Highway
Monroeville, PA 15146-0455
(412) 373-3333 247-1600

RETAIL ORDER FOR A MOTOR VEHICLE

9-30-03
DATE

[redacted]
PURCHASER'S NAME

[redacted]
STREET ADDRESS

Hunker PA [redacted]
RES. PHONE BUS. PHONE

UNIT SOLD ☐ RECREATIONAL VEHICLE ☑ NEW ☐ USED ☐ CAR ☑ TRUCK YEAR 2004 MAKE Gmc

MODEL OR SERIES Envoy BODY TYPE Truck COLOR Mag. Red TRIM MVI OR SERIAL NO. 1GKDT13S442[redacted]

SOCIAL SEC. # [redacted] AGE 19 SALESMAN Mike Green STOCK [redacted]

MONEY DIFFERENCE	22474	PRICE AS AGREED	$ 32[illegible]
DOCUMENTARY FEE	155	X	
SALES TAX	1573.18	DOCUMENTARY FEE	55
PLATES & TITLE	77 75	TYPE OF WARRANTY	
TOTAL	24179 93	LENGTH OF WARRANTY	
SUBJECT TO CREDIT APPROVAL		TYPE CNE REBATE	-2000
X		TYPE REBATE	
INSURANCE CO.		TYPE REBATE	
AGENT & PHONE		LOST TITLE FEE	
POLICY NUMBER			
LICENSE NUMBER			
STICKER NUMBER			
EXPIRES		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.	
VEHICLE MILEAGE	11 miles		
TITLE NO.		TITLE TO TRADE DUE #1 COCHRAN	
ENGINE		FREE AND CLEAR OF ANY ENCUMBRANCE	
COLOR		CUST. SIGN. ▶	
MILEAGE	56,339		

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN	Gmc	CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$ 32129 —
YEAR 2000 MODEL Gmc Jimmy BODY 4 Door		STATE AND LOCAL TAXES	1573 18
MVI OR SERIAL NO.	[redacted]	LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE	77 75
BALANCE OWED TO	GMAC	1. TOTAL PRICE OF UNIT	$ 33779 93
ADDRESS	Gmac - PPC PoBox 53014 Charlott nc 28253 3014		
USED TRADE-IN ALLOWANCE	$ 9600	2. DOWN PAYMENT: 3000 consisting of $ ____ in cash and/or $ 5065 03 net trade-in allowance on trade-in; see statement in left hand column for details.	$ 8068 03
BALANCE OWED ON TRADE-IN	4531 97		
NET ALLOWANCE ON USED TRADE-IN	$ 5068 03		
DEPOSIT OR CREDIT BALANCE			
DOWN PAYMENT (Trans. to Right Col.)	$	3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	$ 25711. 90

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE DATE

ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

#1 Cochran

Monroeville GM Finance Infinity Finance

Name _____

Platinum

Vehicle Service Contract
-Coverage available for up to_____ years or _____ miles - mechanical failures.
-Covers 950 of moving parts.
-Car rental reimbursement, towing, flat tires, locksmith, battery jump starts & fuel delivery.

Appearance
-Auto Butler protects paint finish, interior fabric. Reistall-3 or 5 yr. unlimited mileage warranty.
-Covers damage mfg. doesn't: Acid rain, tree sap, bird waste & UV sun damage, & maintains the vehicle's resale value.

Security & Theft Deterrent
-Anti-Theft Etch protects vehicle from theft.
-VIN-DNA Code is etched into 10 areas of vehicle. Registered & traceable by law enforcement nationwide.
-Thieves release vehicle rather taking chance.
-Ignition cutoff & motion sensor feature protects against the amateur thief, etch protects against the professional.

Financial Loss-Gap
-Protects unpaid balance against theft or total loss
-Pays the difference between the insurance settlement & loan or lease balance.
-Pays up to $1000 deductible.

Survivor Benefit & Fin. Loss A&H
-Clear title goes to family or estate
-Pays in addition to all other coverage's you have in force . Leaves family member a paid for asset rather than a liability
- Makes monthly payments for you when off work sick or hurt.
-Payments stay paid. Not a loan. No payback.
-Not hospitalized. Doctors care only to qualify
-Protects your good credit.

Gold

Vehicle Service Contract

Appearance

Security & Theft Deterrent

Financial Loss-Gap

Silver

Vehicle Service Contract

Appearance

Security & Theft Deterrent

Bronze

Vehicle Service Contract

Security & Theft Deterrent

03/17/2004 10:44 4123730734 NUMBER 1 COCHRAN PAGE 04

Declaration of Customer Options

Yes, I accept coverage below:

- ☐ *Vehicle Service Contract*
- ☐ *Appearance*
- ☐ *Security & Theft Deterrent*
- ☐ *Financial Loss-Gap*
- ☐ *Survivor Benefit*
- ☐ *Financial* [redacted]

No, I decline coverage below:

- [redacted] *Vehicle Service Contract*
- [redacted] *Appearance*
- [redacted] *Security& Theft Deterrent*
- [redacted] *Financial Loss-Gap*
- [redacted] *Survivor Benefit*
- [redacted] *Financial Loss A&H*

Customer's Signature [redacted] *Date*

By initialing "No" I'm stating that I was explained the option, and that I have decided to waive the benefits it would provide me.

CUSTOMER TRADE-IN EVALUATION SURVEY

Date: 9-29-03

Year: 2000 Model: GMC Jimmy Manufacturer: GMC

Body Style: SUV. Color: Red

Vehicle Identification Number:

Customer Name: [redacted] Salesperson: Mike Green

1. Mileage on Odometer ~~56,100~~ 56,195 Is the mileage accurate? ☑ Yes ☐ No
2. Do You have the title? ☐ Yes ☑ No
3. Is the title Free and Clear? ☐ Yes ☑ No
4. Lien Holder GMAC Estimated Payoff 4,531.97
5. Has this vehicle ever had Any Collision Damage? ☐ Yes ☑ No

   What type of Repairs?
6. Has this vehicle ever had Any Collision Damage? ☐ Yes ☑ No

   What type of Collision Damage and What was the Cost of Repairs?
7. Date of last Tune-Up? Last Oil Change? Aug.
8. Records of Required Maintenance History? ☑ Yes ☐ No
9. Does this vehicle have a Warranty In Force Currently? ☐ Yes ☑ No
10. Manufacturer's Warranty? ☐ Yes ☑ No Remaining Miles
11. Extended Service Warranty? ☐ Yes ☑ No Remaining Miles
12. Signing over the Extended Service Contract to Us? ☐ Yes ☐ No
13. Environmental Protection Package ... Rustproofing? ☐ Yes ☑ No Paint Protection? ☐ Yes ☑ No

    Interior or Fabric Protection? ☐ Yes ☑ No

RECONDITIONING REPORT						
TIRES: Saleable S	~~RF~~	LF	~~RR~~	~~LR~~	SP	TYPE/BRAND
Replace R						
						COST
STATE INSPECTION						
BODY-EXTERIOR						
MECHANICAL / DRIVETRAIN						
INTERIOR / GLASS						
COMPLETE CLEAN-UP						
TOTAL RECONDITIONING						
NADA or Bank					Nat'l Auto Research or Black Book	
APPRAISOR						

I certify that I believe all of the above information I have provided to be true and accurate. I give permission to appraise and evaluate my car.

X

Power of Attorney

Know All Men By These Presents,

That I/We have made, constituted and appointed, and by these presents do make, constitute and appoint COCHRAN OF MONROEVILLE (Must be an individual Person) My/Our true and lawful Attorney for Me/Us and in My/Our name(s), place(s) and stead(s) to execute any or [redacted] cations for or assignments of Certificate of Title for motor vehicle GMC (Make) 1GKDT13S442 (Serial Number) giving and granting unto My/Our said Attorney full power and authority to do and perform all and every act and thing whatsoever, requisite and necessary to be done, as fully to all intents and purposes as I/We might or could do if personally present.

In Witness Whereof, I/We have hereunto set My/Our hand(s) and seal(s) this 30TH day of SEP, 03.

Subscribed and sworn to before me this 30TH day of SEP, 03

(SEAL) [signature]

My Commission Expires _____

X [signature] (SEAL)

_____ (SEAL)
(Signature of Owner or Owners)

Witness _____

PRINTED WITH SOY INK

UNALTERABLE CARBONLESS PAPER • NO CARBON IS REQUIRED

[redacted] G40003

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

#1 COCHRAN OF MONROEVILLE

I, _____ (TRANSFEROR'S NAME • SELLER • PRINT) STATE THAT

THE ODOMETER NOW READS 11 (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 DISCREPENCY.

MAKE	MODEL	BODY TYPE
GMC	ENVOY	4DR SPTUTY

VEHICLE IDENTIFICATION NO.	YEAR	DEALER STOCK NO.
1GKDT13S442 [redacted]	2004G40003	

TRANSFEROR'S SIGNATURE (SELLER) X [signature]

(PRINTED NAME) [signature]

TRANSFEROR'S STREET ADDRESS (SELLER) 12000 WM PENN HWY

CITY	STATE	ZIP CODE
MONROEVILLE	PA	15146

DATE OF STATEMENT 09/30/03

TRANSFEREE X [redacted]

(PRINTED NAME) [redacted]

TRANSFEREE'S NAME (BUYER) [redacted]

TRANSFEREE'S STREET ADDRESS [redacted]

(CITY) (STATE) (ZIP CODE)

NOTICE

THE PURPOSE OF THIS POWER OF ATTORNEY IS TO GIVE THE PERSON YOU DESIGNATE (YOUR "AGENT") BROAD POWERS TO HANDLE YOUR PROPERTY, WHICH MAY INCLUDE POWERS TO SELL OR OTHERWISE DISPOSE OF ANY REAL OR PERSONAL PROPERTY WITHOUT ADVANCE NOTICE TO YOU OR APPROVAL BY YOU.

THIS POWER OF ATTORNEY DOES NOT IMPOSE A DUTY ON YOUR AGENT TO EXERCISE GRANTED POWERS, BUT WHEN POWERS ARE EXERCISED, YOUR AGENT MUST USE DUE CARE TO ACT FOR YOUR BENEFIT AND IN ACCORDANCE WITH THIS POWER OF ATTORNEY.

YOUR AGENT MAY EXERCISE THE POWERS GIVEN HERE THROUGHOUT YOUR LIFETIME, EVEN AFTER YOU BECOME INCAPACITATED, UNLESS YOU EXPRESSLY LIMIT THE DURATION OF THESE POWERS OR YOU REVOKE THESE POWERS OR A COURT ACTING ON YOUR BEHALF TERMINATES YOUR AGENT'S AUTHORITY.

YOUR AGENT MUST KEEP YOUR FUNDS SEPARATE FROM YOUR AGENT'S FUNDS.

A COURT CAN TAKE AWAY THE POWERS OF YOUR AGENT IF IT FINDS YOUR AGENT IS NOT ACTING PROPERLY.

THE POWERS AND DUTIES OF AN AGENT UNDER A POWER OF ATTORNEY ARE EXPLAINED MORE FULLY IN 20 PA.C.S. CH. 56.

IF THERE IS ANYTHING ABOUT THIS FORM THAT YOU DO NOT UNDERSTAND, YOU SHOULD ASK A LAWYER OF YOUR OWN CHOOSING TO EXPLAIN IT TO YOU.

I HAVE R[redacted]IE THIS NOTICE AND I UNDERSTAND ITS CONTENTS.

X [redacted]
(PRINCIPAL)

9-30-03
(DATE)

ACKNOWLEDGMENT EXECUTED BY AGENT

I, _____, have read the attached power of attorney and am the person identified as the agent for the principal. I hereby acknowledge that in the absence of a specific provision to the contrary in the power of attorney or in 20 Pa.C.S. when I act as agent:

I shall exercise the powers for the benefit of the principal.
I shall keep the assets of the principal separate from my assets.
I shall exercise reasonable caution and prudence.
I shall keep a full and accurate record of all actions, receipts and disbursements on behalf of the principal.

[redacted]
(AGENT)

9-30-03
(DATE)

Automotive Information Systems Inc.

Effective: 09/19/03

vol. 7 w0903.2gmne091903

Midland, Michigan * Phone: 989-633-9300 * Fax: 800-479-5113 * www.autodealerhelp.com ©

GMC North East Region Rebates.

ADMIN/IDENT CODE: CNE DNE BAI200300335-13 03-34A-41

Yr	MODEL	REBATE		36M	48M	60M	72M	EXP	DLRS	Specials
03	Sonoma	$4000	OR	0%	0%	0%	1.9%	01/02/04	$0	emp
03	or Sonoma Combo	$1000	AND*	0%	0%	0%	1.9%	01/02/04	$0	emp
03	Sierra	$3000	OR	0%	0%	0%	1.9%	01/02/04	$0	coup emp Quadg dmx bcNE
03	C4500 Topkick	$3000	OR	0%	0%	0%	1.9%	01/02/04	$0	emp
03	Envoy	$4500	OR	0%	0%	0%	1.9%	09/30/03	$0	VC emp
03	or Envoy Combo	$2000	AND*	2.9%	3.9%	4.9%	Std.	01/02/04	$0	VC emp
03	Envoy XL	$4500	OR	0%	0%	0%	1.9%	09/30/03	$0	VC emp bcNE
03	or Envoy XL Combo	$2000	AND*	2.9%	3.9%	4.9%	Std.	01/02/04	$0	VC emp bcNE
03	Yukon All	$4500	OR	0%	0%	0%	1.9%	09/30/03	$0	VC emp bcNE
03	Yukon XL All	$4500	OR	0%	0%	0%	1.9%	09/30/03	$0	VC emp Quadg bcNE
03	Safari Passenger	$3000	OR	0%	0%	0%	1.9%	01/02/04	$0	emp
03	Safari Cargo	$3000	OR	0%	0%	0%	1.9%	01/02/04	$0	emp
03	Safari Conversion (YF7)	$3000	OR	0%	0%	0%	1.9%	01/02/04	$0	emp ConvLoy
03	or Safari Combo	$2000	AND*	2.9%	3.9%	4.9%	Std.	01/02/04	$0	emp
03	Savana Not Conversion	$4000	OR	0%	0%	0%	1.9%	09/30/03	$0	emp
03	Savana Conversion (YF7)	$4000	OR	0%	0%	0%	1.9%	09/30/03	$0	emp ConvLoy
04	2004 Sonoma	$1500	OR	0%	1.9%	2.9%	3.9%	09/30/03	$0	emp NeLoy
04	or 2004 Sonoma Combo	$1000	AND*	4.9%	4.9%	4.9%	5.9%	09/30/03	$0	emp NeLoy
04	2004 Sierra (All)	$1500	OR	0%	1.9%	2.9%	3.9%	09/30/03	$0	coup emp NeLoy bcNE
04	2004 or Sierra (All) Combo	$1000	AND*	2.9%	3.9%	4.9%	5.9%	09/30/03	$0	coup emp NeLoy bcNE
04	2004 C4500 Topkick	$2500	OR	0%	1.9%	2.9%	3.9%	09/30/03	$0	emp NeLoy
04	or 2004 C4500 Topkick Combo	$1000	AND*	2.9%	3.9%	4.9%	5.9%	09/30/03	$0	emp NeLoy
04	2004 Envoy	$2000	OR	0%	0.9%	1.9%	2.9%	09/30/03	$0	VC emp NeLoy
04	or 2004 Envoy Combo	$1000	AND*	2.9%	3.9%	3.9%	5.9%	09/30/03	$0	VC emp NeLoy
04	2004 Envoy XL	$2000	OR	0%	0.9%	1.9%	2.9%	09/30/03	$0	VC emp NeLoy bcNE

FINAL WORKSHEET

AGREEMENT TO PURCHASE

SALESPERSON [redacted] PROSPECT # (3057764) DATE 9-29-03

PURCHASER (S) [redacted]

ADDRESS [redacted] Hunker PA [redacted] CITY Hunker STATE PA ZIP [redacted]

HOME PHONE [redacted] WORK PHONE

E-MAILADDRESS CELLULAR # [redacted]

STOCK # [redacted] VIN #

YEAR 04 MAKE GMC MODEL Envoy BODY STYLE MILEAGE 5

☑ NEW ☐ USED ☐ DEMO COLOR Red metalic DELIVERY TIME/DATE

INSURANCE COMPANY AGENT

POLICY# FULL COVERAGE ☐ YES ☐ NO AGENCY PHONE #

SELLING PRICE	PAYOFF	LIEN HOLDER
$37,474.00	$ 4,531.97	Gmac

MARKET VALUE

12,500

APPROXIMATE PAYOFF

DOWN PAYMENT
(Lender may require 20%)

$ 2,000.00

MONTHLY PAYMENTS

72 x 479.76

OK

SALES REPRESENTATIVE CAN NOT ACCEPT THIS OFFER OR OBLIGATE IN ANY MANNER.
OFFER IS NOT BINDING UNTIL ACCEPTED IN WRITING BY OFFICER OR SALES MANAGER.

PLEASE ENTER MY OFFER SUBJECT TO MANAGEMENT'S ACCEPTANCE.

BUYER'S SIGNATURE

X

#1 COCHRAN - MONROEVILLE
4200 WILLIAM PENN HWY
MONROEVILLE, PA 15146
412-373-3333

#1 COCHRAN - ROBINSON TWNSHP
5200 CAMPBELLS RUN RD
PITTSBURGH, PA 15205
412-788-4444

Stock#: [redacted]
Order#:

Vin: 1GKDT13S442[redacted]
Status: Ready to Sell

FORNICTO 09/29/03 15:55
FORNICTO 09/29/03 15:55
11006250301

Shipped Date: 06/18/03

DAN: FIXED NO MSO 6/26 FLAPS 8/12/03 STRIPE 9/9/03
04 GMC ENVOY 4WD 4DR SPTUTY Odometer: 000005
Color: MAGNETIC RED METALLIC PAINT
Trim: DARK PEWTER Model#: TT15506
List: 37474.00 Option Package: 1SC GVW: 4561

STD*	STANDARD EQUIPMENT	35945.00
1SC	SLT STANDARD PACKAGE	
	OPTION PKG EQUIPMENT	
C5N	GVW RATING - 5,750 LBS	
DT4	ASHTRAY AND LIGHTER	30.00
FE9	50-STATE EMISSIONS	
GU6	REAR AXLE - 3.42 RATIO	
G80	LOCKING DIFFERENTIAL	270.00
KA1	HEATED FRONT SEATS	275.00
LL8	VORTEC 4200 INLINE 6 CYL ENGIN	
M30	4-SPD AUTO TRANS W/ OVERDRIVE	
R6J	CUSTOMER DIALOG NETWORK	
UA6	CONTENT THEFT ALARM	40.00
86U	MAGNETIC RED METALLIC PAINT	95.00
FRT*	DESTINATION CHARGE	650.00
	LAM DEALER CONTRIBUTION	
	LAM GROUP CONTRIBUTION	
MUD	MUD FLAPS	59.00
STR	STRIPE	110.00
	Total	37474.00

WARNING: FOR INTERNAL USE ONLY. DO NOT DISTRIBUTE TO CUSTOMERS. DO NOT RELY ON THIS INFORMATION. THIS IS ONLY A GUIDE AND IS NOT INTENDED TO BE A COMPLETE OR ACCURATE DESCRIPTION OF THE VEHICLE. THIS INFORMATION IS SUBJECT TO REVISION AT ANY TIME AND WITHOUT NOTICE.

NEW CAR DEAL CHECKLIST

CUSTOMER [redacted] CUSTOMER NO [redacted] SALESPERSON Mike Green

- [x] WORKSHEET W/ CUSTOMER NUMBER
- [x] COMPLETE CREDIT APP. W/ PRIVACY NOTICE
- [x] COMPLETE RETAIL ORDER SIGNED BY CUSTOMER
- [x] COMPLETE TRADE-IN EVALUATION
- [x] COMPLETE PAYOFF VERIFICATION FORM
- [x] COPY OF CURRENT INSURANCE CARD
- [x] CURRENT REGISTRATION FOR TRADE/PLATE
- [x] COPY OF CURRENT DRIVERS LISENCE
- [x] COPY OF FACTORY INVOICE
- [x] WE-OWE FILLED OUT/ SIGNED BY CUST. & MGMT
- [x] COPY OF ALL APPLICABLE REBATES
- [ ] ~~GMS AUTH. # OR SUPPLIER PAPERWORK~~
  *AUTHORIZATION NUMBER*_____
- [ ] ~~GM CARD AUTHORIZATION NUMBER (IF APPL.)~~
  *AUTHORIZATION NUMBER*_____
- [x] MILEAGE ON NEW AND ON TRADE
- [x] COMPLETED GROSS SHEET SIGNED BY MGMT

*****SALESPERSON RESPONSIBLE FOR ALL APPLICABLE DOCUMENTS*****

SALESPERSON SIGNATURE X [signature]

SALES MANAGER SIGNATURE [signature]

NOTES: Collect 3000 Down

Privacy Notice

In connection with your transaction, #1 Cochran Automotive may obtain information about you as described in this notice, which we handle as stated in this notice.

1. We collect nonpublic personal information about you from the following sources:
   - Information we receive from you on applications or other forms;
   - Information about your transactions with us, our affiliates or others; and,
   - Information we receive from a consumer-reporting agency.
2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf, to other financial institutions with whom we have joint marketing agreements, to motor vehicle manufacturers, insurance companies, insurance agents or retailers providing products in relation to your vehicle purchase.
3. We may also disclose nonpublic personal information about you as a consumer, customer or former customer to non-affiliated third parties as permitted by law.
4. We restrict access to nonpublic personal information about you to *"those employees who need to know that information to provide products or services to you"*. We maintain physical, electronic and procedural safeguards that comply with federal regulation to guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the date indicated below.

[redacted] 9/30/03

Date

[redacted] (printed)

Co-Customer's Signature Date

Co-Customer's Name (printed)

#1 COCHRAN - MONROEVILLE
4200 WILLIAM PENN HWY
MONROEVILLE, PA 15146
412-373-3333

#1 COCHRAN - ROBINSON TWNSHP
5200 CAMPBELLS RUN RD
PITTSBURGH, PA 15205
412-788-4444

Stock#: [redacted] Vin: 1GKDT13SX32[redacted] FORNICTO 09/29/03 15:43
Order#: [redacted] Status: Ready to Sell FORNICTO 09/29/03 15:43
11009160201

Location: ROSETRELOR Shipped Date: 08/03/02

DEMO BACK 9-26
Open RO/Est: 30105 NO EST
03 GMC ENVOY 4WD 4DR SPTUTY Odometer: 002878
Color: MAGNETIC RED METALLIC / MAGNETIC RED METALLIC
Trim: LIGHT OAK Model#: TT15506
List: 38378.00 Option Package: 1SC GVW: 4572 Whlbse: 107.0

STD*	STANDARD EQUIPMENT	38378.00
1SC	SLT STANDARD PACKAGE	
AJ7	SIDE IMPACT AIR BAGS	
C5N	GVW RATING - 5,750 LBS	
FE9	50-STATE EMISSIONS	
GU6	REAR AXLE - 3.42 RATIO	
LL8	VORTEC 4200 INLINE 6 CYL ENGIN	
M30	4-SPD AUTO TRANS W/ OVERDRIVE	
N80	POLISHED ALUMINUM WHEELS	
PEC	SLT COMFORT & CONVENIENCE PKG	
VK3	FRONT LICENSE PLATE MOUNT	
86U	MAGNETIC RED METALLIC	
FRT*	DESTINATION CHARGE	
	PAINTED FIBERGLASS LIGHTED RUN BOARDS	
	Total	38378.00

WARNING: FOR INTERNAL USE ONLY. DO NOT DISTRIBUTE TO CUSTOMERS. DO NOT RELY ON THIS INFORMATION. THIS IS ONLY A GUIDE AND IS NOT INTENDED TO BE A COMPLETE OR ACCURATE DESCRIPTION OF THE VEHICLE. THIS INFORMATION IS SUBJECT TO REVISION AT ANY TIME AND WITHOUT NOTICE.

#1 COCHRAN - MONROEVILLE
4200 WILLIAM PENN HWY
MONROEVILLE, PA 15146
412-373-3333

#1 COCHRAN - ROBINSON TWNSHP
5200 CAMPBELLS RUN RD
PITTSBURGH, PA 15205
412-788-4444

Stock#: [redacted]
Order#:
Held By: CORSON

Vin: 1GKDT13S43[redacted]
Status: Demo

FORNICTO 09/29/03 15:44
FORNICTO 09/29/03 15:43
11004220301

Shipped Date: 04/14/03 In Service Date: 06/19/03

DAN: MAR22 FLAPS STRIPE 6/4/03
03 GMC ENVOY 4WD 4DR SPTUTY Odometer: 001013
Color: PEWTER METALLIC / PEWTER METALLIC
Trim: DARK PEWTER Model#: TT15506
List: 39909.00 Option Package: 1SC GVW: 4657 Whlbse: 107.0

STD*	STANDARD EQUIPMENT	35585.00
1SC	SLT STANDARD PACKAGE	
	OPTION PKG EQUIPMENT	
AJ7	SIDE IMPACT AIR BAGS	350.00
BVE	RUNNING BOARDS	375.00
CF5	POWER SUNROOF	800.00
C5N	GVW RATING - 5,750 LBS	
FE9	50-STATE EMISSIONS	
GT4	REAR AXLE - 3.73 RATIO	50.00
G80	LOCKING DIFFERENTIAL	270.00
LL8	VORTEC 4200 INLINE 6 CYL ENGIN	
M30	4-SPD AUTO TRANS W/ OVERDRIVE	
N80	POLISHED ALUMINUM WHEELS	495.00
PEC	SLT COMFORT & CONVENIENCE PKG	1165.00
R6J	CUSTOMER DIALOG NETWORK	
FRT*	DESTINATION CHARGE	650.00
	LAM DEALER CONTRIBUTION	
	LAM GROUP CONTRIBUTION	
STR	STRIPE	110.00
MUD	MUD FLAPS	59.00
	Total	39909.00

WARNING: FOR INTERNAL USE ONLY. DO NOT DISTRIBUTE TO CUSTOMERS. DO NOT RELY ON THIS INFORMATION. THIS IS ONLY A GUIDE AND IS NOT INTENDED TO BE A COMPLETE OR ACCURATE DESCRIPTION OF THE VEHICLE. THIS INFORMATION IS SUBJECT TO REVISION AT ANY TIME AND WITHOUT NOTICE.

#1 Cochran™

Not just bigger. Better.

COMPLETELY SATISFIED DELIVERY

		Yes	No
(1)	YOUR VEHICLE WILL BE COMPLETELY DETAILED, BOTH INTERIOR AND EXTERIOR.	X	
(2)	YOUR VEHICLE WILL BE COMPLETELY FILLED WITH FUEL.	X	
(3)	YOUR VARIOUS FINANCING, INSURANCE AND EXTENDED WARRANTY ALTERNATIVES WILL BE COMPLETELY EXPLAINED BY YOUR FINANCIAL SERVICES MANAGER.	X	
(4)	YOUR VEHICLE'S FINAL CONDITION WILL BE INSPECTED BY YOU PRIOR TO DELIVERY TO MAKE CERTAIN THAT YOU ARE COMPLETELY SATISFIED.	X	
(5)	YOUR PERSONAL BELONGINGS WILL BE COMPLETELY TRANSFERRED FROM YOUR TRADE-IN TO YOUR BRAND NEW VEHICLE.	X	
(6)	YOUR SERVICE CONSULTANT WILL BE INTRODUCED AND HE/SHE WILL COMPLETELY EXPLAIN OUR SERVICE PROCEDURES.	X	
(7)	YOUR NEW VEHICLE'S FEATURES WILL BE COMPLETELY EXPLAINED BY YOUR SALES CONSULTANT AND DELIVERY SPECIALIST.	X	
(8)	YOUR NEW VEHICLE MAINTENANCE SCHEDULE WILL BE COMPLETELY EXPLAINED BY YOUR SALES CONSULTANT AND DELIVERY SPECIALIST.	X	
(9)	YOUR OWNER'S MANUAL WILL BE COMPLETELY EXPLAINED BY YOUR SALES CONSULTANT.	X	
(10)	YOUR ROADSIDE ASSISTANCE PROGRAM WILL BE COMPLETELY EXPLAINED BY YOUR SALES CONSULTANT AND DELIVERY SPECIALIST.	X	
(11)	YOUR VEHICLE ACCESSORY OPTIONS (ALARMS, STEREO OPTIONS, SUNROOFS, BEDLINERS PHONES, ETC.) WILL BE COMPLETELY EXPLAINED BY YOUR SALES CONSULTANT, DELIVERY SPECIALIST OR ACCESSORY MANAGER.	X	
(12)	YOUR NEW VEHICLE AND ITS OWNER WILL BE PHOTOGRAPHED TO SHOWCASE IN OUR NEW OWNERS' WALL.	NONE	
(13)	YOUR SALES CONSULTANT WILL OFFER AN ORIENTATION DRIVE MAKING CERTAIN THAT YOU UNDERSTAND ALL FEATURES OF YOUR VEHICLE.		

#1 COCHRAN AGREES TO HANDLE THE FOLLOWING ITEMS:

NONE

[redacted]

00305764

09/30/03

Deal or Prospect # _____

NAME HUNKER PA Date [redacted]

ADDRESS [redacted]

CITY _____ STATE GMC ZIP ENVOY

Home Phone _____ Business Phone _____

Vehicle Stock Number _____ Model _____

Customer Signature [redacted]

Sales Consultant Signature

Manager Signature _____

M&T CREDIT CORPORATION
1 FOUNTAIN PLAZA
BUFFALO, NEW YORK 14203

CONFIDENTIAL

CONFIDENTIAL

TO: COCHRAN PONTIAC INC (PA)
(412)373-3333
FROM: MARY J MCANLIS
(724)656-5068
RE: CREDIT DECISION

DEALER ID: 04511
FAX NUMBER: 4123731961

DATE: 10/01/03 14:41:28
APP #: [redacted]

****
*** ***
*** DECISION: APPROVE ***
*** ***
****

COLLATERAL: 04 GMC TRUCKS
ENVOY 2WD

APPLICANT: [redacted]

APPROVED AMOUNT: $25,742.00
APPROVED TERM: 60 MTHS
APPROVED RATE: 3.740000%
TIER: PREMIUM TIER

CASH DOWN: $5,000.00
NET TRADE: $5,068.00

COMMENTS:

THE RATE AND CREDIT DECISION REFLECTED ON THIS COMMUNICATION IS VALID FOR A(N) NAUTO AND IS NOT VALID FOR ANY OTHER PRODUCT. IF THE PRODUCT BEING SOLD IS NOT A(N) NAUTO PLEASE CALL CREDIT IMMEDIATELY TO OBTAIN THE CORRECT RATE.

[redacted] E.A. - OO

Credit / Lease Application

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER: 598

CSG NUMBER: 653

DEALER NUMBER: [redacted]

APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: [redacted]

DATE OF BIRTH (MMDDYY): [redacted]

MI:

SOCIAL SECURITY NUMBER or (TAX ID #): [redacted]

PO BOX NUMBER:

CURRENT STREET NUMBER:

[redacted]

CITY: HUNKER

STATE: PA

[redacted]

(AREA CODE) HOME PHONE: [redacted]

☑ Own ○ Other ○ Rent ○ Family

MTG PAYMENT OR RENT: 421

TIME AT ADDRESS: 15 YRS 6 MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): STEEL VALLEY SD

OCCUPATION: TEACHER

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) BUSINESS PHONE: [redacted]

GROSS ANNUAL INCOME (ALL SOURCES): 156,000

TIME EMPLOYED: 10 YRS MOS

DEALER USE ONLY

☑ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van

○ Demo ○ Off-Lease

○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ First Time Buyer ○ Custom Pmt. Plan ○ Lease to Retail

☑ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC

☑ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial

○ Credit Line

CASH SELLING PRICE	MSRP	TERM	EST. PAYMENT	SEC DEP
35810	37474	60	486	

NET TRADE	(yr) TRADE-IN	(make)	MILEAGE (thousands)	UPFIT COST
5068	00	GMC Jimmy		

CASH/CAP RED/REBATE	VEHICLE YR	MAKE	CYL	# of UNITS	COST OF CHASSIS
5000	04	GMC	6		

CAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION
25742	ENVOY SLT	

USED VEHICLE OPTIONS: ○ W/O Air ○ Sunroof ○ Tape/Disc ○ Cruise ○ Pwr Windows ○ Pwr Seats ○ Leather Seats ○ 4 WD ○ Manual Trans ○ Alum/Wire Wheels ○ TTops ○ Third Door

CO-APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME:

DATE OF BIRTH (MMDDYY): / /

FIRST NAME:

MI:

SOCIAL SECURITY NUMBER or (TAX ID #):

PO BOX NUMBER:

CURRENT STREET NUMBER:

CURRENT STREET NAME (MAILING ADDRESS):

CITY:

STATE:

ZIP CODE:

(AREA CODE) - HOME PHONE - ○ Own ○ Other ○ Rent ○ Family

MTG PAYMENT OR RENT:

TIME AT ADDRESS: YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application):

OCCUPATION:

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) - BUSINESS PHONE -

GROSS ANNUAL INCOME (ALL SOURCES):

TIME EMPLOYED: YRS MOS

SIGNATURES

This application will be submitted to GMAC, (GMAC North America for Ohio Dealers) and (if this is a lease application) C.O.L.Trust, both at PO BOX 5192, Southfield, MI 48086, and (if this is a purchase application) to Nuvell Credit Corp. (a GMAC affiliate) at PO BOX 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

Your Opt-Out Right: If you want GMAC's vehicle financing operations not to share non-public personal information about you related to this application with *affiliates* and *non-affiliated third parties*, **you may opt out of information sharing**, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

○ To [redacted] information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitte[redacted]nt and any co-applicant.

See th[redacted] certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) have [redacted]

[redacted] Applicant's Signature Date 7/30/03

Co-Applicant's Signature Date [redacted]

#1 Cochran

3071 JOINT 1/2003 (Joint Express Application) Copyright 2003 General Motors Acceptance Corporation. All Rights Reserved.

NOTICE OF PROPERTY INSURANCE

I understand that the ☐ Installment Purchase Agreement ☐ Personal Loan Agreement/Simple Interest Dealer Arrangement, which I signed on SEPTEMBER 30 03, 19 ____, requires me to provide and maintain insurance on the vehicle I am purchasing against the risks of loss or damage. This insurance must be in amount equal to the lesser of the unpaid amount under the Agreement or the value of the vehicle. If I do not provide this insurance, the holder of the Agreement has the right to demand immediate payment in full or to obtain the required insurance at my expense.

I also understand that I may obtain this insurance from the agent or company of my choice. I have arranged for this insurance through the agent or company named below. Since it is expected that the Agreement will be assigned to The Huntington National Bank, or some other third party, I will have the insurance agent or company note the bank's or other holder's interest and have the bank or other holder named as the loss payee to the extent of their interest.

PLEASE PRINT P O BOX 17292 ATTN: DOC/ BALTIMORE MD 21203
Number Street City State Zip Code

PURCHASER:

NAME	First	Middle	Last		
ADDRESS	Number	Street	City	State	Zip Code
	[redacted]		HUNKER	PA [redacted]	
TEL. NO.	[redacted]				

VEHICLE INSURED:

Year	Make	Body	Model	Serial Number
2004	GMC	4DR SPTUTY	ENVOY	1GKDT13S442[redacted]

INSURANCE AGENT:

NAME	MINER
NUMBER AND STREET	
CITY, STATE ZIP CODE	
TELEPHONE NUMBER	([redacted]

INSURANCE COMPANY:

NAME	STATE FARM		
POLICY NUMBER	90596772938E		
EFFECTIVE DATE	09/30/03	12/29/03	
COVERAGE	☐ Collision	☑ Comprehensive	N/A Deductible

PURCHASER SIGNS X [redacted] 09/30/03 Brenda

DEALER/SALESMAN SIGNS

Dealer #1 COCHRAN OF MONROEVILLE

08-0024 (Rev. 12-79)

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: / / / / / / / / / / / / / / / / / (or see attached list)

[redacted]

1GKDT13S412105383

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
	X	$ X	
		$	
		$	
		$	
GM		$ 2000.00	
	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 _____

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 / / . [redacted] in Item ___ and release the GM Division from any future claim or cause

Purchaser/Lessee Signature: [redacted] Date: / /

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 considered, accurate delivery date has been forwarded to General Motors. 09-30-03

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 customer incentive and must be available in the Deal File.

Copy #1 - Dealer Copy #2 - Customer

file: COCHRAN, OF MONROEVILLE 09-30-03 21237

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC GM3795 1/01

Reynolds and Reynolds

ORDER TOLL FREE 1-800-[illegible]

FAX 1-800-[illegible]

[illegible] COCHRAN
4200 WILLIAM PENN HWY.
MONROEVILLE PA 15146
412-373-[illegible]

41007

9-30 20 00

RECEIVED OF [redacted]

G-3003 NAD 39757 DOLLARS $ 3000.00

DETAIL	ACCOUNT		NOTE		HOW PAID	
AMOUNT DUE					CASH	
AMOUNT PAID					CHECK	✓
					CREDIT CARD	
					DRAFT	
BALANCE DUE						

By _____
Thank You

FORM NC-146 (3-00)

ACTIVE ASSETS ACCOUNT [redacted]
HUNKER, PA [redacted]

293

25-80/440

Date 9/30/03

Pay to the Order of Cochran $ 3000.00

Three thousand dollars and no/100 Dollars

MORGAN STANLEY DEAN WITTER

BANK ONE, COLUMBUS, NA
COLUMBUS, OHIO 43271

Expense Analyzer [redacted]

For _____

[redacted]

NEW CAR RECAP SHEET

DATE: 9/30/03

STOCK # [redacted]

CUSTOMER: [redacted]

PROSPECT # 305764

SALESPERSON: Mike Green / B. Cochran

LEASE | (RETAIL) | HOLD CHECK | HOLD LEASE

RESIDUAL | MILES PER YR

INTEREST RATE QUOTED 4.99

PAYMENT QUOTED 60x 436.10

GMS SUPPLIER #1 COCHRAN EMPLOYEE (Circle One)

AMOUNT

HOLD UNTIL

AUTHORIZATION #:

MONEY DIFFERENCE CALCULATION

MSRP	
TRADE INEQUITY	
ACCESSORIES	
COCHRAN DISCOUNT	
SELLING PRICE	34074 =
LESS: REBATE	
REBATE	2000
TRADE ALLOW	9600
OPTION 2	
MONEY DIFFERENCE	22474 —

FINANCE INCOME

FINANCE RESERVE	707.04
BONUS (TCFIS)	
WE OWES (PAID TO FIN.)	
LIFE COMM	
A&H COMM	
WARR COMM	
TOTAL FINANCE INCOME	

GROSS CALCULATION

"SELLING PRICE"	34074
(OVER)/UNDER ALLOW	+400
PLUS DEALER CASH	
OTHER	
SUBTOTAL	34474 =
LESS: COST (309 screen)	33481.51
PREP FEE	~~35.00~~ (Check if already taken out)
TIRE WARRANTY (331T)	
WE OWES/RO'S	
BIRD DOG:	
FRONT END GROSS	992.49

COMMISSION CALCULATION

FRONT GROSS	992.49
BACK	~~800~~ 950 —
COMMISSIONABLE GROSS	~~440~~ X 25% = 100 —
TOTAL FRONT COMMISSION (Enter this number only!!)	100 —
FINANCE INCOME	707.04 X 5% = 35.35 (Do NOT enter this number!!)
WARRANTY BONUS	
TOTAL COMMISSION	135.35

ACCESSORY T.O. Yes ____ No ____

MANAGER SIGNATURE

ACV 1000

ESTIMATED PAYOFF MANAGER

NO HOLD CHECK OR COUPONS

12. Financing statements. [illegible] financing statement signed only by us and describing our security interest in your property. When we notify you to do so, you must immediately pay us any tax, fee or charge we pay for filing the financing statement.

13. Additional promises. Until all amounts payable under this contract are paid, you must (a) keep your property in good condition, (b) promptly pay any tax, fee or charge on the purchase, ownership or use of your property, (c) sign any document we believe necessary to protect our security interest in your property, (d) have our security interest in your property [illegible]

[illegible] writing [illegible] your property [illegible] (g) not sell, trade, lease, rent, give away, abandon or in any other way dispose of your property without first obtaining our consent in writing, (h) not use your property, or allow it to be used illegally or in any way that might result in any insurance on it not being paid and (i) not allow anyone other than you or us to have any claim to your property or to be named on any certificate of title issued for it.

14. Risk of loss. You will be bound by this contract even if your property is lost, stolen, damaged or destroyed.

15. Property insurance. In addition to keeping your property covered by the motor vehicle insurance required by Section [illegible] you must keep it fully covered by insurance against substantial risk of damage, destruction or theft until all amounts payable under this contract are paid. Without limiting the preceding sentence, you must keep it fully covered by comprehensive and collision insurance. This insurance must be provided under a policy acceptable to us. Without limiting the preceding sentence, the insurance (a) cannot be subject to a deductible amount greater than $500.00, (b) cannot be cancelled by the company providing it without the company first giving us at least 10 days notice in writing and (c) must be payable to us to the extent needed to pay all amounts payable under this contract but not yet paid, even if it is your fault that your property is lost, stolen, damaged or destroyed. You [illegible] in the event of any loss or damage [illegible] the insurance company.

[illegible] Our Right to File Proof of Loss. In the event of any loss or damage to the vehicle [illegible] claim or proof of loss with the insurance company, you agree that the [illegible]

[illegible]

[illegible] Our Right to Endorse Insurance Checks. You agree that the [illegible]

[illegible] Use of Proceeds. We may apply any insurance proceeds we receive to repair or replace the [illegible] you are not then in default [illegible] contract. Otherwise, we will apply the insurance proceeds to reduce the unpaid balance due us. After the balance due us is paid, any excess will be paid to you.

16. Our maintenance of insurance. We can, but we will not have to, maintain any insurance required by this contract in connection with your property if you do not maintain it. If we decide to maintain any such insurance it may be written in the amount that you then owe us under this contract. Such insurance may not satisfy your obligations under State financial responsibility laws and may not provide coverage against bodily injury or property damage [illegible] premium [illegible] insurance [illegible] insurance and finance charge on the portion of that amount not yet paid by you at [illegible] an amount on which finance charge was payable under this contract. We will send you a notice that you have the option of (a) paying that amount and the finance charge within [illegible] days after the date we send you the notice, (b) paying that amount and the finance charge in monthly installments each of which, or each of which except the last, will be equal in amount, the last of which, if not equal in amount to the others, will be of a smaller amount and the number of which will be equal to the number of installments that are to become due under the Payment Schedule after the date we sent you the notice or (c) paying that amount and the finance charge in any other way we offer. If you do not pay that amount and the finance charge as provided in (a) of the preceding sentence, you must pay them as provided in (b) or (c) of that sentence.

[illegible] in those amounts in the same manner as the [illegible]

24. Notices and change of address. Any notice we send you concerning this contract or your property will be sent to your current mailing address shown in our records concerning this contract. We can send it by regular mail. Any notice you send or deliver to us concerning this contract must be in writing and be sent or delivered to M&T Credit Corporation, Installment Loan Operations, One Fountain Plaza, P.O. Box 4005, Buffalo, New York 14240, or to any other address we specify. If your address or any address where your property will be kept changes [illegible]

25. If 2 or more persons sign contract as buyer, co-signer or co-owner. If 2 or more persons sign this contract as a buyer, co-signer or co-owner, all of them will be individually and together liable under it, except that the co-owner will not be bound by the "Promise to Pay" section. Except to the extent required by applicable law, we can send or deliver any notice concerning it to any of them signing it as a buyer, and the notice will be effective for all of them.

26. Guarantee. Anyone signing this contract as a co-signer unconditionally guarantees and becomes surety for the payment of all amounts payable under it and will be bound by all its provisions.

27. Giving up of rights by you. To the extent permitted by applicable law, you give up any right to require that we (a) demand that you pay any amount payable under this contract, (b) notify you when any amount payable under this contract is not paid by the date it becomes due or (c) obtain a certificate stating that any amount payable under this contract was not paid by the date it became due.

28. No notice or loss of rights. We can exercise any right against any person or property without losing any right against you, your property or any other property belonging to you now or acquired by you in the future. To the extent permitted by applicable law, we can exercise [illegible]

[illegible]

29. Changes and giving up of rights by us. [illegible]

30. Claim for failure to obtain insurance. [illegible]

31. Conflicts. If any part of this contract conflicts with applicable law, the law will control and this contract will be considered changed to the extent necessary to comply with it.

32. Continued effectiveness. If any part of this contract is determined by a court to be invalid, the rest will remain in effect.

33. What law applies. [illegible] accordance with the law of the Commonwealth of Pennsylvania and, to the extent applicable, federal law.

NOTICE

ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

THE PROVISION BELOW IS NOT PART OF THE PENNSYLVANIA MOTOR VEHICLE INSTALLMENT SALE CONTRACT BETWEEN THE BUYER AND SELLER.

ASSIGNMENT

The seller agrees to be bound by all provisions of this contract. Also, for value received and intending to be legally bound hereby, the seller (a) assigns this contract to M & T Credit Corporation pursuant to and subject to all terms and conditions of the dealer agreement currently in effect between the seller and M & T Credit Corporation and (b) makes with respect to this contract all warranties and representations set forth in such dealer agreement.

Name of Seller

Signature and title of person signing for seller

Date

BANCONSUMER FORM PAS23SLC-17 (Rev. 3/03)

ADDITIONAL TERMS AND CONDITIONS

[illegible] Meaning of some words. [illegible] contract other than the seller, whether as a [illegible] designer or [illegible]. [illegible] M&T Credit Corporation' means M&T Credit Corporation, One Fountain Plaza, Buffalo, New York 14203. [illegible] "[illegible]" [illegible] "[illegible]" [illegible] the seller transfers its rights [illegible] contract [illegible] "[illegible]" described in the beginning of this contract, including all equipment, accessories, [illegible] and fixed that are in become [illegible] or affixed to it and all proceeds.

[illegible]

[illegible]

17. Service contracts. [illegible] contract applicable to your property, you will immediately notify us in writing and file a claim with the service company. We may file such a claim on your behalf if you fail or refuse to do so. We may endorse your name to any check, draft or other instrument we receive in payment [illegible] unearned charge or premium.

18. Default. The occurrence of any of the following events is a default under this contract [illegible] [illegible]

[illegible]

Equipped ___ A.T. ___ P.S. ___ AM-FM Stereo ___ 5 Spd. Other _____

with ___ A.C. ___ P.W. ___ AM-FM Tape ___ Vinyl Top _____

ASSIGNEE: We intend to assign this Contract and Security Agreement to the Assignee named in this provision. If the Assignee assigns the Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee's name and address is:

M&T CREDIT CORPORATION. Installment Loan Operations

Total of Payments (Time Balance)
$ 28,910.40
Payment Schedule - You agree to pay to us the Amount Financed plus interest in 60 payments of $ 481.84

03/17/2004 10:44 4123730734 NUMBER 1 COCHRAN PAGE 25

1436

CLAIM CHECK
PLEASE PRESENT THIS STUB TO CASHIER WHEN CALLING FOR YOUR VEHICLE. THANK YOU.

DATE	MILEAGE	ADV	PARTS	LABOR	OPER	EST LABOR	EST PARTS	DESCRIPTION
011904	6649	164						
RED TREATMENT								
S OP CODE	DESC							
CN	COULD NOT DUPLICATE CUS							
MM	CONTACTED TAS AND FOUND							
1904	6649	164	28.53	263.54				
D TREATMENT				292.07				
N1755	REPLACE T/SIGNAL FLASHE							
N4808	DO COMPLETE UPDATE ON B							
N8521	REPROGRAM ATC MODULE WI							
Z7903	ALTERNATE TRANSPORTATIO							
904	6394	164						

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

STICKERS HERE

LN

COR

CAUS

LN

CORRE

HORN

WIPER

MIRROR

OLD MILEAGE

STICKER NO.

GMC Truck

DATE 1-21-01

RO # [redacted]

VIN # 1GKDT13S1[redacted]

PARTS DESCRIPTION

(1) Link

INTL (T)

LF LR LF LR

POLICY NO.

EXP DATE

Equipped ___ A.T. ___ P.S. ___ AM-FM Stereo ___ 5 Spd. Other _____
with ___ A.C. ___ P.W. ___ AM-FM Tape ___ Vinyl Top _____

Total of Payments (Time Balance) $ 26,910.40

Payment Schedule - You agree to pay to us the Amount Financed plus interest in 60 payments of $ 481.84 each, and a final payment of $ N/A The first payment will be due on NOV 14 2003, and then payments will be due on that same day of each month following.

ASSIGNEE: We intend to assign this Contract and Security Agreement to the Assignee named in this provision. If the Assignee assigns the Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee's name and address is:

M&T CREDIT CORPORATION, Installment Loan Operations
One Fountain Plaza, P.O. Box 4005
Buffalo, New York 14240

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Contract. **Co-Signer will not be an Owner of the Vehicle.**
CO-OWNER: Any person signing the Co-Owner's Security Agreement below gives us a security interest in the Vehicle and agrees separately and together with all Co-Owner(s) and Buyer(s), to perform all agreements in the Security Agreement and all other parts of this Contract except the "Promise to Pay" section.
TERMS: The terms shown in the boxes above are part of this Contract.

PROMISE TO PAY: You agree to pay us the Total Sale Price for the Vehicle by making the Total Downpayment and paying us the Amount Financed plus Finance Charge. You promise to make payments in accordance with the Payment Schedule. You promise to make payments on or before the same day of each month as the first payment due date. You agree to pay all other amounts which may become due under the terms of this Contract. You agree to pay the Seller or Assignee costs of suit. You also agree to pay reasonable attorneys' fees if Seller or Assignee hires an attorney to collect amounts due under this Contract or to protect or get possession of the Vehicle. You agree to make payments at the place or to send payments to the address which the Assignee most recently specifies in the written notice to you.

SECURITY AGREEMENT: To secure the payment of all sums due and the performance of all required obligations under this Contract, you give a security interest in the Vehicle, in all parts (called "accessions") attached to the Vehicle at any later time, and in any proceeds of the Vehicle, including insurance proceeds. The Assignee may set-off any amounts due and unpaid under this Contract against any of your money on deposit with Assignee. This includes any money which is now or may in the future be deposited with Assignee by you. Assignee may do this without any prior notice to you.

ADDITIONAL TERMS AND CONDITIONS: THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE OBLIGATED TO ALL THE TERMS OF THE CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

By signing below, we agree to sell the Vehicle to you under the terms of this Contract.

SELLER _____

BY: _____ 09/30/03 Date

NOTICE TO BUYER—DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

BUYER _____ (SEAL) 09/30/03 Date

BUYER _____ (SEAL) 09/30/03 Date

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.
CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Contract and to perform all agreements in this Contract. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest. You also acknowledge receiving a completed copy of this Contract.

_____ (SEAL) Co-Signer's Signature _____ Address _____ Date

_____ (SEAL) Co-Signer's Signature _____ Address _____ Date

CO-OWNER'S SECURITY AGREEMENT: You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Vehicle, give us a Security Interest in the Vehicle identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the "Promise To Pay" section. You are giving us the security interest to induce us to make this Contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any deficiency which might be due after repossession and sale of the Vehicle.

_____ (SEAL) Co-Owner's Signature _____ Address _____ Date

BUYER, CO-SIGNER AND CO-OWNER, AS APPLICABLE, ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.

BUYER _____ BUYER _____ CO-SIGNER _____ CO-SIGNER OR CO-OWNER _____

BANCONSUMER FORM PAS23SLC-17 (Rev. 3/03)

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

© 2003 BANCONSUMER SERVICE, INC.

WHITE - ORIGINAL TO M&T - GREEN - Buyer's Copy - CANARY - Co-Signer's Copy - PINK - Seller's Copy

FORM PAS23SLC-17 (Rev. 3/03) **INTEREST BEARING**

PENNSYLVANIA
MOTOR VEHICLE INSTALLMENT SALE CONTRACT. Dated SEPTEMBER 30 05 Account #

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 scheduled payments.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 10,068.03
4.99 %	$ 3,423.24	$ 25,487.16	$ 29,910.40	$ 38,978.43

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
59	$ 481.24	Monthly, beginning NOV 1 13
	$ N/A	

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

Prepayment: If you pay off early, you will not have to pay a penalty.

Filing Fees: $ 5.00

Late Charge: If a payment is late, you will be charged 2% of the portion of the payment which is late for each month, or part of a month greater than 10 days, that it remains unpaid.

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties. e means estimate

In this Contract, we are the **SELLER.** #1 COCHRAN OF MONROEVILLE 4200 WM PENN HWY MONROEVILLE PA 15146
Name Address Zip Code

You are the **BUYER(S).** [redacted] [redacted] HUNKER [redacted]
Name(s) Address(es) Zip Code(s)

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE MOTOR VEHICLE AND PROPERTY THAT YOU BOUGHT WITH THIS CONTRACT, AND/OR MONEY ON DEPOSIT WITH THE ASSIGNEE.

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign this Contract to the Assignee.

If there is more than one Buyer, each promises, separately and together, to pay all sums due us and to perform all agreements in this Contract.

TRADE-IN:
You have traded in the following vehicle: 2000 GMC S15 JIMMY
Year and Make Description

If a balance is still owing on the vehicle you have traded in, the Seller will pay off this amount on your behalf. You warrant and represent to us that any trade-in is free from lien, claim, encumbrance or security interest, except as shown in the "Itemization of Amount Financed" as the "Lien Payoff."

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of use or ownership of the Vehicle. In this Contract, you are promising to insure the Vehicle and keep it insured.

CREDIT INSURANCE IS NOT REQUIRED: Credit Life Insurance and Credit Disability Insurance are not required to obtain credit and will not be provided unless you sign below and agree to pay the additional cost(s). Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit. We may receive financial benefit from your purchase of credit insurance.

By signing, you select Single Credit Life Insurance, which costs $ N/A What is your age? _____ Years

Signature of Buyer to be insured for Single Credit Life Insurance

By signing, you select Single Credit Disability Insurance, which costs $ N/A What is your age? _____ Years

Signature of Buyer to be insured for Single Credit Disability Insurance

By signing, you both select Joint Credit Life Insurance, which costs $ N/A What are your ages?

1. _____ _____
2. _____ _____
Signatures of both Buyers to be insured for Joint Credit Life Insurance

By signing, you both select Joint Credit Disability Insurance, which costs $ N/A What are your ages? N/A Percentage to be Insured

1. _____ N/A N/A %
2. _____ _____ %
Signatures of both Buyers to be insured for Joint Credit Disability Ins.

[ ] If checked, the cost of the insurance set forth above is estimated. You will not be notified of any adjustment in the cost of the insurance at the time your insurance policy is sent to you.

Insurer: TFC INVESTORS

VEHICLE: You have agreed to purchase, under the terms of this Contract, the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Contract.

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Cab GVWR	Vehicle Identification Number
U	2004 GMC	ENVOY	4D SPORT			13383

Itemization of Amount Financed

Cash Price $	35,488.44
Cash Downpayment $	9,000.00
Trade-In Value of Trade-In $	500.00
GMAC Lien Payoff to: $	4,522.97
Unpaid Cash Price Balance $	25,354.41
Paid to Others on Your Behalf — To Credit Insurance Company $	N/A *
To Public Officials for: License, Tags and Registration $	0.00
Lien Fee $	5.00
TITLE FEE $	22.50
To PTA TIRE TAX* $	5.00
To NOTARY/DOC/ONLINE $	24.35
To SER. AGREEM.* $	N/A *
To $	
We may retain a portion of amounts marked*	
Amount Financed $	29,487.16
Finance Charge $	3,423.24

[redacted]

PLATE: [redacted]
TITLE: [redacted]
VIN: 1GKDT13W2Y2[redacted]
YR/MAKE: 2000 GMC
TYPE: SW
MID: 03078 3903 181720-001

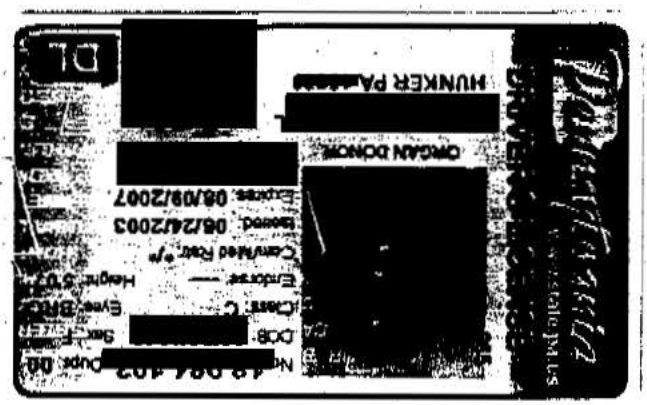
EMISSION INSPECTION REQUIRED/DIESEL EXEMPT

[redacted]
HUNKER PA
[redacted]

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

[redacted]

Change your address online at: www.state.pa.us Pa Keyword **"DMV"**



PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT HAL MINER 3367-383
PHONE NO. (724)834-3276

POLICY NUMBER [redacted]

EFFECTIVE DATE JUN 29 2003
EXPIRATION DA DEC 29 2003

MUTL
VOL

[redacted]
HUNKER PA
[redacted]

Office issuing the card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Marci Thomas
Authorized Representative

Applicable with respect to the following Motor Vehicle

Year	Make		CAR NO.
2000	GMC	JIMMY	001

Vehicle Identification Number 1GKDT13W2Y[redacted]

SEE IMPORTANT MESSAGE ON REVERSE SIDE

MV—1 (5-00)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY	BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR
GMC	1GKDT13S44[redacted]	ADR SPT UTY	2004

GROSS VEHICLE WT. RATING	FUEL	DIN/MECHANIC #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)
	☐ DIESEL ☐ ELECTRIC	85898900.	

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A POLICE VEHICLE ☐ (IF APPLICABLE)

I certify that I have verified that a legible tracing cannot be secured and that the above VIN is correct. SIGN HERE

PURCHASE PRICE (See note on reverse)	32,074.00
LESS TRADE-IN	9,600.00
TAXABLE AMOUNT	22,474.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	1,348.44
LESS TAX CREDIT	
1. SALES TAX DUE	1,348.44
1A. Exemption Reason Code (must be a number from 1 to 25 or 0)	
1B. EXEMPTION NO.	

B. APPLICANT INFORMATION

LAST NAME (OR-FULL BUSINESS NAME)	FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED
[redacted]			
CO-PURCHASER			DEALER ID NUMBER (IF APPLICABLE) 09/30/03

STREET	CITY	STATE	ZIP	COUNTY CODE
[redacted]	HUNKER	PA	[redacted]	65

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF PINK COPY

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING: [redacted] TENTHS ☒

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Fee Exempt Number as assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	
8. REPLACEMENT FEE	
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount	1,381.94

D. LIEN INFORMATION

1ST LIEN DATE 09/30/03 → IF NO LIEN, CHECK ☐	2ND LIEN DATE → IF NO LIEN, CHECK ☒
1ST LIENHOLDER M&T CREDIT CORP	2ND LIENHOLDER
STREET P O BOX 17292 ATTN: LOC / [illegible]	CITY STATE ZIP
CITY BALTIMORE STATE MD ZIP 1202[illegible]	FINANCIAL INSTITUTION NUMBER
FINANCIAL INSTITUTION NUMBER 1GKDT13W2Y2[redacted]	

E. VEHICLE INFORMATION

MAKE OF VEHICLE GMC ADR SPT UTY	MODEL YEAR 2004
BODY TYPE (SDN, BUS, TK, ETC.)	CONDITION OF VEHICLE ☐ GOOD ☒ ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER CAR/BUS	PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐	SEATING CAPACITY	
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO	BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0	
	OPERABLE PEDALS ☐ YES ☐ NO	MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO	
	AUTOMATIC TRANSMISSION ☐ YES ☐ NO	DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO	
MOTOR HOME	CHASSIS MFR.	BODY MAKE	
TRAILER & VEHICLES TOWED BELOW	NUMBER OF AXLES	REG. REGISTERED GROSS WT. (INCLUDING LOAD)	
	SUM OF GAWR'S	UNLADEN WT. (EMPTY)	
TRUCK TRUCK TRACTOR	REG. REGISTERED GROSS COMBINATION WT.	GROSS COMBINATION WT. RATING	
IMPLEMENT OF HUSBANDRY OR SPECIAL MOBILE EQUIPMENT	COMPLETE AND ATTACH FORM MV-190		

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ☑ Check One ☒

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT

TEMP. PLATE NO.

☑ TRANSFER OF PREVIOUSLY ISSUED PLATE ☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE ☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE [redacted]

EXPIRES Month 05 Year 04

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO. [redacted]

VIN 1GKDT13W2Y2[redacted]

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE Same

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE
STATE FARM	[redacted]	10/2903	12/29/03

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 09 DAY 30 YEAR 03 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME) COCHRAN OF MONROEVILLE

AGENT NO. 85898900

ISSUING AGENT SIGNATURE

TELEPHONE NO. (412)373-3333

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT FOR NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS FORM, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM. IF EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED TO BEFORE ME [redacted]

SIGN [redacted] TELEPHONE NO. ( )

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER (724) 825-9189

SEAL

SIGN IN PRESENCE OF NOTARY

MESSENGER NUMBER:

1. BUREAU OF MOTOR VEHICLES



WID:03279 3400 011598-001 New Title Number: 59507560/10/11/03

General Systems Solutions On-Line Registration System

Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg
Purchase Date: Sep 30, 2003
Prev Title No: None

Processor: NO 1 COCHRAN OF MONROEVILLE/00858989
Process Date: Oct 06, 2003/
Prev Dup Title Count: 0

Processed By: JUDITH MOUTZ
Temp Reg Date: Sep 30, 2003
State of Origin: None

VIN: 1GKDT135442[redacted] Stock No: 139757
Vehicle Type: PASSENGER Condition: [ ] Police GVWR: Unladen Weight:
YR/Make: 2004/GMC Body: SW [ ] Taxi GCWR: No of Axles:
Odom Reading: 11 Fuel: G [ ] O/S Tires Seat Cap: Sum of GAWR:
Purchase Price: $32,074.00 Odom Qual: ACTUAL MILEAGE Chassis Mfr: Body Make:

Owner Information:
REBECCA RUSSELL/S

R D 1 BOX 530
HUNKER/PA/
15639

[ ] Tenant in Survivorship?
[ ] Tenant in Common?

Lessee Information:
None

[ ] ODTF
[ ] Retired
[ ] Daily Rental
Mail Code:

Insurance Information:
STATE FARM
9059677F2938F
Jun 29, 2003
Dec 29, 2003

Trade In #1 Information:
VIN: 1GKDT13W2Y2[redacted]
YR: 2000
Make: GMC
Condition: F
Allowance: $9,600.00

Trade In #2: None
Allowance:

Trade In #3: None
Allowance:

Lien Holder #1 Information:
M & T BANK
P O BOX 17292
BALTIMORE/MD
21203
[X] ELT

Lien Holder #2: None

Lien Holder #3: None

Fees & Sales Tax Information:
Tax exempt Reason: NONE/00
Tax Exempt No:
Taxable Sale Price: $22,474.00
[ ] Local Sales Tax Override?
% Rate: 0.06

PennDOT Fees	
Sales/Use Tax:	1,348.44
Title Fee:	22.50
Lien Fee:	5.00
Reg/Proc Fee:	0.00
Dup Reg Fee:	0.00
Transfer Fee:	5.00
Increase Fee:	0.00
Replacement Fee:	0.00
Other Fee:	0.00
Sub Total:	$1,381.94

Dealer Fees	
Messenger Fee:	0.00
Service Fee:	0.00
Notary Fee:	0.00
Plate Fee:	0.00
Doc Fee:	0.00
Sub Total:	$0.00

DLRS Fees	
Check Fee:	0.00
DLRS Fee:	14.00
Sales Tax:	0.00
Sub Total:	$14.00
Grand Total Due:	$1,395.94

Assigned Tag Type:
Assigned Tag No:
Assigned Exp Mo/Yr:

Class:
RRGW:
RRGCW:

Assigned Exp Sticker No:
Class Sticker No:
Transferred Title No: 56486405
Transferred Tag No: REBECCA
Relation To Applicant: Self
No of Dup Reg Cards: 0

[ ] W/Renewal
[ ] W/Tag Replacement
[ ] W/Tag Exchange

Signature of Person from whom Tag is Being Transferred

[ ] - Request for Optional Registration At A Weight Exceeding the GVWR (MV-1005)

WARNING: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should result from such overloading. Check with your dealer or factory representative. You should also consult your insurer concerning possible adverse effects to your insurance coverage with respect to such overloading. I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGCW) listed above under the provisions of Section 1916(a) of the Vehicle Code as amended by Act No. 8 (1980), approved 12-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage the truck and endanger its occupants, as well as other vehicles and their occupants and pedestrians; and I/we assume all risks connected with any such overloading of the truck.

I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding $5,000 and imprisonment of not more than two (2) years for any false statement that I/we may make on this form, and I/we certify that I/we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

Date Subscribed and Sworn to:	Signature of Applicant or Authorized Signer:
Signature of Notary Administering Oath:	Signature of Co-Owner/Title of Authorized Signer:

SEAL

[ ] VIN/GVWR Certification or Tracing is Required.

Place Signature of Person Verifying VIN/GVWR or the Tracing Here:
I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct
SIGN: DIN:

Detach Here 01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: MAY 31 2004 **VALID: 10/06/03**

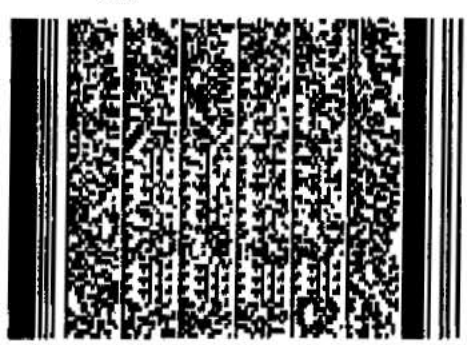
PLATE: [redacted]
TITLE: 59507560701 RU
VIN: 1GKDT135442[redacted]
YR/MAKE: 2004 GMC
TYPE: SW
WID: 03279 3400 011598-001

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT

[redacted]
HUNKER PA
[redacted]

SIGNATURE

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



C 12 30 20

SEPTEMBER 30, 2003

#1 AUTOMOTIVE

Tri-States Largest Automobile Dealer 305764

4200 William Penn Highway
Monroeville, PA 15146-0455
(412) 373-3333 247-1600

[redacted] PURCHASER'S NAME
[redacted] STREET ADDRESS
[redacted] CITY PA STATE [redacted]
[redacted]

SMITH, KIM

UNIT SOLD ☐ RECREATIONAL VEHICLE ☐ NEW ☐ USED X ☐ CAR ☐ TRUCK X YEAR 2004 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE 4DR SPTU COLOR 86U TRIM 922 MVI OR SERIAL NO. 1GKDT13S44 [redacted]

SOCIAL SEC. # AGE 20 SALESMAN CORBIN, ROBE GREEN, MICHA STOCK NO.

MONEY DIFFERENCE		PRICE AS AGREED	$ 640003
DOCUMENTARY FEE	22,474.00	x	34,074.00
SALES TAX	55.00	DOCUMENTARY FEE	
PLATES & TITLE	1,348.44	TYPE OF WARRANTY	55.00
TOTAL	5.00	LENGTH OF WARRANTY	
SUBJECT TO CREDIT APPROVAL	72.75	TYPE REBATE	
X	23,955.19	TYPE CNE REBATE	2000.00
INSURANCE CO.		TYPE REBATE	
AGENT & PHONE	STATE FARM (724) 834-3276 MINER	LUX TAX LOST TITLE FEE	
POLICY NUMBER	[redacted]		
LICENSE NUMBER	[redacted]		
STICKER NUMBER			
EXPIRES		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	
VEHICLE MILEAGE			
TITLE NO.		TITLE TO TRADE DUE IN COCHRAN	
ENGINE		FREE AND CLEAR OF ANY ENCUMBRANCE	N/A
COLOR		(NOTARY 6.00 REG PROCESS FEE 10.00)	10.00
MILEAGE		SIGN. PTA TIRE TAX	5.00
USED CAR TRADE-IN AND/OR OTHER CREDITS		ON LINE REG FEE 14.00 ON LINE DEALER FEE 9.25	
MAKE OF TRADE-IN		CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$ 23.25
YEAR 2000 MODEL S15 JIMMY BODY 4DR SPT LIEN		STATE AND LOCAL TAXES	32,173.25
MVI OR SERIAL NO. 1GKDT13W2Y2 [redacted]		LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE	1,348.44
BALANCE OWED TO GMAC	XXXX 5.00		33.50
ADDRESS 175 CORPORATE WO ROCHE NY 14623		1. TOTAL PRICE OF UNIT 22.50 N/A	$ 33,555.19
USED TRADE-IN ALLOWANCE	$ 9,600.00	2. DOWN PAYMENT: consisting of $ 3,000.00 in cash and/or $ 5,068.03 net trade-in allowance on trade-in; see statement in left hand column for details.	
BALANCE OWED ON TRADE-IN	$ 4,531.97		
NET ALLOWANCE ON USED TRADE-IN	$ 5,068.03		
DEPOSIT OR CREDIT BALANCE	$ 3,000.00		
DOWN PAYMENT (Trans. to Right Col.)	$ 8,068.03	139757	$ 8,068.03
		3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	$ 25,487.16

M&T CR 60

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

237 33481.51

PURCHASER [redacted] 9/30/03 DATE

ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

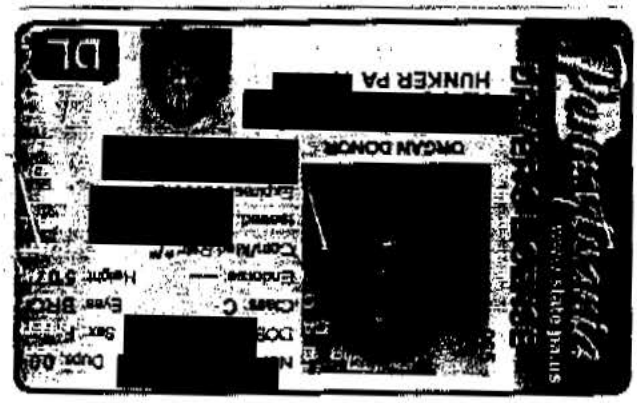
PLATE: [redacted]
TITLE: [redacted]
VIN: 1GKDT13W2Y[redacted]
YR/MAKE: 2000 GMC
TYPE: SW
MID: 03078 3903 181720-001

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT

[redacted]
HUNKER PA
[redacted]

Change your address online at: www.state.pa.us Pa Keyword **"DMV"**

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



PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted]

State Farm Mutual Automobile Insurance Company

AGENT HAL MINER 3367-383
PHONE NO. (724)834-3276

POLICY NUMBER
[redacted]
[redacted]
HUNKER PA [redacted]

EFFECTIVE DATE: JUN 29 2003
EXPIRATION DA: DEC 29 2003

MUTL
VOL

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Marci Thomas
Authorized Representative

Applicable with respect to the following Motor Vehicle

Year	Make	
2000	GMC	JIMMY

Vehicle Identification Number: 1GKDT13W2Y[redacted]
CAR NO.: 001

SEE IMPORTANT MESSAGE ON REVERSE SI

MV—1 (5-00)

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY	BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR	PURCHASE PRICE (See note on reverse)
GMC	1GKDT13S44 [redacted]	4DR SPT UTY	2004	32,074.00

GROSS VEHICLE WT. RATING	FUEL ☐ DIESEL ☐ ELECTRIC	DIN/MECHANIC #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)	LESS TRADE-IN
		85898CO.		9,600.00

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)	I certify that I have verified that a legible tracing cannot be secured and that the above VIN is correct. SIGN HERE	TAXABLE AMOUNT
		22,474.00

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME)	FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED	X 5% (.06) SALES TAX *X 7% (.07) *(See note on reverse)
[redacted]				1,348.44

CO-PURCHASER	DEALER ID NUMBER (IF APPLICABLE)	LESS TAX CREDIT
	03/30/03	

STREET	CITY	STATE	ZIP	COUNTY CODE	11. SALES TAX DUE
[redacted]	HUNKER	PA	[redacted]	65	1,348.44

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐ IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF PINK COPY

11A. Exemption Reason Code (must be a number from 1 to 26 or 0)

11B. EXEMPTION NO.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING | | | | | | TENTHS ☒

WARNING. FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE 03/30/03 → IF NO LIEN, CHECK ☐	2ND LIEN DATE: → IF NO LIEN, CHECK ☐
1ST LIENHOLDER M&T CREDIT CORP	2ND LIENHOLDER
STREET P.O. BOX 17292 ATTN: DOC. PROCESSING	
CITY BALTIMORE STATE MD ZIP 21203	CITY STATE ZIP
FINANCIAL INSTITUTION NUMBER [redacted]	FINANCIAL INSTITUTION NUMBER

E. ADDITIONAL VEHICLE INFORMATION (IF REQUIRED)

MAKE OF VEHICLE 4DR SPT UTY	MODEL YEAR
BODY TYPE (SDN, BUS, TK, ETC.)	CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

PASSENGER TAX/BUS	PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐		SEATING CAPACITY
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO	BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0	
	OPERABLE PEDALS ☐ YES ☐ NO	MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO	
	AUTOMATIC TRANSMISSION ☐ YES ☐ NO	DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO	
MOTOR HOME	CHASSIS MFR:	BODY MAKE:	
TRAILER & VEHICLES BELOW	NUMBER OF AXLES:	REG. REGISTERED GROSS WT. (INCLUDING LOAD)	
	SUM OF GAWR'S	UNLADEN WT. (EMPTY)	
TRUCK TRUCK TRACTOR	REG. REGISTERED GROSS COMBINATION WT.	GROSS COMBINATION WT. RATING	
IMPLEMENT OF HUSBANDRY OR SPECIAL MOBILE EQUIPMENT	COMPLETE AND ATTACH FORM MV-150		

2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Fee Exempt Number as assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS ____	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	
8. REPLACEMENT FEE	
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount ➡	1,381.94

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ☛ Check One X

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT

TEMP. PLATE NO.

☒ TRANSFER OF PREVIOUSLY ISSUED PLATE

☐ TRANSFER & REPLACEMENT OF PLATE

☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE [redacted]

EXPIRES Month 05 Year 04

REASON FOR REPLACEMENT

☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO. [redacted]

VIN 1GKDT13W2Y2 [redacted]

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) SIGN HERE Same

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: STATE FARM

POLICY NO. OR [redacted]

POLICY EFFECTIVE DATE 05/29/03

POLICY EXPIRATION DATE 12/29/03

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 09 DAY 30 YEAR 03 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME) COCHRAN OF MONROEVILLE

AGENT NO. 85898CO

ISSUING AGENT SIGNATURE

TELEPHONE NO. (412)373-3333

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS FORM, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO 09 DAY 30 YEAR 03

SIGNATURE OF PERSON ADMINISTERING OATH

SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER

TELEPHONE NO. ( )

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER

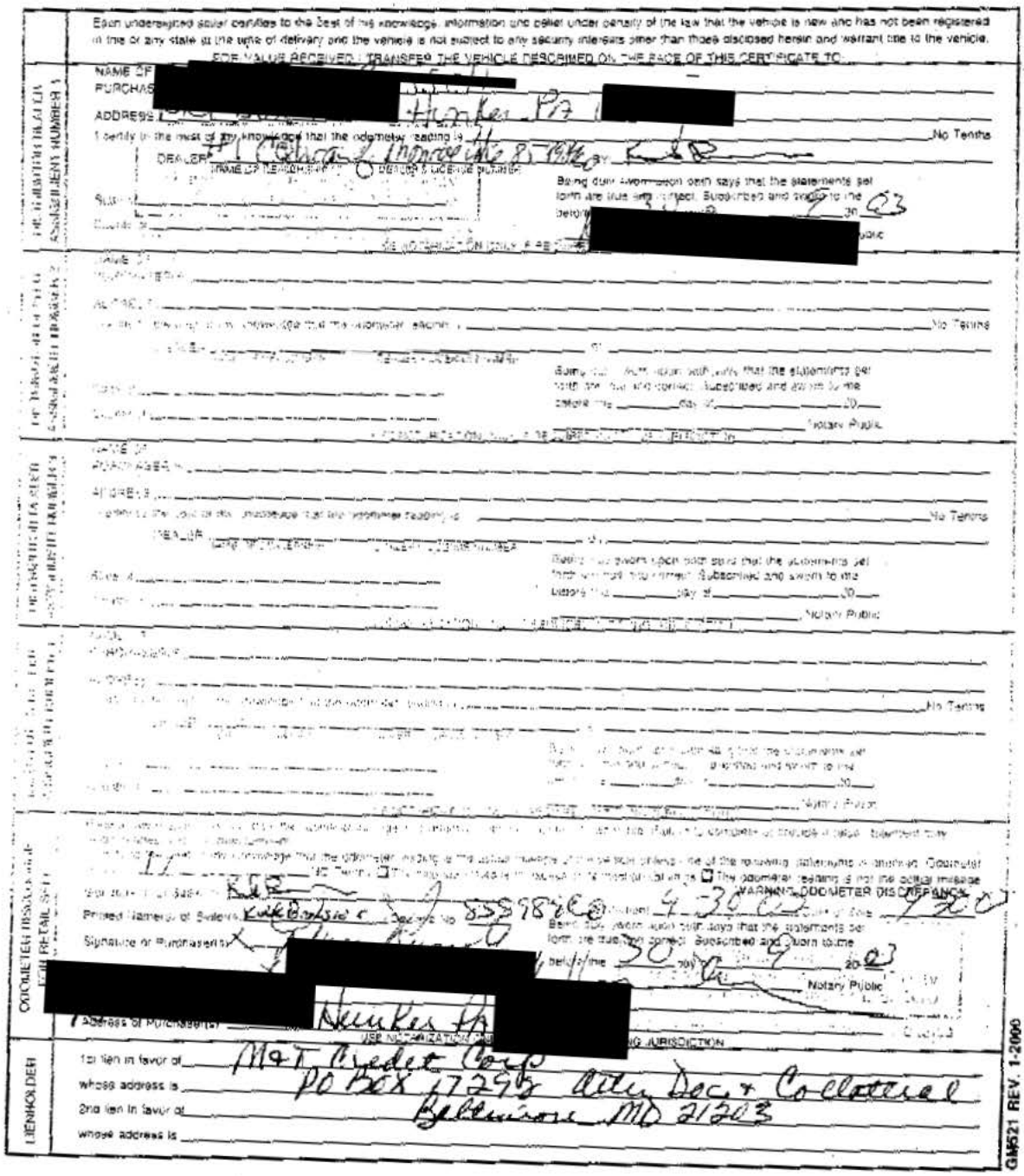
(724) 825-9189

SEAL

SIGN IN PRESENCE OF NOTARY

MESSENGER NUMBER:

1. BUREAU OF MOTOR VEHICLES



Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTION DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER [redacted]

ADDRESS [redacted] Hunker PA [redacted]

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER #1 Cochran of Monroe Inc 85 1986 BY [signature]

NAME OF DEALER/SIGNATURE DEALER'S LICENSE NUMBER

Sworn to _____

Sworn to _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before [redacted] 30 03

[redacted] Public

USE NOTARIZATION ONLY IF REQUIRED

DISTRIBUTION DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER/SIGNATURE

ADDRESS

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALER/SIGNATURE DEALER'S LICENSE NUMBER

Sworn to _____

Sworn to _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED

DISTRIBUTION DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER/SIGNATURE

ADDRESS

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALER/SIGNATURE DEALER'S LICENSE NUMBER

Sworn to _____

Sworn to _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED

DISTRIBUTION DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER/SIGNATURE

ADDRESS

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALER/SIGNATURE DEALER'S LICENSE NUMBER

Sworn to _____

Sworn to _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED

ODOMETER DISCLOSURE FOR RETAIL SALE

[illegible] Failure to complete or provide a false statement may [illegible]

[illegible] the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: Odometer [illegible] 17 No Tenths ☐ The odometer reading is not the actual mileage

☐ The odometer reading is not the actual mileage

WARNING: ODOMETER DISCREPANCY

Sworn to _____ KLR

Printed Name(s) of Seller(s) Kirk Bralsio Dealer No 8558986 Co Dealer 4-30-03 Date of Sale 4-30-03

Signature of Purchaser(s) X [illegible]

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 30 day of 9 20 03

[redacted] Notary Public

Address of Purchaser(s) [redacted] Hunker PA [redacted]

USE NOTARIZATION ONLY IF REQUIRED

LIENHOLDER

1st lien in favor of M&T Credit Corp

whose address is PO BOX 17292 Attn Doc + Collateral

2nd lien in favor of Baltimore MD 21203

whose address is

GM521 REV. 1-2000

4.99 %	$	$	$	of $

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
60	$ 482.84	Monthly, beginning
	$	

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

Prepayment: If you pay off early, you will not have to pay a penalty.

Filing Fees: $ 0.00

Late Charge: If a payment is late, you will be charged 2% of the portion of the payment which is late for each month, or part of a month greater than 10 days, that it remains unpaid.

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties. e means estimate

In this Contract, we are the **SELLER**. [redacted] Name Address Zip Code

You are the **BUYER(S)**. Name(s) Address(es) Zip Code(s)

If there is more than one Buyer, each promises, separately and together, to pay all sums due us and to perform all agreements in this Contract

TRADE-IN:
You have traded in the following vehicle: Year and Make Description

If a balance is still owing on the vehicle you have traded in, the Seller will pay off this amount on your behalf. You warrant and represent to us that any trade-in is free from lien, claim, encumbrance or security interest, except as shown in the "Itemization of Amount Financed" as the "Lien Payoff."

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of use or ownership of the Vehicle. In this Contract, you are promising to insure the Vehicle and keep it insured.

CREDIT INSURANCE IS NOT REQUIRED: Credit Life Insurance and Credit Disability Insurance are not required to obtain credit and will not be provided unless you sign below and agree to pay the additional cost(s). Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit. We may receive financial benefit from your purchase of credit insurance.

By signing, you select Single Credit Life Insurance, which costs $ _____ What is your age? _____ Years

Signature of Buyer to be insured for Single Credit Life Insurance

By signing, you select Single Credit Disability Insurance, which costs $ _____ What is your age? _____ Years

Signature of Buyer to be insured for Single Credit Disability Insurance

By signing, you both select Joint Credit Life Insurance, which costs $ _____ What are your ages?

1. _____

2. _____
Signatures of both Buyers to be insured for Joint Credit Life Insurance

By signing, you both select Joint Credit Disability Insurance, which costs $ _____ What are your ages? Percentage to be insured

1. _____ %

2. _____ %
Signatures of both Buyers to be insured for Joint Credit Disability Ins.

[ ] If checked, the cost of the insurance set forth above is estimated. You will not be notified of any adjustment in the cost of the insurance at the time your insurance policy is sent to you.

Insurer:

VEHICLE: You have agreed to purchase, under the terms of this Contract, the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Contract.

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE MOTOR VEHICLE AND PROPERTY THAT YOU BOUGHT WITH THIS CONTRACT, AND/OR MONEY ON DEPOSIT WITH THE ASSIGNEE.

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign this Contract to the Assignee.

Itemization of Amount Financed

Cash Price
$

Cash Downpayment
$

Trade-In
Value of Trade-In
$
Lien Payoff to:
$

Unpaid Cash Price Balance
$

Paid to Others on Your Behalf

To Credit Insurance Company
$ *

To Public Officials for:
License, Tags and Registration
$

Lien Fee
$

To
$ *

To
$ *

To
$ *

To
$ *

We may retain a portion of amounts marked *.

Amount Financed
$

Finance Charge
$

03/17/2004 10:44 4123730734 NUMBER 1 COCHRAN PAGE 35

Equipped ___ A.T. ___ P.S. ___ AM-FM Stereo ___ 5 Spd. Other _____

with ___ A.C. ___ P.W. ___ AM-FM Tape ___ Vinyl Top _____

Total of Payments (Time Balance)
$

ASSIGNEE: We intend to assign this Contract and Security Agreement to the Assignee named in this provision. If the Assignee assigns the Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee's name and address is:

M&T CREDIT CORPORATION, Installment Loan Operations
One Fountain Plaza, P.O. Box 4005
Buffalo, New York 14240

Payment Schedule - You agree to pay to us the Amount Financed plus interest in 60 payments of $ 481.84 each, and a final payment of $ [illegible] The first payment will be due on [illegible], and then payments will be due on that same day of each month following.

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Contract. **Co-Signer will not be an Owner of the Vehicle.**

CO-OWNER: Any person signing the Co-Owner's Security Agreement below gives us a security interest in the Vehicle and agrees separately and together with all Co-Owner(s) and Buyer(s), to perform all agreements in the Security Agreement and all other parts of this Contract except the "Promise to Pay" section.

TERMS: The terms shown in the boxes above are part of this Contract.

PROMISE TO PAY: You agree to pay us the Total Sale Price for the Vehicle by making the Total Downpayment and paying us the Amount Financed plus Finance Charge. You promise to make payments in accordance with the Payment Schedule. You promise to make payments on or before the same day of each month as the first payment due date. You agree to pay all other amounts which may become due under the terms of this Contract. You agree to pay the Seller or Assignee costs of suit. You also agree to pay reasonable attorneys' fees if Seller or Assignee hires an attorney to collect amounts due under this Contract or to protect or get possession of the Vehicle. You agree to make payments at the place or to send payments to the address which the Assignee most recently specifies in the written notice to you.

SECURITY AGREEMENT: To secure the payment of all sums due and the performance of all required obligations under this Contract, you give a security interest in the Vehicle, in all parts (called "accessions") attached to the Vehicle at any later time, and in any proceeds of the Vehicle, including insurance proceeds. The Assignee may set-off any amounts due and unpaid under this Contract against any of your money on deposit with Assignee. This includes any money which is now or may in the future be deposited with Assignee by you. Assignee may do this without any prior notice to you.

ADDITIONAL TERMS AND CONDITIONS: THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE OBLIGATED TO ALL THE TERMS OF THE CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

By signing below, we agree to sell the Vehicle to you under the terms of this Contract.

SELLER _____

BY: _____ Date

NOTICE TO BUYER—DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

BUYER _____ (SEAL) 09/30/04 Date

BUYER _____ (SEAL) 09/30/04 Date

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.

CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Contract and to perform all agreements in this Contract. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest. You also acknowledge receiving a completed copy of this Contract.

_____ (SEAL) _____ _____
Co-Signer's Signature Address Date

_____ (SEAL) _____ _____
Co-Signer's Signature Address Date

CO-OWNER'S SECURITY AGREEMENT: You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Vehicle, give us a Security Interest in the Vehicle identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the "Promise To Pay" section. You are giving us the security interest to induce us to make this Contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any deficiency which might be due after repossession and sale of the Vehicle.

_____ (SEAL) _____ _____
Co-Owner's Signature Address Date

BUYER, CO-SIGNER AND CO-OWNER, AS APPLICABLE, ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.

_____ _____ _____ _____
BUYER BUYER CO-SIGNER CO-SIGNER OR CO-OWNER

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

© 2003 BANCONSUMER SERVICE, INC.

WHITE - ORIGINAL TO M&T - GREEN - Buyer's Copy - CANARY - Co-Signer's Copy - PINK - Seller's Copy

RETAIL ORDER FOR A MOTOR VEHICLE

#1 Cochran AUTOMOTIVE

Tri-States Largest Automobile Dealer

4200 William Penn Highway
Monroeville, PA 15146-0455
(412) 373-3333 247-1600

305764

DATE: SEPTEMBER 30, 2003

PURCHASER'S NAME: [redacted]

STREET ADDRESS: [redacted]

CITY: HUNKER STATE: PA [redacted]

[redacted] SMITH, KIM [redacted]

UNIT SOLD ☐ RECREATIONAL VEHICLE ☐ NEW ☐ CAR X ☐ USED ☐ TRUCK X

YEAR: 2004 MAKE: GMC

MODEL OR SERIES: ENVOY BODY TYPE: 4DR SPTU COLOR: 86U TRIM: 922 MVI OR SERIAL NO.: 1GKDT13S442[redacted]

SOCIAL SEC. # AGE 20 SALESMAN: CORBIN, ROBE GREEN, MICHA STOCK NO.

MONEY DIFFERENCE		PRICE AS AGREED	$ G40003
DOCUMENTARY FEE	22,474.00	X	34,074.00
SALES TAX	55.00	DOCUMENTARY FEE	
LUXURY TAX	1,348.44	TYPE OF WARRANTY	55.00
PLATES & TITLE	5.00	LENGTH OF WARRANTY	
TIRE TAX	72.75		
TOTAL	23,955.19		
SUBJECT TO CREDIT APPROVAL		TYPE ____ REBATE	
X		TYPE CNE REBATE	2000.00
INSURANCE CO.		TYPE ____ REBATE	
AGENT & PHONE	STATE FARM (724) 834-3276 MINER	LUX TAX LOST TITLE FEE	
POLICY NUMBER	[redacted]		
LICENSE NUMBER	RBECCA		
STICKER NUMBER			
EXPIRES		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.	
VEHICLE MILEAGE	11		
TITLE NO.		TITLE TO TRADE DUE #1 COCHRAN	
ENGINE		FREE AND CLEAR OF ANY ENCUMBRANCE	N/A
COLOR		(NOTARY 6.00 REG PROCESS FEE 10.00)	16.00
MILEAGE		CUST. SIGN. ▶ PTA TIRE TAX	5.00
USED CAR TRADE-IN AND/OR OTHER CREDITS	56339	ON LINE REG FEE 14.00 ONLINE DEALER FEE 9.25	
MAKE OF TRADE-IN	GMC	CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$ 23.25
YEAR 2000 MODEL S15 JIMMY BODY 4DR SPT		STATE AND LOCAL TAXES	32,173.25
MVI OR SERIAL NO.	1GKDT13W2Y2[redacted]	LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE	1,348.44
BALANCE OWED TO	GMAC	XXXX	
ADDRESS	175 CORPORATE WO ROCHE NY 14623	1. TOTAL PRICE OF UNIT 3.00 22.50 N/A	$ 33.50
USED TRADE-IN ALLOWANCE	$ 9,600.00	2. DOWN PAYMENT: consisting of $ 3,000.00 in cash and/or $ 5,068.03 net trade-in allowance on trade-in; see statement in left hand column for details.	33,555.19
BALANCE OWED ON TRADE-IN	4,531.97		
NET ALLOWANCE ON USED TRADE-IN	$ 5,068.03		
DEPOSIT OR CREDIT BALANCE	3,000.00		
DOWN PAYMENT (Trans. to Right Col.)	$ 8,068.03	139757	$ 8,068.03
		3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between items 1 and 2)	$ 25,487.16

M&T CR 60

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions

[redacted] 237 33481.51

PURCHASER'S SIGNATURE 09/30/03 DATE

ACCEPTED BY: [signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

#1 Cochran AUTOMOTIVE

DISCLAIMER OF WARRANTIES

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 said products.

"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 above vehicle to secure the amount of repairs thereto."

— I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF — THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.

X _____ CUSTOMER'S SIGNATURE

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W
CUSTOMER STATES SEVERE RATTLE IN FRT END

52 PAY TYPE: W
CUSTOMER STATES CLUNK IN REAR END

C	TECH 269	OPERATION Ea140		HRS .4
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH

**R [redacted] *TAG 1436* LIC: [redacted] SVC ADV: 164 JAMES J. THOMAS
[redacted] MS 04 **VIN: 1GKDT13S4 421[redacted]*
GMC ENVOY COL CD: 86U
4WD 4DR SPTUTY TRIM: 922
HUNKER LICENSE: [redacted] RED TRUCK
PA [redacted] MFG CODE: 06098 SVC DLR: 21237 SLM: 577
STOCK NUMBER: 0[redacted]
IN-SVC: 093003 SOLD: 093003
ODOMETER: LAST: 6649 CURRENT: 6875
AVG PER DAY: 58 PER MONTH: 1740

WORK: ([redacted]
HOME: ([redacted]

Tom B.
115
01/22/04
WAIT

PREFERRED CUSTOMER
WARNING: POSSIBLE RECHECK
NAME VER: Y

DIST CODE: 1GT
MODEL# TT15506

01/23/04 15:00:53

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 01/23/04 TIME: 2100 ****

PAGE 39
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734

TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	15204780	15204780	new calibration to minimize rate of dropped class 2 messages and prevent accidental disabling of certain dtcs.
2	15173682	15173682	new calibration to minimize rate of dropped class 2 messages and prevent accidental disabling of certain dtcs.

< Back | Next > | Cancel

Ready

NAO GMC, 2004, 1GKDT13S442103383

Start | TIS 2000 - Service Pr...

12:01 PM

PAGE 40
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734

TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	12584594	12590965	new software to address p1680.
2	12587518	12590969	new calibration contains diagnostic enhancements and improves idle stability.
3	12587118	12588434	new calibration improves transmission shift feel
4	12577630	12577630	speedometer
5	12587250	12588440	new calibration to correct problem occuring at the assembly plant, does not address any service issues
6	12577594	12577594	electronic throttle control

< Back | Next > | Cancel

Ready

NAO GMC, 2004, 1GKDT13S442103383

Start | TIS 2000 - Service Pr... | 12:01 PM

TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Calibration Selection

operating system | accessory | interior lighting

Current Calibration

15204762

15067309
- 15179934
  - 15204762

Index
- Selectable
- Selected
- Not Selectable

History

Part Number	Description
15204762	new calibration to correct checksum
15179934	initial calibration for production vehicles
15067309	operating system software

< Back | Next > | Cancel

Ready

NAO | GMC, 2004, 1GKDT13S442103383

Start | TIS 2000 - Service Pr... | 12:02 PM

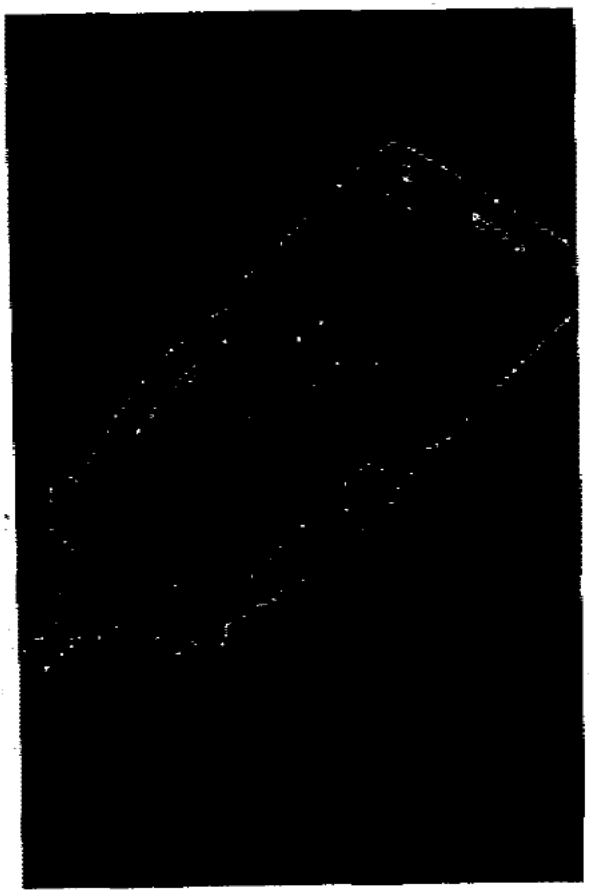
PAGE 42
NUMBER 1 COCHRAN
4123730734
03/17/2004 10:44

TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Supported Controllers



Select Controller

PCM/VCM	Powertrain/Vehicle Control Module
DDM	Driver Door Module
PDM	Passenger Door Module
LGM	Lift Gate Module
ATC	Active Transfer Case Module
RAD	Radio

Select Programming Type

- Normal
- VCI

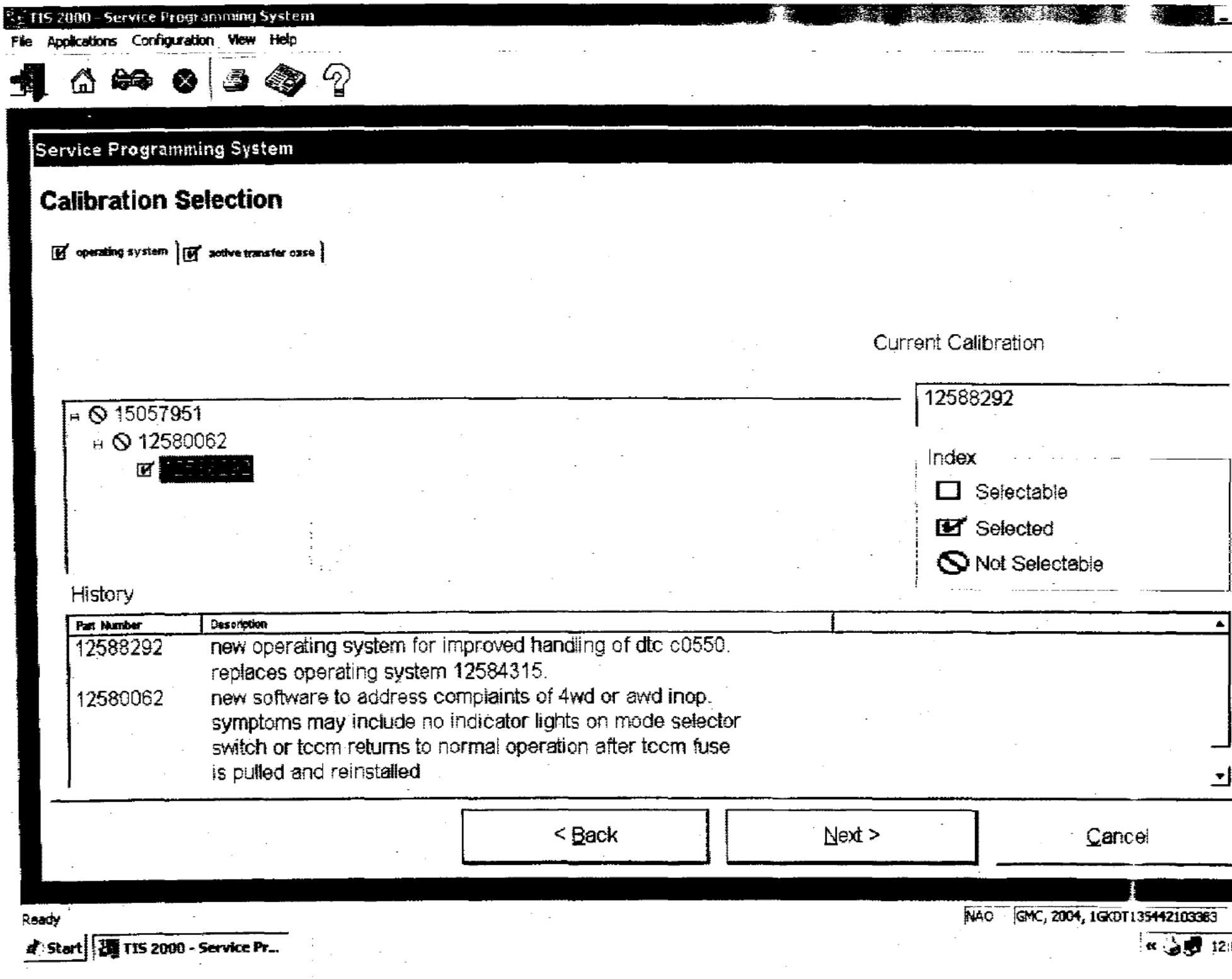
< Back | Next > | Cancel

Ready

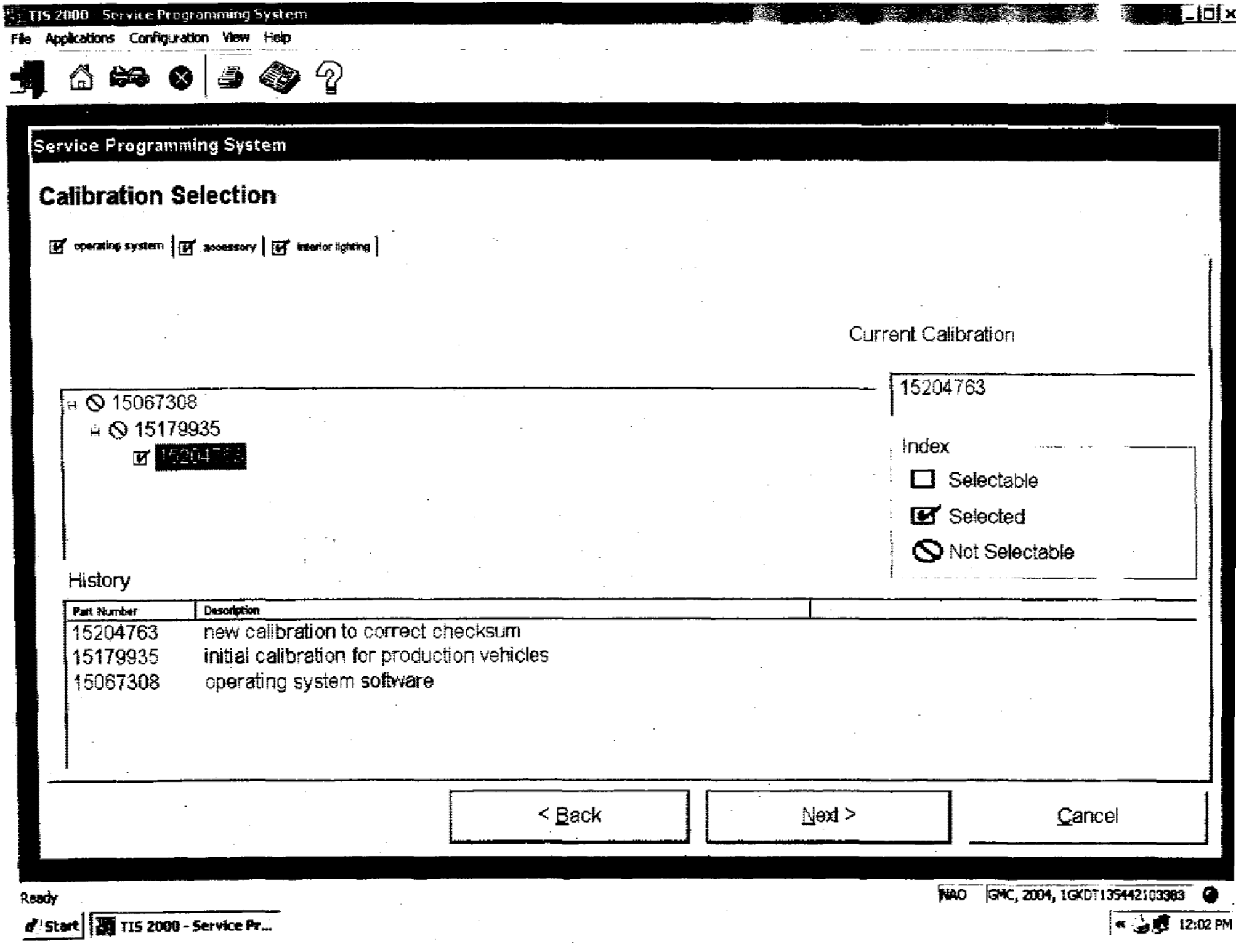
NAO GMC, 2004, 1GKDT13S442103363

Start | TIS 2000 - Service Pr... | 12:02 PM

PAGE 43
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734



PAGE 44
NUMBER 1 COCHRAN
4123730734
03/17/2004 10:44



TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	15204763	15204763	new calibration to correct checksum
2	15179973	15179973	calibration to address complaints of mirrors not returning to correct location after using reverse tilt feature
3	15180650	15180650	interior lighting

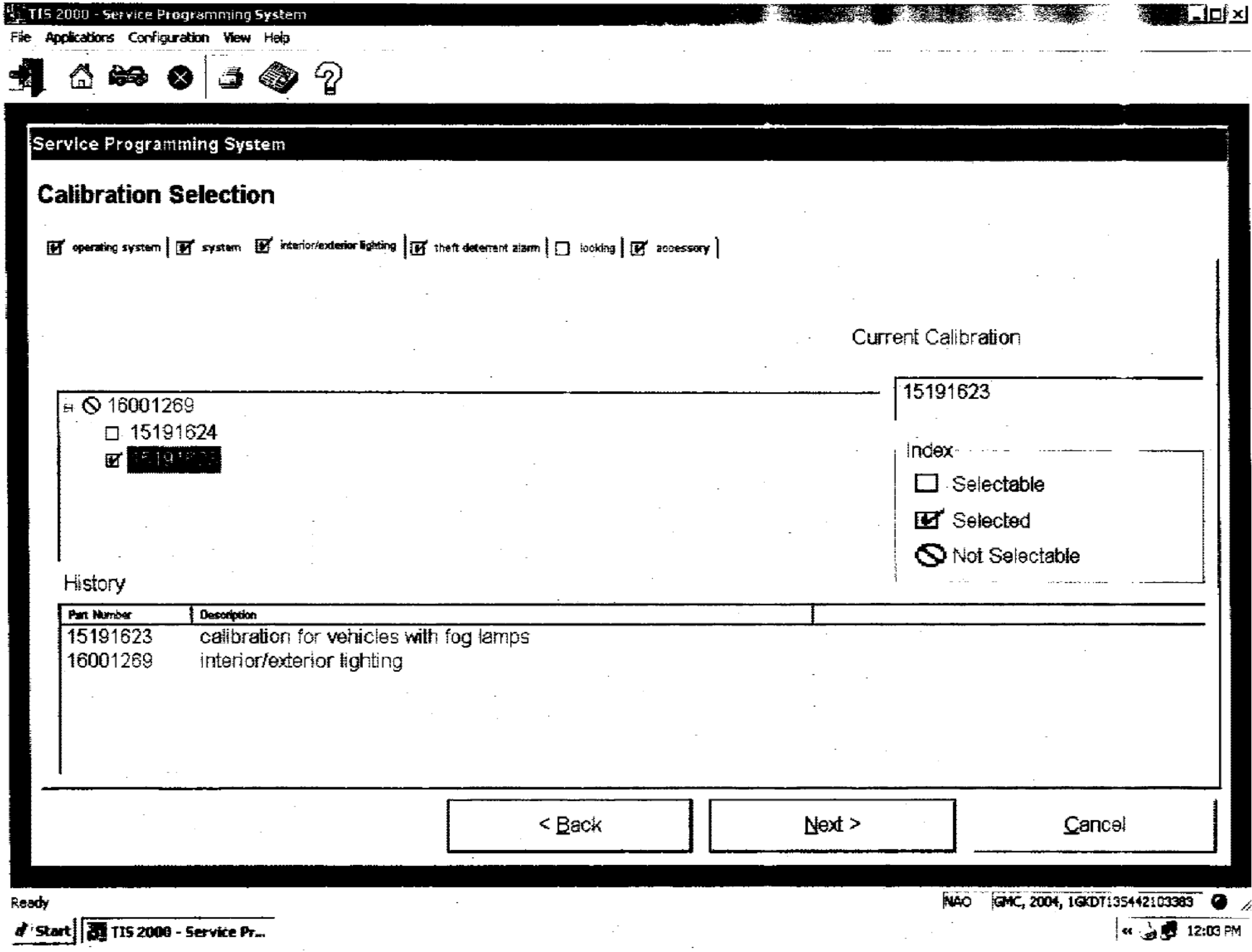
< Back | Next > | Cancel

Ready

NAO GMC, 2004, 1GKDT135442103383

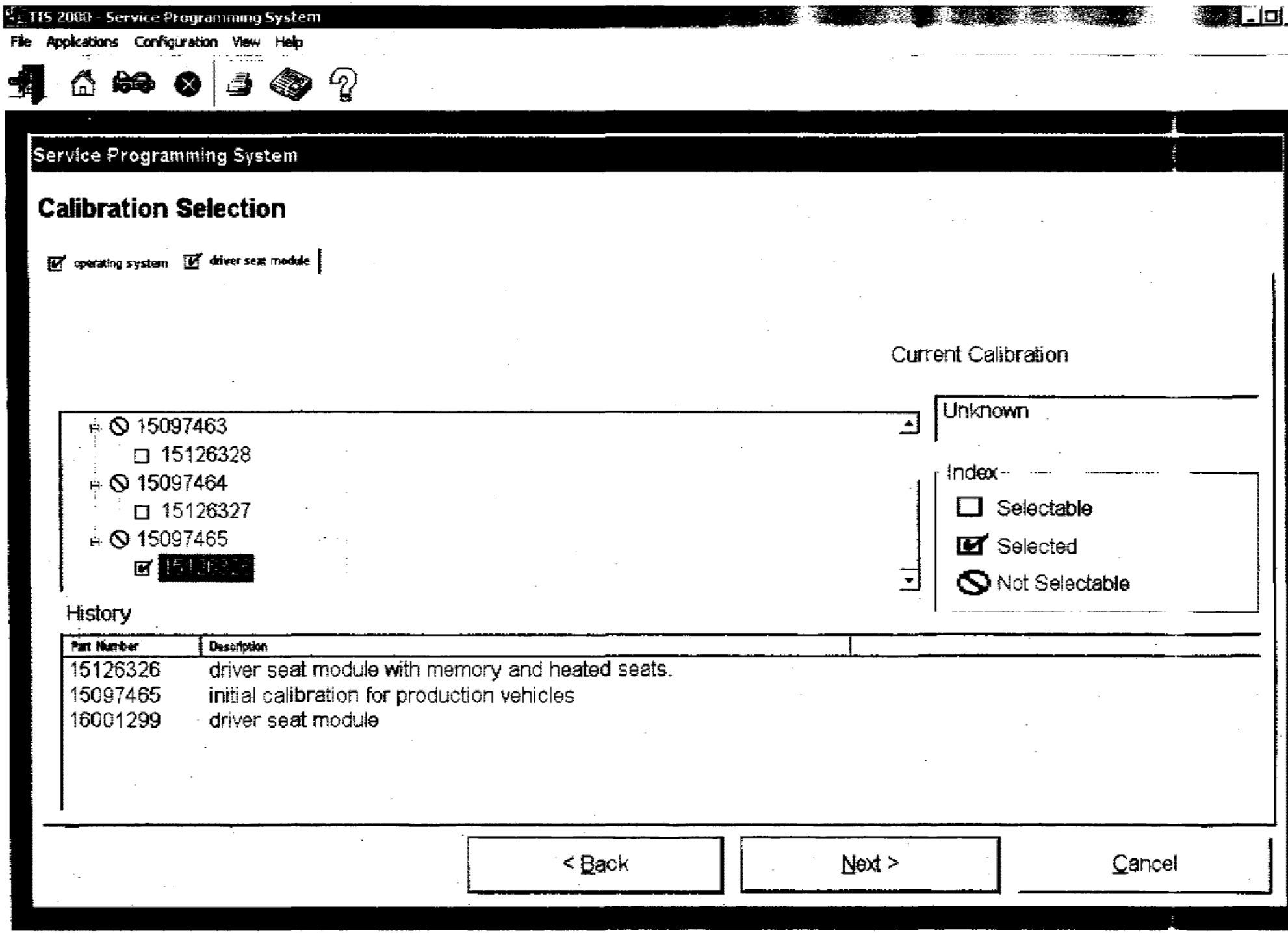
Start | TIS 2000 - Service Pr...

12:02 PM

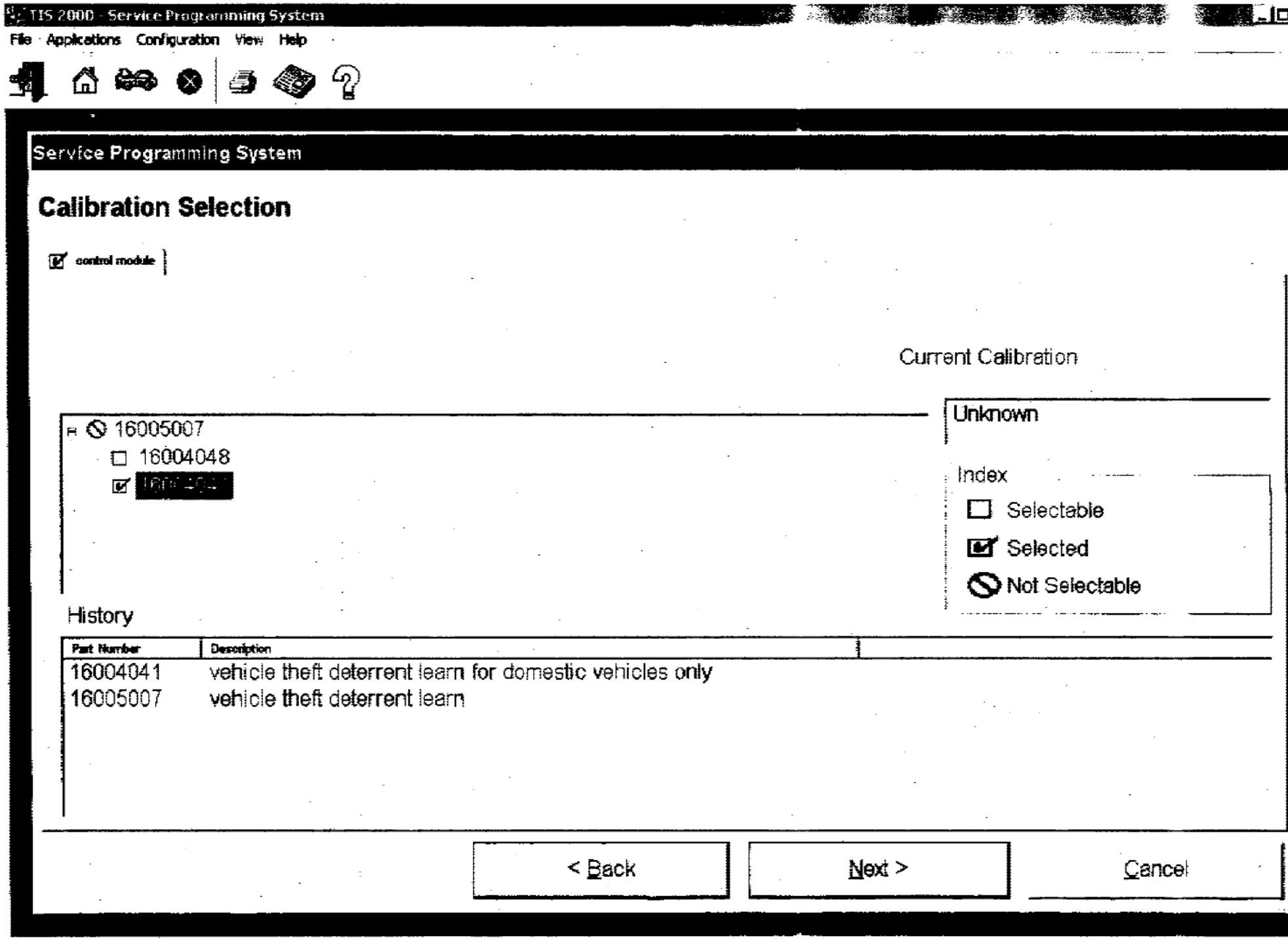


PAGE 46
NUMBER 1 COCHRAN
4123730734
03/17/2004 10:44

PAGE 47
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734



PAGE 48
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734



PAGE 49
NUMBER 1 COCHRAN
03/17/2004 10:44 41237307734

TIS 2000 - Service Programming System

File Applications Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	15115912	15115912	new calibration, includes addition of continuous chime to roof opening/closing messages for envoy xuv.
2	15115902	15131142	revised calibrations to allow (enable) bulb check function for the security telltale.

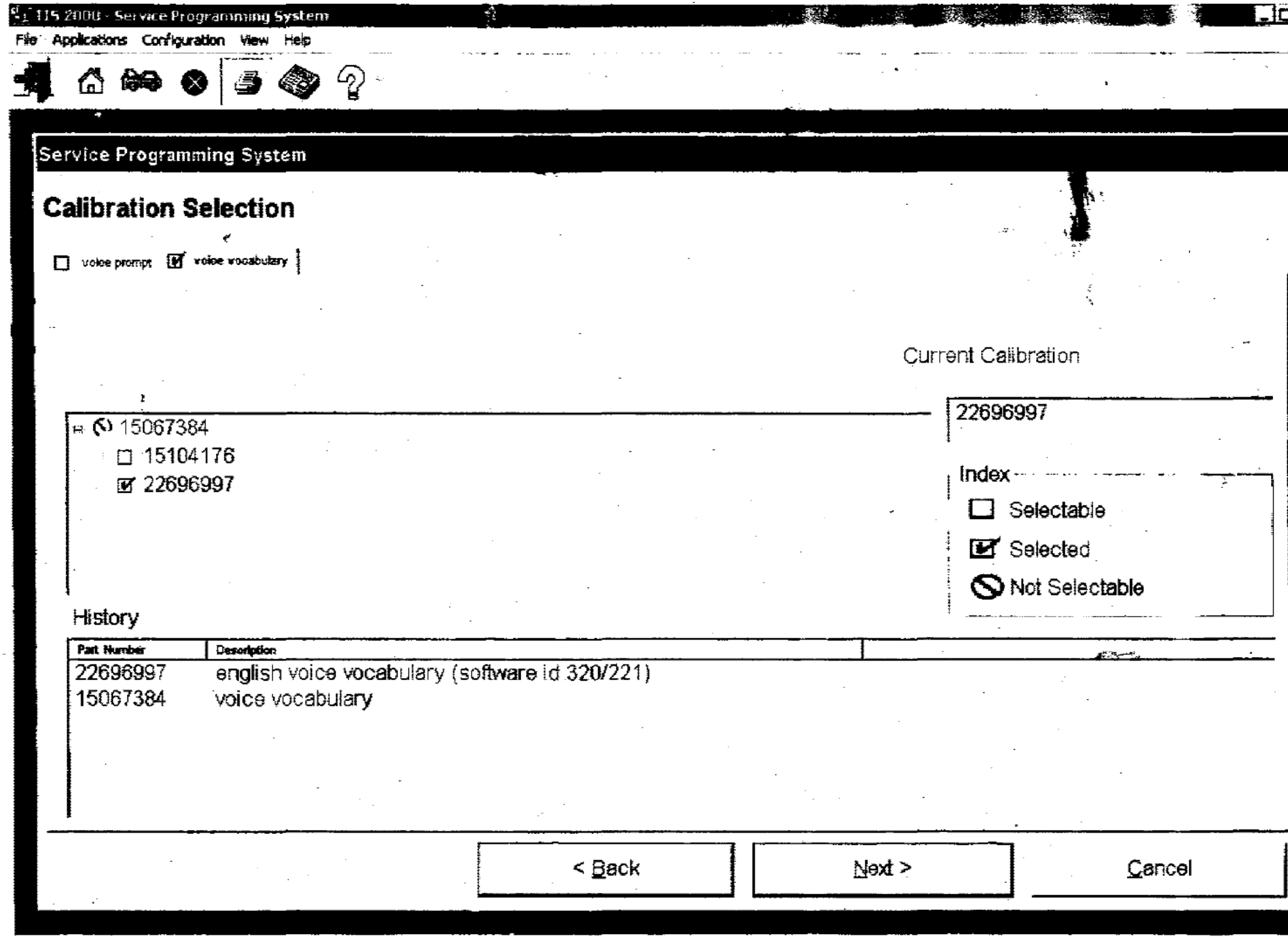
< Back | Next > | Cancel

Ready

NAO GMC, 2004, 1GKDT13S442103383

Start | TIS 2000 - Service Pr... | 12:05 PM

PAGE 50
NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734



CLAIM CHECK
EASE PRESENT THIS STUB TO CASHIER WHEN CALLING FOR YOUR VEHICLE. THANK YOU.

1784

Cochran
UTOMOTIVE

4200 WILLIAM PENN HIGHWAY • MONROEVILLE, PA 15146

LAST SERVICE PERFORMED						RECOMMENDED SERVICE FOR YOUR CAR			
RO#	DATE	MILEAGE	ADV	PARTS	LABOR	OPER	EST LABOR	EST PARTS	DESCRIPTION
H52882 012304 6875 164									
PREFERRED TREATMENT									
TECH HRS OP CODE DESC									
269 MM COMPLETED									
W52882 012304 6875 164 30.80 28.96									
PREFERRED TREATMENT 59.76									
269 .4 E2140 REPLACE FRT STABLIZER L									
H51841 011904 6649 164									
PREFERRED TREATMENT									
418 CN COULD NOT DUPLICATE CUS									
418 MM CONTACTED TAS AND FOUND									
W51841 011904 6649 164 28.53 263.54									

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

CUSTOMER SIGNATURE X - 412-554-6801

PRIMARY SERVICE

421033E3
N307

Clunk in Front end

Pass mirror Has unwanted movement

Snapping on Pass side over Bumps

MAINTENANCE

L.O.F.	☐
Rotate Tires	☐
Balance Tires	☐
A/C Check	☐
A/C Recharge	☐
Alignment	☐
	☐
	☐
	☐
State Inspection	☐

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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 said products.

#264

STICKERS HERE

CAUSE OF PROBLEM: #51 ROAD TEST "CHUNK" IN FRONT END HAS MORE OF A PUPPING SOUND - RAISE TRUCK. CHECK LOWER & UPPER CONTROL ARMS - OK

LN

CORRECTION OF PROBLEM: LOOSEN LOWER CONTROL ARM THROUGH BOLTS DRIVE NOISE THE SAME R&R BOTH FR ROTORS ADJ BACKING PLATE - "FLEXING" RE ASSEMBLE - ROAD TEST QUIET

LINES 2 .51 Jul 11

51 1.03 Jul 12

CAUSE OF PROBLEM:

LN

CORRECTION OF PROBLEM:

53 1.10 Jul 9 Jul 11

CAUSE OF PROBLEM: #52 - MIRRORS HAVE UNWANTED MOVEMENT ROAD TEST - OK R-D-R-D NUMEROUS TIMES OK - MIRRORS SET OK

LN

CORRECTION OF PROBLEM: THERE ARE NO BULL-ON SEARCH NO UPDATES - SEE ATTACHED DOWNLOADS TO PROGRAMS LATEST UPDATES

JIM MEILER HEATER VENT

CAUSE OF PROBLEM:

#53 - SNAPPING IN RT FR NEAR WINDSHIELD ADJ GLOVEBOX - CHECK HOOD ADJ

LN

CORRECTION OF PROBLEM: OK - SECURE RT FR DOOR PANEL SLIGHTLY LOOSE - RE INSTALL WASHER BOTTLE CAP. FLAPPING AROUND - NOT OK ADJ A PILLER COVER - ROAD TEST ALL OK

ML OUT 7318

STATE INSPECTION INSPECTED BY

HORN	LIGHTS	REFLECTORS	STEERING	[illegible]	[illegible]	
WIPER	SAFETY GLASS	TURN SIGNALS	MUELLER		[illegible]	
MIRROR	APPROVED HOSES	SPEEDOMETER	BRAKE LINING		HOSES	
OLD MILEAGE	FLARES	HITCH COUP	RF	RR	RF	RR
STICKER NO.	INSURANCE COMPANY		LF	LR	LF	LR
			POLICY NO.		EXP DATE	

#1 Cochran AUTOMOTIVE

DISCLAIMER OF WARRANTIES

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 said products.

"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

[redacted]

TO
TO

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: W CUSTOMER STATES LOUD CLUNK IN THE FRT END WHEN GOING OVER BUMPS OK	C	TECH	OPERATION	HRS
	W	FLG	FAILED PART	
	I	FC / NET	CC	AUTH
52 PAY TYPE: W CUSTOMER STATES PASS MIRROR HAS UNWANTED MOVEMENTS	C	TECH	OPERATION	HRS
	W	FLG	FAILED PART	
	I	FC / NET	CC	AUTH
53 PAY TYPE: W CUSTOME STATES SNAPPING NOISE ON PASS SIDE BY WINDSHIELD	C	TECH	OPERATION	HRS
	W	FLG	FAILED PART	
	I	FC / NET	CC	AUTH
	C	TECH	OPERATION	HRS
	W	FLG	FAILED PART	
	I	FC / NET	CC	AUTH

**RO[redacted] *TAG 1784* LIC: PA[redacted] SVC ADV: 164 JAMES J. THOMAS

[redacted]

MS 04 **VIN: 1GKDT13S4 42[redacted]*

GMC ENVOY COL CD: 86U

4WD 4DR SPTUTY TRIM: 922

HUNKER

PA[redacted] LICENSE: PA[redacted] RED TRUCK

MFG CODE: 06098 SVC DLR: 21237 SLM: 577

STOCK NUMBER: [redacted]

IN-SVC: 093003 SOLD: 093003

ODOMETER: LAST: 6875 CURRENT: 7307

AVG PER DAY: 58 PER MONTH: 1740

WORK: [redacted]

HOME:

4

N-A

DIST CODE: 1GT

PREFERRED CUSTOMER 122

WARNING: POSSIBLE RECHECK 01/26/04

NAME VER: Y

MODEL# TT15506

01/30/04 07:56:17

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 01/30/04 TIME: 2100 ****

Enterprise
1 800 rent-a-car

JOE

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH
412-856-5522
4026 SU CLOSED

24 HOUR DAY — 4520 WILLIAM PENN HWY MONROEVILLE PA 15146-2014

MO 7:30A- 8:00P TU 7:30A- 8:00P
WE 7:30A- 8:00P TH 7:30A- 8:00P
FR 7:30A- 6:00P SA 9:00A- 1:00P

RENTAL AGREEMENT NO. D 326646

RENTAL TYPE D | SOURCE # 178174 | I.D. # 203

1221 PM 1/19/04

RENTER [redacted]

ADDRESS [redacted] HOME PHONE [redacted]

CITY HUNKER STATE PA ZIP [redacted] OFFICE PHONE

LOCAL ADDRESS [redacted] HUNKER, PA OTHER PHONE [redacted]

DRIVER'S LICENSE [redacted] STATE PA EXPIRES 8/09/07

DOB 8/08/60 HEIGHT 5 7 WEIGHT EYES BROWN HAIR BROWN

SOCIAL SECURITY # EMPLOYER

BILL TO Y COMPANY COCHRAN PONTIAC, INC**

ADDRESS 4200 WM PENN HIGHWAY

CITY MONROEVILLE STATE PA ZIP 15146

ATTN: JAMES** PHONE 412-373-3333 EXT

ORIGINAL VEHICLE

COLOR BLACK LICENSE NO. [redacted]

MODEL GRI ECAR# XQ4197

MILEAGE IN OUT DRIVEN

CONDITION AGREED TO X RENTER

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

REPLACEMENT VEHICLE

COLOR LICENSE NO.

MODEL ECAR#

MILEAGE IN OUT DRIVEN

CONDITION AGREED TO X RENTER

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

RENTER ACCEPTS DAMAGE RESPONSIBILITY X RENTER

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE X RENTER

RENTER DECLINES SUPPLEMENTAL LIABILITY PROTECTION (SLP) X RENTER

RENTER REQUESTS OPTIONAL DAMAGE WAIVER AT DAILY RATE SHOWN IN ADJACENT COLUMN. THIS IS NOT INSURANCE. SEE NOTICE BELOW. RENTAL AGREEMENT TERMS & CONDITIONS AND RENTAL AGREEMENT TICKET JACKET. RENTER X

RENTER REQUESTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE REVERSE. RENTER X

RENTER REQUESTS SUPPLEMENTAL LIABILITY PROTECTION (SLP) RENTER X

ADDITIONAL AUTHORIZED DRIVER - NONE PERMITTED WITHOUT OWNERS APPROVAL
(Requires Owner's participation above)
AGE LICENSE NO. NO OTHER DRIVER PERMITTED STATE EXP.

I am respon[redacted] fulfilling terms and conditions of this agre[redacted]

X RENTER [redacted] AUTH. BY OWNER'S REP.

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL

YES NO Authorized states of operation

X

AUTH. BY OWNER'S REP.

NO GASOLINE REFUND - 1 DAY MINIMUM - OWNER SUPPLIES NO INSURANCE

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL AGREEMENT TICKET JACKET

[redacted] AND A PART OF THIS AGREEMENT ALL OTHER TERMS AND CONDITIONS

RENTER X DATE 1/19/04

OWNER REP. X EMPL. # 7874H

WILL RETURN CAR BY	DATE/TIME	ORIG. DEP.	AMOUNT	PD BY	TYPE	DATE PD.	AUTH #
	1/20/04						
EXT. TO		ADDT'L DEP.					
EXT. TO		ADDT'L DEP.					
EXT. TO		ADDT'L DEP.					
EXT. TO		ADDT'L DEP.					

REJECTION OF UNINSURED MOTORIST PROTECTON: I AM REJECTING UNINSURED MOTORIST COVERAGE UNDER THIS RENTAL OR LEASE AGREEMENT AND ANY POLICY OF INSURANCE OR SELF-INSURANCE ISSUED UNDER THIS AGREEMENT, FOR MYSELF AND ALL OTHER PASSENGERS OF THIS VEHICLE. UNINSURED COVERAGE PROTECTS ME AND OTHER PASSENGERS IN THIS VEHICLE FOR LOSSES AND DAMAGES SUFFERED IF INJURY IS CAUSED BY THE NEGLIGENCE OF A PERSON WHO DOES NOT HAVE ANY INSURANCE TO PAY FOR LOSSES AND DAMAGES.

ADDITIONAL INFORMATION:

VIN# 2G2WP522641262668E

MILES @ .25

150 MI FREE P/DAY

DAY = 24 HOUR PERIOD

HOURS @ 10.00/HOUR

DAYS @ 42.00/DAY

3-DAYS

DW	13.00/DAY
PAI	2.00/DAY
TRANSTAX	2.00 DAY
TAX	9.0 %
FUEL CHARGE	3.00/GALLON
TOTAL CHARGES	
DEPOSITS	
REFUNDS	
AMOUNT DUE	126 60

CLOSED BY

PAID BY	CASH	CHECK	CR CARD	CHARGE

RECEIPT FOR CASH REFUND

DATE RECEIVED BY X AMOUNT

CLAIM INFORMATION

POL OR CL # JAMES RO#

INSD.

LOSS DATE THEFT ACCIDENT

PHONE 412-373-3333 NAME

REPAIR SHOP COCHRAN PONTIAC

TYPE CAR 04 ENVOY

AUDITOR'S COPY

See Terms and Conditions on Reverse and Attached Rental Agreement: Ticket Jacket

© Enterprise Rent-A-Car Company of Pittsburgh 2003

- MIRROR - LOSES POSITIONS
- HEADLAMPS-LOW BEAM -
- HAZARDS - RIGHT T.SIGNAL ACTIVATES HAZARDS
- IF FOR TCM CODES - SRC 4WD LIGHT CAME ON
- BATTERY GUAGE FLUCTUATES / LIGHTS DIM THEN GO NORMAL

NUMBER 1 COCHRAN
03/17/2004 10:44 4123730734

40-Pitts REV. 9/03

[redacted]

RO#	DATE	LAST SERVICE PERFORMED MILEAGE	ADV	PARTS	LABOR	RECOMMENDED SERVICE FOR YOUR CAR OPER	EST LABOR	EST PARTS	DESCRIPTION

H50128 010904 6394 164
PREFERRED TREATMENT
TECH HRS OP CODE DESC
269 CN COULD NOT DUPLICATE CUS
269 MM CONTACTED TECH ASSISTAN
W50128 010904 6394 164 152.66 101.35
PREFERRED TREATMENT 254.01
269 1.4 E2147 REPLACE BOTH REAR AND L
H39765 111103 2774 164
PREFERRED TREATMENT
121 MM TEST DRIVE TRUCK 40 - 4
W39765 111103 2774 164 70.55

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

"I hereby authorize the repair work [illegible]
are not responsible for loss or damage to vehicle or articles left in vehicle [illegible]
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."

☐ I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.

CUSTOMER SIGNATURE _____ Cell [redacted]

PRIMARY SERVICE

4210335 3
6649

T/signal Hazards
Headlights inop at times
~~[illegible]~~ Alternate trans

MAINTENANCE

L.O.F.	☐
Rotate Tires	☐
Balance Tires	☐
A/C Check	☐
A/C Recharge	☐
Alignment	☐
	☐
	☐
	☐
State Inspection	☐

DISCLAIMER OF WARRANTIES

GMC Truck

DATE 1-20-04

RO # [redacted]

VIN # 1GKDT13S442[redacted]

PARTS DESCRIPTION

FLASHER

INTL

NUMBER 1 COCHRAN

03/17/2004 10:44 4123730734

#1 Cochran AUTOMOTIVE

DISCLAIMER OF WARRANTIES

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 said products.

"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 ackno[redacted] of repairs theret[redacted]

☐ I H[redacted] IMATE OF BE[redacted] VICES TO

X [redacted]

PG 1 OF 2

INSTRUCTIONS ON WORK TO BE DONE

1* PAY TYPE: W CUSTOMER STATES WHEN THE RIGHT T/SIGNL IS PUT ON THE HAZARD LIGHTS COME ON	C	TECH 418	OPERATION N1755	HRS .5	
	W	FLG	FAILED PART		
	I	FC	NET	CC	AUTH
2 PAY TYPE: W CUSTOMER STATES THEY HAD NO LOW BEAMS AT TIMES -- HIGH BEAMS WORKED	C	TECH 418	OPERATION CND	HRS	
	W	FLG	FAILED PART		
	I	FC	NET	CC	AUTH
3 PAY TYPE: W CUSTOMER STATES OUTSIDE MIRRORS LOSE POSITION AT TIMES	C	TECH 418	OPERATION N4308	HRS .7	
	W	FLG	FAILED PART		
	I	FC	NET	CC	AUTH
4 PAY TYPE: W CUSTOMER STATES BATTERY GUAGE FLUCATUATES/LIGHTS WILL DIM THEN GO TO NORMAL	C	TECH 418	OPERATION NORMAL COND	HRS	
CASE# [redacted] LARRY	W	FLG	FAILED PART		
	I	FC	NET	CC	AUTH

**RO [redacted] * *TAG 1192* LIC: PA [redacted] SVC ADV: 144 JAMES J. THOMAS

[redacted]

MS 04 **VIN: 1GKDT13S4 4210338**

GMC ENVOY COL CD: 28U

4WD 4DR SPTUTY TRIM: 922

HUNKER LICENSE: PA [redacted] RED TRUCK

3A [redacted] MFG CODE: 06098 SVC DLR: 21237 SLM: 577

STOCK NUMBER: [redacted]

~~IN SVC:~~ 093003 SOLD: 093003

ODOMETER: ~~CART:~~ 6394 CURRENT: 6649

AVG PER DAY: [illegible] PER MONTH: 1800

WORK: [redacted]

HOME:

Tuesday 4

PREFERRED CUSTOMER 111 DIST CODE: 1GT

WARNING: POSSIBLE RECHECK 01/15/04

NAME VER: Y MODEL# TT15506

01/19/04 12:27:01

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 01/19/04 TIME: 2100 ****

TAG 1192 **RO [redacted] LIC: PA [redacted]

LAST SERVICE PERFORMED						RECOMMENDED SERVICE FOR YOUR CAR			
RO#	DATE	MILEAGE	ADV	PARTS	LABOR	OPER	EST LABOR	EST PARTS	DESCRIPTION
H39765	111103	2774	164						
- PREFERRED TREATMENT									
TECH	HRS	OP CODE	DESC						
121		MM	TEST DRIVE TRUCK 40 - 4						
W39765	111103	2774	164		70.55				
- PREFERRED TREATMENT					70.55				
121	1.0	C9021	REPLACE DRIVERS SEAT BE						
132770	100903		423 021	10.00	25.00				
					35.00				
999		SHINE	DONE						
131275	100203		15 021	10.00	45.00				
					55.00				

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

Cochran AUTOMOTIVE

WILLIAM PENN HIGHWAY • MONROEVILLE, PA 15146

ME PHONE	VIN #
WORK PHONE	LICENSE #
	MILEAGE

"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 above vehicle to secure the amount of repairs thereof."

412-554-6601

☐ I HEREBY WAIVE MY RIGHT TO A WRITT [redacted] OST OF THE SERVICES TO BE PROVIDED. [redacted]

CUSTOMER SIGNATURE X

PRIMARY SERVICE

6394

Service 4 wheel Drive Light
Rattle under truck over Bumps
Gas always Runs out after installed

MAINTENANCE

Rotate Tires	☐
Balance Tires	☐
A/C Check	☐
A/C Recharge	☐
Alignment	☐
	☐
	☐
	☐
State Inspection	☐

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Reynolds + Reynolds

HOME PHONE

#269

15102673
15102674

STICKERS HERE

ROAD TEST - RATTLE IN FR
& REAR - REPLACE REAR STABILIZER LINKS
- RATTLE - SOP FR LINKS - RATTLE

ROAD TEST

(12)

FUEL WON'T GO IN TANK -
SYSTEM CHECK OK NO CODES
FUEL PRESSURE - OK - NO BLOCKAGE
CALL TAC - HAS UPDATE FUEL CHECK
BUT NOT AVAIL YET

.7

STEVE
7053567

SPAC # 00127785 & 00127

4200 WILLIAM PENN HIGHWAY

AUTOM

NUMBER 1 COCHRAN

CAUSE OF PROBLEM:

4x4 NO CODES OK RIGHT NOW

LN

CORRECTION OF PROBLEM:

REPLACE LF FRONT STABILIZER LINKS

CAUSE OF PROBLEM:

NOISY - RATTLE

LN

SOP RT FR LINK

CORRECTION OF PROBLEM:

STATE INSPECTION INSPECTED BY

HORN	LIGHTS	REFLECTORS	STEERING	SIDE MARKERS	ION LIGHTS
WIPER	SAFETY GLASS	TURN SIGNALS	MUFFLER		CLEB LAMPS
MIRROR	APPROVED HOSES	SPEEDOMETER	BRAKE LINING		TIRES
OLD MILEAGE	FLARES	HITCH CORP	RF	RR	RF RR
STICKER NO	INSURANCE COMPANY		LF	LR	LF LR
			POLICY NO		EXP DATE

03/17/2004 10:44 4123730734

GMC Truck

DATE 1-13-04

RO # [redacted]

VIN # 1GKDT1354 42[redacted]

PARTS DESCRIPTION

(2) LINKS

INTL

DISCLAIMER OF WARRANTIES

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uthorize the repair work hereinafter set forth to be done the necessary material and agree that you are not e for loss or damage to vehicle or articles left in vehicle fire, theft or any other cause beyond your control or for s caused by unavailability of parts or delays in parts by the supplier or transporter. I hereby grant you and employees permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of d / or inspection. An express mechanic's lien is hereby ged on above vehicle to secure the amount of repairs

[redacted]

PG 1 OF 1

	OPERATION E2147		HRS .6
	FAILED PART E4157		.4
NET	CC	AUTH	
	OPERATION		HRS
	FAILED PART		
FC	NET	CC	AUTH
TECH	OPERATION		HRS
FLG	FAILED PART		
FC	NET	CC	AUTH
TECH	OPERATION		HRS
FLG	FAILED PART		
FC	NET	CC	AUTH

LIGHT CAME ON

W
I
C
W
I
C
W
I

03 PAY TYPE: W

CUSTOMER STATES WHEN GETTING GAS - IT ALWAYS SEEMS TO RUN OUT OVER THEM

**RO [redacted] * *TAG 1497* LIC: [redacted] SVC ADV: 164 JAMES J. THOMAS

[redacted]

MS 04 **VIN: 1GKDT13S4 42[redacted]*

GMC ENVOY COL CD: 86U

4WD 4DR SPTUTY TRIM: 922

HUNKER [redacted] LICENSE: [redacted] RED TRUCK

PA [redacted] MFG CODE: 06098 SVC DLR: 21237 SLM: 577

STOCK NUMBER: [redacted]

IN-SVC: 093003 SOLD: 093003

ODOMETER: LAST: 2774 CURRENT: 6394

AVG PER DAY: 60 PER MONTH: 1800

Tom

WORK: [redacted]

HOME: [redacted]

PREFERRED CUSTOMER 101

WARNING: POSSIBLE RECHECK 11/15/03

NAME VER: Y

-2-

DIST CODE: 1GT

MODEL# TT15506

01/09/04 07:37:02

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 01/09/04 TIME: 2100 ****

#1 Cochran AUTOMOTIVE

4200 WILLIAM PENN HIGHWAY • MONROEVILLE, PA 15146

	VIN #
OME PHONE	LICENSE #
WORK PHONE	MILEAGE

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☐ I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.

CUSTOMER SIGNATURE _____

PRIMARY SERVICE

42103353
2774

412-554-6801

Guages & Lights
Drivers seatbelt - SOP
Binds

MAINTENANCE

L.O.F.	☐
Rotate Tires	☐
Balance Tires	☐
A/C Check	☐
A/C Recharge	☐
Alignment	☐
	☐
	☐
	☐
State Inspection	☐

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Payments + Payables

HOME PHONE

ME

4200 WILLIAM PENN

STICKERS HERE

5188470

Port PPR 14
Instrument Panel is
Not Dim At this time
No PI or Bulletins
Are they Show ME? test Drive 40 miles
Port IP 14
S2 order Retractor

MCF/40
88956145 BELT (NO)
SO# 03315068

PROBLEM

CAUSE OF PROBLEM

LN

Retractor intermittently Hanging
up

CORRECTION OF PROBLEM

Replace L/S Seat Belt Retractor

CAUSE OF PROBLEM

LN

CORRECTION OF PROBLEM

CAUSE OF PROBLEM

LN

CORRECTION OF PROBLEM

STATE INSPECTION

INSPECTED BY

HORN	LIGHTS	BELLS	STEERING		COATS
WIPER	SAFETY GLASS	TURN SIGNALS	ODDELED		FLAMES
MIRROR	APPROVED HOSES	SPEEDOMETER	BRAKE LINING		
OCR MILEAGE	FLARES	HITCH COUP	RF	RR	RF	RR
STICKER NO	INSURANCE COMPANY		LF	LR	LF	LR
			POLICY NO		EXP DATE	

PLEASE PRESENT THIS STUB TO CASHIER WHEN CALLING FOR YOUR VEHICLE. THANK YOU.

1273

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GMC Truck

DATE 11-13-03

RO # [redacted]

VIN # 1GKDT13S4421 [redacted]

PARTS DESCRIPTION

Seat Belt

INTL Rigu

PG 1 OF 1

OPERATION			HRS
FAILED PART			
ET	CC		AUTH
OPERATION C9021			HRS 1.0
FAILED PART			
NET	CC		AUTH
OPERATION			HRS
W FLG	FAILED PART		
I FC	NET	CC	AUTH
C TECH	OPERATION		HRS
W FLG	FAILED PART		
I FC	NET	CC	AUTH

**RO [redacted] *TAG 1273* LIC: PA [redacted] SVC ADV: 164 JAMES J. THOMAS

[redacted] MS 04 **VIN: 1GKDT13S4 42[redacted]

RR 1 BOX 530

GMC ENVOY COL CD: 86U

4WD 4DR SPTUTY TRIM: 922

HUNKER

PA 15639

CSI

LICENSE: [redacted] RED TRUCK

MFG CODE: 06098 SVC DLR: 21237 SLM: 577

STOCK NUMBER: [redacted]

IN-SVC: 093003 SOLD: 093003

ODOMETER: LAST: 5 CURRENT: 2774

AVG PER DAY: 1 PER MONTH: 30

WORK: [redacted]

HOME: [redacted]

4

DIST CODE: 1GT

PREFERRED CUSTOMER 42

WARNING: POSSIBLE RECHECK 09/09/03

NAME VER: Y

MODEL# TT15506

11/11/03 13:05:32

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 11/11/03 TIME: 2100 ****

DELIVERY RECEIPT

LOAD # 04735/116

RRIER: ALZS
ALLIED SYSTEMS
P.O. BOX 490160
DAYTON, OH. 45449
937-293-2672

INDEX #: M0473291238
SHIPPER: GENERAL MOTORS CORPORATION
DRIVER: [redacted]

IP TO: 21237
#1 COCHRAN OF MONROEVILLE
4200 WILL. PENN HWY
MONROEVILLE, PA. 15146
412-373-3333

TRUCK # 61291 TRAILER # 71291
DISPATCH DATE: 06/24/2003
SPECIAL INSTRUCTIONS:

TRNPK EXIT 6 TO BUS. RT 22W-1ST LT.TURN RIGHT-DELV.AT BODY SHOP-CAN STI/DRP BOX AT BODY SHOP/376E TO145 N.-ON RT.BACK IN 1ST DRIVE ON BCKLOT-NO TURN AROUND

REFERENCE / ORIGIN CONTACT	VEHICLE I.D. / LESSEE CONTACT	DESC	COLOR	PRO NUMBER	BOOKING NO
GGMCP2	1GKDT13SX 42[redacted]	ENVOY 4X4	WHITE	0473291236	
OPTIONS	G40002	#11127		DELV'D AS REC'D/NO VISIBLE DMG	✓
GJBS3J	1GKDT13S4 421[redacted]	ENVOY 4X4	RED TINTCO	0473284321	
OPTIONS	G40003	#11129		DELV'D AS REC'D/NO VISIBLE DMG	✓
GJBS3G	1GKDT13S7 42[redacted]	ENVOY 4X4	BLACK	0473284685	
OPTIONS	G40004	#11130		DELV'D AS REC'D/NO VISIBLE DMG	✓
GGMCP3	1GKDT13S7 42[redacted]	ENVOY 4X4	BLUE	0473290757	
OPTIONS	G40005	#11131		DELV'D AS REC'D/NO VISIBLE DMG	✓

MARKS: REMARKS:

ALER SIGNATURE: Randall M. Baker
TE 6/25/03 TIME ___:___ ___.M.

CARRIER SIGNATURE:
DATE ___/___/___ TIME ___:___ ___.M.

PAGE # 1 OF 1 DROP # 3 OF 3

#1 Cochran™ AUTOMOTIVE

...he is er... hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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I HEREBY WAIVE MY RIGHT TO A WRITTEN ESTIMATE OF THE EXTENT, NATURE AND COST OF THE SERVICES TO BE PROVIDED.

X _____ CUSTOMER'S SIGNATURE

INSTRUCTIONS ON WORK TO BE DONE

14* PAY TYPE: I FIN: EPA
EXEMPT EMISSIONS TEST AND STATE
INSPECTTION STICKER
OP-CODE 14

15 PAY TYPE: INT FIN: NVT
PREPFI TVERY INSPECTTION
OP-CODE 77000

C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH
C	TECH	OPERATION		HRS
W	FLG	FAILED PART		
I	FC	NET	CC	AUTH

**RO [redacted] * *TAG * I TC:
#1 COCHRAN OF MONROEVILLE
4200 WILLIAM PENN HWY

MONROEVILLE
PA 15146

SVC ADV: 021 ARTHUR EVANS
04 **VIN: 1GKDT13S4 421[redacted] **
GMC ENVOY COL CD: BAU
4DR SPTUTY TRIM: 922
LICENSE: REG TRUCK
SVC DUE: 21237
STOCK NUMBER: [redacted] INV ACCT: 2[redacted]
ODOMETER: CURRENT: 5

DIST CODE: 1GT

06/25/03 14:47:08

****PROMISED DATE: 06/25/03 TIME: 2100 ****

PAGE 68

LN

CAUSE OF PROBLEM: 14 STATE & EMISSION 298

CORRECTION OF PROBLEM: 15 POI COMPLETE

LN

CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

NUMBER 1 COCHRAN

LN

CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

LN

CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

LN

CAUSE OF PROBLEM:

CORRECTION OF PROBLEM:

4123730734

03/17/2004 10:44

STATE INSPECTION INSPECTED BY Nelson

HORN ✓	LIGHTS ✓	REFLECTORS ✓	STEERING ✓	SIDE MARKERS ✓	SIGN LIGHTS ✓
WIPER ✓	SAFETY GLASS ✓	TURN SIGNALS ✓	MUFFLER ✓		CLER LAMPS ✓
MIRROR ✓	APPROVED HOSES ✓	SPEEDOMETER ✓	BRAKE LINING		TIRES
OLD MILEAGE NW	FLARES ✓	HITCH COUP ✓	RF 19/B	RR 8/B	RF 9/32 RR
STICKER NO. IM3 3033749	INSURANCE COMPANY		LF	LR	LF LR
AI3 7087384			POLICY NO.		EXP DATE

STICKERS HERE



CHECKLIST

DEADLINE FOR RETURN OF DOCUMENTS:

Please complete the following:
For Questions Call (800) 231-1841, 58585
Fax#:

☐ 1). Use the Repurchase Worksheet to Draft the New Vehicle's Bill of Sale. (Numbers have to match exactly or the Repurchase will be delayed). **). Sign and fax the New Vehicle's Bill of Sale*(no customer signature is needed.)***

☐ **2). Sign & fax the Dealer Confirmation Letter**

"Financing!!!"

☐ • **Collateral Exchanges:**
PLEASE SECURE THE COLLATERAL EXCHANGE WITH LIENHOLDER

☐ • **Refinancing: (DO NOT SEND PAYOFF CHECK, GM WILL HANDLE THIS PORTION OF REPURCHASE(NO EXCEPTIONS)**
****PLEASE VERIFY THAT CUSTOMER QUALIFIES FOR REFINANCING**(NO CASH BACK INCENTIVES OR REBATES CAN BE APPLIED(no exceptions)…IF CUSTOMER QUALIFIES FOR SPECIAL FINANCE RATES, THEN THEY ARE ELIGIBLE TO RECEIVE IT.**

NOTE: Upon my receipt of the above signed documents, I will process the repurchase check packet for delivery within 5 business days(*PENDING CUSTOMER COOPERATION*)
(DO NOT DELIVER THE VEHICLE TO THE CUSTOMER UNTIL YOU RECEIVE THE RVDC CHECK PACKET !! *NO EXCEPTIONS.*

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Tiffany Roundtree*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GKDT13S442[redacted]	1GKDT13S6[redacted]	6/15/04

DEALER'S SAMPLE PURCHASE ORDER

					MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	31,901.30	G			Purchase Price (New Unit)	31,901.30
Adjustment to line 1	0.00	M				
Conversion Cost	0.00				State Sales Tax	185.92
Tax	185.92	R				
Luxury Tax	0.00	E			Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	132.75	S				
Miscellaneous	0.00	P			Reg./Lic./Title Fees (opt)	132.75
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				
Miscellaneous	0.00	I			Miscellaneous	0.00
Transportation Fees	0.00	T				
		Y			Other	0.00
Total Replacement Price	32,219.97					
CUSTOMER'S		R			**Less Dealer Contribution**	**0.00**
Tax	0.00	E				
Luxury Tax	0.00	S			Subtotal	32,219.97
Reg./Lic./Title Fees (opt)	0.00	P				
Additional Aftermarket Items	0.00	O			Trade In	28,802.61
		N				
Usage/Depreciation	2,178.69	S			Payoff	22,572.13
Damage	0.00	I				
Upgrade	920.00	B			Net Allowance	6,230.48
Downgrade (deducted)	0.00	I				
Reimbursement of Aftermarkets	0.00	T			**Cash on Delivery (Paid by GM)**	**318.67**
Other	0.00	Y				
Dealer Contribution (deducted)	0.00				**Total Balance Due**	**25,670.82**
Total Customer Cost	3,098.69					
					Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	29,121.28					
Total Payoff Amount	**22,572.13**				GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	*07/10/04*					
Dealer Due to GM	NA					
GM Due to Dealer	6,549.15					

Estimated Auction Price	30,144.52				**This is a "work in process" until signed	
Projected (Loss)	1,023.24				by a GM Authorized Representative**	
						Rev 5/5/04

Dealer Confirmation Letter- Trade Repurchase

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 ext. 58585

Trade Repurchase Agreement between General Motors and its dealer partner Cochran of Monroeville

Customer's Name: [redacted]
File Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer

General Motors will issue a check in the amount of $6,549.15 to [redacted] and Cochran of Monroeville if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of $22,572.13 made payable to M & T Credit Corp and will be sent directly to Lienholder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to RVDC for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S64[redacted]
New Vehicle Sales Price:	$31,901.30
Used Vehicle Trade Value:	$28,802.61
Trade Difference:	$3,098.69
Taxes:	$185.92
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 07/10/04:	$22,572.13
Miscellaneous State Fees:	$132.75
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.

Cochran of Monroeville 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 866-715-8516.

Cochran of Monroeville 115782 Management Agent's Signature and Title.

Cochran of Monroeville 115782 Management Agent's Printed Name and Title.

Tiffany Roundtree
Authorized General Motors BRC Representative Signature

Tiffany Roundtree
Authorized General Motors BRC Representative Printed Name

Thank you for assisting General Motors in this trade repurchase for our mutual customer!

Confidential Information

CASE ASSESSMENT BY: Maxine Durant **CARS Request No** [redacted]

Customer Name [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: Envoy** **Current Mileage: 11,000**

Vehicle ID No.: 1GKDT13S442 [redacted] **In Service Date: 09-30-03** **Purchased: New**

What is customer seeking: Replacement **What is customer eligible for:**

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Lights Dim / Gas Tank / Outside Mirrors / Rattle / Clunk

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Lights Dim: Gauges & lights dim and move a lot – Test drove truck 40-45 miles, could not duplicate condition
01-09-04	6,394	6	Gas Tank: When getting gas, it always seems to run out over them – Contact TAC, found there is an update fuel neck being develop, not available as of yet Rattle: Under truck when driving over bumps, noisy – Replaced both rear and left front stabilizer links
01-19-04	6,649	2	Mirrors: Lose position at times – Reprogram, do complete update on BCM Exterior Lights: No low beams at times – High beam Worked, could not duplicate concern Lights Dim: Battery gauge fluctuates, lights dim, then go To normal – Contact TAC, found out truck Has a secondary air pump – when the air Pump activates, the lights will dim and gauge Will fluctuate
01-23-04	6,875	4	Rattle: Front End – Excessive Play – Replace front stabilizer link pin Clunk: Rear End – Completed
01-30-04	7,307	5	Clunk: Loud, front end when going over bumps – R&R Both front rotors and adjust backing plates – Reassembled and road test – Noise is gone
03-02-04	9,241	2	Rattle: In front end over bumps – Excessive play, Replace both front stabilizer links Clunk: In front end over bumps – (Same as rattle)

OTHER SYMPTOM / COMPLAINT: Seat Belt / Rattle / 4WD / Hazard Lights / Engine

Date	Mileage	Days Out	Description of Repair
11-11-03	2,774	3	Seat Belt: Drivers side will not come out at times – SOP, binding
01-09-04	6,394	6	4WD: Light came on – No codes found, could not duplicate concern
01-19-04	6,649	2	Hazard Lights: When the right turn signal is put on, hazard lights come on – Open flasher – Replace turn signal flasher – updated Flasher 4WD: Light comes on at times – Reprogram ATC module with latest updates

Team Manager Approval: Date:

Confidential Information

03-31-04	**10,735**	**1**	**Engine: When first starting there is a ticking: Open Circuit Replace fan clutch**

Total Days Reported Out of Service: _23_

VEHICLE MEETS PRESUMPTION: YES:XX NO:

Arbitrate case: **Settle case: XX**

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM feels vehicle should be replaced. Customer has an appointment to dealer 5-6-04

Field Rep and/or DEALER RECOMMENDATION:
Janet Humenik-AVM was notified of claim and is involved

Team Manager Approval: Date:

2004 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
86U MAGNETIC RED METALLIC PAINT /L6G GENERAL MOTORS CORPORATION
952 MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GXMSSM/SSE [redacted] STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S6 42[redacted] VEHICLE INVOICE [redacted]
**********48*21237S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	SPEC-EVENT USED C
TT15506 ENVOY SLT 4WD (4-DOOR)	36220.00	31149.20	INVOICE 03/30/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 01/28/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/03/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 04/02/04
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 01/12/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S188B S188B QTR
N80 POLISHED ALUMINUM WHEELS	495.00	410.85	BANK: MANUFACTURE
UB1 AM/FM STEREO, CD/CASSETTE WITH THEFT LOCK, AUTO TONE CONTROL, SEEK/SCAN, & CLOCK (REPLACE STD/OPT PKG RADIO)	150.00	124.50	CHG-TO 21-237
			SHIP WT: 4566
			HP: 32.1
UPC TRAVELNOTE DIGITAL RECORDER	85.00	70.55	GVW: 5750
UQA BOSE PREMIUM SOUND SYSTEM	495.00	410.85	GVWF: 2950
1SC SLT STANDARD PACKAGE	N/C	N/C	GVWR: 3200
86U MAGNETIC RED METALLIC PAINT	165.00	136.95	MRM: 38295.00
COMPANY USED VEHICLE DISCOUNT		1086.60-	NTR: 1/2
			AUTH: [redacted]
			DAN: PITHG
			MEMO 1880.50

TOTAL MODEL & OPTIONS	37610.00	31216.30	ACT 237 31901.30
DESTINATION CHARGE	685.00	685.00	
TOTAL	38295.00	31901.30	PAY 310 31901.30

****

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.

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#1 COCHRAN OF MONROEVILLE

RVDC Active Case # [redacted]

RVDC Case# 85838

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GKDT13S44[redacted]
BAC	115782
Dealership Name	#1 COCHRAN OF MONROEVILLE
Dealer Contact/Title	SHAWN GREY-SALES
Dealer Phone	4123733333
Dealer Fax	4123738906
Delivery Date	2003-09-30
Buyback Mileage	11000
Transmission	A
UCC Code(s)	N1406 N1502 F1008
MSRP	37375.00
Est. Auction Value	30144.52
Case Number	[redacted]
TAC Case Number	
Type of Transaction	TR
Replacement VIN	1GKDT13S642[redacted]
Repurchase Type	ADR Mediated - BBB or State
Repurchase Source	PRA ADR AVM JANET HUMENIK
Reason for Repurchase: SQUEAKING NOISE IN FRONT OF VEHICLE, HEADLAMPS INOP, HAZARD LIGHT STAYS ON	

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 settlement of a GM alternative dispute resolution program		
Retrieve Sales Tax? N	Title Brand?	
Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Original Sales Tax Paid in State: PA	Repurchased Under Laws of State: PA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2004-07-12	Established on: 2004-06-30	
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: 22097.58	Lien Payoff Expires on: 2004-07-20	Per Diem: 3.05
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	7023.70			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	M & T CREDIT CORP	Payee1:	
Payee2:	& #1COCHRAN OF MONROEVILLE	Payee2:	56931700001	Payee2:	
Address1:	RD 1 BOX 530	Address1:	499 MITCHELL	Address1:	
Address2:		Address2:		Address2:	
City:	HUNKER	City:	MILLSBORO	City:	
State:	PA	State:	DE	State:	
Zip	15639	Zip	19966	Zip	
Phone #:	4125546801	Phone #:	8008362826	Phone #:	
Fax #:		Fax #:		Fax #:	
		Attention:	LOAN PAYOFF	Attention:	
		Account #:	56931700001	Fed Tax ID:	
				Firm Name:	

Case ID: 85838 Initiator: roundt

7/2/04

GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST

APP		APP	
____	CHECK REQUEST FORM (CIF)	____ ✓	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
____ ✓	RVDC CALCULATION WORKSHEET	____	SIGNED SETTLEMENT OFFER LETTER
____ ____	SIGNED BILL OF SALE ON NEW VEHICLE	____	SIGNED RELEASE AGREEMENT
____ ✓	INVOICE ON REPLACEMENT VEHICLE	____ ____	SIGNED DEALER CONFIRMATION LETTER
____ ✓	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)
____ ✓	WARRANTY HISTORY	____ ____	REPAIR ORDERS FOR REASON FOR REPURCHASE
____ ✓	INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

☐ Substitution of Collateral ☒ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: [redacted]

Name	[redacted]
VIN#	[redacted]
Year-Make and Model:	2004 GMC ENVOY

LIENHOLDER INFORMATION:

Lienholder Name:	M & T CREDIT CORP
Lender Contact Person and Date:	ROSE JUNE 10, 2004
Physical Address:	499 MITCHELL
City/State/Zip	MILLSBORO, DE 19966
Phone:	8008362826
Account Number:	[redacted]
Dealer Buyout/Payoff Amount:	$22,572.13
Buyout/Payoff Expiration Date:	07/10/04
Per Diem:	$3.05

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Tiffany Roundtree

DEPARTMENT: Business Resource Center

CUSTOMER NAME: [redacted]

FILE NUMBER: [redacted]

OLD VEHICLE VIN: 1GKDT13S4[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 21237

BRAND *(circle one)*: **Oldsmobile** (15) **Cadillac** (12) **Chevrolet** (13) **Buick** (11) **GMC** (48) **Pontiac** (16)

NEW VEHICLE VIN: 1GKDT13S64[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

06/30/2004

EXPIRY: MAY 31, 2005 VALID: 05/01/04

[redacted]

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTMORELAND

[redacted]

HUNKER PA

[redacted]

Change your address online at: www.state.pa.us Pa Keyword "DMV"

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3705 of the Vehicle Code.

[redacted]

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Tiffany Roundtree*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GKDT13S44[redacted]	1GKDT13S642[redacted]	7/2/04

DEALER'S SAMPLE PURCHASE ORDER

[redacted]			MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	31,901.30	G	Purchase Price (New Unit)	31,901.30
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	185.92
Tax	185.92	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	132.75	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	132.75
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		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	32,219.97			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	32,219.97
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	28,802.61
		N		
Usage/Depreciation	2,178.69	S	Payoff	22,097.58
Damage	0.00	I		
Upgrade	920.00	B	Net Allowance	6,705.03
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**318.67**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**25,196.27**
Total Customer Cost	3,098.69			
			Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	29,121.28			
Total Payoff Amount	**22,097.58**		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y	*07/19/04*			
Dealer Due to GM	NA			
GM Due to Dealer	7,023.70			
Estimated Auction Price	30,144.52		****This is a "work in process" until signed**	
Projected (Loss)	1,023.24		**by a GM Authorized Representative****	
				Rev 5/5/04

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Tiffany Roundtree*

Old Vehicle VIN: 1GKDT13S44[redacted]

New Vehicle VIN: 1GKDT13S642[redacted]

Date: 6/10/04

DEALER'S SAMPLE PURCHASE ORDER

				MOCK BILL OF SALE	
Acct. [redacted] /ehicle Costs	31,901.30	G		Purchase Price (New Unit)	31,901.30
Adjustment to line 1	0.00	M			
Conversion Cost	0.00			State Sales Tax	185.92
Tax	185.92	R			
Luxury Tax	0.00	E		Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	132.75	S			
Miscellaneous	0.00	P		Reg./Lic./Title Fees (opt)	132.75
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			
Miscellaneous	0.00	I		Miscellaneous	0.00
Transportation Fees	0.00	T			
		Y		Other	0.00
Total Replacement Price	32,219.97				
CUSTOMER'S		R		**Less Dealer Contribution**	**0.00**
Tax	0.00	E			
Luxury Tax	0.00	S		Subtotal	32,219.97
Reg./Lic./Title Fees (opt)	0.00	P			
Additional Aftermarket Items	0.00	O		Trade In	28,802.61
		N			
Usage/Depreciation	2,178.69	S		Payoff	22,572.13
Damage	0.00	I			
Upgrade	920.00	B		Net Allowance	6,230.48
Downgrade (deducted)	0.00	I			
Reimbursement of Aftermarkets	0.00	T		**Cash on Delivery (Paid by GM)**	**318.67**
Other	0.00	Y			
Dealer Contribution (deducted)	0.00			**Total Balance Due**	**25,670.82**
Total Customer Cost	3,098.69				
				Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	29,121.28				
					6/10/04
Total Payoff Amount	22,572.13			GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y	*07/10/04*				
Dealer Due to GM	NA				
GM Due to Dealer	6,549.15				
Estimated Auction Price	30,144.52			****This is a "work in process" until signed**	
Projected (Loss)	1,023.24			**by a GM Authorized Representative****	
					Rev 5/5/04

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): 06-01-04
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Hunker, Pa [redacted]
5.Primary Customer Phone #: [redacted] Mobile
6.Additional Customer Phone #: Click here for pull-down:
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 0

M & T Credit Corp
5693170001
8008302828 Roundtree
6/1/04 D
3
D

Customer Vehicle Information

10.Year/Make/Model: 2004 Gmc Envoy
11.VIN (17 Digits): 1GKDT13S442103383 12.Current Mileage: 11,000
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: #1 Cochran of Monroeville
15.Dealership Phone #: 412-373-3333
16.Dealership Contact Name and **TITLE**:Shawn Gray
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax #
19.Dealership BAC: 115782 Region: Northeast

$132.75

John Campbell
4123738906

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:
25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Due to concerns with rattle underneath vehicle, all lights dim/brighten, hazard lights when turn signals are on, gas tank, passenger mirror, ~~popping~~ noise front of vehicle.

N14, N15

27.This case was resolved by: Field Decision working with open case in Tampa ADR
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): Customer, other than normal wear and tear.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKDT13S642[redacted]
33.New Vehicle Year/Make/Model: 2004 Gmc Envoy
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 920

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: 6,394 / 100,000 X 34,074 = $2,178.69

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:
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: This is a Voluntary Trade Repurchase, usage was not calculated per Lemon Law.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/07/2004
42.Authorizer Name: Janet Humenik / Maxine Durant
43.GM Position: AVM / CRM
44.VoiceMail Node: 914055 Mailbox Number: 8043
45.Email Address:
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.

Rose

M&T Credit Corp
56931700001
800 836 2826

$22,572.13

payoff: $ 22,480.63
per diem: $ 3.05

499 Mitchell
Millsboro, DE 19966

ENVOY SLT 4WD (4-DOOR)
MAGNETIC RED METALLIC PAINT /L6G
DARK PEWTER
NO. GJBS3J/TRE STOCK NO.
GK DT13 S4 42[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********48*21237S

& FACTORY OPTIONS	MSRP	INV AMT
06 ENVOY SLT 4WD (4-DOOR)	35945.00	32530.23
VW RATING - 5,750 LBS	N/C	N/C
SHTRAY AND LIGHTER	30.00	25.80
0-STATE EMISSIONS	N/C	N/C
EAR AXLE - 3.42 RATIO	N/C	N/C
OCKING DIFFERENTIAL	270.00	232.20
EATED FRONT SEATS	275.00	236.50
ORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
USTOMER DIALOG NETWORK	0.00	16.50
ONTENT THEFT ALARM	40.00	34.40
LT STANDARD PACKAGE	N/C	N/C
AGNETIC RED METALLIC PAINT	165.00	141.90
RRECT 86U PRICING		

RETAIL - STOCK	
INVOICE	07/15/03
SHIPPED	06/18/03
EXP I/T	06/23/03
INT COM	07/18/03
PRC EFF	06/18/03
KEYS	S602J S602J
WFP-F QTR	OPT-1
BANK:	MANUFACTURE
CHG-TO	21-237
SHIP WT:	4561
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	32790.78
SUPPLR:	34102.41
MRM:	37375.00
NTR:	1/2
DAN:	FIXED
MEMO	1811.25

OLD

MODEL & OPTIONS	36725.00	33217.53	ACT 237	32765.78
NATION CHARGE	650.00	650.00	H/B 261	1101.75
EALER CONTRIBUTION		367.25	ADV 261	367.25
ROUP CONTRIBUTION		183.63	EXP 65A	183.63
	37375.00	34418.41	PAY 310	34418.41

TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32777.48

****

CE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
ES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
R OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

CHRAN OF MONROEVILLE

ENVOY SLT 4WD (4-DOOR)
MAGNETIC RED METALLIC PAINT /L6G
DARK PEWTER
NO. GJBS3J/TRE[redacted] STOCK NO.
GK DT13 S4 42[redacted]
**********[redacted]**********48*21237S

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

& FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
			INVOICE 07/15/03
			SHIPPED 06/18/03
			EXP I/T 06/23/03
			PRC EFF 06/18/03
T FOR INVOICE [redacted]			KEYS S602J S602J
			BANK: MANUFACTURE
			CHG-TO 21-237
			SHIP WT: 4561
			HP: 32.1

MODEL & OPTIONS	36655.00-	33157.33-	ACT 237 32707.68-
NATION CHARGE	650.00-	650.00-	H/B 261 1099.65-
EALER CONTRIBUTION		366.55-	ADV 261 366.55-
ROUP CONTRIBUTION		183.28-	EXP 65A 183.28-
	37305.00-	34357.16-	PAY 310 34357.16-

****
CE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
ES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
R OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****

CHRAN OF MONROEVILLE

RETAIL ORDER FOR A MOTOR VEHICLE

#1 Cochran AUTOMOTIVE

Tri-States Largest Automobile Dealer

4200 William Penn Highway
Monroeville, PA 15146-0455
(412) 373-3333 247-1600

305751

DATE: SEPTEMBER 30, 2003

PURCHASER'S NAME: [redacted]
STREET ADDRESS: RR 1 BOX [redacted]
CITY: HUNKER STATE: PA
([redacted] ([redacted]

SMITH KIM

UNIT SOLD	☐ RECREATIONAL VEHICLE	X ☐ NEW ☐ USED	☐ CAR ☐ TRUCK	YEAR 2004	MAKE GMC
MODEL OR SERIES	BODY TYPE	COLOR	TRIM	MVI OR SERIAL NO.	
ENVOY	4DR SPTU	86U	922	1GKDT13S442[redacted]	
SOCIAL SEC. #	AGE 20	SALESMAN ORBIN, ROBE	GREEN; MICHA	STOCK NO. G40003	

MONEY DIFFERENCE	22,474.00	PRICE AS AGREED	34,074.00
DOCUMENTARY FEE	55.00	DOCUMENTARY FEE	55.00
SALES TAX	1,348.44	TYPE OF WARRANTY	
TITLE & TITLE TAX	72.75	LENGTH OF WARRANTY	
TOTAL	23,955.19	TYPE ____ REBATE	
SUBJECT TO CREDIT APPROVAL		TYPE CNE REBATE	2000.00
X		TYPE ____ REBATE	
INSURANCE CO.	STATE FARM	LUX TAX	
AGENT & PHONE	MINER (724) 834-3276	LOST TITLE FEE	
POLICY NUMBER	[redacted]		
LICENSE NUMBER	[redacted]		
STICKER NUMBER			
EXPIRES		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.	
VEHICLE MILEAGE	14	TITLE TO TRADE DUE #1 COCHRAN	
TITLE NO.		FREE AND CLEAR OF ANY ENCUMBRANCE	N/A
ENGINE		(NOTARY 6.00 REG PROCESS FEE 10.00)	16.00
COLOR		CUST. SIGN. ▶ PTA TIRE TAX	5.00
MILEAGE	56339	ON LINE REG FEE 14.00 ON LINE DEALER FEE 9.25	23.25
USED CAR TRADE-IN AND/OR OTHER CREDITS		CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$ 32,173.25
MAKE OF TRADE-IN	GMC	STATE AND LOCAL TAXES	1,348.44
YEAR 2000 MODEL S15 JIMMY BODY 4DR SPT		LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE	33.50
MVI OR SERIAL NO. 1GKDT13W2Y2[redacted]	LIEN XXXX	TOTAL PRICE OF UNIT 32.50 N/A	$ 33,555.19
BALANCE OWED TO	GMAC 5.00	2. DOWN PAYMENT: consisting of $ 3,000.00 in cash and/or $ 5,068.03 net trade-in allowance on trade-in; see statement in left hand column for details.	
ADDRESS	125 CORPORATE BO ROCHE NY 14623	▶ 139757	$ 8,068.03
USED TRADE-IN ALLOWANCE	$ 9,600.00	3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between items 1 and 2)	$ 25,487.16
BALANCE OWED ON TRADE-IN	4,531.97		
NET ALLOWANCE ON USED TRADE-IN	$ 5,068.03		
DEPOSIT OR CREDIT BALANCE			
DOWN PAYMENT (Trans. to Right Col.)	$ 3,000.00		
	8,068.03		

M&T CR 60

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR [redacted] Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and [redacted]

237 33481.51

PURCHASER 09/30/03 DATE

ACCEPTED BY: [signature] DEALER OR AUTHORIZED REPRESENTATIVE

RETAIL ORDER FOR A MOTOR VEHICLE

JULY 1, 2004
DATE

#1 Cochran AUTOMOTIVE 322366

Tri-States Largest Automobile Dealer

4520 William Penn Highway
Monroeville, PA 15146-0455
(412) 373-3333 247-1600

ROTZ, MICH

[redacted] PASER'S NAME

HUNKER STREET ADDRESS PA [redacted]

[redacted] RES. PHONE [redacted] BUS. PHONE

UNIT SOLD ☐ RECREATIONAL VEHICLE ☐ NEW ☐ USED ☐ CAR ☒ TRUCK YEAR 2004 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE 4DR SPTU COLOR 86U TRIM 952 MVI OR SERIAL NO. 1GKDT13S642[redacted]

SOCIAL SEC. # AGE 20 SALESMAN GRAY, SHAWN STOCK NO. [redacted]

MONEY DIFFERENCE	3,098.69	PRICE AS AGREED	$ 31,901.3
DOCUMENTARY FEE	55.00	x	
SALES TAX	185.92	DOCUMENTARY FEE	55.00
TIRE TAX	5.00		
PLATES & TITLE	72.75	TYPE OF WARRANTY	
TOTAL	3,417.36	LENGTH OF WARRANTY	
SUBJECT TO CREDIT APPROVAL		TYPE REBATE	
X		TYPE REBATE	
INSURANCE CO.	1	TYPE REBATE	
AGENT & PHONE		LOST TITLE FEE	
POLICY NUMBER			
LICENSE NUMBER	1		
STICKER NUMBER			
EXPIRES		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.	
VEHICLE MILEAGE	15		
TITLE NO.		TITLE TO TRADE DUE #1 COCHRAN	
ENGINE		FREE AND CLEAR OF ANY ENCUMBRANCE (TOTAL 6.00 REG PROCESS FEE 10.00)	16.00
COLOR		PTA TIRE TAX	5.00
MILEAGE	1	CUST. SIGN. ON LINE REG FEE 15.45 ON LINE DEALER FEE 9.25	23.25

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN	GMC	CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$ 32,000.55
YEAR 2004 MODEL ENVOY BODY 4DR SPT		STATE AND LOCAL TAXES LIEN	185.92
MVI OR SERIAL NO.	1GKDT13S442[redacted]	LICENSE/LICENSE TRANSFER, TITLE, REGISTRATION FEE 5.00 6.00 22.50 N/A	33.50
BALANCE OWED TO	MT		
ADDRESS	PO BOX MONRO PA 15146	1. TOTAL PRICE OF UNIT	$ 32,219.97
USED TRADE-IN ALLOWANCE	$ 28,802.61	2. DOWN PAYMENT: consisting of $ 2,318.67 in cash and/or $ 6,230.48 net trade-in allowance on trade-in; see statement in left hand column for details. 144374	$ 8,549.15
BALANCE OWED ON TRADE-IN	22,572.13		
NET ALLOWANCE ON USED TRADE-IN	$ 6,230.48		
DEPOSIT OR CREDIT BALANCE	2,318.67		
DOWN PAYMENT (Trans. to Right Col.)	$ 8,549.15		
M&T CR 60		3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between items 1 and 2)	$ 23,670.82

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE DATE 07/01/04 ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

BARS Document Display

2004 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
86U MAGNETIC RED METALLIC PAINT /L6G GENERAL MOTORS CORPORATION
952 MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GXMSSM/SSE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S6 42[redacted] VEHICLE INVOICE 5[redacted]
**********48*21237S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	SPEC-EVENT USED C
TT15506 ENVOY SLT 4WD (4-DOOR)	36220.00	31149.20	INVOICE 03/30/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 01/28/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/03/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 04/02/04
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 01/12/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S188B S188B QTR
N80 POLISHED ALUMINUM WHEELS	495.00	410.85	BANK: MANUFACTURE
UB1 AM/FM STEREO, CD/CASSETTE WITH THEFT LOCK, AUTO TONE CONTROL, SEEK/SCAN, & CLOCK (REPLACE STD/OPT PKG RADIO)	150.00	124.50	CHG-TO 21-237
			SHIP WT: 4566
			HP: 32.1
UDC TRAVELNOTE DIGITAL RECORDER	85.00	70.55	GVW: 5750
UQA BOSE PREMIUM SOUND SYSTEM	495.00	410.85	GVWF: 2950
1SC SLT STANDARD PACKAGE	N/C	N/C	GVWR: 3200
86U MAGNETIC RED METALLIC PAINT	165.00	136.95	MRM: 38295.00
COMPANY USED VEHICLE DISCOUNT		1086.60-	NTR: 1/2
			AUTH: 083825
			DAN: PITHG
			MEMO 1880.50

new

TOTAL MODEL & OPTIONS	37610.00	31216.30	ACT 237 31901.30
DESTINATION CHARGE	685.00	685.00	
TOTAL	38295.00	31901.30	PAY 310 31901.30

****
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.
****

#1 COCHRAN OF MONROEVILLE

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 10, 2004

[redacted]

Hunker, PA [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 GMC Envoy**
Case Number: [redacted]

Dear Ms [redacted]

We regret that you are dissatisfied with your 2004 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 **General Motors** customer. **General Motors** will assist you into 2004 GMC Envoy, 1GKDT13S6[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:

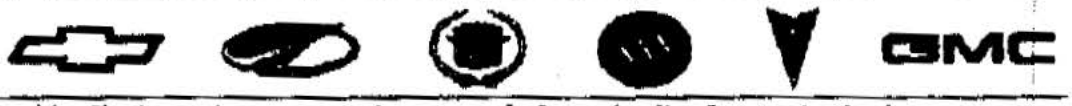
Payoff of original Vehicle good until 07/10/04	$22,572.13
Plus Upgrade	$920.00
Plus Usage	$2,178.69
TOTAL RESPONSIBILTY OF CUSTOMER	**$25,670.82**

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN #1GKDT13S44[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-715-8516 by 06/13/04. 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 and a copy of the current registration on the vehicle. If there is no lien holder on the vehicle a copy of the title is required in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to **Cochran of Monroeville.** 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. 58585 if you have any questions or concerns.

Sincerely,
Tiffany Roundtree
Business Resource Center

This lette[redacted]e signing.

Signature [redacted]

Dealer Confirmation Letter- Trade Repurchase

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 ext. 58585

Trade Repurchase Agreement between General Motors and its dealer partner Cochran of Monroeville

Customer's Name: [redacted]
File Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer

General Motors will issue a check in the amount of $8,649.15 to [redacted] and Cochran of Monroeville if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of $22,572.13 made payable to M & T Credit Corp and will be sent directly to Lienholder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to RVDC for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S6[redacted]
New Vehicle Sales Price:	$31,901.30
Used Vehicle Trade Value	$28,802.61
Trade Difference:	$3,098.69
Taxes:	$185.92
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 07/10/04:	$22,572.13
Miscellaneous State Fees:	$132.75
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

Cochran of Monroeville 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 866715[illegible]516.

GSM
Cochran of Monroeville 115782 Management Agent's Signature and Title

Robert Corbin GSM
Cochran of Monroeville 115782 Management Agent's Printed Name and Title.

Tiffany Roundtree
Authorized General Motors BRC Representative Signature

Tiffany Roundtree
Authorized General Motors BRC Representative Printed Name

Thank you for assisting General Motors in this trade repurchase for our mutual customer!

ADDENDUM

Dealer Confirmation Letter- Trade Repurchase

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 ext. 58585

Trade Repurchase Agreement between General Motors and its dealer partner Cochran of Monroeville

Customer's Name: [redacted]
File Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer

General Motors will issue a check in the amount of $7,023.70 to [redacted] and Cochran of Monroeville if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of $22,572.13 made payable to M & T Credit Corp and will be sent directly to Lienholder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to RVDC for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S6[redacted]
New Vehicle Sales Price:	$31,901.30
Used Vehicle Trade Value:	$28,802.61
Trade Difference:	$3,098.69
Taxes:	$185.92
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 07/10/04:	$22,572.13
Miscellaneous State Fees:	$132.75
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.

Cochran of Monroeville 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 866-715-8516.

Cochran of Monroeville 115782 Management Agent's Signature and Title.

Cochran of Monroeville 115782 Management Agent's Printed Name and Title.

Tiffany Roundtree
Authorized General Motors BRC Representative Signature

Tiffany Roundtree
Authorized General Motors BRC Representative Printed Name

Thank you for assisting General Motors in this trade repurchase for our mutual customer!

BBB AUTO LINE

Re: Russell vs Pontiac/GMC Division # PGM0439050 VIN: 1GKDT13S44[redacted]

May 7, 2004

[redacted]
Hunker, PA [redacted]

Dear Ms R[redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Ms. [redacted] has accepted an offer that was made by Ms. Maxine Durant, reprsenting General Motors Corporation. Ms. Durant offered [redacted] replacement vehicle. Ms. [redacted] will be responsible for any up grade costs. Also, usage will be based on 6,394 miles, which is $2,178.69. General Motors Corporation has no more than 45 days to replace Ms. [redacted] vehicle.

EXTENDED COMPLIANCE DATE TO 7/3/04

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm 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 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

William Clopton at Extension 502

cc: Adrienne Durant

FAX COVER SHEET

Send to: Maxine Durant	**From:** Jeff San Rocco
Attention:	**Date:4/22/04**
Office Location:	**Office Location:#1 Cochran**
Fax Number: 866-439-3822	**Phone Number: 412-719-4023 Cell**

❑ Please review

Total pages, including cover: 16

Comments:

Maxine,

I have included the customer copies of the vehicle repair order history. You will be reviewing an exact copy of what was given to the customer after the repair. I have circled the repair order number, date and mileage. Let me know if you need help with the data. Call my cell (412) 719-4023

Jeff

GM Goodwrench

#1 Cochran AUTOMOTIVE

Goodwrench offers:
- ASE Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

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MONROEVILLE, PA 15146
(412) 373-0423

BODY SHOP
Route 48 North
(Haymaker Road)
MONROEVILLE, PA 15146
(412) 372-8601

5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

ROBINSON TOWNSHIP
SERVICE AND PARTS
5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

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THE SELLER HEREBY 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 PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X _____

INVOICE TO — ***REPRINT***

[redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: [redacted]

[redacted]
HUNKER [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H EH
MFG: 06098 INVOICED: 11/15/2003 08:03:28
ODOMETER IN: 2774 OUT: 2774 DIST: 1GT
DATES BEGIN: 11/11/03 DONE: 11/13/03

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: PA [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# 00G40003
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CUSOMER STATES DRIVERS SEATBELT WILL NOT COME OUT AT TIMES - SOP				
CAUSE	BINDING	C9021	121	1.0	70.55
CORRECTION	REPLACE DRIVERS SEAT BELT				
FACTORY	TECH: 121 - KALCHTHALER, JI				
	***** C.C.: VN ***** P.O.: 2[redacted]				

PART AUTH: JT 111303 15:22

TYPE: W[redacted]

SUBTOTAL
MECHANICAL LABOR 70.55
TOTAL CHARGE FOR CONCERN 70.55

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W39765
MECHANICAL LABOR 70.55
TOTAL CHARGE 70.55

PAYMENT DISTRIBUTION FOR INVOICE W39765
TOTAL CHARGE 70.55
FACTORY WARRANTY 70.55

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
I WANT YOU TO BE "COMPLETELY SATISFIED" IF NOT, PLEASE CALL ME.

PAGE 1
LAST PAGE

CUSTOMER COPY

GM Goodwrench

#1 Cochran AUTOMOTIVE

Goodwrench offers:
- ASE Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X _____

INVOICE TO [redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION [redacted] INVOICE: [redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 1273 ADV: 164 THOMAS, J INVOICE: FINAL INH W H EH
MFG: 06099 INVOICED: 11/15/2003 08:03:28
ODOMETER IN: 2774 DIST: 1GT
DATES BEGIN: 11/11/03 DONE: 11/13/03

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: PA [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER STATES GUAGES AND LIGHTS GO DIM AND MOVE ALOT				
CAUSE	COULD NOT DUPLICATE	MM	121	.0	.00
CORRECTION	TEST DRIVE TRUCK 40 - 45MILES COULD NOT DUPLICATE CONDITION				
FACTORY	TECH: 121 - KALCHTHALER, JI				

SUBTOTAL
TYPE: INH TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS
SUMMARY OF LABORS FOR INVOICE [redacted]
TOTAL CHARGE

PAYMENT DISTRIBUTION FOR INVOICE H39765
IN-HOUSE SVC .00
TOTAL CHARGE .00

PREFERRED TREATMENT
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
I WANT YOU TO BE "COMPLETELY SATISFIED" IF
NOT PLEASE CALL ME.

CUSTOMER COPY

GM Goodwrench

#1 Cochran AUTOMOTIVE

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X_____

INVOICE TO
[redacted]CA ***REPRINT***
HUNKER P[redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
[redacted]
HUNKER PA[redacted]
WORK: (412) 464-3645 HOME: (724) 925-9189

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H LB
MFG: 06098 INVOICED: 01/15/2004 07:44:51
ODOMETER IN: 6394 OUT: 6394 DIST: 10T
DATES BEGIN: 01/09/04 DONE: 01/14/04

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: PA [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# 00G40003
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER STATES RATTLE UNDER TRUCK WHEN DRIVING OVER BUMPS - SEE JAMES				
CAUSE	NOISEY	E2147	269	.6	101.35
CORRECTION	REPLACE BOTH REAR AND LEFT FRT STABLIZER LINKS			.8	

PART NUMBER	DESCRIPTION	QTY	SELL	
000 088982342	LINK KIT	1	45.53	45.53
000 088982[illegible]	LINK KIT	1	45.53	45.53
[illegible]	LINK	1	30.80	30.80
[illegible]73	LINK	1	30.80	30.80

PARTS: [illegible]NT
FACTORY TECH: [illegible] - BOWMAN, [illegible]
[illegible]N ** F.C.: 2W
E[illegible]782342

SUBTOTAL

PARTS	152.66
MECHANICAL LABOR	101.35
TOTAL CHARGE FOR CONCERN	254.01

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W50128

PARTS	152.66
MECHANICAL LABOR	101.35
TOTAL CHARGE	254.01

PAYMENT DISTRIBUTION FOR INVOICE W50128

TOTAL CHARGE	254.01
FACTORY WARRANTY	254.01

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
I WANT YOU TO BE "COMPLETELY SATISFIED" IF NOT, PLEASE CALL ME.

GM Goodwrench

#1 Cochran AUTOMOTIVE

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INVOICE TO — [redacted] ***REPRINT***
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: [redacted]
[redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 1497 ADV: 164 THOMAS, J INVOICE: FINAL INH W H LB
MFG: 06098 INVOICED: 01/15/2004 07:44:51
ODOMETER IN: 6394 DIST: 1GT
DATES BEGIN: 01/09/04 DONE: 01/14/04

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER [redacted]
04 GMC ENVOY 4WD ADR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CUSTOMER STATES SERVICE 4 WHEEL DRIVE LIGHT CAME ON				
CAUSE	NO CODES FOUND	CN	269	.0	.00
CORRECTION	COULD NOT DUPLICATE CUSTOMER CONCERN				
FACTORY	TECH: 269 - BOWMAN, THOMAS				

TYPE: INH — SUBTOTAL — TOTAL CHARGE FOR CONCERN .00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 4	CUSTOMER STATES WHEN FILLING GAS - IT ALWAYS SEEMS TO RUN OUT OVER THEN				
CAUSE	COMPLE	MN1	269	.0	.00
CORRECTION	CONTACTED TECH ASSISTANCE - FOUND THERE IS AN UPDATED FUEL NECK BE				
COMMENT	ING NOT AVAILABLE AS OF YET				
FACTORY	TECH: 269 - BOWMAN, THOMAS				

TYPE: INH — SUBTOTAL — TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE H50128
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE H50128
IN-HOUSE SVC .00
TOTAL CHARGE .00

PREFERRED TREATMENT
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WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: [redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H LB
MFG: 06098 INVOICED: 01/22/2004 07:23:41
ODOMETER IN: 6649 OUT: 6649 DIST: 1GT
DATES BEGIN: 01/19/04 DONE: 01/20/04

VEHICLE INFORMATION
VIN 1GKDT13S44[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 51	CUSTOMER STATES WHEN THE RIGHT T/SIGNL IS PUT ON THE HAZARD LIGHTS COME ON	OPERATION	TECH	HOURS	AMOUNT
CAUSE	OPEN CIRCUT	N1755	418	.5	36.20
CORRECTION	REPLACE T/SIGNAL FLASHER - UPDATED FLASHER				

PART NUMBER	DESCRIPTION	QTY	SELL	
000 015101912	*FLASHER	1	28.53	28.53

PARTS: COUNT 1
FACTORY TECH: [redacted]EHOVSKI, STEPH
***** C.C.: OJ ***** F.C.: 6G
FP-015[redacted]12

SUBTOTAL
PARTS 28.53
MECHANICAL LABOR 36.20
TYPE: W TOTAL CHARGE FOR CONCERN 64.73

CONCERN 53	CUSTOMER STATES OUTSIDE MIRRORS LOSE POSITION AT TIMES	OPERATION	TECH	HOURS	AMOUNT
CAUSE	REPROGRAM	N4808	418	.7	50.67
CORRECTION	DO COMPLETE UPDATE ON BCM FOR THE MIRRORS				
FACTORY	TECH: 418 - SEHOVSKI, STEPH				
	***** C.C.: OJ ***** F.C.: 6G				

SUBTOTAL
MECHANICAL LABOR 50.67
TYPE: W TOTAL CHARGE FOR CONCERN 50.67

CONCERN 55	CUSTOMNER STATES SERVICE 4 WHEEL DRIVE LIGHT COMES ON AT TIMES	OPERATION	TECH	HOURS	AMOUNT
CAUSE	REPROGRAM	N8521	418	.7	50.67
CORRECTION	REPROGRAM ATC MODULE WITH THE LATEST UPDATES				
FACTORY	TECH: 418 - SEHOVSKI, STEPH				

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INVOICE TO [redacted] DRIVER/OWNER INFORMATION [redacted] INVOICE: W51841

FOR OFFICE USE — VEHICLE INFORMATION

ADV: 164 THOMAS, INVOICED: 01/22/2004 07:23:41 LB 04 ENVOY RED LICENSE NUMBER [redacted]

***** C.C.: OJ ***** F.C.: 66

SUBTOTAL

MECHANICAL LABOR 50.67
TOTAL CHARGE FOR CONCERN 50.67

TYPE: W

CONCERN 60*	ALTERNATE TRANSPORATATION			OPERATION	TECH HOURS	AMOUNT
CAUSE	ALTERNATE TRANSPORTATION			27903	418 .0	.00
CORRECTION	ALTERNATE TRANSPORTATION					
	PART NUMBER	NOTE	DESCRIPTION	QTY	SELL	
			ENTERPRISE	1	126.00	126.00

FACTORY TECH: 418 - SEHOVSKI, [redacted]

***** C.C.: [redacted] ***** F.C.: 66

SUBTOTAL

SUBLET REPAIRS 126.00
TOTAL CHARGE FOR CONCERN 126.00

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W51841

PARTS	28.53
SUBLET REPAIRS	126.00
MECHANICAL LABOR	137.54
TOTAL CHARGE	292.07

PAYMENT DISTRIBUTION FOR INVOICE W51841

TOTAL CHARGE	292.07
FACTORY WARRANTY	292.07

PREFERRED TREATMENT
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INVOICE TO
[redacted]
REPRINT
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION - INVOICE: [redacted]
[redacted]
HUNKER PA [redacted]
WORK [redacted] HOME [redacted]

FOR OFFICE USE
TAG: 1192 ADV: 164 THOMAS, J INVOICE: FINAL INH W H LB
MFG: 06098 INVOICED: 01/22/2004 07:23:41
ODOMETER IN: 6649 DIST: 1GT
DATES BEGIN: 01/19/04 DONE: 01/20/04

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CUSTOMER STATES THEY HAD NO LOW BEAMS AT TIMES - HIGH BEAMS WORKED				
CAUSE	COULD NOT DUPLICATE	CN	418	.0	.00
CORRECTION	COULD NOT DUPLICATE CUSTOMER CONCERN				
FACTORY	TECH: 418 - SEHOVSKI, STEPH				
		SUBTOTAL			
TYPE: INH		TOTAL CHARGE FOR CONCERN			.00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN	CUSTOMER STATES [illegible] WITH THEN GO TO NORMAL				
		MH	418	.0	.00
CAUSE	OPERA[illegible] TO GM SPECS				
CORRECTION	CON[illegible] AND FOUND OUT TRUCK HAS A SECONDARY AIR PUMP - WHEN				
COMMENT	[illegible] AIR PUMP ACTIVATES THE LIGHTS WILL DIM AND GUAGE WILL FLUCATU				
FACTORY	TECH: 418 - SEHOVSKI, STEPH				
		SUBTOTAL			
TYPE: INH		TOTAL CHARGE FOR CONCERN			.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE H51841
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE H51841
IN-HOUSE SVC .00
TOTAL CHARGE .00

PREFERRED TREATMENT
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[redacted] ***REPRINT***
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WORK: [redacted] HOME: [redacted]

[redacted] VER/OWNER INFORMATION -- INVOICE: [redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H LB
MFG: 06098 INVOICED: 01/26/2004 09:43:19
ODOMETER IN: 6875 OUT: 6875 DIST: 1GT
DATES BEGIN: 01/23/04 DONE: 01/26/04

VEHICLE INFORMATION
VIN 1GKDT13S44[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD ADR SPTUTY RED
STOCK [redacted]
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 51 CUSTOMER STATES SEVERE RATTLE IN FRT END
CAUSE EXCESSIVE PLAY
CORRECTION REPLACE FRT STABLIZER LINK PIN

OPERATION	TECH	HOURS	AMOUNT
E2140	269	.4	28.96

PART NUMBER	DESCRIPTION	QTY	SELL	
SPO 015102673	[illegible]	1	30.80	30.80

PARTS: COUNT 1
FACTORY TECH: [illegible] OWMAN [illegible] AS
**** [illegible] VN
FP-015[illegible]73

SUBTOTAL

PARTS	30.80
MECHANICAL LABOR	28.96
TOTAL CHARGE FOR CONCERN	59.76

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W52882

PARTS	30.80
MECHANICAL LABOR	28.96
TOTAL CHARGE	59.76

PAYMENT DISTRIBUTION FOR INVOICE W52882

TOTAL CHARGE	59.76
FACTORY WARRANTY	59.76

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
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PAGE 1
LAST PAGE

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[redacted] PA [redacted]
WORK: [redacted] HOME: [redacted]

[redacted]VER/OWNER INFORMATION — INVOICE: [redacted]
[redacted] PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 1436 ADV: 164 THOMAS, J INVOICE: FINAL INH W H LB
MFG: 06098 INVOICED: 01/26/2004 09:43:19
ODOMETER IN: 6875 DIST: IGT
DATES BEGIN: 01/23/04 DONE: 01/26/04

VEHICLE INFORMATION
VIN 1GKDT13S4421[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 52	CUSTOMER STATES CLUNK IN REAR END	OPERATION	TECH	HOURS	AMOUNT
CAUSE	COMPLETED	MM	269	.0	.00
CORRECTION	COMPLETED				
FACTORY	TECH: 269 - BOWMAN, THOMAS				

TYPE: INH — SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS
SUMMARY OF CHARGES — INVOICE NUMBER — PAYMENT DISTRIBUTION FOR INVOICE H52382
TOTAL CHARGE
IN-HOUSE SVC .00
TOTAL CHARGE .00

PREFERRED TREATMENT
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WAR - WARRANTY
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INVOICE TO [redacted] ***REPRINT***
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION [redacted] INVOICE: [redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 1784 ADV: 164 THOMAS, J INVOICE: FINAL INH H LB
MEG: 06098 INVOICED: 02/04/2004 07:12:09
ODOMETER IN: 7307 DIST: IGT
DATES BEGIN: 01/30/04 DONE: 02/03/04

VEHICLE INFORMATION
VIN 1GKDT13S44[redacted] LICENSE NUMBER: PA R[redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER STATES LOUD CLUNK IN THE FRT END WHEN GOING OVER BUMPS				
CAUSE	COMPLETED	MM	269	.0	.00
CORRECTION	R&R BOTH FRT ROTORS AND ADJUST DACKING PLATES - REASSEMBLE AND ROA				
COMMENT	D TEST - NOISE IS GONE				
FACTORY	TECH: 269 - BOWMAN, THO[redacted]				
		SUBTOTAL			
TYPE: INH		TOTAL CHARGE FOR CONCERN			.00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CUSTOM[redacted]TATES PA[redacted]UNWANTED MOVEMENTS				
CAUSE	UPDA[redacted]	MM	269	.0	.00
CORRECTION	REP[redacted]OR MODULE WITH LATEST UPDATES				
FACTORY	[redacted]: 269 - BOWMAN, THOMAS				
		SUBTOTAL			
TYPE: INH		TOTAL CHARGE FOR CONCERN			.00

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 53	CUSTOME STATES SNAPPING NOISE ON PASS SIDE BY WINDSHIELD				
CAUSE	COMPLETE	MM	269	.0	.00
CORRECTION	SECURE RT FRT DOOR PANAL - TIGHTEN ANTENNA - REINSTALL WASHER BOTT				
COMMENT	LE CAP - AND ADJUST A-PILLAR COVER				
FACTORY	TECH: 269 - BOWMAN, THOMAS				
		SUBTOTAL			
TYPE: INH		TOTAL CHARGE FOR CONCERN			.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE H53832
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE [redacted]
IN-HOUSE SVC .00
TOTAL CHARGE .00

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INVOICE TO [redacted] DRIVER/OWNER INFORMATION [redacted] INVOICE: [redacted]

FOR OFFICE USE
TAG: 1784 ADV: 164 THOMAS, INVOICED: 02/04/2004 07:12:09 LB

VEHICLE INFORMATION
04 ENVOY RED LICENSE NUMBER: PA RBECCA

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
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INVOICE TO
[redacted] ***REPRINT***

HUNKER PA[redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE [redacted]
[redacted]

HUNKER PA[redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H LB
MFG: 06098 INVOICED: 03/23/2004 08:16:03
ODOMETER IN: 9241 OUT: 9241 DIST: 1GT
DATES BEGIN: 03/02/04 DONE: 03/08/04

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 51 CUSTOMER STATES RATTLE IN FRT END OVER BUMPS
CAUSE EXCESSIVE PLAY
CORRECTION REPLACE 80TH FRT STABLIZER LI[illegible]R TAS FILE#7187714

OPERATION	TECH	HOURS	AMOUNT
E2141	269	.4	137.54
		1.5	

PART NUMBER	NOTE	DESCRIPTION	QTY	SELL	
000 0151026[illegible]		LINK	1	30.80	30.80
000 01[illegible]		LINK	1	30.80	30.80

PARTS:
FACTORY TECH: [illegible] BOWMA[illegible]
***** [illegible]: VN ***** F.C.: 2W

PART AUTH: JT 030804 12:36

SUBTOTAL

PARTS	61.60
MECHANICAL LABOR	137.54
TOTAL CHARGE FOR CONCERN	199.14

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W59680

PARTS	61.60
MECHANICAL LABOR	137.54
TOTAL CHARGE	199.14

PAYMENT DISTRIBUTION FOR INVOICE W59680

TOTAL CHARGE	199.14
FACTORY WARRANTY	199.14

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LAST PAGE

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THE SELLER HEREBY 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 PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X _____

INVOICE TO
[redacted]
REPRINT
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
[redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 4776 ADV: 164 THOMAS, J INVOICE: FINAL INH M H LB
MFG: 06098 INVOICED: 03/23/2004 08:16:03
ODOMETER IN: 9241 DIST: 1GT
DATES BEGIN: 03/02/04 DONE: 03/08/04

VEHICLE INFORMATION
VIN 1GKDT13S4[redacted] LICENSE NUMBER: P[redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# 00040003
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 52	CUSTOMER STATES CLUNKING IN FRT END OVER BUMPS	OPERATION	TECH	HOURS	AMOUNT
CAUSE	SEE LINE 51	MM	269	.0	.00
CORRECTION	SEE LINE 51				
FACTORY	TECH: 269 - BOWMAN, THOMAS				

TYPE: INH — SUBTOTAL — TOTAL CHARGE FOR CONCERN .00

CONCERN [illegible]	CUSTOMER STATES [illegible] OVER BUMPS	OPERATION	TECH	HOURS	AMOUNT
CAUSE	SEE LINE 51	MM	269	.0	.00
CORRECTION	SEE [illegible]				
FACTORY	TECH: 269 - BOWMAN, THOMAS				

TYPE: INH — SUBTOTAL — TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE H59680
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE H59680
IN-HOUSE SVC .00
TOTAL CHARGE .00

PREFERRED TREATMENT
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
I WANT YOU TO BE "COMPLETELY SATISFIED" IF
NOT PLEASE CALL ME.

GM Goodwrench

#1 Cochran AUTOMOTIVE

Goodwrench offers:
- ASE Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

MONROEVILLE
SERVICE AND PARTS
4520 William Penn Highway
MONROEVILLE, PA 15146
(412) 373-0423

BODY SHOP
Route 48 North
(Haymaker Road)
MONROEVILLE, PA 15146
(412) 372-8601

5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

ROBINSON TOWNSHIP
SERVICE AND PARTS
5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X _____

INVOICE TO — ***REPRINT***
[redacted]
HUNKER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: [redacted]
[redacted]
HUNKER PA [redacted]
WOR[redacted] HOME: [redacted]

FOR OFFICE USE
ADV: 164 THOMAS, J INVOICE: FINAL WAR W H LB
MFG: 06090 (INVOICED: 03/31/2004 15:15:37
ODOMETER IN: 10735 OUT: 10735 DIST: 167
DATES BEGIN: 03/31/04 DONE: 03/31/04

VEHICLE INFORMATION
VIN 1GKDT13S442[redacted] LICENSE NUMBER: [redacted]
04 GMC ENVOY 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 093003 SOLD: 093003

CONCERN 52	CUSTOMER STAES WHEN ENGINE FIRST STARTED THERE IS A TICKING IN ENGINE			OPERATION	TECH	HOURS	AMOUNT
CAUSE	OPEN CIRCUT			J3390	135	2.4	173.74
CORRECTION	REPLACE FAN CLUTCH						
	PART NUMBER	NOTE	DESCRIPTION	QTY	SELL		
	000 0151161[redacted]		CLUTCH	1	278.82		278.82
	PARTS:						
FACTORY	TECH: [redacted] RUGG[redacted] GERRY						
	***** C.C.: OJ		***** F.C.: 6G				
	FP-01 15						

SUBTOTAL
PARTS 278.82
MECHANICAL LABOR 173.74
TYPE: W TOTAL CHARGE FOR CONCERN 452.56

CONCERN 60#	ALTERNATE TRANSPORTATION			OPERATION	TECH	HOURS	AMOUNT
CAUSE	ALTERNATE TRANSPORTATION			Z7901	135	.0	.00
CORRECTION	ALTERNATE TRANSPORTATION						
	PART NUMBER	NOTE	DESCRIPTION	QTY	SELL		
			ENTERPRISE	1	42.00		42.00
FACTORY	TECH: 135 - RUGGIERI, GERRY						
	***** C.C.: OJ		***** F.C.: 6G				

SUBTOTAL
SUBLET REPAIRS 42.00
TYPE: W TOTAL CHARGE FOR CONCERN 42.00

GM Goodwrench

#1 Cochran AUTOMOTIVE

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- Competitive Up-Front Pricing

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4520 William Penn Highway
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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X _____

[redacted] — INVOICE TO — [redacted] — DRIVER/OWNER INFORMATION — INVOICE: [redacted]

FOR OFFICE USE — VEHICLE INFORMATION

ADV: 164 THOMAS, INVOICED: 03/31/2004 15:15:37 LB 04 ENVOY RED LICENSE NUMBER: [redacted]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W65846		PAYMENT DISTRIBUTION FOR INVOICE W65846	
PARTS	278.82	TOTAL CHARGE	494.56
SUBLET REPAIRS	42.00		
MECHANICAL LABOR	173.74	FACTORY WARRANTY	494.56
TOTAL CHARGE	494.56		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES J. THOMAS
I WANT YOU TO BE "COMPLETELY SATISFIED" IF NOT, PLEASE CALL ME.

PAGE 2
LAST PAGE

#1 Cochran

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 02/20/04
PROCESSING SOURCE: BARS 11:20:38

VIN: 1GKDT13S4 421[redacted] SELLG SCE: 48 MDL YR: 04 ORD NO: GJBS3J PAGE NO: 1
ODATE: 05/26/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 21237
DDATE: 09/30/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 09/30/03 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE: RR 1 BOX 530
SRVC IN: HUNKER PA 15639
SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNE	01	48 21237	[redacted]	10/01/03	2,000.00	OA	0.00	9
FFC	01	48 21237		10/01/03	25.84	OA	0.00	9

COMMAND ===> maxi 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:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 02/20/04
11:21:04 PROCESSING SOURCE: BARS PAGE NO: 01
2004 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
86U MAGNETIC RED METALLIC PAINT /L6G GENERAL MOTORS CORPORATION
922 DARK PEWTER 100 RENAISSANCE CENTER
ORDER NO. GJBS3J/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S4 42[redacted] VEHICLE INVOICE 50D51865710

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLT 4WD (4-DOOR)	35945.00	32530.23	INVOICE 07/15/03
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 06/18/03
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 06/23/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 07/18/03
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	PRC EFF 06/18/03
G80 LOCKING DIFFERENTIAL	270.00	232.20	KEYS SECURED
KA1 HEATED FRONT SEATS	275.00	236.50	WFP-F QTR OPT-1
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	BANK: MANUFACTURE
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	CHG-TO 21-237
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	SHIP WT: 4561

COMMAND ===> maxi MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 02/20/04
11:21:14 PROCESSING SOURCE: BARS PAGE NO: 02

UA6 CONTENT THEFT ALARM	40.00	34.40	HP:	32.1
1SC SLT STANDARD PACKAGE	N/C	N/C	GVW:	5750
86U MAGNETIC RED METALLIC PAINT	165.00	141.90	GVWF:	2950
TO CORRECT 86U PRICING			GVWR:	3200
			GMS:	32790.78
			SUPPLR:	34266.37
			MRM:	37375.00
			NTR:	1/2
			DAN:	FIXED
			MEMO	1811.25

COMMAND ===> maxi MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 02/20/04
11:21:22 PROCESSING SOURCE: BARS PAGE NO: 03

TOTAL MODEL & OPTIONS	36725.00	33217.53	ACT 237	32765.78
DESTINATION CHARGE	650.00	650.00	H/B 261	1101.75
LAM DEALER CONTRIBUTION		367.25	ADV 261	367.25
LAM GROUP CONTRIBUTION		183.63	EXP 65A	183.63
TOTAL	37375.00	34418.41	PAY 310	34418.41

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32777.48

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ===> maxi MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 02/20/04
11:21:30 PROCESSING SOURCE: BARS PAGE NO: 04
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****

#1 COCHRAN OF MONROEVILLE
4200 WILLIAM PENN HWY
MONROEVILLE PA 15146-2746

COMMAND ===> maxi NO MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR028 VEHICLE EVENT SELECTION 02/20/04
PROCESSING SOURCE: BARS 11:21:45
PAGE NO: 1

VIN: 1GKDT13S4 421[redacted] OR
SELLING SOURCE(#): 48 MODEL YEAR(#): 04 ORDER NUMBER: GJBS3J

S E L	VIN TYPE: N EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	48	21237	00024487241		10/01/03	CNE	2,000.00		
_	INCTV PAYMENT	48	21237	00024487241		10/01/03	CNE	2,000.00		
_	INCTV APPLICATN	48	21237	00024487241		10/01/03	CNE	2,000.00		
_	INCENTIVE MEMO	48	21237	00024487241		10/01/03	FFC	25.84		
_	INCTV PAYMENT	48	21237	00024487241		10/01/03	FFC	25.84		
_	INCTV APPLICATN	48	21237	00024487241		10/01/03	FFC	25.84		
_	DELIVERY D.O.E.	48	21237			09/30/03		0.00		
_	DELIVERY TO CUS	48	21237			09/30/03		0.00		
_	SETTLEMENT DATE	48	21237	50D51865710		07/17/03		34,418.41	CR	
_	REBILL INVOICE	48	21237	50D51865710		07/15/03		34,418.41		
_	CREDIT INVOICE	48	21237	50C37396079		07/15/03		34,357.16	CR	

COMMAND ===> maxi MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 02/20/04
PROCESSING SOURCE: BARS 11:21:55
PAGE NO: 2

VIN: 1GKDT13S4 42[redacted] OR
SELLING SOURCE(#): 48 MODEL YEAR(#): 04 ORDER NUMBER: GJBS3J
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	REPLACEMENT LAB	48	21237			07/15/03		37,375.00		
_	EXPIRATION TRAN	48	21237	5OD51805187		06/23/03		0.00		
_	SETTLEMENT DATE	48	21237	5OD51805187		06/23/03		34,357.16	CR	
_	ORIGINAL INVOIC	48	21237	5OD51805187		06/20/03		34,357.16		
_	COV/NVIS DATE	48	21237	5OD51805187		06/20/03		0.00		
_	BAILMENT RELEAS	48	21237	5OC37386963	B	06/20/03		34,357.16	CR	
_	CATCH UP LABEL	48	21237			06/20/03		37,375.00		
_	BAILMENT DATE	48	21237	5OD51793862	B	06/18/03		34,357.16		
_	SHIPMENT DATE	48	21237			06/18/03		0.00		
_	PRODUCTION (BUI	48	21237			06/18/03		0.00		
_	PREFERENCE TO P	48	21237			05/27/03		0.00		

COMMAND ===> maxi MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 02/20/04
PROCESSING SOURCE: BARS 11:22:06
PAGE NO: 3

VIN: 1GKDT13S4 4[redacted] OR
SELLING SOURCE(#): 48 MODEL YEAR(#): 04 ORDER NUMBER: GJBS3J
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	GM ORDER ACCEPT	48 21237			05/26/03		0.00		
_	GM ORDER ACCEPT				05/26/03		0.00		
_	GM ORDER ACCEPT				05/26/03		0.00		

COMMAND ===> maxi NO MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/20/04
START BROWSE PROCESSING SOURCE: GMC TRUCK 11:22:34
INCENTIVE CODE/LVL: CNE ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	CNE	113	REG 04 MDL CONSUMER CASH NCR	07/08/03	06/30/04	P	02/19/04	193
_	CNE	110	REG 03 MDL CONSUMER CASH NCR	08/01/02	04/02/04	P	02/19/04	3
_	CNE	081	REG 02 MDL CONSUMER CASH NCR	08/09/01	04/02/03	P	12/24/03	1
_	CNI	003	REG 02 NCR GM BONUS CASH	10/02/01	01/31/02	P	12/19/02	1
_	CNR	004	REG 04 CONSUMER CASH NCR-SELECT	11/04/03	04/02/04	P	02/19/04	1
_	CNR	001	REG 03 CONSUMER CASH NCR-SELECT	11/04/03	03/01/04	P	02/14/04	1
_	CPG	006	REG 03 INC NER BONUS CASH LEASE	01/07/03	05/28/03	P		0
_	CPG	005	REG 02 INC NER BONUS CASH LEASE	01/07/03	05/28/03	P		0
_	CPT	004	DIR 02 YUKON/SUBURBAN CERT PGM	07/01/01	12/31/01	P	05/03/02	1
_	CSE	113	REG 04 MDL CONSUMER CASH NCR	07/08/03	06/30/04	P	02/19/04	125
_	CSE	109	REG 03 MDL CONSUMER CASH NCR	08/01/02	04/02/04	P	02/19/04	1
_	CSE	083	REG 02 MDL CONSUMER CASH NCR	08/09/01	04/02/03	P	02/03/04	1

COMMAND ===> maxi MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN P/W:

Revised 2/27/04

Overallowance/Incentives/Negative Equity Form
Maxine Durant

Customer: [redacted] **Request #** [redacted] **BBB#:** PGM0439050

This form may be used to identify possible over allowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$ 34,074.00
MSRP (from BARS Invoice)	$ 37,375.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$ 3,301.00

Trade Allowance (from dealer Bill of Sale)	$ 9,600.00
Actual Cash Value Statement	$ 10,000.00
Difference (if positive, this is the over allowance)	$ - 400.00

Payoff or Lien amount from Bill of Sale	$
Actual Cash Value Statement	$
Difference (if possible, this is the negative equity)	$

If Over Allowance/Negative Equity 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.)	$ 34,074.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	$ 2,000.00
Overallowance and/or Negative Equity minus	$
Actual price of Vehicle that should be presented to BBB for ATA	$ 32,074.00

GMPP Request for Processing

SR# [redacted]

New/Used: **New** Division: **Chevrolet** Vehicle Style: **Truck**

Complete VIN: **1GNDT13S04[redacted]** Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 13-32888**

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 dealer's profit)

Delivery Date: **02/25/04** Odometer Reading: **3671**

Plan Purchase Date: **05/04/04** Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Ms.** (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: **Buchanan** State: **MI** Zip: [redacted]

Plan Type: **SmartCare** # of Months: **24 Months** Mileage: **24000**

Plan Type: # of Months: Mileage:

Deductible: **$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Jeanne Lester**

Team Manager / Liaison: **Scott Pettigrove/Stormy Rogers**

Team CARS Site: **Portland** Date: **05/04/04**

☐ AVM Requested

December 12, 2017

[redacted]
Buchanan, MI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jeanne Lester

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 Smart Care Plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S04[redacted]0, is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 5/04/04 and ending on 5/04/06 and begins with 3671 and ends with 27671 odometer miles

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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

H B CHEVROLET
Geo

1 5-20 Queens Blvd. • FOREST HILLS, N.Y. 11375 (718) 263-7700

NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [redacted] SALESMAN Juan Carlos Rocha

STREET [redacted] PHONE NO. [redacted]

CITY [redacted] STATE NY ZIP [redacted]

THE TRANSACTION

I ORD AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE: (READ OTHER SIDE)

THE VEHICLE

YEAR 2003 ☒ NEW ☐ USED ☐ DEMONSTRATOR MAKE Chevrolet MODEL Trailblazer SERIES LS

TYPE 1105536 COLOR LT Pewter TRIM Med Pewter cloth V.I.N. 1GNDT13S732256871

ESTIMATED DELIVERY DATE: ASAP PLACE OF DELIVERY: HB Chevrolet STOCK NO. (IF RESERVED) 2677

IF THE NEW MOTOR VEHICLE HAS NOT BEEN DELIVERED IN ACCORDANCE WITH THIS CONTRACT WITHIN 30 DAYS FOLLOWING THE ESTIMATED DELIVERY DATE, THE CONSUMER HAS THE RIGHT TO CANCEL THE CONTRACT AND TO RECEIVE A FULL REFUND, UNLESS THE DELAY IN DELIVERY IS ATTRIBUTABLE TO THE CONSUMER.

THE PRICE

VEHICLE PRICE	(+)	$		
TRANSPORTATION (IF NOT INCLUDED IN VEHICLE PRICE)	(+)			
FACTORY INSTALLED EQUIPMENT	(+)			
15CF 5E AM/FM Cassette				
			DEALER INSTALLED EQUIPMENT AND SERVICES (+)	
			TOTAL	$ 29160

THE TRADE-IN

DESCRIPTION OF TRADE					
YEAR	MILEAGE	MAKE	MODEL	COLOR	LESS TRADE-IN CREDIT (–) (BUYER SEE 1 AND 6(b) ON BACK)
PLATE NO.	EXP. D	V.I.N.			
TRADE-IN IS CLEAR OF ALL	S EXCEPT:	AMOUNT OWED	$		CASH PRICE $ 29160

IF, UNDER THE LAW OF VEHICLES, YOU SHOULD THE VALUE OF ANY VEH RETURN IT TO YOU) SHA WILL BE DETERMINED BA WHOLESALE VALUE OR (AND ADJUSTED FOR MI DEFECTS.

SPECIAL NOTICE TO CONSUMER

STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION. E YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO IOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE D ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE ER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, GE. IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL

IF YOU AGREE TO A IST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRI . THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF T CREDIT TERMS ARE PRESENTED TO ME IN ACCOR- DANCE WITH REGUI ION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT A EPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDE AND MY DEPOSIT WILL BE REFUNDED.

IMPO ANT NOTICE TO USED CAR BUYER

(a) STATE LAW QUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY I WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITIO AT THE TIME OF SALE.

(b) THIS CERTIFI ATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITIO AT THE TIME OF SALE.

(c) YOU HAVE A GHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL OR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH OES NOT COMPLY WITH THIS CERTIFICATION.

(d) THIS BUSINE IS LICENSED BY THE DEPARTMENT OF CON- SUMER AFFAIRS 42 BROADWAY, NEW YORK, NEW YORK 10004, COMPLAINT PH E: 212-487-4444. N.Y.C. C.A. No. 6160 & 0886161

ANCELLATION STATEMENT

IF THIS CONTR CT IS CANCELLED BY ME WITHOUT YOUR CONSENT, I UN ERSTAND I SHALL BE LIABLE TO YOU FOR LIQUIDATED DA AGES IN THE AMOUNT OF $500., IN ACCOR- DANCE WITH P RAGRAPH THREE (3) reverse side) OR ANY ADDITIONAL DA AGES THAT YOU MAY INCUR THEREFROM.

TAXES AND OTHER FEES

SALES TAX 8 1/4 %	(+)	$ 2405 70
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. * $20.00	(+)	~~20 00~~
REGISTRATION FEE (ESTIMATE)	(+)	148 —
INSPECTION FEE	(+)	
OTHER - ITEMIZE	(+)	
TOTAL CASH PRICE DELIVERED		$ 31713 70
LESS CASH DEPOSIT SUBMITTED WITH ORDER Cash	(-)	2000 —
PLUS BALANCE OWING ON TRADE-IN	(+)	
CASH DUE ON DELIVERY		$ 29713 70

CONTRACTUAL DISCLOSURE STATEMENT FOR 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."

* THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE 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.

I have read the terms of this order and have received a completed copy of this agreement.

BUYER'S SIGNATURE [redacted] DATE: 1/2/2003.

CO-BUYER'S SIGNATURE _____ DATE: _____

SELLER APPROVAL BY: _____ DATE: 1/2/03

Reynolds + Reynolds 0157-UR

* ONLY CERTIFIED CHECK OR CASH ACCEPTABLE ON DELIVERY 19755

SEE OTHER SIDE FOR ADDITIONAL TERMS

RETAIL INSTALMENT CONTRACT

Dealer Number 02199 Contract Number

Buyer (and Co-Buyer) name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] OZONE PA QUEENS NY [redacted]	H.B. CHEVROLET 105-20 QUEENS BLVD. FOREST HILLS NY 11375

You, the Buyer (and Co-B er, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements or ie front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown low.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2003	CHEVROLET TRU BLAZER	1GNDT13S732[redacted]	☐ personal, family, or household ☒ agricultural ☐ business ☐

Your trade-in is a: Ye Make Model

DERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	ANCE ARGE dollar unt the will cost ou.	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 $ 4000.35
0.00 %	$ 0.00	$ 30931.20	$ 30931.20	$ 34931.55

Your Payment Schedu Will Be:

Number of Payments	Am of Pa	nt ents	When Payments Are Due	Or as Follows
60	$	15.52	Monthly beginning 02/02/2003	

Late Charge. If a paymen 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 th s late, with a minimum charge of $1.

Prepayment. If you pay o ll your debt early, you may be entitled to a refund of part of the finance charge.

Security Interest. You ar ving a security interest in the vehicle being purchased.

Additional Information: this contract for more information including information about nonpayment, default, any required repay nt in full before the scheduled date, prepayment refunds and security interest.

ITEMIZATION OF AM NT FINANCED

1 Cash price (includin	ny accessories, services, and taxes)		$ 33611.55 (1)
2 Total downpayment	(If negative enter "0" and see line 4H below)		
Gross trade-in $ N/A	-payoff by seller $ N/A		
= net trade-in $ N/A	+ cash $ 4000.35		
+ other (describe)	$ N/A		$ 4000.35 (2)
3 Unpaid balance of c	price (1 minus 2)		$ 29611.20 (3)
4 Other charges inclu	g amounts paid to others on your behalf (Seller may keep part of these a unts.):		
A Cost of optional company or comp	dit insurance paid to the insurance ies		
Life	$ N/A		
Disability	$ N/A	$ N/A	
B Other insurance	d to the insurance company	$ N/A	
C Official fees paid	government agencies	$ N/A	
D Government taxe	ot included in cash price	$ N/A	
E Government licer	and/or registration fees		
(describe)		$ N/A	
F Government cert	ate of title fees	$ N/A	
G Other charges (S	er must identify who is paid and describe purpos		
to GMPT	for SVC CON	$ 1290.00	
to H.B. EVROLE	for DOC FEE	$ 30.00	
to	for	$ N/A	
H Net trade-in pay	to	$ N/A	
Total other charges	d amounts paid to others on your behalf		$ 1320.00 (4)
5 Amount financed (3	4)		$ 30931.20 (5)

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

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

Check the Insurance you want and sign below:

Optional Credit Insurance.

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

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

(Home Office Address)

Credit life 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 and credit disability insuran e are for the term of this contract unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A N/A
Type of Insurance Term
Premium $ N/A
N/A
(Insurance Company)
N/A
(Home Office Address)

I want the insurance checked above.

Buyer Signature Date

Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRAC 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 writ and we must sign it. No oral changes are binding. Buyer (and any Co-Buyer) initials

If any part of this contr 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 e rind the time for making some payments without extending the time for making others.

See back for other Im tant agreements.

NOTICE TO THE UYER: 1. Do not sign this contract before you read it or if it contains any blank space. 2. You are entitled to a com etely filled in copy of this contract when you sign it. 3. Under the law, you have the following rights, among others: (a To pay off in advance the full amount due and to obtain a partial refund of the credit service charge; (b) To redeem th roperty if repossessed for a default; (c) To require, under certain conditions, a resale of the property if repossessed. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contrac from an agent or broker of your own selection.

You agree to the rms of this contract and confirm that you received a completely filled-in copy when you signed it.

RETAIL INSTALMENT CONTRACT

Buyer Sign [redacted] Date 01/02/2003 Co-Buyer Signs Date

Co-Buyers and Other Ow s. 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. co-buyer or other owner knows that we have a security interest in the vehicle and consents to the security interest.

Other owner signs her Address

Creditor Signs Date 01/02/2003 By Title

Seller assigns its inte t in this contract to General Motors Acceptance Corporation (GMAC) under the terms of the GMAC Retail Plan agreement.

Assigned with recourse			Assigned without recourse or with limited recourse		
			H.B. CHEVROLET		
Seller	By	Title	Seller	By	Title

Copyright 2001 Gene Motors Acceptance Corporation. All Rights Reserved.

CUST # 327

H B CHEVROLET

105-20 Queens Blvd.
FOR T HILLS, NEW YORK 11375
718-263-7700

SOLD TO [redacted]

ADDRESS [redacted]

OZONE P K NY [redacted]

NEW/USED	YEAR	MAKE	MODEL	BODY STYLE
NEW	2003	C VROLET	TRAILBLAZER	SUBN

VIN 1GNDT13S732 [redacted]

SALESMAN JUAN C E AVEZ 30 KEY NOS. S458J
ROCHELLE CORT 3092

BUMPER GUARD N/REAR PROTECTORS
NERF BARS
GMPP 60/50 U ED

DATE	INVOICE NO.	STOCK NO.	KEY
[redacted]	[redacted]	[redacted]	I

DESCRIPTION	COST	KEY	ACC'T NO.	SALE	KEY
CAPRICE		C	400		–
LUMINA		C	401		–
MONTE CARLO		C	402		–
BERETTA		C	403		–
CORSICA		C	404		–
CAMARO		C	405		–
CAVALIER		C	406		–
CORVETTE		C	407		–
PRIZM		C	408		–
STORM		C	409		–
METRO		C	410		–
FLEET		C	419		–
TRUCK		C			–
TRAILBLAZER		C		30650.00	–
GM CPP		C	443		–
EXTENDED WAR.		C	444	1290.00	–
CAR DEAL NO.	29759	I			
SALES TAX			324	2651.55	–
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *$20.00				30.00	
LICENSE & TITLE FEES			243	110.00	–
N.Y. STATE INSPECTION FEE			243		–
TOTAL CASH PRICE				34931.55	
FINANCING				30931.20	
INSURANCE					
TOTAL TIME PRICE					
DEPOSIT			220A	2000.00	+
CASH ON DELIVERY			220A	2000.00	+
					+
USED CAR ALLOWANCE PAYMENTS MONTHS DOLLARS PER MONTH					
TOTAL				34931.55	
PAY-OFF BAL. OWED FIN. CO.			301		–
					+
					+
FINANCE CONTRACT			205		+
					+
					+
					+
					+
					–
					–
VALUE OF TRADE STOCK NO.		I	240		+
		I			+

USED CAR TRADED

YEAR	MAKE	MODEL	VIN

This vehicle is equip d with a General Motors engine produced in a General Motors plant operated by the _____ Division

*THE DEALER APPLICA ON PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DE ER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE ANY MOTOR VEHICLE ISSUING OFFICE.

"ALL WARRANTIES ON TH VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FO ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER WARRANTY."

Reynolds and Reynolds RO4288 (10/99)

N.Y.S. LIC # 7055788
N.Y.C. CA # 886160
N.Y.C. CA # 886161

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 15, 2004

[redacted]
Flushing, NY [redacted]

STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of a 2003 Chevrolet TrailBlazer, VIN # 1GNDT13S7322[redacted]**

Dear Ms. [redacted]

We regret that you are dissatisfied with your **2003 Chevrolet TrailBlazer, VIN # 1GNDT13S7322[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 as a satisfied **Chevrolet** customer. **Chevrolet** will repurchase your vehicle for **$26,692.00**. This offer is calculated by using the following figures:

Purchase Price	$29,160.00
Less Usage	$ 2,468.00
TOTAL REPURCHASE PRICE	**$26,692.00**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 8/1/04	**$21,651.84**
TOTAL AMOUNT TO CUSTOMER	**$ 5,040.16**

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN # 1GNDT13S73[redacted]** in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

Please return this document to fax # 866-715-8515 by July 16, 2004. 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 (supplied by General Motors) -*used only for title corrections, if needed***
- ⇒ **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 clear copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **H.B. Chevrolet.** 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. 58389 if you have any questions or concerns.

Sincerely,

Richard Peterson
General Motors

This letter will be required for you to bring to the signing.

Signature and Date

RCMPR028 VEHICLE EVENT SELECTION 02/14/04
PROCESSING SOURCE: CHEVROLET 14:39:06
PAGE: 1

VIN: 1GNDT13S7 32[redacted] SELLG SCE: 13 MDL YR: 03 ORD NO: FSZCW6
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCTV REJECT DT	13 49998			12/13/03	ST3	0.00
INCTV APPLICATN	13 49998			12/13/03	ST3	0.00
INCENTIVE MEMO	13 02199	521452		01/16/03	XMC	3,721.02
INCTV PAYMENT	13 02199	521452		01/16/03	XMC	3,721.02
INCTV APPLICATN	13 02199	521452		01/16/03	XMC	3,721.02
DELIVERY D.O.E.	13 02199			01/02/03		0.00
DELIVERY TO CUS	13 02199			01/02/03		0.00
DLR TRADE D.O.E	13 02199			12/13/02		0.00
DEALER TRADE (P	13 02199			12/13/02		0.00
SETTLEMENT DATE	13 02131	1AD04677000		12/04/02		28,160.10 CR
EXPIRATION TRAN	13 02131	1AD04677000		12/02/02		0.00
ORIGINAL INVOIC	13 02131	1AD04677000		11/25/02		28,160.10
COV/NVIS DATE	13 02131	1AD04677000		11/25/02		0.00
SHIPMENT DATE	13 02131			11/23/02		0.00
PRODUCTION (BUI	13 02131			11/23/02		0.00
PREFERENCE TO P	13 02131			10/29/02		0.00
GM ORDER ACCEPT	13 02131			10/24/02		0.00
GM ORDER ACCEPT				10/24/02		0.00
GM ORDER ACCEPT				10/24/02		0.00

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 19, 2004

[redacted]
Flushing, NY [redacted]

STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of a 2003 Chevrolet TrailBlazer, VIN # 1GNDT13S73[redacted]**

Dear Ms. [redacted]

We regret that you are dissatisfied with your 2003 Chevrolet TrailBlazer, VIN # 1GNDT13S732[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 as a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for $26,692.00. This offer is calculated by using the following figures:

Purchase Price	$29,160.00
Less Usage	$ 2,468.00
TOTAL REPURCHASE PRICE	**$26,692.00**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 8/3/04	**$21,651.84**
TOTAL AMOUNT TO CUSTOMER	**$ 5,040.16**

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GNDT13S7322[redacted] in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

Please return this document to fax # 866-715-8515 by July 19, 2004. 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 (supplied by General Motors) *-used only for title corrections, if needed***
- ⇒ **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 clear copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to H.B. Chevrolet. 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. 58389 if you have any questions or concerns.

Sincerely,

Richard Petersen
General Motors

T[redacted].

S[redacted] 7/20/04

[redacted]

H B CHEVROLET

CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CH ROLET

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO.	INVOICE DATE 05/27/03	INVOICE NO. [redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 90.00	MILEAGE 5,532	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNDT13S732[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/27/03	
BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 01CVZ01VIPLOF VIP LOF HOURS: TECH(S):1501 14.80
PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25014377	OIL FLTR 1.836 JI	6.50	6.50
JOB # 1	1	WWCON	WASHER FL	0.00	0.00
			JOB # 1 TOTAL PARTS		6.50
			JOB # 1 TOTAL LABOR & PARTS		21.30

J# 2 03CVZ04 STOP LAMPS HOURS: 0.30 TECH(S):1501 WARRANTY
CUSTOMER STATES:RIGHT REAR BRAKE LITE INOP.
FOUND RIGHT REAR BRAKE LAMP SOCKET SHORTED OUT
BULB BURNED OUT
REPLACED RIGHT REAR BRAKE LAMP SOCKET AND BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	16525938	BOARD 2.694		WARRANTY
JOB # 2	1	12450108	BULB 2.679		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	7.0	MOTOR OIL	@		/UNIT		INTERNAL
JOB # 1	1.0	GREASE	@	1.000	/UNIT		1.00
						TOTAL - GOG	1.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00
JOB # 1	CP15	PARTS DISCOUNT 15%		-0.98
			TOTAL - MISC	0.02

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $48.00 (+TAX)

TOTALS

TOTAL LABOR....	14.80
TOTAL PARTS....	6.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	1.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	-0.98
TOTAL TAX.....	1.85
TOTAL INVOICE $	**24.17**

THESE REPAI ARE COVERED BY A LIMITED WA RANTY. LABOR AND PARTS FOR DAYS OR 4,000 MILES, WHIC VER COMES FIRST. WARRANTY PAIRS TO BE PERFORMED AT ELLER'S PLACE OF BUSINESS. S LER HEREBY LIMITS IMPLIED W. RANTIES TO THE PERIOD STA D.

ANY WAR ANTIES ON THE PRODUCT SOLD HEREBY ARE THO MADE BY THE MANUFAC URER. THE SELLER HEREE EXPRESSLY DISCLAIMS L WARRANTIES, EITHER XPRESSED OR IMPLIED, NCLUDING ANY IMPLIED W RRANTY OF MERCHANTAB ITY OR FITNESS FOR A I RTICULAR PURPOSE A D NEITHER ASSUMES OR AUTHORIZES ANY OT ER PERSON TO ASSUME OR IT ANY LIABILITY IN CO NECTION WITH THE SALE OF AID PRODUCTS.

NYS REI IR SHOP REG No. -7055788
NYC DCA. LIC. NO. 0886160 0886161

TERMS STRICTLY CASH, CERTIF ED CHECK, APPROVE CREDIT CARD.

CUSTOMER SIGNATURE

SIGNATURE

CUSTO ER ACKNOWLEDGES RI EIPT OF COPY.

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

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

ACCOUNTING COPY

[END OF INVOICE] 12:38pm

Copy © 1995 The Reynolds and Reynolds Company ERAINTINVE BF01 R10 (06/02)

PAGE 1 OF 1

T-268 P.001 F-971
+17182610167
From-H B CHEVROLET Jun-24-2004 12:35pm

[redacted]

H B CHEVROLET

CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CH ROLET

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027		TAG NO.	INVOICE DATE 07/21/03	INVOICE NO. [redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 90.00	LICENSE NO. [redacted]	MILEAGE 7,416	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N D T 1 3 5 7 3 2 [redacted]			SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/21/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS
J# 1 03CVZ04 STOP LAMPS HOURS: 0.30 TECH(S):4094 WARRANTY
CUSTOMER STATES:LEFT REAR BRAKE LITE INOP.
FOUND LEFT REAR BRAKE LAMP SOCKET SHORTED OUT BULBS BURNED
REPLACED LEFT REAR STOP LAMP SOCKET AND BULBS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	16525938	BOARD 2.694		
				JOB # 1 TOTAL PARTS	0.00
				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**

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

THESE REPAI ARE COVERED BY A LIMITED WA RANTY. LABOR AND PARTS FOR) DAYS OR 4,000 MILES, WHICI VER COMES FIRST. WARRANTY I PAIRS TO BE PERFORMED AT ELLER'S PLACE OF BUSINESS. S LER HEREBY LIMITS IMPLIED W RANTIES TO THE PERIOD STA D.

ANY WAR ANTIES ON THE PRODUCT SOLD HEREBY ARE THO MADE BY THE MANUFAC IRER. THE SELLER HEREE EXPRESSLY DISCLAIMS L WARRANTIES, EITHER XPRESSED OR IMPLIED, NCLUDING ANY IMPLIED V RRANTY OF MERCHANTAB TY OR FITNESS FOR A I RTICULAR PURPOSE A) NEITHER ASSUMES OR AUTHORIZES ANY OT ER PERSON TO ASSUME OR IT ANY LIABILITY IN CO NECTION WITH THE SALE OF AID PRODUCTS.

NYS REI IR SHOP REG No. -7055788
NYC DCA. LIC. NO. 0886160 0886161

TERMS STRICTLY CASH, CERTIF ED CHECK, APPROVE CREDIT CARD.

SIGNATURE
CUSTO ER ACKNOWLEDGES RI EIPT OF COPY.

(SIGNED) DEALER OR GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)
ACCOUNTING COPY
[END OF INVOICE] 12:37pm

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TRAINTINVE SP811610 (06/03)

Jun-24-2004 12:35pm From-H B CHEVROLET +17182610167 T-268 P.002 F-971

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105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CUSTOMER NO. [redacted]	ADVISOR JACK M FRANCHOCK 1503	TAG NO.	INVOICE DATE 07/31/03	INVOICE NO. [redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 90.00	LICENSE NO. [redacted]	MILEAGE 7,764	COLOR SILVER/
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N D T 1 3 S 7 3 2 [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/31/03	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS----------
J# 1 08CVZ02 INSUFFICIENT COOLING HOURS: 0.20 TECH(S):4024 WARRANTY
CUSTOMER STATES: AIR CONDITIONING WILL SOMETIMES BLOW COLD
BUT SOMETIMES WILL NOT BLOW COLD.
CHECKED TECH BULLETIN
REPLACE A/C LOW PRESSURE CYCLING SWITCH (SEE 03-01-39-007)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89040362	SWITCH 9.172		
				JOB # 1 TOTAL PARTS	0.00
				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**

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

THESE REPA ; ARE COVERED BY A LIMITED W/ RANTY, LABOR AND PARTS FOR 0 DAYS OR 4,000 MILES. WHIC VER COMES FIRST. WARRANTY PAIRS TO BE PERFORMED AT ELLER'S PLACE OF BUSINESS. S LER HEREBY LIMITS IMPLIED W. RANTIES TO THE PERIOD STA D.

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NYS REI IR SHOP REG No. -7055788
NYC DCA. LIC. NO. 0886160 0886161

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Jun-24-2004 12:35pm From-H B CHEVROLET

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105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO.	INVOICE DATE 08/29/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE 90.00	LICENSE NO. [redacted]	MILEAGE 8,820	COLOR SILVER/
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	STOCK NO.
	VEHICLE I.D. NO. 1GNDT13S732[redacted]		SELLING DEALER NO. 10	DELIVERY MILES 33
	F. T. E. NO.	P. O. NO	R. O. DATE 08/29/03	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 03CVZ04 STOP LAMPS HOURS: 0.30 TECH(S):4109 WARRANTY

CUSTOMER STATES:LEFT REAR BRAKE LITE INOP.
FOUND LEFT REAR STOP LAMP SOCKET SHORTED OUT BULBS BURNED OUT
REPLACED LEFT REAR STOP LAMP SOCKET AND BULBS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	16525938	BOARD 2.694		WARRANTY
JOB # 1	3	12450108	BULB 2.679		WARRANTY

JOB # 1 TOTAL PARTS 0.00

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**

CUSTOMER SIGNATURE

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

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NYS REP[illegible]IR SHOP REG No. [illegible]-7055788
NYC [illegible]DCA. LIC. NO.. [illegible]0886160 [illegible]0886161

TERMS: [illegible]STRICTLY CASH, CERTIF[illegible]D CHECK, APPROVE[illegible] CREDIT CARD.

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PHONE (718) 263-7770
(718) 263-7700

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JACK M FRANCHOCK 1503		10/25/03	[redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE: 90.00 / LICENSE NO.: [redacted] / MILEAGE: 11,818		COLOR: SILVER/	
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE: 01/02/03	DELIVERY MILES: 33
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 7 3 [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	F. T. C. NO. / [redacted]		R. O. DATE: 10/25/03	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

LABOR & PARTS

J# 1 03CVZ02 HEADLAMPS HOURS: 0.50 TECH(S):4020 — WARRANTY

CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGH SIDE
FOUND RIGHT HEADLAMP HAD A OPEN CIRCUIT IN WIRING INSIDE LAMP
REPLACE RIGHT HEAD LAMP ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15179625	HEADLAMP 2.725		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ25 WIPER/WASHERS HOURS: 1.00 TECH(S):4020 — WARRANTY

CUSTOMER STATES: WASHERS WON'T TURN OFF.
AGT HIGH SPEEP A TIMES
FOUND WIPER MODULE SHORTED
REPLACE WINDSHIELD WIPER MODULE ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	15094704	MODULE 16.064		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CVZ01VIPLOF VIP LOF HOURS: TECH(S):4020 — 14.80

PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	89017342	FILTER 1.836	6.50	6.50
JOB # 3	1	WWCON	WASHER FL	0.00	0.00
			JOB # 3 TOTAL PARTS		6.50
			JOB # 3 TOTAL LABOR & PARTS		21.30

J# 4 01CVZ22-F6 TIRE ROTATION HOURS: TECH(S):4020 — 26.00

CUSTOMER STATES: TIRE ROTATION ON 4 WHEELS
SERVICE INCLUDES: CHECK TIRE PRESSURE & FOR ABNORMAL WEAR.
ROTATE ALL TIRE/WHEEL ASSEMBLIES & INSPECT AS ABOVE.
TECHNICIAN TO STATE BELOW ROTATION PATTERN USED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		26.00

G.O.G. & SUPPLIES

JOB # 3	5.0	MOTOR OIL	@		/UNIT		INTERNAL
JOB # 3	1.0	GREASE	@	1.000	/UNIT		1.00
					TOTAL - GOG		1.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00

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NYC [illegible]DCA. LIC. NO. 0886160 0886161

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T-268 P.005/012 F-971
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Jun-24-2004 12:38pm From-H B CHEVROLET

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FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CHEVROLET

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: JACK M FRANCHOCK 1503	TAG NO.	INVOICE DATE: 11/12/03	INVOICE NO. [redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE: 90.00	LICENSE NO. [redacted]	MILEAGE: 12,346	COLOR: SILVER/
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE: 01/02/03	DELIVERY MILES: 33
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 7 3 2 [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	F. T. E. NO.	P. [redacted]	R. O. DATE: 11/06/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 03CVZ02	HEADLAMPS	HOURS: 0.60 TECH(S):4020	WARRANTY

SOP RIGHT SIDE HEAD LIGHT INOP AT TIMES
DIAG.FOR LOSS OF POWER FOR IGNITION FOR ACCESSORIES AND BOTH SIDES LIGHTS,FOUND WHEN POWER BRAKING ENGINE ACCESSORY FUSE BOX LOSS OF MULTIPLE POWER
REPLACE FUSE BLOCK AND RESET RADIO AND ROAD TESTED OK
CUSTOMER IN A RENTAL CAR TWO DAYS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15196420	BLOCK 2.483		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	176	922567	11/12/03	RENTAL/922567	WARRANTY
				TOTAL - SUBLET	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**

CUSTOMER SIGNATURE

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PHONE (718) 263-7770
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CH 'ROLET

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOSEPH M RALPH 4027		12/03/03	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
90.00	[redacted]	13,418	SILVER/

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE	01/02/03	33

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 7 3 2 [redacted]	10	

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/03/03

[redacted]
OZONE PARK, NY [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	

LABOR & PARTS----------
J# 1 01CVZ01VIPLOF VIP LOF HOURS: TECH(S):4109 14.80
PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	6.50	6.50
JOB # 1	1	WWCON	WASHER FL	0.00	0.00
			JOB # 1 TOTAL PARTS		6.50
			JOB # 1 TOTAL LABOR & PARTS		21.30

J# 2 02CVENG ENGINE LIGHT ON HOURS: 0.30 TECH(S):4109 WARRANTY
CUSTOMER STATES:SERVICE ENGINE SOON LITE STAYS ON
DIAGNOISED COMPUTER SYSTEM WITH TECH 2 CODE P0440 STORED
EVAP.SYSTEM FOLLOWED FLOW CHART PRODEURES TIGHTEN CAP
CLEARED CODE WITH TECH 2
NO PROBLEMS EVIDENT AT THIS TIME CANNOT DUPLICATE CONCERN

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

J# 3 05CVZ34 DOORS HOURS: TECH(S):4109 0.00
CUSTOMER STATES:RIGHT FRONT DOOR HARD TO OPEN FROM INSIDE
LUBED DOOR HINGES
NO OTHER PROBLEMS EVIDENT AT THIS TIME

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

G.O.G. & SUPPLIES----------
JOB # 1 5.0 MOTOR OIL @ /UNIT INTERNAL
TOTAL - GOG 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00
JOB # 1	CP15	PARTS DISCOUNT 15%		-0.98
			TOTAL - MISC	0.02

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $24.00 (+TAX)

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FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CHEVROLET [redacted]

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027		TAG NO.	INVOICE DATE 05/21/04	INVOICE NO. [redacted]
[redacted]	LABOR RATE 90.00	LICENSE NO. [redacted]	MILEAGE 19,939	COLOR SILVER/	
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N D T 1 3 S 7 3 [redacted]			SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 05/21/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CVZ02 HEADLAMPS HOURS: 0.20 TECH(S):4024 WARRANTY

CUSTOMER STATES:RIGHT FRONT HEADLITE INOP.
FOUND RIGHT FRONT LOW BEAM BULB BURNED OUT
REPLACED RIGHT FRONT LOW BEAM HEADLAMP BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1999366	BULB 2.727		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 06CVZ10 STEERING NOISE HOURS: 0.30 TECH(S):4024 WARRANTY

CUSTOMER STATES:SQUEAKING NOISES HEARD IN STEERING COLUMN
WHILE DRIVING
FOUND UPPER STEERING INTEMEDIATE SHAFT NOISY NOT PROPERLY
LUBRICATED
LUBRICATED UPPER INTERMEDIATE SHAFT SLIP JOINT AS PER
BULETTIN 02-02-35-066A

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 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**

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NYS REP[illegible]IR SHOP REG No. [illegible]-7055788
NYC [illegible]DCA. LIC. NO. [illegible]0886160 [illegible]0886161

TERMS: [illegible]STRICTLY CASH, CERTIF[illegible]D CHECK, APPROVE[illegible] CREDIT CARD.

CUSTOMER SIGNATURE

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FOREST HILLS, NY 11375
PHONE (718) 263-7770
(718) 263-7700

CUSTOMER NO. [redacted]	ADVISOR JACK M FRANCHOCK 1503	TAG NO.	INVOICE DATE 05/24/04	INVOICE NO. [redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 90.00 / LICENSE NO. [redacted]	MILEAGE 20,027	COLOR SILVER/	
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N D T 1 3 S 7 3 [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/24/04	
[redacted] BUSINESS PHONE [redacted]	COMMENTS			

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

J# 1 03CVZ04 STOP LAMPS HOURS: 0.30 TECH(S):4020 WARRANTY
CUSTOMER STATES " RIGHT REAR STOP LIGHT INOP
FOUND BULBS LOOSE IN SOCKETS SEE BULLETIN03-08-42-006A
REPLACE BOTH STOP/TAIL LIGHT BOARDS AND BULBS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	16532713	BOARD 2.694		WARRANTY
JOB # 1	1	16532713	BOARD 2.694		WARRANTY
JOB # 1	1	12450108	BULB 2.679		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ02 HEADLAMPS HOURS: 0.50 TECH(S):4020 WARRANTY
CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGHT FRONT
FOUND TERMINALS LOOSE AT FUSE BOX CONNCTORS FOR HEADLIGHTS
FOUND TERMINALS IN FUSE BPX

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 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**

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

THESE REPAI ARE COVERED BY A LIMITED WA ANTY, LABOR AND PARTS FOR DAYS OR 4,000 MILES, WHICH /ER COMES FIRST. WARRANTY F 'AIRS TO BE PERFORMED AT LLER'S PLACE OF BUSINESS. SE ER HEREBY LIMITS IMPLIED WA IANTIES TO THE PERIOD STAT).

ANY WARI NTIES ON THE PRODUCTS SOLD HEREBY ARE THOS MADE BY THE MANUFACT RER. THE SELLER HEREB' EXPRESSLY DISCLAIMS A WARRANTIES, EITHER XPRESSED OR IMPLIED, ICLUDING ANY IMPLIED W RRANTY OF MERCHANTABI TY OR FITNESS FOR A P RTICULAR PURPOSE AN NEITHER ASSUMES N R AUTHORIZES ANY OTH R PERSON TO ASSUME I R IT ANY LIABILITY IN CON ECTION WITH THE SALE OF S ID PRODUCTS.

NYS REP R SHOP REG No. 7055788
NYC OCA. LIC. NO. 886160 886161

TERMS: TRICTLY CASH, CERTIFI D CHECK, APPROVEI CREDIT CARD.

SIGNATURE
CUSTOM R ACKNOWLEDGES RE IPT OF COPY.

(SIGNED) DEALER OR GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)
SERVICE FILE COPY

[END OF INVOICE] 12:35pm

Copyright 1988 The Reynolds and Reynolds Company ERAINTINVE SF511610 (08/03)

Jun-24-2004 12:37pm From-H B CHEVROLET +17182610167 T-268 P.009/012 F-971

H B CHEVROLET

CUST # 32755

105-20 Queens Blvd.
FOREST HILLS, NEW YORK 11375
718-263-7700

DATE 01/02/03 | INVOICE NO. 32581 | STOCK NO. 2977 | KEY I

SOLD TO [redacted]

ADDRESS [redacted]

OZONE PARK NY [redacted]

NEW/USED	YEAR	MAKE	MODEL	BODY STYLE
NEW	2003	CHEVROLET	TRAILBLAZER	SUBN

VIN 1GNDT13S7[redacted]

SALESMAN JUAN C ECHAVEZ 3095 KEY S4581
ROCHELLE G CORT 3092

BUMPER GUARDSW/REAR PROTECTORS
NERF BARS
GMPP 60/50 ODED

USED CAR TRADED			
YEAR	MAKE	MODEL	VIN

PRICE OF VEHICLE

DESCRIPTION	COST	KEY	ACCT NO	SALE	KEY
CAPRICE		C	400		–
LUMINA		C	401		–
MONTE CARLO		C	402		–
BERETTA		C	403		–
CORSICA		C	404		–
CAMARO		C	405		–
CAVALIER		C	406		–
CORVETTE		C	407		–
PRIZM		C	408		–
STORM		C	409		–
METRO		C	410		–
FLEET		C	419		–
TRUCK		C			–
TRAILBLAZER		C		30039.00	–
GM CPP		C	443		–
EXTENDED WAR.		C	444	1290.00	–
CAR DEAL NO.	29759	I			
SALES TAX			324	2651.55	–
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *$20.00				30.00	
LICENSE & TITLE FEES			243	110.00	–
N.Y. STATE INSPECTION FEE			243		–
TOTAL CASH PRICE				34031.55	
FINANCING				30931.20	
INSURANCE					
TOTAL TIME PRICE					

SETTLEMENT

DEPOSIT		220	2000.00 +
CASH ON DELIVERY		227	2000.35 +
			+
USED CAR ALLOWANCE			
PAYMENTS MONTHS 0 DOLLARS PER MONTH			
TOTAL			34031.55
PAY-OFF BAL. OWED ON CO.		300	–
			+
			+
FINANCE CONTRACT		200	+
			+
			+
			+
			+
			–
			–
VALUE OF TRADE STOCK NO.		I 240	+
		I	+

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE NLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION F REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

"ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES E IER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES N AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN N WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

Reynolds and Reynolds RO4800 (10/00)

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE [illegible] TO RENDER UNDER

T-268 P.010/012 F-871

+17182610167

Jun-24-2004 12:38pm From-H B CHEVROLET

CHEVROLET, PONTIAC-GMC, BUICK and CADILL C
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR AS IGNMENT

CUSTOMER NAME: [redacted]

VIN: 1 G N D T 1 3 S 7 3 2 [redacted] or se attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request at the available customer incentive(s) be applied: **(a)** ___ to the down payment of this vehicle, **(b)** ___ wher 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
	$	
	$	
	$	
	$	
	$	
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 0% Finance for 60 months
in lieu of 2,000.00 Rebate.
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 wh was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and r resale and I took delivery of this vehicle on 1/2 03. I acknowledge receipt of incentive(s) as described in Item 2 d release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 1/ /03

The undersigned person, as Dealer representative, certifies that the information on this application is e and correct and the incentive(s) described in Item 2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to eneral Motors.

Authorized Dealer Signature: [signature] Date: 1/ /03

Dealership Name: H. B. Chevrolet Dealer Coc 02-199

* 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

Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CA LAC GM3795 1/01

T-268 P.011/012 F-921
+17182610167 From-H B CHEVROLET Jun-24-2004 12:38pm
Reynolds and Reynolds

RETAIL INSTALMENT CONTRACT

Dealer Number [illegible] Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code).	Creditor (Seller name and address)
[illegible]	P & [illegible] CHEVROLET [illegible]

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choo to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Fin e Charge according to the payment schedule shown below.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use f	Which Purchased
[illegible]	2003	BLAZER	1GNDT13S[redacted]	☐ personal, family, or household ☐ business	☐ agricultural ☐

Your trade-in is a: Year Make Model

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 $ [illegible]
[illegible] %	$ [illegible]	$ 30931.20	$ 30931.20	$ 34931.55

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
[illegible]	$ [illegible]	Monthly beginning 02/02/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $1.

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 any accessories, services, and taxes)		$ 33511.55 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)		
Gross trade-in $ N/A – payoff by seller $ N/A		
= net trade-in $ N/A + cash $ 4000.35		
+ other (describe)	$ N/A	$ 4000.35 (2)
3 Unpaid balance of cash price (1 minus 2)		$ 29511.20 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		
A Cost of optional credit insurance paid to the insurance company or companies		
Life $ N/A		
Disability $ N/A	$ N/A	
B Other insurance paid to the insurance company	$ N/A	
C Official fees paid to government agencies	$ N/A	
D Government taxes not included in cash price	$ N/A	
E Government license and/or registration fees (describe)	$ N/A	
F Government certificate of title fees	$ N/A	
G Other charges (Seller must identify who is paid and describe purpose.)		
to [illegible] for SVC CONTR	$ 1290.00	
to [illegible] for DOC FEE	$ 30.00	
to for	$ N/A	
H Net trade-in payoff to	$ N/A	
Total other charges and amounts paid to others on your behalf		$ 1320.00 (4)
5 Amount financed (3 + 4)		$ 30931.20 (5)

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

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

Check the insurance y want and sign below:

Optional Cre Insurance.

☐ Credit Life: ☐ Buy ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buy Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A (Insuran Company)

(Home O e Address)

Credit life insurance ar credit disability insurance are not required to obt credit. They will not be provided unless you sign nd agree to pay the extra cost. Credit life insur e and credit disability insuran e are for the te of this contract unless a different term for the insu nce is shown below.

Other I urance.

☐ N/A N/A

Type of Ins ance Term

Premium $ N/A

N/A (Insuranc Company)

N/A (Home Of Address)

I want the insurance che d above.

Buyer Signature Date

Co-Buyer Signature Date

ANY INSURANCE RE RRED TO IN THIS CONTRACT DOES NO INCLUDE COVERAGE FOR BODILY INJU AND PROPERTY DAMAGE CAUSED TO (HERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this ntract. Any change to the contract must be in writing and we must sign it. No oral changes are binding. Buyer (and any Co-Buyer) initials [illegible]

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 ntract 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.

NOTICE TO THE BUYER: 1. Do not sign this contract before you read it or if it contains any bla space. 2. You are entitled to a completely filled in copy of this contract when you sign it. 3. Under the law, you have e following rights, among others: (a) To pay off in advance the full amount due and to obtain a partial refund of the c dit service charge; (b) To redeem the property if repossessed for a default; (c) To require, under certain conditions, a r ale of the property if repossessed. 4. According to law you have the privilege of purchasing the insurance on the mc r vehicle provided for in this contract from an agent or broker of your own selection.

You agree to the terms of this contract and confirm that you received a completely filled-in copy whe you signed it.

RETAIL INSTALMENT CONTRACT

Buyer Signs [illegible] Date 01/02/2005

2005 EQUINOX A) LT
19U BLACK /V6G
14C LIGHT GRA
ORDER NO. HFCV I/TRF STOCK NO.
VIN 2CN DL73 F 56[redacted]
********** **********

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********13*02199S

MODEL & FACTOR	OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1LP26 EQUINOX .	D LT	24335.00	22436.87	INVOICE 06/30/04
CF5 SUNROOF, T	T & SLIDING	595.00	535.50	SHIPPED 06/30/04
C4Q GVW RATING	5070 LBS	N/C	N/C	EXP I/T 07/21/04
F67 2.70 AXLE 1	TIO	N/C	N/C	INT COM 07/21/04
LNJ 3.4L SFI V(		0.00	0.00	PRC EFF 06/30/04
MX0 5-SPEED AU	TRANS	0.00	0.00	KEYS H1358 H1358
NE1 50-STATE EI	SSIONS	N/C	N/C	WFP-F QTR OPT-1
N75 WHEELS, 17'	ALUMINUM	295.00	265.50	BANK: GMAC - 103
1SD 1SD PACKAGI	INCLUDES:	550.00	495.00	CHG-TO 02-199
LEATHER WRA	PED STEERING WHEEL			
INSIDE MIRF	R, AUTO-DIMMING			SHIP WT: 3742
W/TEMPERAT	RE AND COMPASS			HP: 31.6
DRIVER, 6 W	/ POWER SEAT			GVW: 5070
				GVWF: 2535
				GVWR: 2535
				GMS: 23599.62
				SUPPLR: 24661.60
				MRM: 26340.00
				MEMO 1213.75

TOTAL MODEL & OF	IONS	25775.00	23732.87	ACT 237 23524.62
DESTINATION CHAR	:	565.00	565.00	H/B 261 773.25
LAM DEALER CONTR	BUTION		257.75	ADV 261 257.75
LAM GROUP CONTRI	TION		128.88	EXP 65A 128.88
TOTAL		26340.00	24684.50	PAY 310 24684.50
MEMO: TOTAL LESS	HOLDBACK AND			
APPROX WHO	SALE FINANCE CREDIT		23619.23	

********** **********

INVOICE DOES NOT EFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWAN S, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERT ING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

********** **********

THIS MOTOR VEHIC IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 103
VIN 2CNDL73F45[redacted]

H. B. CHEVROLET


NEW YORK
DRIVER LICENSE
ID:
DOB
FLUSHING
SEX F EYES BR HT 5-03 CLASS E
END
REST
ISSUED 03-19-02 EXPIRES 02-14-05
60251220

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/14/04
PROCESSING SOURCE: CHEVROLET 14:33:50
PAGE: 1

VIN: 1GNDT13S7 322[redacted] SELLG SCE: 13 MDL YR: 03 ORD NO: FSZCW6

ODATE: 10/24/02 ORDER FAN: 000887645 OTYPE: 050 DLVY SS/SITE CD: 13 02199
DDATE: 01/02/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/02/03 ORDER BY: TIME WARNER CABLE
CANC:
CANC DOE:
TRADE: 12/13/02 DLVY TO: [redacted]
TRD DOE: 12/13/02
SRVC IN: FLUSHING NY [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XMC	01	13 02199	521452	01/16/03	3,721.02	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 521452 AUTH PUR CD:
MISC DATE: 01/02/03 MISC: 0000037290MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

Privileged and Confidential Information

CASE ASSESSMENT BY: Pete Locklear

Customer Name [redacted] **SIEBEL Request No:** [redacted]

Year of Vehicle: 2003 **Make: Chevrolet** **Model: Blazer** **Current Mileage: 20,000**

Vehicle ID No.: 1GNDT13S732 [redacted] **In Service Date: 1/2/03** **Purchased: New**
If Used: N/A

What is customer seeking: Replacement **What is customer eligible for: Same**

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTON/CONCERN: Electrical concerns

[redacted]

05/24/2004	20,027	1	Replaced both stop/tail light boards and bulbs
05/24/2004	20,027	1	Low beams inoperative – terminals loose
05/21/2004	19,939	1	Replaced right front low beam headlamp bulb
12/03/2003	13,418	1	Check Engine light on – Cannot duplicate
11/06/2003	12,346	1	Wiring harness block assembly replaced
11/01/2003	12,112	3	Headlamps inoperative – fuse box on order
10/25/2003	11,818	1	Replaced right had lamp assembly
08/29/2003	8,820	1	Replaced left rear stop lamp socket and bulbs
07/21/2003	7,416	1	Replaced left rear stop lamp socket and bulbs
05/27/2003	5,532	1	Replaced right rear stop lamp socket and bulbs

OTHER SYMPTON/CONCERN: Windshield wipers inoperative

[redacted]

10/25/2003	11,818	1	Replaced windshield wiper module

OTHER SYMPTON/CONCERN: Noise in steering

[redacted]

05/21/2004	19,939	1	Lubricated Intermediate steering shaft

OTHER SYMPTON/CONCERN: Door hard to open

[redacted]

12/03/2003	13,418	1	Lubed door hinges

OTHER SYMPTON/CONCERN: Misc.

[redacted]

07/31/2003	7,764	1	A/C not blowing cold - Pressure cycling switch replaced
11/25/2002	0		New vehicle inspection

Team Manager Approval : Date:

Total Days Out of Service: 12

VEHICLE MEETS PRESUMPTION: YES: X NO:

Arbitrate case: **Settle case: X**

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM feels the vehicle meets the presumption of New York State Lemon Law and is recommending the vehicle be Repurchased/Replaced.

AVM and/or Dealer RECOMMENDATION:

AVM Pat Dubay has been advised and will review the case and then provide his position.

Team Manager Approval : Date:



GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

July 21, 2004

Milan Suga
Sales Manager
H.B. Chevrolet

RE: Repurchase for a **2003 Chevrolet TrailBlazer**

Dear Mr. Suga:

The following parties [redacted] have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the ***final package*** will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for 7/28/04. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you. ***Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.***

Note: Do not payoff the customers lien, General Motors will handle that portion of the transaction.

Thank you for your cooperation

Sincerely,

Richard Peterson
General Motors Business Resource Center
1-800-231-1841 ext. 58389

CHEVROLET

H B CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE [redacted]

CHEVROLET

CUSTOMER NO [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO	INVOICE DATE 12/03/03	INVOICE NO [redacted]	
[redacted]	LABOR RATE 85.00	LI [redacted]	MILEAGE 13,418	COLOR /	STOCK NO
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33	
	VEHICLE I.D. NO. 1 G N D T 1 3 S 7 3 2 [redacted]		SELLING DEALER NO 10	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R.O. DATE 12/03/03		
[redacted]	COMMENTS				

LABOR & PARTS

J# 1 01CVZLVIPLOF VIP LOF HOURS: TECH(S):4109 14.80
PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		89017342	FILTER 1.836	6.50	6.50
JOB # 1	1		WWCON	WASHER FL	0.00	0.00
				JOB # 1 TOTAL PARTS		6.50
				JOB # 1 TOTAL LABOR & PARTS		21.30

J# 2 02CVENG ENGINE LIGHT ON HOURS: 0.30 TECH(S):4109 WARRANTY
CUSTOMER STATES:SERVICE ENGINE SOON LITE STAYS ON
DIAGNOISED COMPUTER SYSTEM WITH TECH 2 CODE P0440 STORED
EVAP.SYSTEM FOLLOWED FLOW CHART PRODEURES TIGHTEN CAP
CLEARED CODE WITH TECH 2
NO PROBLEMS EVIDENT AT THIS TIME CANNOT DUPLICATE CONCERN

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

J# 3 05CVZ34 DOORS HOURS: TECH(S):4109 0.00
CUSTOMER STATES:RIGHT FRONT DOOR HARD TO OPEN FROM INSIDE
LUBED DOOR HINGES
NO OTHER PROBLEMS EVIDENT AT THIS TIME

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

G.O.G. & SUPPLIES

JOB # 1	5.0	MOTOR OIL	@	/UNIT		INTERNAL
				TOTAL - GOG		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00
JOB # 1	CP15	PARTS DISCOUNT 15%		-0.98
		TOTAL - MISC		0.02

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $24.00 (+TAX)

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS SELLER HEREBY DISCLAIMS IMPLIED WARRANTIES TO THE PERIOD STATED

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NYS REPAIR SHOP REG No.
R-7055788
NYC • DCA. LIC. NO.
0886160
0886161

TERMS: STRICTLY CASH CERTIFIED CHECK. APPROVED CREDIT CARD.

SIGNATURE

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

Copyright © 1998 The Reynolds and Reynolds Company BHAMTHVE 0008472 (0409)

 (CONTINUED ON NEXT PAGE) 09:48am

(SIGNED) (MAIN OR GENERAL MANAGER, OR AUTHORIZED REPRE.) (DATE)

CHEVROLET

HB CHEVROLET

CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CHEVROLET

CUSTOMER NO. [redacted]	ADVISOR JACK M FRANCHOCK 1503	TAG NO	INVOICE DATE 10/25/03	[redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 85.00	LIC [redacted]	MILEAGE 11,818	COLOR 7
	YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO 1GNDT13S732[redacted]		BILLING DEALER NO 10	PRODUCTION DATE
	F.T.S. NO.	P.O. NO.	PROMISED 10/25/03	
RE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 [redacted] HEADLAMPS HOURS: 0.50 TECH(S):4020 WARRANTY
CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGH SIDE
FOUND RIGHT HEADLAMP HAD A OPEN CIRCUIT IN WIRING INSIDE
LAMP
REPLACE RIGHT HEAD LAMP ASSY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15179625	HEADLAMP 2.725		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ25 WIPER/WASHERS HOURS: 1.00 TECH(S):4020 WARRANTY
CUSTOMER STATES: WASHERS WON'T TURN OFF.
AGT HIGH SPEEP A TIMES
FOUND WIPER MODULE SHORTED
REPLACE WINDSHIELD WIPER MODULE ASSY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		15094704	MODULE 16.064		WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CVZ01VIPLOF VIP LOF HOURS: TECH(S):4020 14.80
PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		89017342	FILTER 1.836	6.50	6.50
JOB # 3	1		WWCON	WASHER FL	0.00	0.00
				JOB # 3 TOTAL PARTS		6.50
				JOB # 3 TOTAL LABOR & PARTS		21.30

J# 4 01CVZ22-F6 TIRE ROTATION HOURS: TECH(S):4020 26.00
CUSTOMER STATES: TIRE ROTATION ON 4 WHEELS
SERVICE INCLUDES: CHECK TIRE PRESSURE & FOR ABNORMAL WEAR.
ROTATE ALL TIRE/WHEEL ASSEMBLIES & INSPECT AS ABOVE.
TECHNICIAN TO STATE BELOW ROTATION PATTERN USED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		26.00

G.O.G. & SUPPLIES

JOB # 3	5.0	MOTOR OIL	@	/UNIT		INTERNAL
JOB # 3	1.0	GREASE	@ 1.000	/UNIT		1.00
				TOTAL - GOG		1.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

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NYS REPAIR SHOP REG No.
R-7055788
NYC • DCA. LIC. NO.
0886160
0886161

TERMS: STRICTLY CASH, CERTIFIED CHECK, APPROVED CREDIT CARD.

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[CONTINUED ON NEXT PAGE] 10:11am

CHEVROLET

H B CHEVROLET

CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CUSTOMER NO. [redacted]	ADVISOR CARL A ULZHEIMER 3044	TAG NO	INVOICE DATE 11/03/03	[redacted]	
[redacted]	LABOR RATE 85.00	LI [redacted]	MILEAGE 12,112	COLOR 7	STOCK NO
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33	
	VEHICLE I.D. NO. 1GNDT13S732 [redacted]		SELLING DEALER NO 10	PRODUCTION DATE	
[redacted]	P.T.E. NO	P.O. NO	R.O. DATE 11/01/03		
	COMMENTS				

LABOR & PARTS
[redacted] HEADLAMPS HOURS: TECH(S):4020 INTERNAL

CUSTOMER STATES"R/S HEADLIGHT INOP AT TIMES
FUSE BOX ON ORDER

JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
DELETED OPERATION(S)
05CVZ BODY TRIM

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**

CUSTOMER SIGNATURE

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PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 10:11am

SIGNED DEALER OR SERVICE MANAGER OR AUTHORIZED REPRESENTATIVE DATE



H B CHEVROLET



105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

9

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO	INVOICE DATE 07/21/03	[redacted]
[redacted]	LABOR RATE 85.00	LICENSE NO [redacted]	MILEAGE 7,416	COLOR 7	STOCK NO
61-41 102 AVE OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO 1GNDT13S732[redacted]		SELLING DEALER NO 10	PRODUCTION DATE
	F. T. E NO	P. O. NO.	R.O. DATE 07/21/03	
RE [redacted]	COMMENTS			

LABOR & PARTS

[redacted] HOURS: 0.30 TECH(S): 4094 WARRANTY

CUSTOMER STATES:LEFT REAR BRAKE LITE INOP.
FOUND LEFT REAR BRAKE LAMP SOCKET SHORTED OUT BULBS BURNED
REPLACED LEFT REAR STOP LAMP SOCKET AND BULBS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	16525938	BOARD 2.694		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

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**

CUSTOMER SIGNATURE

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

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[END OF INVOICE] 10:12am

CHEVROLET

H+B CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CHEVROLET

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO	INVOICE DATE 08/29/03	[redacted]
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 85.00	[redacted] MILEAGE 8,820	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO 1 G N D T 1 3 S 7 3 2 [redacted]		SELLING DEALER NO 10	PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 08/29/03	
RE[redacted]	[redacted]	COMMENTS		

LABOR & PARTS
JOB # [illegible] STOP LAMPS HOURS: 0.30 TECH(S) 4109 [illegible]
CUSTOMER STATES:LEFT REAR BRAKE LITE INOP.
FOUND LEFT REAR STOP LAMP SOCKET SHORTED OUT BULBS BURNED OUT
REPLACED LEFT REAR STOP LAMP SOCKET AND BULBS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	16525938	BOARD 2.694		WARRANTY
JOB # 1	3	12450108	BULB 2.679		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				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**

CUSTOMER SIGNATURE

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CHEVROLET

H B CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE (718) 263-7700

CHEVROLET

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MODE	TIME	OPERATION	OPERATION DESCRIPTION	MODE	TOTAL
01CVZ03-F1P1 06CVZ19-F7	3000 MI SERVICE WHEEL ALIGNMENT	MI MI	29.95 99.95	01CVZ06-12K	SP2 SERVICE	MI	260.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	OPERATION	TYPE	OPERATION	OPERATION DESCRIPTION
10/25/03	134034	11818	1503	4020	W	03CVZ02	HEADLAMPS
				4020	W	03CVZ25	WIPER/WASHERS
				4020	C	01CVZ01VIPLOF	VIP LOF
				4020	C	01CVZ22-F6	TIRE ROTATION
08/29/03	132407	8820	4027	4109	W	03CVZ04	STOP LAMPS
08/19/03	132024	8489	1503	4094	C	01CVZ01VIPLOF	VIP LOF

SALESPERSON NO. 3029 JUAN C ECHAVEZ

S E R V I C E

STATE REG# 7055788

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	R.O. NO
1GNDT13S73[redacted]	03/CHEVROLET TRUCK/BLAZER/TRAILBLAZ			[redacted]	[redacted]

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
32795	GMPP	01/02/03	33	10	11/01/03

CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO
	01/02/08	50,000	

TUNE	AMVC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ				12,112	3044	CARL A ULZHEIMER

[redacted]
OZONE PARK, NY [redacted]

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	[redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:35am	11/01/03 01:00pm	

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 85.00

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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. [illegible] STORAGE CHARGE IS $25.00 PER DAY IF NOT PICKED UP WITHIN 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF ACCEPT.

X _____ CUSTOMER SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

1 W * 03CVZ02 **HEADLAMPS**
CUSTOMER STATES"R/S HEADLIGHT INOP AT TIMES

2 C 06CVZ **BODY TRIM**
CUSTOMER STATES"CK L/S HEAD LIGHT

TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK OR CREDIT CARD

NYS • DLR. LIC. NO. R-7055788

NYC • DCA. LIC. NO. 0886160 - 0886161

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE: INITIALS

LABOR RATE _____ PER HOUR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED SAVE → SAVE PARTS INITIALS

ADD'L WORK APPROVED	CONTACTED	PHONE WHEN
$	☐ VIA PHONE IN PERSON ☐	READY ☐ YES ☐ NO
OK'D BY	DATE	A P
CALLED BY	PHONE CALLED	

TEAR DOWN FOR ESTIMATE ONLY	PRE-INSPECTION ESTIMATE	DELAYED OR REVISED ESTIMATE APPROVAL
X _____ INITIALS $ _____ AMOUNT	$	$

ALL PARTS ARE NEW EXCEPT AS NOTED

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134248

HB CHEVROLET

CHEVROLET CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CUSTOMER NO. [redacted]	ADVISOR JACK M FRANCHOCK 1503	TAG NO	INVOICE DATE 10/25/03
[redacted]	LABOR RATE 85.00	MILEAGE 11,818	COLOR 7
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03 DELIVERY MILES 33
	VEHICLE I.D. NO 1GNDT13S732[redacted]		SELLING DEALER NO 10 PRODUCTION DATE
	F.T.E. NO	P.O. NO	PROMISE 10/25/03
RESIDENCE PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 [redacted] HEADLAMPS HOURS: 0.60 TECH(S):4020 WARRANTY

CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGH SIDE
FOUND RIGHT HEADLAMP HAD A OPEN CIRCUIT IN WIRING INSIDE
LAMP
REPLACE RIGHT HEAD LAMP ASSY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15179625	HEADLAMP 2.725		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ25 WIPER/WASHERS HOURS: 1.00 TECH(S):4020 WARRANTY

CUSTOMER STATES: WASHERS WON'T TURN OFF.
ABT HIGH SPEED A TIMES
FOUND WIPER MODULE SHORTED
REPLACE WINDSHIELD WIPER MODULE ASSY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		15094704	MODULE 16.064		WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CVZ01VIPLOF VIP LOF HOURS: TECH(S):4020 14.80

PERFORM V I P LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		89017342	FILTER 1.836	6.50	6.50
JOB # 3	1		WWCON	WASHER FL	0.00	0.00
				JOB # 3 TOTAL PARTS		6.50
				JOB # 3 TOTAL LABOR & PARTS		21.30

J# 4 01CVZ22-F6 TIRE ROTATION HOURS: TECH(S):4020 26.00

CUSTOMER STATES: TIRE ROTATION ON 4 WHEELS
SERVICE INCLUDES: CHECK TIRE PRESSURE & FOR ABNORMAL WEAR.
ROTATE ALL TIRE/WHEEL ASSEMBLIES & INSPECT AS ABOVE.
TECHNICIAN TO STATE BELOW ROTATION PATTERN USED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		26.00

G.O.G. & SUPPLIES

JOB # 3	5.0	MOTOR OIL	@	/UNIT		INTERNAL
JOB # 3	1.0	GREASE	@ 1.000	/UNIT		1.00
				TOTAL - GOG		1.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE		1.00

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CHEVROLET

HB CHEVROLET

CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CHEVROLET

CUSTOMER NO [redacted]	ADVISOR JACK M FRANCHOCK 1503	TAG NO.	INVOICE DATE 05/24/04
[redacted]	LABOR RATE 90.00	MILEAGE 20,027	COLOR SILVER/
OZONE PARK, NY [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE	DELIVERY DATE 01/02/03	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNDT13S732 [redacted]	SELLING DEALER NO 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO	RO DATE 05/24/04
[redacted]	COMMENTS		

LABOR & PARTS

J# 1 03CVZ04 STOP LAMPS HOURS: 0.30 TECH(S):4020 WARRANTY

CUSTOMER STATES ' RIGHT REAR STOP LIGHT INOP
FOUND BULBS LOOSE IN SOCKETS SEE BULLETIN03-08-42-006A
REPLACE BOTH STOP/TAIL LIGHT BOARDS AND BULBS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		16532713	BOARD 2.694		WARRANTY
JOB # 1	1		16532713	BOARD 2.694		WARRANTY
JOB # 1	1		12450108	BULB 2.679		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 03CVZ02 HEADLAMPS HOURS: 0.50 TECH(S):4020 WARRANTY

CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGHT FRONT
FOUND TERMINALS LOOSE AT FUSE BOX CONNCTORS FOR HEADLIGHTS
FOUND TERMINALS IN FUSE BPX

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

TOTALS

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**

CUSTOMER SIGNATURE

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R-7055788
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(SIGNATURE) DEALER/FAR GENERAL MANAGER, OR AUTHORIZED REPRESENTATIVE DATE

CHEVROLET

HB CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE [redacted]

CHEVROLET

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ03-F1P1 06CVZ19-F7	3000 MI SERVICE WHEEL ALIGNMENT	MI MI	29.95 99.95	01CVZ05-12K	SP2 SERVICE	MI	260.00

SERVICE HISTORY

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/01/03	134248	12112	3044	4020	I	03CVZ02	HEADLAMPS
10/25/03	134034	11818	1503	4020	W	03CVZ02	HEADLAMPS
				4020	W	03CVZ25	WIPER/WASHERS
				4020	C	01CVZ01VIPLOF	VIP LOF
				4020	C	01CVZ22-F6	TIRE ROTATION
08/29/03	132407	8820	4027	4109	W	03CVZ04	STOP LAMPS

SALESPERSON NO. 3029 JUAN C ECHAVEZ

SERVICE

STATE REG# [redacted]

VEHICLE I.D. NO: 1GNDT13S73[redacted]
YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZ
PRODUCTION DATE:
STOCK NO.:
LICENSE NO.: [redacted]
R.O. NO.: 134413

[redacted]
OZONE PARK, NY [redacted]

CUSTOMER NO: 32795
SERVICE CONTRACT: GMPP
DELIVERY DATE: 01/02/03
DELIVERY MILES: 33
SELLING DEALER NO.: 0
R.O. DATE: 11/06/03

COLOR:
CONTRACT NO.:
EXPIRATION DATE: 01/02/08
EXPIRATION MILES: 50,000
TAG NO.:

TURBO	M/MC	AIR COND	P/S	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				12,346	1503	ACK M FRANCHOCK

RESIDENCE PHONE: [redacted] BUSINESS PHONE: [redacted]

TIME RECEIVED: 03:45pm DATE/TIME PROMISED: 11/06/03 05:30pm PRIORITY:

APPOINTMENT ☐ YES ☑ NO

LABOR RATE: 85.00

NOTE 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 VEHICLE TO SECURE THE AMOUNT OF REPAIRS CHARGED.

STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

X _____ CUSTOMER'S SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 W * 03CVZ02 **HEADLAMPS**
SOP RIGHT SIDE HEAD LIGHT INOP AT TIMES

TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK OR CREDIT CARD

NYS • DLR. LIC. NO. R-7055788

NYC • DCA. LIC. NO. 0886160 - 0886161

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO

TYPE: [redacted]

LABOR RATE _____ PER HOUR

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED . . . . . SAVE → SAVE PARTS _____ INITIALS

ADD'L WORK APPROVED	CONTACTED	PHONE WHEN
$	☐ VIA PHONE IN PERSON ☐	READY ☐ YES ☐ NO
OK'D BY	DATE	A / P
CALLED BY	PHONE CALLED	

TEAR DOWN FOR ESTIMATE ONLY	PRE-INSPECTION ESTIMATE	DELAYED OR REVISED ESTIMATE APPROVAL
X _____ $ _____ INITIALS AMOUNT	$	$

ALL PARTS ARE NEW
EXCEPT AS NOTED

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CUSTOMER COPY

134413

CHEVROLET

HB CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CHEVROLET

CUSTOMER NO. [redacted]	ADVISOR JOSEPH M RALPH 4027	TAG NO	INVOICE DATE 05/21/04	[redacted]	
[redacted] OZONE PARK, NY [redacted]	LABOR RATE 90.00	LICENSE NO [redacted]	MILEAGE 19,939	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 01/02/03		DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNDT13S73 [redacted]		SELLING DEALER NO. 10		PRODUCTION DATE
	P. T. E. NO	P. O. NO	R. O. DATE 05/21/04		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CVZ02 HEADLAMPS HOURS: 0.20 TECH(S):4024 — WARRANTY

CUSTOMER STATES:RIGHT FRONT HEADLITE INOP.
FOUND RIGHT FRONT LOW BEAM BULB BURNED OUT
REPLACED RIGHT FRONT LOW BEAM HEADLAMP 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

J# 2 06CVZ10 STEERING NOISE HOURS: 0.30 TECH(S):4024 — WARRANTY

CUSTOMER STATES:SQUEAKING NOISES HEARD IN STEERING COLUMN WHILE DRIVING
FOUND UPPER STEERING INTEMEDIATE SHAFT NOISY NOT PROPERLY LUBRICATED
LUBRICATED UPPER INTERMEDIATE SHAFT SLIP JOINT AS PER BULETTIN 02-02-35-066A

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 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**

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY ON LABOR AND PARTS FOR 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY MAKES NO OTHER WARRANTY TO THE PERSON STATE.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NYS REPAIR SHOP REG No.
R-7055788
NYC • DCA. LIC. NO.
0886160
0886161

TERMS: STRICTLY CASH, CERTIFIED CHECK, APPROVED CREDIT CARD

SIGNATURE
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

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[redacted] DEALER OR GENERAL MANAGER OR AUTHORIZED REPRESENTATIVE [redacted]

CHEVROLET

HB CHEVROLET

105 - 20 Queens Blvd.
FOREST HILLS, NY 11375
PHONE

CHEVROLET

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ03-F1P1	3000 MI SERVICE	MI	29.95	[redacted]	WHEEL ALIGNMENT	MI	99.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/21/04	140373	19939	4027	4024	W	03CVZ02	HEADLAMPS
				4024	W	06CVZ10	STEERING NOISE
04/30/04	139656	19142	4027	4024	C	01CVZ01VIPLOF	VIP LOF
				4024	C	01CVZ22-F6	TIRE ROTATION
				4024	C	01CV2EMM	EMISSION SVR
02/23/04	137403	16254	4027	4094	C	01CVZ01VIPLOF	VIP LOF

SALESPERSON NO. 3029 JUAN C ECHAVEZ **S E R V I C E** STATE REG# 7055788

VEHICLE I.D. NO: 1GNDT13S73[redacted]
YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/BLAZER/TRAILBLAZ
PRODUCTION DATE:
STOCK NO:
LICENSE NO.: BZA8423
R.O. NO: 140419

[redacted]
OZONE PARK, NY[redacted]

CUSTOMER NO.: 32795
SERVICE CONTRACT: GMPP
DELIVERY DATE: 01/02/03
DELIVERY MILES: 33
SELLING DEALER NO: 10
R.O. DATE: 05/24/04
COLOR: SILVER/
CONTRACT NO:
EXPIRATION DATE: 01/02/08
EXPIRATION MILES: 50,000
TAG NO:
TURBO: | MMC: CVZZ | AIR COND: Y | P.S.: Y | TRANS: A | MILEAGE: 20,027
ADVISOR NO: 1503
ADVISOR: JACK M FRANCHOCK

RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
TIME: 08:30am 05/24/04 05:30pm
APPOINTMENT: ☐ Yes ☒ No
LABOR RATE: 90.00

[illegible] RESPONSIBLE FOR LOST OR DAMAGE TO VEHICLE OR ARTICLES [illegible] CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS [illegible] BY THE SUPPLIER OR TRANSPORTER. HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TEST NO AND/OR INSPECTION AS EXPRESS [illegible] HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

STORAGE CHARGE IS $20.00 PER DAY AS ARE AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT

CUSTOMER'S SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 **W * 03CVZ04** ***STOP LAMPS***
CUSTOMER STATES " RIGHT REAR STOP LIGHT INOP

2 **W * 03CVZ02** ***HEADLAMPS***
CUSTOMER STATES: LOW BEAMS INOPERATIVE.
RIGHT FRONT

TERMS: ALL REPAIRS ARE [illegible]
CHECK OR CREDIT CARD
[illegible]
[illegible]

[illegible]
CONTACT: ☐ YES ☐ NO
TYPE: INITIALS

LABOR RATE

[illegible] SAVE PARTS INITIALS

ADD'L WORK APPROVED	CONTACTED	PHONE WHEN READY
$	☐ VIA PHONE IN PERSON ☐	☐ YES ☐ NO
OK'D BY	DATE	A P
CALLED BY	PHONE CALLED	
TEAR DOWN FOR ESTIMATE ONLY	[illegible]	DELAYED OR REVISED ESTIMATE APPROVAL
X ..... $ INITIALS AMOUNT	$	$

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Revised 2/27/04

Overallowance/Incentives/Negative Equity Form

Customer: [redacted] **Request #:** [redacted] **BBB#:** CHV0443176

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$30,850.00
MSRP (from BARS Invoice)	$30,645.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$ 205.00

Trade Allowance (from dealer Bill of Sale)	$ 0.00
Actual Cash Value Statement	$ 0.00
Difference (if positive, this is the overallowance)	$ 0.00

Payoff or Lien amount from Bill of Sale	$ 0.00
Actual Cash Value Statement	$ 0.00
Difference (if possible, this is the negative equity)	$ 0.00

If Over Allowance/Negative Equity 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.)	$30,850.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	$ 0.00
Overallowance and/or Negative Equity minus	$ 205.00
Actual price of Vehicle that should be presented to BBB for ATA	$30,64500

Usage deduction: 8,000 divided by 100,000 x $30,850.00 = $ 2,468.00



GENERAL MOTORS BUSINESS RESOURCE CENTER

June 8, 2004

H.B. Chevrolet
105-20 Queens Blvd.
Forest Hills, NY 11375-4247
(718) 263-7700

Attn: Carl Ulzheimer (Service Manager)

Re [redacted]v. General Motors Corporation
2003 Chevrolet Blazer, VIN #1GNDT13S73[redacted]

Carl Ulzheimer:

Per the recent Privacy Act…..I am sending you a letter in writing advising who I am and whom I work for.

I work for the General Motors Business Resource Center, ADR (Alternative Dispute Resolution) department resolving complaints filed with the Better Business Bureau Autoline.

I am requesting the following documents to be faxed over @ 866-549-8882

1. Bill of Sale & Finance Contract (If applicable)
2. Customer Incentive Acknowledgement Form
3. ACV (Actual Cash Value) Form only if there was a trade-in.
4. Repair Orders (front and backs with Tech notes)

I am the Customer Relationship Manager who will be handling this file through the Business Resource Center. If you need any further assistance or have any questions, please feel free to contact me @ 1-800-231-1841 X58351, Monday through Friday from 7:00am-3:45pm (EST).

Sincerely,

Pete Locklear
BRC/ADR/FL
800-231-1841 ext.58351

Enc./pl

General Motors Corp./Chevrolet Division
1426 Pacific Drive, Auburn Hills, Michigan 48326

GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST

APP			APP	
____		GM CARD EARNING 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 FORM R028 IN BARS	____	BBB/LEMON LAW RULING (I/A)
____	____	DESCRIPTIONS OF INCENTIVES F071 IN BARS	____	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I/A)
____		CUSTOMER INTERACTION FORM (CIF)	____	SIGNED SETTLEMENT OFFER LETTER
____		RVDC SPECIAL INSTRUCTIONS FORM (I/A)	____	SIGNED RELEASE AGREEMENT
____	____	RVDC CALCULATION WORKSHEET	____	SIGNED DEALER CONFIRMATION LETTER
____	____	E-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)
			____	REPAIR ORDERS SUPPORTING REASON FOR REPURCHASE

(I/A) MEANS IF APPLICABLE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	1GNDT13S73[redacted]
Year-Make and Model:	2003 Chevrolet TrailBlazer

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Jessica, 7/2/04 Alisa, 7/19/04 automated 7/21/04
Physical Address:	500 Enterprise Drive
City/State/Zip	Rocky Hill, CT 06067
Phone:	800-200-4622 800-865-4327 FAX
Account Number:	[redacted]
Dealer Buyout/Payoff Amount:	$21,651.84 $21,651.84
Buyout/Payoff Expiration Date:	Aug 5, 2004 Aug 6, 2004
Per Diem:	$0.00
Finance Charges:	

GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST

APP		APP	
____	GM CARD EARNING 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 FORM R028 IN BARS	____ ____	BBB/LEMON LAW RULING (I/A)
____ ✓	DESCRIPTIONS OF INCENTIVES F071 IN BARS	____	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I/A)
____	CUSTOMER INTERACTION FORM (CIF)	____	SIGNED SETTLEMENT OFFER LETTER
____	RVDC SPECIAL INSTRUCTIONS FORM (I/A)	____	SIGNED RELEASE AGREEMENT
____ ✓	RVDC CALCULATION WORKSHEET	____	SIGNED DEALER CONFIRMATION LETTER
____ ✓	E-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)
		____	REPAIR ORDERS SUPPORTING REASON FOR REPURCHASE

(I/A) MEANS IF APPLICABLE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	1GNDT13S732[redacted]
Year-Make and Model:	2003 Chevrolet TrailBlazer

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Jessica, 7/2/04 Alisa, 7/19/04
Physical Address:	500 Enterprise Drive
City/State/Zip	Rocky Hill, CT 06067
Phone:	800-200-4622 800-865-4327 FAX
Account Number:	[redacted]
Dealer Buyout/Payoff Amount:	$21,651.84 $ 21,651.84
Buyout/Payoff Expiration Date:	Aug 1, 2004 Aug 5, 2004
Per Diem:	$0.00
Finance Charges:	

GM RVDC

RVDC Case# 86263

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNDT13S73 [redacted]
BAC	111258
Dealership Name	H. B. CHEVROLET
Dealer Contact/Title	Milan Suga, Sales Manager
Dealer Phone	7182637700
Dealer Fax	7182610167
Delivery Date	2003-01-02
Buyback Mileage	20000
Transmission	A
UCC Code(s)	N1502 N1102
MSRP	30645.00
Est. Auction Value	18175.00
Case Number	86263
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	ADR Mediated - BBB or State
Repurchase Source	PRA ADR AVM Pat Dubay
Reason for Repurchase: Failure of electrical sockets and bulbs/lamps.	

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 settlement of a GM alternative dispute resolution program		
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: 2004-07-28	Established on: 2004-07-21	
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: 21651.84	Lien Payoff Expires on: 2004-08-06	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	5040.16			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	GMAC	Payee1:	
Payee2:	and H.B. Chevrolet	Payee2:	103-9027-37290	Payee2:	
Address1:	[redacted]	Address1:	500 Enterprise Drive	Address1:	
Address2:		Address2:		Address2:	
City:	Flushing	City:	Rocky Hill	City:	
State:	NY	State:	CT	State:	
Zip	[redacted]	Zip	06067	Zip	
Phone #:	[redacted]	Phone #:	800-200-4622	Phone #:	
Fax #:		Fax #:	800-865-4327	Fax #:	
		Attention:	Payoff Department	Attention:	
		Account #:	[redacted]	Fed Tax ID:	
				Firm Name:	

Case ID: 86263 | Initiator: petersor

JUL 22 2004

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Richard Peterson*

Old Vehicle VIN: 1GNDT13S732[redacted]

New Vehicle VIN:

Date: 7/15/04

		STRAIGHT REPURCHASE		LEASE REPURCHASE	
				Lease Terms MO __ MI ___	Lease Usage Mo __ MI __
1	1	Base Price	$29,160.00	Dealer Buyout Price	
2	2	Conversion Price		Payments (opt)	
3	3	Tax	$0.00	Pre-Payment(s) (Pro-rate)	
4	4	Reg./Lic./Title (opt)		Cap Cost Reduction	
5	5	Aftermarket Items		Tax	
6	6	Finance Charges	$0.00	Reg./Lic./Title (opt)	
7	7	Incentives (deduct)		Other	
8	8	**Total Purchase Price**	$29,160.00	**Total Additions**	$0.00
9	9				
10	10	Usage/Depreciation	$2,468.00	Usage/Depreciation	
11	11	Damage		Damage	
12	12	Over Allowance		Over Allowance	
13	13	Negative Equity		Negative Equity	
14	14			Security Deposit	
15	15	**Total Deductions**	$2,468.00	Incentives	
16	16			**Total Deductions**	$0.00
17	17				
18	18	**Total Repurchase Amount**	$26,692.00	**Total Repurchase Amount**	$0.00
19	19				
20	20	**Total Payoff Amount**	$21,651.84	**Dealer Buyout Price** *(From Line 1)*	$0.00
21	21				
22	22	**Total Refund to Customer**	$5,040.16	**Total Refund to Customer**	$0.00
23	23				
24	24				
25	25	Estimated Auction Price	$18,175.00	Estimated Auction Price	
26	26	Projected Loss	($8,517.00)	Projected Loss	$0.00

PAYMENT METHOD

	Payee(s)	Amount	Contact(s)		
A	Credit to Dealership			BAC Code	111258
B	Check to Customer			Dealer Name	H.B. Chevrolet
C	Check to Lienholder & Customer				
D	Check to Lienholder				7/16/04
E	Check to Attorney (1099 info)				G.M. Signature / Date
F	Check to Other				

revised 9/14/2000

JUL 22 2004 10:35 FR SITEL TO 918667158515 P.04/16



Keep this document to show to the police and courts

NEW YORK STATE REGISTRATION DOCUMENT

PAS
BZA8423
2003 CHEVR NONTRANSFERABLE
SUBN GY 1GNDT13S73[redacted]
004471 G 6 CK582497 JAN 02 2003
MSM LIPARI
[redacted] 01/01/05
NYMA
32.25
OZONE PARK NY [redacted]
[redacted]
110.00

Attn:
Peter Locklair.

Address
[redacted]
Flushing, NY [redacted]

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): 06/29/2004
2.Customer Name: [redacted]
3.Customer Address:
4.Customer City, State, and Zip: Flushing, N.Y. [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: n/a Work
7.Customer fax #: n/a dealership
8. Cust Drivers Licenses # n/a
9. State tax % rate 8%

Peterson 7/2/04 8:25

Customer Vehicle Information

10.Year/Make/Model: 2003 Chevrolet Blazer
11.VIN (17 Digits): 1GNDT13S7[redacted] Current Mileage: 20,000
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.B. Chevrolet
15.Dealership Phone #: 718-263-7700
16.Dealership Contact Name and **TITLE:** Milan Suga, Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): N/A
18.Dealership Contact Fax # (718) 261-0167
19.Dealership BAC: 111258 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? Customer does not wish to purchase another General Motors vehicle

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: Vehicle repaired everytime brought in for repairs
26.Reason for Repurchase (Include specific mechanical failure): Electrical sockets and bulbs continue to fail

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? STRAIGHT 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: N/A
33.New Vehicle Year/Make/Model: N/A
34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0

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: 8,000 divided by 100,000 multiplied by the purchase price $30,650.00 = $2,466.00

36.Aftermarket Items: No
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): N/A
37.Lease Termination Terms: N/A
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:N/A

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: Per AVM Pat Dubay approval: doing a Straight Repurchase and charging $2,468.00 for usage and customer to obtain taxes through the State.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/29/2004
42.Authorizer Name: [redacted]
43.GM Position: AVM & CRM
44.VoiceMail Node: 914055 Mailbox Number: 8134
45.Email Address: N/A
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.

H B CHEVROLET GEO

1 5-20 Queens Blvd. • FOREST HILLS, N.Y. 11375 (718) 263-7700

NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [redacted] SALESMAN Juan Carlos Rocke

STREET [redacted] PHONE NO. [redacted]

CITY Flu Hills STATE NY ZIP [redacted]

THE TRANSACTION

I ORD AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE: (READ OTHER SIDE)

THE VEHICLE

YEAR 2003 ☐ NEW ☐ USED ☐ DEMONSTRATOR MAKE Chevrolet MODEL TrailBlazer (LS 4WD) VIN 1GNDT13S532205687

COLOR LT Pewter TRIM Med Pewter Cloth PLACE OF DELIVERY: HB Chevrolet STOCK NO. (IF RESERVED) 8677

ESTIMATED DELIVERY DATE: ASAP

IF THE NEW MOTOR VEHICLE HAS NOT BEEN DELIVERED IN ACCORDANCE WITH THIS CONTRACT WITHIN 30 DAYS FOLLOWING THE ESTIMATED DELIVERY DATE, THE CONSUMER HAS THE RIGHT TO CANCEL THE CONTRACT AND TO RECEIVE A FULL REFUND, UNLESS THE DELAY IN DELIVERY IS ATTRIBUTABLE TO THE CONSUMER.

THE PRICE

VEHICLE PRICE	(+)	$
TRANSPORTATION (IF NOT INCLUDED IN VEHICLE PRICE)	(+)	
FACTORY INSTALLED EQUIPMENT	(+)	
15CP SE		
AM/FM Cassette		
DEALER INSTALLED EQUIPMENT AND SERVICES	(+)	
TOTAL		$ 29160

THE TRADE-IN

YEAR	MAKE	MODEL	COLOR	DESCRIPTION OF TRADE
PLATE NO.	VIN			
TRADE-IN IS CLEAR OF ALL LIENS EXCEPT AS STATED	AMOUNT OWED $			LESS TRADE-IN CREDIT (–) (BUYER SEE 1 AND 6(b) ON BACK)
				CASH PRICE $ 29160

IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT, INSTEAD, THE VALUE WILL BE DETERMINED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR (OTHER CAR GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

IMPORTANT NOTICE TO USED CAR BUYER

(a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(c) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.
(d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS AT 42 BROADWAY, NEW YORK, NEW YORK 10004, COMPLAINT PHONE: 212-487-4444.
N.Y.C. C.A. No. 0886160 & 0886161

CANCELLATION STATEMENT

IF THIS CONTRACT IS CANCELLED BY ME WITHOUT YOUR CONSENT, I UNDERSTAND I SHALL BE LIABLE TO YOU FOR LIQUIDATED DAMAGES IN THE AMOUNT OF $500., IN ACCORDANCE WITH PARAGRAPH THREE (3) (reverse side) OR ANY ADDITIONAL DAMAGES THAT YOU MAY INCUR THEREFROM.

SPECIAL NOTICE TO CONSUMER

STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION. E YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO OT BE THE VALUE LISTED IN THIS DOCUMENT, INSTEAD, THE VALUE D ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE ER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, GE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL

IST ME IN OBTAINING FINANCING FOR ANY PART OF . THIS ORDER SHALL NOT BE BINDING UPON YOU OR : CREDIT TERMS ARE PRESENTED TO ME IN ACCOR- ION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY EPT THE CREDIT TERMS WHEN PRESENTED, I MAY ND MY DEPOSIT WILL BE REFUNDED.

TAXES AND OTHER FEES

SALES TAX	8¼ % (+)	$ 2405	70
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. * $20.00	(+)	20	00
REGISTRATION FEE (ESTIMATE)	(+)	148	—
INSPECTION FEE	(+)		
OTHER - ITEMIZE	(+)		
TOTAL CASH PRICE DELIVERED		$ 31773	70
LESS CASH DEPOSIT SUBMITTED WITH ORDER	CASH (–)	2000	—
PLUS BALANCE OWING ON TRADE-IN	(+)		
CASH DUE ON DELIVERY		$ 29773	70

CONTRACTUAL DISCLOSURE STATEMENT FOR 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."

* THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE 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.

I have read the terms on the back of this agreement and have received a completed copy of this agreement.

BUYER'S SIGNATURE [redacted] DATE: 1/2/2003

CO-BUYER'S SIGNATURE _____ DATE: _____

SELLER APPROVED BY: _____ DATE: 1/2/03

IF ONLY CERTIFIED CHECK OR CASH ACCEPTABLE ON DELIVERY 19755

SEE OTHER SIDE FOR ADDITIONAL TERMS

CUST # 327[redacted]

H B CHEVROLET

105-20 Queens Blvd.
FOR[redacted]T HILLS, NEW YORK 11375
718-263-7700

SOLD TO [redacted]

ADDRESS [redacted]
OZONE P[redacted]K NY [redacted]

NEW/USED	YEAR	MAKE	MODEL	BODY STYLE
NEW	2003	C[redacted]VROLET	TRAILBLAZER	SUBN

VIN
1GNDT13S732[redacted]

SALESMAN JUAN C F[redacted]AVEZ 30[redacted] S458J
ROCHELLE [redacted] CORT 3092

BUMPER GUARD[redacted]/REAR PROTECTORS
NERF BARS
GMPP 60/50 C[redacted]ED

DATE	INVOICE NO.	STOCK NO.	KEY
[redacted]	[redacted]	2677	I

DESCRIPTION	COST	KEY	ACCT NO.	SALE	KEY
CAPRICE	[redacted]	C	[redacted]	[redacted]	–
LUMINA	[redacted]	C	[redacted]	[redacted]	–
MONTE CARLO	[redacted]	C	[redacted]	[redacted]	–
BERETTA	[redacted]	C	[redacted]	[redacted]	–
CORSICA	[redacted]	C	[redacted]	[redacted]	–
CAMARO	[redacted]	C	[redacted]	[redacted]	–
CAVALIER	[redacted]	C	[redacted]	[redacted]	–
CORVETTE	[redacted]	C	[redacted]	[redacted]	–
PRISM	[redacted]	C	[redacted]	[redacted]	–
STORM	[redacted]	C	[redacted]	[redacted]	–
METRO	[redacted]	C	[redacted]	[redacted]	–
FLEET	[redacted]	C	[redacted]	[redacted]	–
TRUCK	[redacted]	C	[redacted]	[redacted]	–
TRAILBLAZER	[redacted]	C	[redacted]	[redacted]	–
GM CPP	[redacted]	C	[redacted]	[redacted]	–
EXTENDED WAR.	[redacted]	C	[redacted]	[redacted]	–
CAR DEAL NO.	[redacted]	I		1250.00	
SALES TAX			[redacted]	[redacted]	–
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *$20.00				30.00	
LICENSE & TITLE FEES			[redacted]	[redacted]	–
N.Y. STATE INSPECTION FEE			[redacted]	[redacted]	–
TOTAL CASH PRICE				34931.55	
FINANCING				30931.20	
INSURANCE					
TOTAL TIME PRICE					
DEPOSIT			[redacted]	[redacted]	+
CASH ON DELIVERY			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
USED CAR ALLOWANCE PAYMENTS MONTHS DOLLARS PER MONTH					
TOTAL				34931.55	
PAY-OFF BAL. OWED FIN. CO.			[redacted]	[redacted]	–
			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
FINANCE CONTRACT			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
			[redacted]	[redacted]	+
			[redacted]	[redacted]	–
			[redacted]	[redacted]	–
VALUE OF TRADE	STOCK NO.	[redacted]	I	[redacted]	+
		[redacted]	I	[redacted]	+

USED CAR TRADED

YEAR	MAKE	MODEL	VIN

This vehicle is equip[redacted]d with a General Motors engine produced in a General Motors plant operated by the _____ Division

*THE DEALER APPLICA[redacted]ON PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DE[redacted]ER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE [redacted] ANY MOTOR VEHICLE ISSUING OFFICE.

"ALL WARRANTIES ON T[redacted] VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED [redacted]ARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FO[redacted] ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER[redacted]WARRANTY."

Reynolds and Reynolds RO4386 (1000)

N.Y.S. LIC.# 7055788
N.Y.C. CA # 886160
N.Y.C. CA # 886161

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE

RETAIL INSTALMENT CONTRACT

Dealer Number 02199 Contract Number

Buyer (and Co-Buyer) name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] OZONE PA QUEENS NY [redacted]	H.B. CHEVROLET 165-20 QUEENS BLVD. FOREST HILLS NY 11375

You, the Buyer (and Co-B[uyer], if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2003	CHEVROLET TRU BLAZER	1GNDT13S73[redacted]	☐ personal, family, or household ☐ agricultural ☐ business

Your trade-in is a: [illegible] Make Model

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 $ 4000.35
0.00 %	$ 0.00	$ 30931.20	$ 30931.20	$ 34931.55

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 515.52	Monthly beginning 02/02/2003	

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 $1.

Prepayment. If you pay off 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 any accessories, services, and taxes)		$ 33611.55
2 Total downpayment (if negative enter "0" and see line 4H below)		
Gross trade-in $ N/A	- payoff by seller $ N/A	
- net trade-in $ N/A	+ cash $ 4000.35	
- other (describe)	$ N/A	$ 4000.35
3 Unpaid balance of cash price (1 minus 2)		$ 29611.20
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		
A Cost of optional credit insurance paid to the insurance company or companies		
Life $ N/A	$ N/A	
Disability	$ N/A	
B Other insurance paid to the insurance company		$ N/A
C Official fees paid to government agencies		$ N/A
D Government taxes not included in cash price		$ N/A
E Government licenses and/or registration fees (describe)		$ N/A
F Government certificate of title fees		$ N/A
G Other charges (Buyer must identify who is paid and describe purpose)		
to DMV for SVC CON		$ 1290.00
to H.B. CHEVROLET for DOC FEE		$ 30.00
to for		$ N/A
to		$ N/A
H Net trade-in payoff		
Total other charges and amounts paid to others on your behalf		$ 1320.00
I Amount financed (3 minus 4)		$ 30931.20

Insurance

(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: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

(Home Office Address)

Credit life 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 and credit disability insurance are for the term of this contract unless a different term for the insurance is shown below.

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 checked above.

Buyer Signature Date

Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY 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. Buyer (and any Co-Buyer) initials [illegible]

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.

NOTICE TO THE BUYER: 1. Do not sign this contract before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this contract when you sign it. 3. Under the law, you have the following rights; among others: (a) To pay off in advance the full amount due and to obtain a partial refund of the credit service charge; (b) To redeem the property if repossessed for a default; (c) To require, under certain conditions, a resale of the property if repossessed. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

You agree to the terms of this contract and confirm that you received a completely filled-in copy when you signed it.

RETAIL INSTALMENT CONTRACT

Buyer [redacted] 01/02/2003 Co-Buyer Signs 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. Other owner signs here to show that the co-buyer or other owner knows that we have a security interest in the vehicle and consents to the security interest.

Other owner signs here Address

Creditor Signs Date 01/02/2003 By Title

Seller assigns its interest in this contract to General Motors Acceptance Corporation (GMAC) under the terms of the GMAC Retail Plan agreement.

Assigned with recourse	Assigned without recourse or with limited recourse
	H.B. CHEVROLET
Seller By Title	Seller By Title

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

HB CHEVROLET

105-20 Queens Blvd.
FOREST HILLS, NEW YORK 11375
718-263-7700

DATE	INVOICE NO.	STOCK NO.	KEY
01/02/03	[redacted]	2677	1

SOLD TO [redacted]

ADDRESS

OZONE PARK NY [redacted]

NEW/USED	YEAR	MAKE	MODEL	BODY STYLE
NEW	2003	CHEVROLET	TRAILBLAZER	SUBN

VIN

1GNDT13S732[redacted]

SALESMAN JUAN I ECHAVEZ 3000 KEY NOS. S4581

ROCHELLE G CORT 3092

DESCRIPTION	COST	KEY	ACC'T NO.	SALE	KEY
CAPRICE		C	400		–
LUMINA		C	401		–
MONTE CARLO		C	402		–
BERETTA		C	403		–
CORSICA		C	404		–
CAMARO		C	405		–
CAVALIER		C	406		–
CORVETTE		C	407		–
PRIZM		C	408		–
STORM		C	409		–
METRO		C	410		–
FLEET		C	419		–
TRUCK		C			–
TRAILBLAZER		C		30050.00	–
GM CPP		C	443		–
EXTENDED WAR.		C	444	1290.00	–
CAR DEAL NO.	29759	I			
SALES TAX			324	2651.55	–
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *$20.00				30.00	
LICENSE & TITLE FEES			243	110.00	–
N.Y. STATE INSPECTION FEE			243		–
TOTAL CASH PRICE				34931.55	
FINANCING				30931.20	
INSURANCE					
TOTAL TIME PRICE					
DEPOSIT			220A	2000.00	+
CASH ON DELIVERY			220A	2000.00	+
					+
USED CAR ALLOWANCE PAYMENTS MONTHS DOLLARS PER MONTH					
TOTAL				34931.55	
PAY-OFF BAL. OWED FIN. CO.			301		–
					+
					+
FINANCE CONTRACT			205		+
					+
					+
					+
					+
					–
					–
VALUE OF TRADE STOCK NO.		I	240		+
		I			+

BUMPER GUARDSW/REAR PROTECTORS
NERF BARS
GMPP 60/60 ODED

USED CAR TRADED

YEAR	MAKE	MODEL	VIN

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

*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.

"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 THE MANUFACTURER'S WARRANTY."

Reynolds and Reynolds RD4298 (10/00)

N.Y.S. LIC # 7055788
N.Y.C. CA # 886160

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, H.B. CHEVROLET, THE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE

CHEVROLET, PONTIAC-GMC, BUICK and CADILL C
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR AS IGNMENT

CUSTOMER NAME: [redacted]

VIN: 1/G/N/D/T/1/3/S/7/3/[redacted] (or se attached list*)

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request at the available customer incentive(s) be applied: **(a)** ___ to the down payment of this vehicle, **(b)** ___ wher permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive an final price with incentive applied), or **(c)** ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Co e
	$	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive progr s; for example, Division supported financing/leasing, etc.,)

a. I elect to receive 0% Finance for 60 month

in lieu of 2,000.00 Rebate.

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 wh was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and r resale and I took delivery of this vehicle on 1/2/03. I acknowledge receipt of incentive(s) as described in Item 2 d release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 1/ /03

The undersigned person, as Dealer representative, certifies that the information on this application is e and correct and the incentive(s) described in Item 2 have been provided to the said purchaser/lessee who has taken ivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to eneral Motors.

Authorized Dealer Signature: [signature] Date: 1/ /03

Dealership Name: H. B. Chevrolet Dealer Coc 02-199

* 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

Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CA LAC GM3795 1/01

Reynolds and Reynolds

Jun-24-2004 12:38pm From-H B CHEVROLET +17192610167 T-268 P.011/012 F-871

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 19, 2004

[redacted]
Flushing, NY [redacted]

STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of a 2003 Chevrolet TrailBlazer, VIN # 1GNDT13S73[redacted]**

Dear Ms. [redacted]

We regret that you are dissatisfied with your **2003 Chevrolet TrailBlazer**, VIN # 1GNDT13S73[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 as a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for $26,692.00. This offer is calculated by using the following figures:

Purchase Price	$29,160.00
Less Usage	$ 2,468.00
TOTAL REPURCHASE PRICE	$26,692.00
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 8/3/04	$21,651.84
TOTAL AMOUNT TO CUSTOMER	$ 5,040.16

****TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN # 1GNDT13S732[redacted] in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

Please return this document to fax # 866-715-8515 by July 19, 2004. 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 (supplied by General Motors) -*used only for title corrections, if needed***
- ⇒ **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 clear copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to H.B. Chevrolet. 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. 58389 if you have any questions or concerns.

Sincerely,

Richard Peterson
General Motors

This letter will be required for you to bring to the signing.

[redacted] 7/20/04

BBB AUTO LINE

Re: [redacted] vs Chevrolet Motor Division # [redacted] VIN: 1GNDT13S73[redacted]

June 25, 2004

[redacted]
Flushing, NY [redacted]

Dear Mrs [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Peter Locklear of GM has offered and [redacted] accepted the following to resolve case [redacted] GM will voluntary trade replace Ms. N[redacted] 2003 Chevrolet Blazer under the terms of the New York Lemon Law. This transaction will be completed by August 17, 2004.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm 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 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Peter Locklear

Revised 2/27/04

Overallowance/Incentives/Negative Equity Form

Customer [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$30,850.00
MSRP (from BARS Invoice)	$30,645.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$ 205.00

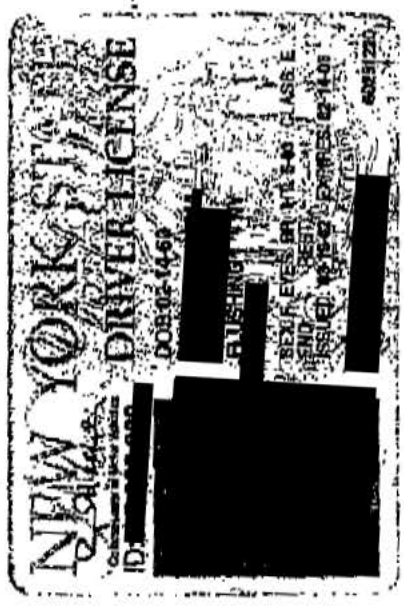
Trade Allowance (from dealer Bill of Sale)	$ 0.00
Actual Cash Value Statement	$ 0.00
Difference (if positive, this is the overallowance)	$ 0.00

Payoff or Lien amount from Bill of Sale	$ 0.00
Actual Cash Value Statement	$ 0.00
Difference (if possible, this is the negative equity)	$ 0.00

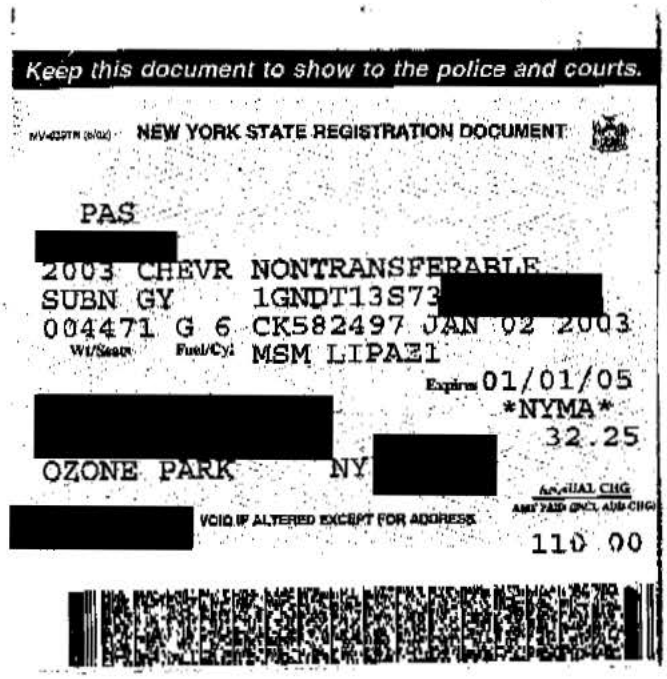
If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$30,850.00
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	$ 0.00
Overallowance and/or Negative Equity minus	$ 205.00
Actual price of Vehicle that should be presented to BBB for ATA	$30,64500

Usage deduction: 8,000 divided by 100,000 x $30,850.00 = $ 2,468.00


NEW YORK
DRIVER LICENSE

Attn:
Peter Lorklair.



Keep this document to show to the police and courts.

MV-453TN (9/02) NEW YORK STATE REGISTRATION DOCUMENT

PAS [redacted]
2003 CHEVR NONTRANSFERABLE
SUBN GY 1GNDT13S73[redacted]
004471 G 6 CK582497 JAN 02 2003
Wt/Seats Fuel/Cyl MSM LIPAZ1
Expires 01/01/05
NYMA
[redacted] 32.25
OZONE PARK NY [redacted]
ANNUAL CHG
AMT PAID (INCL ANY CHG)
[redacted] VOID IF ALTERED EXCEPT FOR ADDRESS
110 00

Privileged and Confidential Information

CASE ASSESSMENT BY: Pete Locklear

Customer Name [redacted] **SIEBEL Request No** [redacted]

Year of Vehicle: 2003 **Make: Chevrolet** **Model: Blazer** **Current Mileage: 20,000**

Vehicle ID No.: 1GNDT13S73 [redacted] **In Service Date: 1/2/03** **Purchased: New**
If Used: N/A

What is customer seeking: Replacement **What is customer eligible for: Same**

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTON/CONCERN: Electrical concerns

05/24/2004	20,027	1	Replaced both stop/tail light boards and bulbs
05/24/2004	20,027	1	Low beams inoperative – terminals loose
05/21/2004	19,939	1	Replaced right front low beam headlamp bulb
12/03/2003	13,418	1	Check Engine light on – Cannot duplicate
11/06/2003	12,346	1	Wiring harness block assembly replaced
11/01/2003	12,112	3	Headlamps inoperative – fuse box on order
10/25/2003	11,818	1	Replaced right had lamp assembly
08/29/2003	8,820	1	Replaced left rear stop lamp socket and bulbs
07/31/2003	7,764	1	Pressure cycling switch replaced
07/21/2003	7,416	1	Replaced left rear stop lamp socket and bulbs
05/27/2003	5,532	1	Replaced left rear stop lamp socket and bulbs

OTHER SYMPTON/CONCERN: Windshield wipers inoperative

10/25/2003	11,818	1	Replaced windshield wiper module

OTHER SYMPTON/CONCERN: Noise in steering

05/21/2004	19,939	1	Lubricated Intermediate steering shaft

OTHER SYMPTON/CONCERN: Door hard to open

12/03/2003	13,418	1	Lubed door hinges

OTHER SYMPTON/CONCERN: Misc.

11/25/2002	0		New vehicle inspection

Team Manager Approval : Date:

Total Days Out of Service: 12

VEHICLE MEETS PRESUMPTION: YES: X NO:

Arbitrate case: **Settle case: X**

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM feels the vehicle meets the presumption of New York State Lemon Law and is recommending the vehicle be Repurchased/Replaced.

AVM and/or Dealer RECOMMENDATION:

AVM Pat Dubay has been advised and will review the case and then provide his postion.

Team Manager Approval : Date:

2003 TRAILBLAZER LS 4WD
11U LT PEWTER METALLIC /L6G
95D MED PEWTER/DK PEWTER ACCENTS
ORDER NO. FSZCW6/FNR STOCK NO.
VIN 1GN DT13 S7 3[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE[redacted]

**********13*02131S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	28595.00	25878.48
C5N GVW RATING - 5750 LBS	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-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
NG1 50-STATE EMISSIONS	N/C	N/C
TFD RETAIL AMENITY DELETE	0.00	19.18-
UP0 AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C
1SC LS PREFERRED EQUIPMENT GROUP 3	1275.00	1096.50
* POWER HEATED MIRRORS		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS W/DEEP TINT REAR		
* CRUISE CONTROL		
* BODY SIDE MOLDING		
* TOW HOOKS (4WD ONLY)		
* LUGGAGE RACK CROSS-BARS		
* LEATHER WRAPPED STEERING WHL		
* THEFT DETERRENT SYSTEM		
* REMOTE KEYLESS ENTRY		

FLEET				
INVOICE	11/25/02			
SHIPPED	11/23/02			
EXP I/T	12/02/02			
INT COM	12/02/02			
PRC EFF	11/23/02			
KEYS	$458J	$458J		
WFP-S	QTR	OPT-1		
FAN:	000887645			
BANK:	GMAC - 103			
CHG-TO	02-131			
SHIP WT:	4471			
HP:	32.1			
GVW:	5750			
GVWF:	2950			
GVWR:	3200			
MRM:	30645.00			
NTR:	1/2			
CUST PO NUMBER:				
AB2519				
DAN:	TIME			
MEMO	1501.00			

TOTAL MODEL & OPTIONS	30020.00	27084.80	ACT 237	26809.20
DESTINATION CHARGE	625.00	625.00	H/B 261	900.60
LAM DEALER CONTRIBUTION		300.20	ADV 261	300.20
LAM GROUP CONTRIBUTION		150.10	EXP 65A	150.10
TOTAL	30645.00	28160.10	PAY 310	28160.10

****

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.

H-L MOTORS, INC

REMIT TO GMAC NO. 103
VIN 1GNDT13S732[redacted]
$ 28160.10 INV[redacted]
DUE 12/02/02 DEALER 02-131

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/29/2004
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Flushing, N.Y. [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: n/a Work
7.Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate 8%

Customer Vehicle Information

10.Year/Make/Model: 2003 Chevrolet Blazer
11.VIN (17 Digits): 1GNDT13S7[redacted] 12.Current Mileage: 20,000
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.B. Chevrolet
15.Dealership Phone #: 718-263-7700
16.Dealership Contact Name and **TITLE:** Milan Suga, Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): N/A
18.Dealership Contact Fax # (718) 261-0167
19.Dealership BAC: 111258 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? Customer does not wish to purchase another General Motors vehicle

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: Vehicle repaired everytime brought in for repairs

26.Reason for Repurchase (Include specific mechanical failure): Electrical sockets and bulbs continue to fail

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? STRAIGHT 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: N/A
33.New Vehicle Year/Make/Model: N/A
34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0

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: 8,000 divided by 100,000 multiplied by the purchase price $30,850.00 = $2,468.00

36. Aftermarket Items: No
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): N/A
37. Lease Termination Terms: N/A
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: N/A

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: Per AVM Pat Dubay approval: doing a Straight Repurchase and charging $2,468.00 for usage and customer to obtain taxes through the State.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/29/2004
42. Authorizer Name: Pat Dubay & Pete Locklear
43. GM Position: AVM & CRM
44. VoiceMail Node: 914055 Mailbox Number: 8134
45. Email Address: N/A
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.

December 12, 2017

[redacted]
Charlotte, NC 2[redacted]

Service [redacted]
Customer Relationship Manager: John Miller

Dear Ms [redacted]

Chevrolet is pleased to provide service coverage for the lights and circuit boards in your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S02[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 17, 2008, 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 parts are covered:

Gm16532713
Gm3157ll

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,

General Motors Corporation

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.

GMPP Request for Processing

SR# [redacted]

New/Used: **New** Division: **Chevrolet** Vehicle Style: **Truck**

Complete VIN: **1GNDT13S742[redacted]** Vehicle Year: **2004**

Division - Dealer Code: **Chevolet 13-32888**

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 dealer's profit)

Delivery Date: **06/30/04** Odometer Reading: **378**

Plan Purchase Date: **07/15/04** Customer Ownership: **Owner**

Business Name:

Customer Name - Title: **Mrs.** (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: **SHELBYVILLE** State: **IN** [redacted]

Plan Type: **SmartCare** # of Months: **12 Months** Mileage: **12,000**

Plan Type: # of Months: Mileage:

Deductible: **$0**

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker): **TM Mary Mays**

Team Manager / Liaison: **TM Mary Mays TERI RICHARDSON**

Team CARS Site: **Austin** Date: **12/30/03**

☐ **AVM Requested**

December 12, 2017

[redacted]
Shelbyville, IN [redacted]

Service Request: [redacted]
Customer Relationship Manager: Mary Sewell

Dear Mrs [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 Smart Care Plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S742[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on July 15, 2004 and ending on July 15, 2005 and begins with 378 and ends with 12,378 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 12, 2017

[redacted]
Detroit, MI 4[redacted]

Service Request: [redacted]
Customer Relationship [redacted] Heather Mullins

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 me at 1-866-942-4368 extension 48344 on Monday through Friday during the hours of 10:00am and 3:30pm Central Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our GMC Customer Assistance Center at 1-800-462-8782 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Confidential Facsimile

RUSS DARROW CHEVROLET
3502 Lancaster Drive
Madison, Wisconsin 53718
(608) 243-5511 – Telephone
(608) 241-3427 – Facsimile

_____**URGENT** __X__NORMAL _____OVERNIGHT

Date: September 21, 2004

To: Melinda Company: Chevy Customer Assistance

Phone:_____ Fax Number: 1-866-213-4648

.....

From: Ron Wozny

No. of Pages (including this one): 12

Message: Repair orders you requested for Patrick Tokarski

Privileged/Confidential information may be contained in this facsimile and is intended for the use only of the addressee. If you are not the addressed, or the person responsible for delivering it to the person addressed, you may not copy or deliver this to anyone else. If you receive this facsimile by mistake, please notify sender immediately by telephone. Thank You.

[redacted]

[redacted]

INVOICE

RUSS DARROW CHEVROLET OF MADISON
3502 Lancaster Dr. Madison, WI 53718
Sales: (608) 243-5510
Service Direct: (608) 243-5511
Toll Free: (888) 243-5506
www.russdarrow.com

[redacted]

BELLEVILLE, WI [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 5002 TIM RIVERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILB	1GNDT13S64[redacted]	[redacted]	15490/15490	T921

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV2003			18:00 15SEP04			CASH	21SEP2004

R.O. OPENED	READY	OPTIONS:
15SEP04	15SEP04	ST[redacted]DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A OWNER STATES,WHEN DRIVING AND HIT BUMPS HEARS A SQUEEKING NOISE ON RIGHT FRONT,IF YOU LEAN ON RIGHT FRONT CORNER WILL SQUEEK. SEE PAUL SO HE CAN SHOW YOU.
CAUSE: OUT OF ADJUSTMENT.
B1880 FENDER, FRONT RIGHT ALIGN
5007 WP (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU
B0048 FASCIA, FRONT BUMPER ONE PIECE REPLACE
5007 WP (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

TEST DROVE HEARD NOISE COMMING FROM RIGHT FRNT CHECKED FOUND RIGHT FRNT. FENDER RUBBING ON BUMPER COVER REPOSITION AND ALIGNED FENDER AND FRONT BUMPER CFVER NOISE GONE AT THIS TIME.

****

B OWNER STATES,OVER THE WEEKEND CHECK ENGINE LIGHT CAME ON AND WENT OFF CHECK FOR ANY CODES AND ADVISE.
S100 CHECK FOR CODES NO CODES PRESENT.AT THIS TIME.
999 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

THANK YOU!
Service Department Hours
Monday 7:00 a.m. - 7:00 p.m.
Tuesday - Friday 7:00 a.m. - 8:00 p.m.

CALL FOR APPOINTMENT
(608) 243-5511
(888) 243-5506

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED

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	

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #3 XM3C

[redacted]

[redacted]

INVOICE

[redacted]

BELLEVILLE, WI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

RUSS DARROW CHEVROLET OF MADISON
3502 Lancaster Dr · Madison, WI 53718
Sales: (608) 243-5610
Service Direct: (608) 243-5611
Toll Free: (888) 243-5506
www.darrow.com

SERVICE ADVISOR: 5002 TIM RIVERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILB	1GNDT13S642[redacted]	[redacted]	15490/15490	T921

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV2003			18:00 15SEP04			CASH	21SEP2004

R.O. OPENED	READY	OPTIONS:
15SEP04	15SEP04	STK:10334 DLR:229NEW ENG:LL8 TRN:M30

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE TO YOU. WE AT RUSS DARROW CHEVY ARE COMMITED TO YOUR SATISFACTION. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU CAN'T ANSWER "COMPLETELY SATISFIED" TO ALL THE QUESTIONS, PLEASE CALL RON, PAUL, OR TIM. AGAIN, THANK YOU FOR YOUR BUSINESS.

THANK YOU!
Service Department Hours
Monday 7:00 a.m. - 7:00 p.m.
Tuesday - Friday 7:00 a.m. - 8:00 p.m.

CALL FOR APPOINTMENT
(608) 243-5611
(888) 243-5506

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED

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

CUSTOMER COPY

Copyright 2000 ADP [illegible] Service INVOICE #2 RB12C

[redacted]

[redacted]

ACCOUNTING
SERVICE FILE COPY

PAGE 1

RUSS DARROW CHEVROLET OF MADISON
3502 Lancaster Dr · Madison, WI 53718
608-243-6510
www.russdarrow.com

[redacted]
BELLEVILLE, WI [redacted]
HOME: [redacted]

SERVICE ADVISOR: 89 PAUL HUGHES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	12087/12087	T5602

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV2003		06NOV2006	18:00 05JUL04			CASH	06JUL2004

R.O. OPENED	READY	OPTIONS:
05JUL04	06JUL04	DLR:0 ENG:4.2_Liter_MFI_DOHC

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

A CUSTOMER STATES THE INTERIOR LIGHTS WILL FLASH AND THE HEADLIGHTS WILL FLASH YOU CAN GET THIS TO HAPPEN BY MESSING WITH THE POWER WINDOWS AS YOU ARE DRIVING OR IDLING. THIS PROBLEM OCCURS PRETTY MUCH ANY TIME YOU WILL USE THE POWER FEATURES ON VEHICLE. / /

S100 DIAGNOSIS REPORT

5007 ISPM 0.00 0.00 0 0 0.00 0.00

THE TECHNICIAN FOUND THE CHARGING SYSTEM TO BE FUNCTIONING NORMAL, BATTERY POWER AND ALTERNATO R CHARGING WITHIN SPECIFICATIONS. THE DIMMING O F THE INTERIOR LIGHTS AND HEADLIGHTS HAS IS NOR MAL WHEN ACTUATING THE WINDOWS AND WHEN THE REL AY IS ACTIVE NORMALLY WILL DRAW MORE AND CAUSE THE LIGHTS INTERIOR AND HEADLIGHTS TO DIM, THIS IS NORMAL. AFTER RELAY IS INACTIVE THE LIGHTS RETURN TO NORMAL STATE.

7/6/04-TECH RECHECKED ONCE AGAIN, FOUND SYSTEM FUNCTIONING AS INTENDED.

THANK YOU FOR GIVING US THE OPPORTUNITY TO BE OF SERVICE TO YOU. WE AT RUSS DARROW CHEVY ARE COMMITED TO YOUR SATISFACTION. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF YOU CAN'T ANSWER "COMPLETELY SATISFIED" TO ALL THE QUESTIONS, PLEASE CALL RON, PAUL, OR TIM. AGAIN, THANK YOU FOR YOUR BUSINESS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	0	0		[redacted]	0	*******	

COST, SALE, & COMP TOTALS 0 0 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)

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

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[redacted]

[redacted]

INVOICE

JON LANCASTER CHEVROLET
3501 Lancaster Drive P.O. Box 7617
MADISON, WI 53718 (608) 243-5511
jlchvsvc@jonlancaster.net
Service Hours
Mon - Fri 7am 6pm

[redacted]
BELLEVILLE, WI [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	6571/6571	T31

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV2003			WAIT 11MAR04		0.00	CASH	11MAR2004

R.O. OPENED	READY	OPTIONS:
11:16 11MAR04	11:46 11MAR04	STK [redacted] DLR:229NEW ENG:LL8 TRN:M30

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THAT SOMETIMES BOTH TURN SIGNALS WILL FLASH WHEN ONLY ONE IS TO FLASH WHEN SIGNALLING TO TURN. REPAIR WITH SPECIAL ORDERED PART FROM LAST VISIT. SINCE LAST VISIT HE NOTICED THAT THE LEFT FRONT TURN SIGNAL STAYED ON SOLID AFTER HE SHUT OF TRUCK.

CAUSE: .

N1755 FLASHER HAZARD AND TURN SIGNAL REPLACE
944 WT (N/C)
1 12450284 FLASHER (N/C)
FC: 6D
PART#: 12450284
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACED DIRECTIONAL FLASHER DUE TO INTERNAL FAULT CAUSING BOTH LEFT AND RIGHT DIRECTIONALS TO FLASH WHEN ONLY LEFT IS TURNED ON(intermittant). TESTED GOOD. 6D.

****

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____
CHARGE ☐ _____ APPROVAL # _____ CASHIER _____
DATE _____ COMMENTS: _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE. ALL OTHER GM SERVICE REPLA[redacted] & LABOR WARRANTY 12 MONT[redacted] ORKMANSHIP WARRANTY IS 90 D[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT / COUPON	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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MADISON, WI 53718 (608) 243-5511
jlchvsvc@jonlancaster.net
Service Hours
Mon - Fri 7am - 8pm

[redacted]
BELLEVILLE, WI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	6280/6280	T736

DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO		PAYMENT	INV. DATE
05NOV2003			17:00 03MAR04		0.00	CASH	03MAR2004

R.O. OPENED	READY	OPTIONS:
06:59 03MAR04	12:25 03MAR04	STK: [redacted] DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A THE HEADLIGHTS ORE FLICKERING AGAIN. SEE HISTORY FROM TECH 944.			
CAUSE: N4800=.6 ADD .3DT			
C120 ELECTRICAL/CLIMATE CONTROL			
944 WT			(N/C)
1 15065293			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
HEADLAMP DRIVER MODULE/BCM HAD INTERMITTANT FAULT CAUSING LIGHTS TO FLICKER. REPLACED BCM AND REPROGRAMED. RELEARNED THEFT DETERRENT AND RESTRAINTS SYSTEM. PERSONALIZATIONN WILL BE LOST AND HAVE TO BE REDONE BY CUSTOMER. 6D.			
**********			
B INTERMITTENTLY BOTH TURN SIGNALS WILL FLASH WHEN USING LEFT.			
CAUSE: E			
C120 ELECTRICAL/CLIMATE CONTROL			
944 WT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
ORDERED DIRECTIONAL FLASHER. CUSTOMER WILL BE NOTIFIED WHEN PART IS IN.			
**********			
C CHANGE OIL AND FILTER, FILL ALL FLUIDS, CHECK TIRES, BELTS, AND HOSES			
C11 CHANGE OIL AND FILTER, FILL ALL FLUIDS, CHECK TIRES, BELTS, AND HOSES			
944 CTT		13.77	13.77
1 89032612 FILTER	4.75	4.75	4.75
7 OIL BULK	1.02	1.02	7.14
MISC MISC FLUIDS			
CTT		0.75	0.75
PARTS: 11.89 LABOR: 13.77 OTHER: 0.75 TOTAL LINE C:			26.41

CASH ☐ CREDIT CARD ☒ VISA CHECK ☐
CHARGE ☐ APPROVAL # 003938 CASHIER CT
DATE 3304 COMMENTS:

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GU[redacted] PAIRS. ALL OTHER GM SERVICE RE[redacted] PARTS & LABOR WARRANTY 12 MO[redacted] FIRST WORKMANSHIP WARRANTY IS [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT / COUPON	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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MADISON, WI 53718 (608) 243-6511
jlchvavc@jonlancaster.net
Service Hours
Mon - Fri 7am - 6pm

[redacted]

BELLEVILLE, WI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S642[redacted]	[redacted]	6280/6280	T736

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO		PAYMENT	INV. DATE
05NOV2003			17:00 03MAR04		0.00	CASH	03MAR2004

R.O. OPENED	READY	OPTIONS:
06:59 03MAR04	12:25 03MAR04	STK[redacted] DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
WE CHECKED THE AIR FILTER,TOPPED OFF FLUID LEVELS, AND CHECKED TIRE PRESSURE.							
**********							
D CUSTOMER STATES THE SES LIGHT WAS ON FOR A FLASH AND THEN HAS BEEN OFF SINCE SATURDAY.							
CAUSE: J6354=.4 .3DT							
C78 CUSTOMER STATES THE SES LIGHT IS ON SEEMS TO RUN OK CHECK AND ADVISE							
	944	WT					(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D: 0.00				
FOUND CODE P0172 IN HISTORY. REPROGRAMMED PCM WITH UPDATED SOFTWARE FOR THAT ISSUE. PI BULLETIN # 001181B. CLEARED CODE. 93.							
**********							
E ROTATE TIRES IN THE MODIFIED X PATTERN,PER ROUTINE MAINT.							
C41 ROTATE TIRES IN THE MODIFIED X PATTERN,PER ROUTINE MAINT.							
	944	CTT			16.26		16.26
PARTS: 0.00	LABOR: 16.26	OTHER: 0.00	TOTAL LINE E: 16.26				
WE REMOVED ALL 4 TIRES AND CROSS ROTATED IN THE MODIFIED X PATTERN.							
**********							
F** CAB RIDE REIMBURSMENT FROM GM							
CAUSE: E							
C164 CAB RIDE REIMBURSMENT FROM GM							
	944	WT					(N/C)
MISC CAB RIDE							
		WT					(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE F: 0.00				

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____

CHARGE ☐ _____ APPROVAL # _____ CASHIER _____

DATE _____ COMMENTS: _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ALL OTHER GM SERVICE REPLACEMENT PARTS & ACCESSORIES CARRY A PARTS & LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WORKMANSHIP WARRANTY IS 90 DAYS OR 4,000 MILES.

_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT / COUPON	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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INVOICE

PAGE 3

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jlchvsvc@jonlancaster.net
Service Hours
Mon - Fri 7am - 6pm

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	6280/6280	T736

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV2003			17:00 03MAR04		0.00	CASH	03MAR2004

R.O. OPENED	READY	OPTIONS:
06:59 03MAR04	12:25 03MAR04	STK:[redacted] DLR:229NEW ENG:LL8 TRN:M30

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
EST: 45.00			03MAR04	06:59	SA: 128			
CUSTOMER PAY HAZARDOUS WASTE DISPOSAL/SHOP CHARGES FOR REPAIR ORDER								1.35

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____

CHARGE ☐ _____ APPROVAL # _____ CASHIER _____

DATE _____ COMMENTS: _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ALL OTHER GM SERVICE REPLACEMENT PARTS & ACCESSORIES CARRY A PARTS & LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WORKMANSHIP WARRANTY IS 90 DAYS OR 4,000 MILES

_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	30.03
PARTS AMOUNT	11.89
DISCOUNT / COUPON	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.10
TOTAL CHARGES	44.02
LESS INSURANCE	0.00
SALES TAX	2.42
PLEASE PAY THIS AMOUNT	46.44

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Service Hours
Mon - Fri 7am - 6pm

[redacted]

BELLEVILLE, WI [redacted]

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S642[redacted]	[redacted]	5506/5506	T980

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV2003			17:00 12FEB04		0.00	CASH	13FEB2004

R.O. OPENED	READY	OPTIONS:
07:17 12FEB04	15:12 13FEB04	STK:10334 DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A THE CUSTOMER STATES THAT THE HEADLIGHTS AND INSIDE LIGHTS FLICKER DIM TO BRIGHT VERY FAST. WAS IN RECENTLY-SEE HISTORY.

CAUSE: 9Z N9995=.3

C120 ELECTRICAL/CLIMATE CONTROL

944 WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COULD NOT DUPLICATE CONCERN AT THIS TIME. DID VOLTAGE DROP TESTS ON BATTERY GROUND,BODY GROUND AND BCM GROUND. ALL TESTED GOOD.MONITERED DUTY CYCLE OF HEADLAMPS WHILE DRIVING; ALSO TESTED GOOD.NO BULLETINS AND NO CODES. FOUND NO FAULT YET. CLEANED AND TIGHTENED ALL GROUNDS MENTIONED ABOVE AND ALSO TIGHTENED BATTERY TERMINALS. 9Z. AFTER CONFIRMING WITH CUSTOMER WE LEFT OUTSIDE IN COLD AND RETEST IN MORNING. ALL OK. LIGHTS N OT CHANGING IN COLD AFTER TIGHTENING CONNECTION S IN THE CIRCUIT. IF STILL HAVING ISSUE CUSTOME R TO CALL BACK AND WE WILL ORDER A BCM FOR CONC ERN AS POSSIBLE PROBLEM WITH HEADLIGHT DRIVER I IN THE BCM.

****

B RENTAL CAR

CAUSE: E

C163 RENTAL CAR

944 WT (N/C)

SUBL PO 36415 FOR RENTAL

WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____

CHARGE ☐ _____ APPROVAL # _____ CASHIER [redacted]

DATE 2-13-04 COMMENTS: _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ALL OTHER GM SERVICE REPLACEMENT PARTS & ACCESSORIES CARRY A PARTS & LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WORKMANSHIP WARRANTY IS 90 DAYS OR 4,000 MILES

Jessica Jokanski
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT / COUPON	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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Service Hours
Mon - Fri 7am - 6pm

[redacted]

BELLEVILLE, WI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	5001/5001	T2358

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV2003			17:00 05FEB04		0.00	CASH	05FEB2004

R.O OPENED	READY	OPTIONS:
06:58 05FEB04	09:46 05FEB04	STK:10334 DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A HEADLAMPS AND INTERIOR LIGHTS FLICKER FROM BRIGHT TO DIM VERY FAST.
THE FLICKER SPEEDS UP WITH THE SPEED OF RMP'S. IT SEEMS TO BE
WORSE WHEN IT IS COLD.
CAUSE: 9Z
N9995 CUSTOMER CONCERN NOT DUPLICATED
944 WT (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COULD NOT DUPLICATE FLICKERING LIGHTS AT THIS TIME. CALLED TECHNICAL
ASSISTANCE AND WAS TOLD THIS WAS A NORMAL CONDITION CAUSED BY THE AIR
PUMP RUNNING. NO CORRECTION ATTEMPTED AT THIS TIME. NO FAULT FOUND. 9Z.

****

B CAB RIDE REIMBURSMENT FROM GM
CAUSE: .
C164 CAB RIDE REIMBURSMENT FROM GM
944 WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____
CHARGE ☐ _____ APPROVAL # _____ CASHIER BG
DATE 25-04 COMMENTS _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ALL OTHER GM SERVICE REPLACEMENT PARTS & ACCESSORIES CARRY A PARTS & LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WORKMANSHIP WARRANTY IS 90 DAYS OR 3,000 MILES

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT / COUPON	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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jlchvave@jonlancaster.net
Service Hours
Mon - Fri 7am - 6pm

[redacted]

BELLEVILLE WI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 1281 JASON SCHULTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S64[redacted]	[redacted]	1589/1589	T4800

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV2003			16:30 03DEC03		0.00	CASH	03DEC2003

R.O. OPENED	READY	OPTIONS
07:22 03DEC03	13:54 03DEC03	STK: [redacted] DLR:229NEW ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER HEARS A RATTLE NOISE FROM WHAT SOUND LIKE AN EXHUAST TYPE LEAK SOUND WHEN TRUCK IS ACCELORATING OR UNDER LOAD. SEEM TO TO DO IT MOSTLY WHEN TRUCK IS WARMED UP AND WHEN ACCELORATING TO SHIFT FROM FIRST TO SECOND GEAR.

CAUSE: 0
C130 BODY & MISC
944 WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

USED CHASSIS EAR TO DIAGNOSE NOISE COMING FROM HOOD PROP HITTING FAN SCHROUD. ADJUSTED HOOD PROP FOR PROPER CLEARANCE. TESTED OK. 2F.

****

B CUSTOMER STATES THE SES LIGHT FLASHED A LITTLE LAST NIGHT AND NOW HAS NOT BEEN ON SINCE. THE TRUCK SEEMS TO RUN OK EXCEPT FOR THE RATTLE ON LINE #A.

CAUSE: 0
J9995 CUSTOMER CONCERN NOT DUPLICATED
944 WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

COULD NOT DUPLICATE ENGINE LIGHT FLASHING. NO CODES STORED; NO RELATED BULLETINS. NO FAULT FOUND AT THIS TIME. NO CORRECTION ATTEMPTED. 9Z.

****

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____

CHARGE ☒ APPROVAL # _____ CASHIER BG Date 12-10-03

DATE 10-2-03 COMMENTS _____

Auth. A E I B G

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARA[redacted] ALL OTHER GM SERVICE REPLAC[redacted]9 & LABOR WARRANTY 12 MONT[redacted] WORKMANCHIP WARRANTY IS 90 D[redacted]

[redacted]

CUSTOMER SIGNATURE

C Hoffman

Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT / COUPON	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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jlchvsvc@jonlancaster.net
Service Hours
Mon - Fri 7am - 6pm

HOME: BUS:

SERVICE ADVISOR: 711 CRAIG M HOFFMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
67/SILVERS	04	CHEVROLET TRAILBLAZE	1GNDT13S642[redacted]		10/10	T1033

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
			17:00 08AUG03		0.00	CASH	11AUG2003

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:LL8 TRN:M30
13:38 08AUG03	09:20 11AUG03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PDI			
CAUSE: INSPECTION			
91 PDI			
822 WPDI			(N/C)
ADMIN ADMIN			
54 WPDI			(N/C)
Z6999 PDI RELATED FLUID ADDS			
822 WPDI			(N/C)
FC: 96 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MA			
MISC PDI FLUIDS			
WPDI			(N/C)
FC: 0			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COMPLETED PRE DELIVERY INSPECTION PER GM RECOMMENDATIONS.
****

CASH ☐ CREDIT CARD ☐ _____ CHECK ☐ _____

CHARGE ☐ _____ APPROVAL # _____ CASHIER _____

DATE 8-11-03 COMMENTS: _____

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT JON LANCASTER CHEVROLET! PLEASE BE SURE TO RETURN YOUR COMMENT CARD. PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ALL OTHER GM SERVICE REPLACEMENT PARTS & ACCESSORIES CARRY A PARTS & LABOR WARRANTY 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. WORKMANSHIP WARRANTY IS 90 DAYS OR 4,000 MILES.

_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT / COUPON	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

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

SIGNATURE COPY

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Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request** [redacted] **BBB#:** CHV0451724

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

* **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$28800.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$31600.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-2800.00

Trade Allowance (from dealer Bill of Sale)	$5200.00
Actual Cash Value Statement	$4750.00
Difference (if positive, this is the overallowance)	$450.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$4750.00
Difference (if positive, this is the negative equity)	$0

If Over Allowance/Negative Equity 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.)	$28800.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$5087.28
Overallowance and/or Negative Equity minus	$450.00
Actual price of Vehicle that should be presented to BBB for ATA	$23262.72

CASE ASSESSMENT BY: **Heather Cooper** **CARS/Siebel Request No:** [redacted]**2**

Customer Name: [redacted]

Year of Vehicle: 2004 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 15500**

Vehicle ID No.: 1GNDT13S642[redacted] **In Service Date: 11/6/03** **Purchased: New**

What is customer seeking: Replacement / Compensation

What is customer eligible for: Repurchase, Replacement, Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlight/Interior Lamps-Flicker

Date:	Mileage:	Days Out:	Description of Repair:
2/5/04	5001	1	Unduplicated-called TAC and was told it was a normal condition, caused by air pump running.
2/12/04	5506	2	Unduplicated-did voltage tests on battery ground, body ground and BCM ground-all tested good. Monitored duty cycle of headlamps while driving-all good. No bulletins no codes.
3/3/04	6280	1	Replaced BCM and reprogrammed, relearned theft deterrent and restraints system.
7/5/04	12087	2	Found system-functioning as intended

OTHER SYMPTOM/CONCERN**: Hood prop-Noise**

Date:	Mileage:	Days Out:	Description of Repair:
12/3/03	1589	1	Adjusted hood prop for proper clearance

OTHER SYMPTOM/CONCERN**: SES light flashing**

Date:	Mileage:	Days Out:	Description of Repair:
12/3/03	1589	**	Unduplicated
3/3/04	6280	**	Reprogrammed PCM w/updated software per PI bulletin # 001181B
9/15/04	15490	**	No codes present at this time

OTHER SYMPTOM/CONCERN**: Turn Signals-Flash**

Date:	Mileage:	Days Out:	Description of Repair:
3/3/04	6280	**	Ordered directional flasher
3/11/04	6571	1	Replaced flasher hazard and turn signal-from above.

OTHER SYMPTOM/CONCERN**: Body-squeaking**

Date:	Mileage:	Days Out:	Description of Repair:
9/15/04	15490	1	Aligned front right fender. Replaced front bumper fascia

OTHER SYMPTOM/CONCERN**: 4WD-light on**

Date:	Mileage:	Days Out:	Description of Repair:
10/1/04	16423	1	Replace transfer case select-Reprogrammed TCCM

Total Days Out of Service: 10

VEHICLE MEETS PRESUMPTION: YES:XX NO: ☐

Team Manager Approval: **Date:**

AVM and/or DEALER RECOMMENDATION(s):
AVM states to offer customer GMPP (parameters, plan-not discussed)

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
CRM to offer GMPP according to AVM. If customer does not accept offer, CRM to check into offering replacement.

Decision reached by CRM: Arbitrate case: ☐ Settle case: XX

Team Manager Approval: Date:

FAX

DATE: 10/1/04

TO:
Name: Heather Cooper
Fax: 866-213-4648

FROM:
Name: [redacted]
Phone:
Fax:

PAGES SENT: (including this sheet) 2

If you do not receive all pages, copies are illegible, or have received this transmission in error, please call the following number as soon as possible: **Beth Erickson, 608-458-3202**

SUBJECT: Service Order

COMMENTS:
Here is the service order we discussed on the phone

CONFIDENTIALITY NOTICE
This facsimile transmission and the documents attached to it contain proprietary materials that are confidential and privileged. This document and all attachments are intended solely for the use of the recipient identified. Any disclosure, duplication, dissemination or other use of this document and its attachments by anyone other than the identified recipient, or his/her agent, is strictly prohibited. If you are not the identified recipient, these materials have been transmitted to you in error. Please call us immediately at the phone number listed above to arrange for our retrieval of these documents, at no expense to you.

[redacted] [redacted]

INVOICE

[redacted]

BELLEVILLE, WI
HOME: [redacted] BUS: [redacted]

PAGE 1

RUSS DARROW CHEVROLET OF MADISON
3502 Lancaster Dr. - Madison, WI 53718
Sales: (608) 243-5510
Service Direct: (608) 243-5511
Toll Free: (888) 243-5506
www.[redacted]ow.com

SERVICE ADVISOR: 5002 TIM RIVERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	04	CHEVROLET TRAILBLAZE	1GNDT13S642[redacted]	[redacted]	16423/16423	T746

DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06NOV2003		06NOV2006	12:00 01OCT04			CASH	01OCT2004

R.O. OPENED	READY	OPTIONS:
01OCT04	01OCT04	DLR:0 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A OWNER STATES,SERVICE 4 WHEEL DRIVE LIGHT CAME ON IS OFF NOW. CHECK AND ADVISE			
CAUSE: 4 WHEEL DRIVE SWITCH			
K4123 SWITCH, TRANSFER CASE SELECT REPLACE			
5006 WP			(N/C)
1 15132078 SWITCH			(N/C)
FC: 3L			
PART#: 15132078			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			
1 REPROGRAMED			
5006 WP			(N/C)
FC: 3L PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

3L-OUT OF CALIBRATION FOUND CODE B2725, FOLLOWED PROPER DIAGNOSTIC CHART. FOUND FAULTY 4WD SWITCH. REPLACED 4WD SWITCH & REPROGRAMMED TRANSFER CASE MODULE. TEST DROVE OK.

****

THANK YOU for giving us the oppprtunity to be of service to you. We at Russ Darrow Chevy are commited to your SATISFACTION. You may receive a survey from Chevrolet. If you can't answer "COMPLETELY SATISFIED" to all the questions, please call Ron, Paul, Eric, or Tim. Again, THANK YOU for your business.

THANK YOU!
Service Department Hours
Monday - Friday 7:00 a.m. - 6:00 p.m.

CALL FOR APPOINTMENT
(608) 243-5511
(888) 243-5506

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED. U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED

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

CUSTOMER COPY

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P.O. Box 7817 -3401 Lancaster Drive
Madison, Wisconsin 53707
Telephone: 608-243-5500

Jon Lancaster, Inc.

Fax

To: Heather Cooper **From:** Lisa Roth

Fax: 1-866-213-4648 **Pages:** 4

Phone: **Date:** 10.6.04

Re: **CC:**

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply**

• **Comments:** Please see the following.

To Return A Fax to Jon Lancaster, Inc.

Business Office:	608-241-8678
Toyota Sales:	608-241-2511
Lexus:	608-241-1850
Used Car Sales:	608-243-5538

10/06/2004 10:55 FAX 6082418678 JON LANCASTER 001

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GN0113564[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
Rebate	$2500.00	CNC
Bonus Cash	$500.00	CNR
GM Card	$2097.28	UDE
	$	
	$	
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 _____
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 11 03 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 Signatur[redacted] Date: 11 03 03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item #__ 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: Casey Starr Date: 11 03 03
Dealership Name: JON LANCASTER, INC. Dealer Code: 47-389

* 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)

10/06/2004 10:55 FAX 6082418678 JON LANCASTER 002

... THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME / ADDRESS / CITY, STATE, ZIP / TELEPHONE NO.	JON LANCASTER MADISON INCORPORATED P.O. Box 7817 Madison, Wisconsin 53707 608—243-5500	VEH. STOCK NO. OR ORDER NO.: Y0334 — ORDER DATE: 11/05/2003 SALESPERSON'S NAME (PLEASE PRINT): TOMPKIN, JOHN ROGER SALESPERSON'S LICENSE NUMBER: T5124764130503

PROSPECTIVE PURCHASER (YOU) NAME(S): [redacted] [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS: 156 MAPLE CIRCLE — BELLEVILLE — STATE: WI — ZIP: 53508

RESIDENCE PHONE	BUSINESS PHONE	RESIDENCE TOWNSHIP	RESIDENCE COUNTY	SOCIAL SECURITY # OR DRIVER LICENSE # OR FEIN # (IF COMPANY)	BIRTHDATE
[redacted]			DANE		07/01/1975
			DANE		08/17/1977

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: ☒ NEW ☐ USED { ☐ DEMO ☐ EXEC } TITLE AS ☐ CAR ☒ TRUCK ☐ OTHER — LICENSE NO. RUF-647

	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
PURCHASED VEHICLE	2004	CHEVROLET	TRAILBLAZE	LS 4DR	1GNDT13S642[redacted]
OWNED OR LEASED TRADE-IN	1999	CHEVROLET	MALIBU	SD	1G1NE52M1X0[redacted]

ORDERED COLOR	ORDERED TRIM	ORDERED ENGINE
67/SILVERSTONE	CLOTH	6

USED: PRICE from the Wisconsin Buyers Guide $ N/A

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. ☒ New Vehicle Manufacturer Warranty
2. ☐ Remaining vehicle mfr. warranty-Call mfr. or refer to warranty booklet for details.
   Expiration: ______ (date) ______ (miles), whichever comes first.
   Deductible to be paid by You $ N/A
   Transfer fee to be paid by You $ N/A Pay to: ☐ Dealer ☐ Manufacturer
3. ☐ Not known
4. ☐ Expired
5. ☐ Cancelled due to salvage or other vehicle history

Dealer Warranty Information

6. ☒ **AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**
7. ☐ Limited Warranty
   Term: ______ (months) ______ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: ______ % Deductible to be paid by You: $ N/A

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

8. ☐ Service Contract (Administered by N/A)
   Term: ______ (months) N/A (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: ______ % Deductible to be paid by You: $ N/A

OTHER CONDITIONS OF SALE

NEW: ☒ MSRP detail provided on window label .... (See Total ☐ MSRP detail provided on attachment .... MSRP Below)

	BASE MSRP (Manufacturer Suggested Retail Price) . $	31600.00
CODE	Manufacturer Options MSRP	N/A
		N/A
		N/A
		N/A
	Total MSRP $	31600.00
	Dealer Markup Added	N/A

	DEALER INSTALLED OPTIONS - Has a warranty if ☑ at left.	
		N/A
		N/A
		N/A
		N/A

1. Dealer Retail Price	31600.00
1a. Services Fee	
2. Discount	2800.00
3. Cash Price (1 + 1a - 2)	28800.00
4a. Owned Trade-in Allowance	5200.00
4b Positive Leased Trade-in Allowance (see below for more information)	N/A
4c. Negative Leased Trade-in Allowance (see below for more information)	
5. Trade Difference (3 - 4a - 4b +4c)	23600.00
6. Other (see itemized attachment if necessary)	N/A
7. Service Contract	N/A
8. Subtotal (5 + 6 + 7)	23600.00
9. 5.0000% State Sales Tax on Subtotal (line 8)	1180.00
10. 0.5000% County Sales Tax on Subtotal (line 8)	118.00
11. N/A% Brewer's Stadium Tax on Subtotal (line 8)	N/A
12. Luxury Tax	N/A
13. Registration, Title, and Other Fees to appear on MV11	39.00
14. Vehicle Warranty or Service Contract Transfer Fee	N/A
15. Other	N/A
16. Balance Due to ______ on Owned Trade-in	N/A
17. Subotal (8 + 9 + 10 + 11 + 12 + 13 + 14 + 15 + 16)	24937.00
18. Less Cash Down Payment on Order	N/A
19. Mfr's Rebate $5087.28 ☐ Cash Back or ☐ Assigned	5087.28
20. Subtotal (17 - 18 - 19)	19849.72
21. Less Additional Cash Due (Date) 11/05/2003	912.72
22. **Due on Delivery or Balance to Finance** (20 - 21) $	18937.00

☐ **ORDER OUT VEHICLE NOT PRICE PROTECTED (check A or B)**

A. ☐ **Current model year price known.** If the manufacturer's suggested retail price increases before vehicle delivery, the final cash price shall be the current contract cash price, (line 3) plus the increase in the manufacturer's suggested retail price adjusted by N/A % discount or N/A % markup of said increase.

B. ☐ **Price of newly introduced model currently unknown.** The final cash price shall be the total of the manufacturer's suggested retail price upon delivery plus the price of any dealer installed options set forth in the contract with N/A % discount subtracted from or N/A % markup added to the total.

However, if the final cash price of either A or B exceeds $ N/A , the purchaser may cancel the contract without penalty. Also the dealer is not obligated to deliver unless the purchaser agrees to pay the final cash price.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, 5.00 % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.01 (5m) Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

ANTICIPATED DELIVERY DATE: 11/05, 2003

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, ~~and return of trade-in vehicle, or title for trade-in vehicle~~, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

LEASED TRADE IN ALLOWANCE Equals (1) $ N/A gross allowance less (2) the sum of $ N/A (estimated)(actual)(**strike one**) lease payoff to N/A and $ N/A refund to lessee. If (1) is greater than (2) enter the difference on line 4b. If (2) is greater than (1), enter on line 4c.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☒ **This is a Finance Transaction.** (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer on terms:
A. ☐ In attached disclosure. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☒ Acceptable to You.

☐ **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written notice by (date) ______ or this contract is void.

☐ **This is a cash transaction.** You are obligated to pay the balance due on delivery.

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO ______ MILES/KILOMETERS AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

BUYER'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the purchased vehicle if any of the following representations are untrue. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies. You must read and answer these questions. **I represent and warrant:**

	YES	NO
(A) That I am 18 year of age or older	☒	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in	☒	☐
(C) That I will defend the trade-in against all claims and that it is free from all liens and encumbrances	☒	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody)	☒	☐
(E) That the trade-in emission control system or part thereof when installed as original equipment or comparable tested replacement is intact	☒	☐
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications	☒	☐
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I have no reason to believe that the trade-in vehicle's current odometer reading of 61429 miles/kilometers does not reflect its actual mileage	☒	☐
(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way	☒	☐
(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands	☒	☐
(J) That the trade-in has not previously been flood or water damaged	☒	☐
(K) That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or other structural portion of the unibody	☒	☐

Explain All "NO" Answers: ______

No oral representations are binding unless written on this form. This document (including the terms printed on the Reverse Side) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

YOUR SIGNATURE(S) [redacted] DATE SIGNED 11/05/2003 TIME SIGNED 5:49 A.M. P.M.

ACCEPTED BY DEALER AUTHORIZED SIGNATURE [redacted] DATE SIGNED 11/05/2003 TIME SIGNED 5:50 A.M. P.M.

WATDA Services, Inc. 1-800-233-7672 / ADAMM Form # 414-359-9000 #1 Rev. 8/02 Copyright 2002 WI Auto & Truck Dealers Assoc.

JON LANCASTER - MADISON

MARKET EVALUATION

This Market Value is good for 300 miles or 7 days, whichever comes first, assuming the condition of the vehicle does not change.

Date 11/4/03

Stock No. [redacted]

Owners Name [redacted] Year 1999 Make CHEV Series MAL104

Street Address [redacted] Body Style 4DR. Color GREEN

City BELLEVUE, 54308 Home Phone 424-9058 Work Phone License No. [redacted]

Sales Representative CODER ID No. 1G1NE52M1X[redacted]

☐ 8 CYL. ____ LITER	☐ 4 SPD	☐ AM	B-81 C-82 D-83 E-84 F-85 G-86 H-87 J-88 K-89 L-90 M-91 N-92 P-93 R-94					
☒ 6 CYL. ____ LITER	☐ 5 SPD	☒ AM/FM	☒ A/C	☒ LOCKS	SW FLOOR	☒ P. SEAT	☒ STEERING	
☐ 4 CYL. ____ LITER	☐ 6 SPD	☐ TAPE	☒ C.C.	☒ WINDOWS		☐ DUAL SEAT	☒ BRAKES	
☐ OTHER:	☒ AUTO	☒ C/D	☒ TILT	☒ DEFROST		☒ ALLOYS	☐ EXT'D WARR.	

History of Vehicle: No. of owners 2nd Mileage 64,300 ☒ ACTUAL ☐ NOT actual ☐ UNVERIFIED ☐ in excess of its mechanical limits.

Title Location BELLEVUE

Vehicle Currently Titled in State Of WI.

Lien Registered to

THIS VEHICLE WAS PREVIOUSLY: (Check all that apply)

☒ Privately Driven ☐ Business Vehicle ☐ Leased ☐ Rental ☐ Demonstration ☐ Executive Driven ☐ Driver Education ☐ Government Vehicle ☐ Police Vehicle ☐ Taxi ☐ Theft Recovery ☐ Flood Damaged ☐ Rebuilt Salvage ☐ Junked ☐ Unknown

This vehicle was previously damaged in the amount of $ Date of Repair Any frame damage? Yes (No)

All State and Federal mandatory emissions systems are installed and intact (Yes) No Is title branded? Yes No

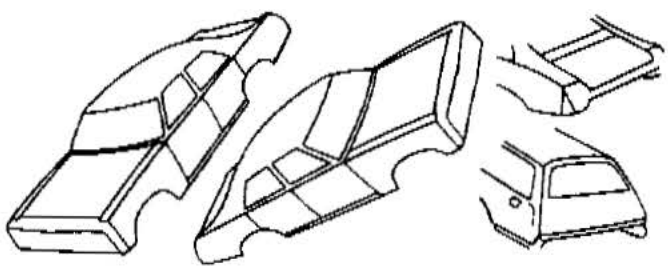
Recent Improvements or Repairs: TIRES 1/4. FRONT BRAKES 3-4 MO'S

The vehicle described above will be appraised with my permission by JON LANCASTER, Inc. as of this date, based on the description of condition and history as provided by me. I am the legal owner or agent for the above described motor vehicle and have truthfully represented the vehicle as far back as I am familiar with it.

Signature of Owner or Agent [signature] Witness

Basic Repair and Reconditioning	☐	Mechanical	
Engine Tune	☐		
Glass	☐		
Exhaust	☐		
Brakes	☐		
Emissions System - Converter	☐		
TIRES LF ☐ RF ☐ SPARE ☐		Interior Repairs	
LR ☐ RR ☐			
TIRES ON THIS CAR NOW MUST BE THE SAME WHEN IT COMES IN TRADE			
		Mileage Add or Deduct	
		TOTAL	

OTHER BODY & APPEARANCE



STOCK ☐ ORDER OUT ☐

Mileage Limitation

Recond. Fair Market Value

Reconditioning Costs

FAIR MARKET VALUE TODAY 4750.00

Disposition W R

TOTAL

X [redacted]

This appraisal represents a cash offer. When comparing it with other appraisals, please be sure they also represent a cash offer and are not tied to the purchase of another vehicle. This is the only fair and realistic way to compare offers.

10/06/2004 10:57 FAX 6082418678 JON LANCASTER 004

2004 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
95H MEDIUM PEWTER
ORDER NO. GKGQ4R/TRE STOCK NO.
VIN 1GN DT13 S6 42[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*47389S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	29395.00	26602.48	INVOICE 07/28/03
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 07/28/03
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 08/07/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/07/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 07/28/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S081K S081K
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1 BANK: GMAC - 154
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	CHG-TO 47-389
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	SHIP WT: 4466
* POWER MIRRORS, HEATED			HP: 32.1
* FLOOR MATS, FRONT & REAR			GVW: 5750
* REAR WINDOW DEFOGGER			GVWF: 2950
* DEEP TINTED GLASS			GVWR: 3200
* CRUISE CONTROL			GMS: 27686.28
* BODY SIDE MOLDING			SUPPLR: 28793.73
* TOW HOOKS			MRM: 31600.00
* LUGGAGE RACK CROSS-BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			MEMO 1522.50
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	30950.00	27939.78	ACT 237 27661.28
DESTINATION CHARGE	650.00	650.00	H/B 261 928.50
LAM DEALER CONTRIBUTION		232.13	ADV 261 232.13
LAM GROUP CONTRIBUTION		154.75	EXP 65A 154.75
TOTAL	31600.00	28976.66	PAY 310 28976.66

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27607.23

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

JON LANCASTER, INC.

REMIT TO GMAC NO. 154
VIN 1GNDT13S642[redacted]
$ 28976.66 INV[redacted]
DUE 08/07/03 DEALER 47-389

Business Resource Center

GM

Repurchase Department

To: Dave Friedberg	From: Kathy Meszaros
Fax:	Fax: 866-233-7026
Pages: 2	Phone: 800-231-1841 X57098

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet – Dealer Sign Only
- Customer's offer letter for his signature

Thanks,
Kathy Meszaros
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Kathy Meszaros*

Old Vehicle VIN: 1GKDT13S[redacted]

New Vehicle VIN: 1GKEK13Z42R[redacted]

Date: 12/9/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE				MOCK BILL OF SALE	
Acct. 2[redacted] Vehicle Costs	23,985.00	G		Purchase Price (New Unit)	23,985.00
Adjustment to line 1	0.00	M			
Conversion Cost	0.00			State Sales Tax	68.70
Tax	0.00	R			
Flat Tax	0.00	E		Flat Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S			
Miscellaneous	0.00	P		Reg./Lic./Title Fees (opt)	58.50
Other	0.00	O			
State Fees	0.00	N		Bus Tax	0.00
		S			
Cost to transfer Aftermarket Items	0.00	I		State Fees	0.00
Service Contracts/GMPP	0.00	B			
Miscellaneous	0.00	I		Miscellaneous	0.00
Transportation Fees	0.00	T			
		Y		Other	0.00
Total Replacement Price	23,985.00				
CUSTOMER'S		R		**Less Dealer Contribution**	**0.00**
6% Sales Tax	68.70	E			
Luxury Tax	0.00	S		Subtotal	24,112.20
Reg./Lic./Title Fees (opt)	58.50	P			
Bus Tax	0.00	O		Trade In	22,840.04
		N			
Usage/Depreciation	1,388.26	S		Payoff	19,605.52
Damage	0.00	I			
Upgrade	0.00	B		Net Allowance	3,234.52
Downgrade (deducted)	243.30	I			
Reimbursement of Aftermarkets	0.00	T		**Cash on Delivery (Paid by GM)**	**0.00**
Other	0.00	Y			
Dealer Contribution (deducted)	0.00			**Total Balance Due**	**20,877.68**
Total Customer Cost	1,272.16				
				Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	22,840.04				
Total Payoff Amount	**19,605.52**			GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	*12/31/04*				
Dealer Due to GM	NA				
GM Due to Dealer	3,234.52				

Estimated Auction Price	24,995.00				**This is a "work in process" until signed	
Projected (Loss)	2,154.96				by a GM Authorized Representative**	
						Rev 5/5/04

Dealer Confirmation Letter- Trade Repurchase

GMC Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 57098, Kathy Meszaros

Trade Repurchase Agreement between **GMC** and its dealer partner **Lankford Buick-Pontiac-GMC, Inc.**

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 **$3,234.52** to [redacted] **& Lankford Buick-Pontiac-GMC, Inc.,** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$19,605.52** made payable to **PNC Bank** and will be sent directly to lien holder 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:	1GKEK13Z42R[redacted]
New Vehicle Sales Price:	$23,985.00
Used Vehicle Trade Value:	$22,840.04
Trade Difference:	$1,144.96
Taxes:	$68.70
License & Title Fees:	$58.50
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 12/31/04	$19,605.52
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 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.

Lankford Buick-Pontiac-GMC, 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 number #866-233-7026.

_____
Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Signature and Title.

_____
Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Printed Name and Title.

_____
Authorized General Motors BRC Representative Signature

_____
Authorized General Motors BRC Representative Printed Name

Thank you for assisting **GMC** in this trade repurchase for our mutual customer!

GM RVDC

RVDC Case# 89994

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GKDT13S54[redacted]
BAC	[redacted]
Dealership Name	LANKFORD BUICK-PONTIAC-GMC, INC.
Dealer Contact/Title	David Friedberg, Finance Manager
Dealer Phone	6108620555
Dealer Fax	6108620546
Delivery Date	2003-06-27
Buyback Mileage	32399
Transmission	A
UCC Code(s)	JS705 N0303
MSRP	32150.00
Est. Auction Value	24995.00
Case Number	89994
TAC Case Number	763670
Type of Transaction	TR
Replacement VIN	1GKEK13Z42[redacted]
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Jim Ballard
Reason for Repurchase: Electrical problems, ECM and PCM failure, ignition and wiring failure.	

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: TRADE REPURCHASE		
Original Sales Tax Paid in State: PA	Repurchased Under Laws of State: PA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2004-12-16	Established on: 2004-12-10	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: HOLD FOR TAC REVIEW.		
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: 19605.52 ✓	Lien Payoff Expires on: 2004-12-31	Per Diem: 2.39
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	3234.52 ✓			Check Amt:	0.00
Payee1:	Jason & Vincent McGlone, Jr.	Payee1:	PNC Bank	Payee1:	
Payee2:	& Lankford Buick-Pontiac-GMC	Payee2:	01-02-008110079188	Payee2:	
Address1:	24 Bridge Street	Address1:	2730 Liberty Avenue	Address1:	
Address2:		Address2:		Address2:	
City:	Collegeville	City:	Pittsburgh	City:	
State:	PA	State:	PA	State:	
Zip	19426	Zip	15222	Zip	
Phone #:	484-571-6799	Phone #:	888-762-2265	Phone #:	
Fax #:		Fax #:		Fax #:	
		Attention:	Lien Payoff Dept	Attention:	
		Account #:	01-02-008110079188	Fed Tax ID:	
				Firm Name:	

Case ID: [redacted] Initiator: rneszarok

[redacted]

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Kathy Meszaros*

Old Vehicle VIN: 1GKDT13S54[redacted]

New Vehicle VIN: 1GKEK13Z42R[redacted]

Date: 12/9/04

DEALER'S SAMPLE PURCHASE ORDER

		GM RESPONSIBILITY
Acct. 231/237 Vehicle Costs	23,985.00	
Adjustment to line 1	0.00	
Conversion Cost	0.00	
Tax	0.00	
Flat Tax	0.00	
Reg./Lic./Title Fees (opt)	0.00	
Miscellaneous	0.00	
Other	0.00	
State Fees	0.00	
Cost to transfer Aftermarket Items	0.00	
Service Contracts/GMPP	0.00	
Miscellaneous	0.00	
Transportation Fees	0.00	
Total Replacement Price	23,985.00	
CUSTOMER'S		
6% Sales Tax	68.70	
Luxury Tax	0.00	
Reg./Lic./Title Fees (opt)	58.50	
Bus Tax	0.00	
Usage/Depreciation	1,388.26	
Damage	0.00	
Upgrade	0.00	
Downgrade (deducted)	243.30	
Reimbursement of Aftermarkets	0.00	
Other	0.00	
Dealer Contribution (deducted)	0.00	
Total Customer Cost	1,272.16	
Trade Repurchase Amount	22,840.04	
Total Payoff Amount	19,605.52	
PAYOFF GOOD THRU(mm/dd/y	*12/31/04*	
Dealer Due to GM	NA	
GM Due to Dealer	3,234.52	
Estimated Auction Price	24,995.00	
Projected (Loss)	2,154.96	

MOCK BILL OF SALE	
Purchase Price (New Unit)	23,985.00
State Sales Tax	68.70
Flat Tax	0.00
Reg./Lic./Title Fees (opt)	58.50
Bus Tax	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	**0.00**
Subtotal	24,112.20
Trade In	22,840.04
Payoff	19,605.52
Net Allowance	3,234.52
Cash on Delivery (Paid by GM)	**0.00**
Total Balance Due	**20,877.68**
Amount to Dealer for additional Fees	**0.00**
GM Authorized Signature	Date 12/9/04

****This is a "work in process" until signed by a GM Authorized Representative****

Rev 5/5/04

ATTN: KATHY MESZAROS

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3535 (2328097)

LANKFORD BUICK - PONTIAC - GMC

301 Alan Wood Road
Conshohocken, PA 19428
(610) 862-0555

DEAL #: 91[illegible]
DATE 12/10/2004 CUST#: [redacted]
PURCHASER'S NAME [redacted]
PURCHASER'S STREET COLLEGEVILLE PA [redacted]
PURCHASER'S CITY [redacted] STATE ZIP
BUSINESS PHONE [redacted] E-MAIL
HOME PHONE [redacted] SALESPERSON J. MARK LANKFORD

INS. CO LIBERTY MUT'L FIRE INS CO
POLICY # [redacted]
AGENT JOHN H ZUENO
EFFECTIVE DATE 239 MAIN ST PENNSBURG PA 18073
PHONE (215)679-3997

VEHICLE BEING PURCHASED

STOCK NO. 4783
☐ NEW ☐ USED ☒ ☐ CAR ☐ TRUCK ☐ DEMO ☐ RENTAL ☐ PRIOR USE FACTORY PROGRAM
YEAR 2002 MAKE GMC
MODEL YUKON SLT BODY TYPE SW
COLOR BLACK TRIM SLT
SERIAL # 1GKE[illegible]3242R[redacted]
TO BE DELIVERED ON OR ABOUT 12/10/04 MILEAGE 27609

USED VEHICLE TRADED IN

STOCK # 4753A
TRADE YR 2000 MAKE GMC MILEAGE N/A
MODEL SW TYPE COLOR BLUE
VIN# 1GKDT1[illegible]5542[redacted]
TAG NO. DNE4[illegible]3A EXP 10/31/05
TITLE NO. [redacted]

PRICE OF VEHICLE	23985.00
ADDITIONAL EQUIPMENT (OPTIONS):	
TIRE & WHEEL PROTECTION	N/A
	N/A
	N/A
EXTENDED SERVICE CONTRACT	N/A
PAINT SEALANT	N/A
	N/A
TOTAL	23985.00
GM REBATE -	N/A
GM CARD REBATE -	N/A
OTHER REBATE -	N/A
TRADE VALUE	22540.04
TOTAL TAXABLE AMOUNT	1144.96
	N/A
SALES TAX	68.70
OTHER TAX	N/A
DOC FEE	N/A
LICENSE TITLE REGISTRATION	33.50 N/A
TEMPORARY TAG FEE	
ON-LINE REGISTRATION FEE (OLRS)	18 00
ON-LINE DEALER SERVICE (OLDS)	5 00
TOTAL CASH PRICE	1267.16
CASH DEPOSIT	N/A
ADDITIONAL CASH ON DELIVERY	N/A
	N/A
TRADE PAYOFF	19605.52
BANK INFO: PNC BANK 2730 LIBERTY AVE PITTSBURGH PA 15222	
AMOUNT FINANCED	20672.60
TOTAL CASH ON DELIVERY	5534.52

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, you shall, at our option forfeit as damages $ ____

CUSTOMER ACKNOWLEDGES ____

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.

CREDIT SALE: IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supersedes any prior agreements and as the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

DEALERS AUTHORIZED SIGNATURE ____ DATE 12/10/2004 CUSTOMER'S SIGNATURE ____ DATE 12/10/2004

VEHICLE PURCHASE ORDER

(P&C Bank) 101-Va 00

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

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

888- PnCBank 762-2265

1.Date (mm/dd/yyyy): 11/02/2004
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Collegeville, Pa 1[redacted]
5.Primary Customer Phone #: 6[redacted]Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 6%

484-571-6799 $19,564.89 12/14/04 2.39

Meszaros 11/19/04 10:30

Customer Vehicle Information

10.Year/Make/Model: 2004 Gmc Envoy
11.VIN (17 Digits): 1GKDT13S54[redacted] 12.Current Mileage: 32,399
13.Purchased: USED

19605.52 12/31

PNC Bank 2730 Liberty Ave Pittsburg PA 15222

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

Dealership that will handle entire transaction:
14.Dealership Name: Lankford Buick Pontiac GMC
15.Dealership Phone #: 610 862 0555
16.Dealership Contact Name and TITLE: ~~Jim Pollino~~ Sales Mgr
17.Dealership Contact Phone # (if different than Dealership #): SAME
18.Dealership Contact Fax # 610 862 0547 FAX
19.Dealership BAC: 160725 Region: Northeast

6% Trans/Lic Title 58.50

(Anthony Battastini) Used

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

Dave Friedberg Finance

DIR code 08074

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: 763670
25.If no TAC number, Explain:
26.Reason for Repurchase (Include specific mechanical failure): Repeated Engine Electrical (see attached Report)

PCM/ECM Ignition, wiring

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: HOLD FOR TAC REVEIW (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: 1GKEK13Z42[redacted]
33.New Vehicle Year/Make/Model: 2002 Gmc Yukon 4wd
34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): ~~0~~ 243.30

used veh cost to used veh cost per Avm & Ben Hall (Ken)

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: 18914-13184/100000x24228=1388.26

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: None

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): 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: Customer will go from a Used Vehicle into a GM Certified Used Vehicle purchased from the GMAC Smart Auction at $ 23,800 + Certification cost. Due to the number of failures the customer does not feel safe in this vehicle and wants out.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 11/02/2004

42.Authorizer Name: Jim Ballard

43.GM Position: AVM

44.VoiceMail Node: 914055 Mailbox Number: 8028

45.Email Address: jim.ballard@comcast.net

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]

FILE NAME: [redacted]

OLD VEHICLE VIN: 1GKDT13S54[redacted]

REASON: TRADE REPURCHASE

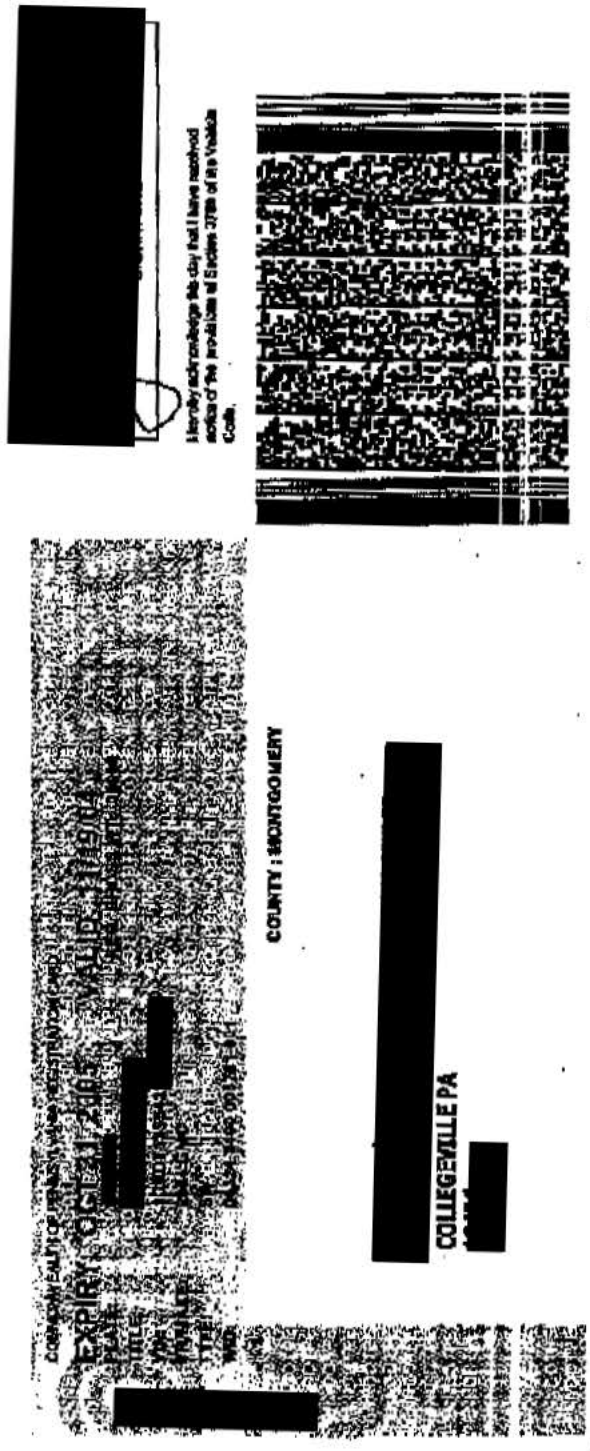
THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 08074

BRAND *(circle one)*: **Oldsmobile** (15) **Cadillac** (12) **Chevrolet** (13) **Buick** (11) **GMC** (48) **Pontiac** (16)

NEW VEHICLE VIN: 1GKEK13Z42[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL



ATTN: KATHY MESZAROS

LANKFORD BUICK • PONTIAC • GMC

301 Alan Wood Road
Conshohocken, PA 19428
(610) 862-0555

2 of 2

DEAL #: 1863
DATE: 03/31/2004 CUST#: 21405
PURCHASER'S NAME: [redacted]
PURCHASER'S STREET: [redacted] COLLEGEVILLE
PURCHASER'S CITY: [redacted] STATE: PA ZIP: [redacted]
BUSINESS PHONE: [redacted] E-MAIL:
HOME PHONE: [redacted] SALESPERSON: JOHN GULOTTA

INS. CO.: PRUDENTIAL P & C INS CO
POLICY #: [redacted]
AGENT: JOHN H ZUENO
EFFECTIVE DATE: 239 MAIN ST
PENNSBURG PA 18073
PHONE: (215)679-3995

VEHICLE BEING PURCHASED

STOCK NO. 4657

☐ NEW ☐ CAR ☐ DEMO ☒ RENTAL
USED ☐ TRUCK ☐ PRIOR USE FACTORY PROGRAM

YEAR: 2004 MAKE: GMC
MODEL: ENVOY SLE BODY TYPE: S/W
COLOR: BLUE SLE
SERIAL #: 1GKDT13S542[redacted]
TO BE DELIVERED ON OR ABOUT: 03/31/04 MILEAGE: 15861

USED VEHICLE TRADED IN

STOCK #: 4527H
TRADE YR: 1998 MAKE: GMC MILEAGE: 105494
MODEL: SLT TYPE: COLOR: BLACK
VIN#: 1GKDT13W2W[redacted]
TAG NO.: [redacted] EXP: 10/31/04
TITLE NO.: [redacted]

PRICE OF VEHICLE	24228.30	
ADDITIONAL EQUIPMENT (OPTIONS):		
TIRE & WHEEL PROTECTION	N/A	
	N/A	
	N/A	
EXTENDED SERVICE CONTRACT	N/A	
PAINT SEALANT	N/A	
	N/A	
TOTAL	24228.30	
GM REBATE -	N/A	
GM CARD REBATE -	N/A	
OTHER REBATE -	N/A	
TRADE VALUE	4000.00	
TOTAL TAXABLE AMOUNT	20228.30	
	N/A	
SALES TAX	1215.75	
OTHER TAX	N/A	
DOC FEE	N/A	
LICENSE TITLE REGISTRATION	N/A	
TEMPORARY TAGE FEE:	N/A	
ON-LINE REGISTRATION FEE (OLRS)	14	00
ON-LINE DEALER SERVICE (OLDS)	6	00
TOTAL CASH PRICE	21495.50	
CASH DEPOSIT	N/A	
ADDITIONAL CASH ON DELIVERY	N/A	
	N/A	
TRADE PAYOFF	N/A	
BANK INFO:		
AMOUNT FINANCED	21495.50	
TOTAL CASH ON DELIVERY	4000.00	

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, you shall, at our option forfeit as damages $_____

CUSTOMER ACKNOWLEDGES _____

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.

CREDIT SALE: IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supersedes any prior agreements and as the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

DEALER'S AUTHORIZED SIGNATURE: [signature] DATE: 3/31/04 CUSTOMER'S SIGNATURE: [signature] DATE: MAR 31 2004

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 9, 2004

[redacted]

TRADE SETTLEMENT OFFER

Collegeville, Pennsylvania [redacted]

Subject Repurchase of 2004 GMC Envoy
Case Number [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2004 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 Chevrolet customer. Chevrolet will assist you into 2002 GMC Yukon 1GKEK13Z42[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 through 12/31/04	$19,605.52
Less Downgrade	$ 243.30
Plus Usage	$ 1,388.26
Plus Sales tax	$ 68.70
Plus License & title fees	$ 58.50
TOTAL RESPONSIBILTY OF CUSTOMER	$20,877.68

General Motors will repurchase vehicle 1GKDT13S54[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 December 10, 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

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 Lankford Buick-Pontiac-GMC. 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 Mezzaros
Business Resource Center

[redacted]

Dealer Confirmation Letter- Trade Repurchase

GMC Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. 57098, Kathy Meszaros

Trade Repurchase Agreement between **GMC** and its dealer partner **Lankford Buick-Pontiac-GMC, Inc.**

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 **$3,234.52** to **Jason McGlone & Lankford Buick-Pontiac-GMC, Inc.**, if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$19,605.52** made payable to **PNC Bank** and will be sent directly to lien holder 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:	1GKEK13Z42R[redacted]
New Vehicle Sales Price:	$23,985.00
Used Vehicle Trade Value:	$22,840.04
Trade Difference:	$1,144.96
Taxes:	$68.70
License & Title Fees:	$58.50
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 12/31/04	$19,605.52
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 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.

Lankford Buick-Pontiac-GMC, 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 number: 800-233-7026.

[signature] BUSINESS MANAGER
Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Signature and Title.

DAVID E. FRIEDBERG BUSINESS MANAGER
Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting **GMC** in this trade repurchase for our mutual customer!


Pennsylvania
DL

Business Resource Center

GM

Repurchase Department

To: Jim Pollino	From: Kathy Meszaros
Fax:	Fax: 866-233-7026
Pages: 2	Phone: 800-231-1841 X57098

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet – Dealer Sign Only
- Customer's offer letter for his signature

Thanks,
Kathy Meszaros
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Kathy Meszaros*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GKDT13S542[redacted]	1GKEK13Z42R[redacted]	12/7/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acc[redacted]Vehicle Costs	23,985.00	G	Purchase Price (New Unit)	23,985.00
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	97.89
Tax	0.00	R		
Flat Tax	0.00	E	Flat Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	58.50
Other	0.00	O		
State Fees	0.00	N	Bus Tax	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	23,985.00			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
6% Sales Tax	97.89	E		
Luxury Tax	0.00	S	Subtotal	24,141.39
Reg./Lic./Title Fees (opt)	58.50	P		
Bus Tax	0.00	O	Trade In	22,353.44
		N		
Usage/Depreciation	1,388.26	S	Payoff	19,605.52
Damage	0.00	I		
Upgrade	243.30	B	Net Allowance	2,747.92
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**0.00**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**21,393.47**
Total Customer Cost	1,787.95			
			Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	22,353.44			
Total Payoff Amount	**19,605.52**		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	*12/31/04*			
Dealer Due to GM	NA			
GM Due to Dealer	2,747.92			

Estimated Auction Price	24,995.00				**This is a "work in process" until signed	
Projected (Loss)	2,641.56				by a GM Authorized Representative**	
						Rev 5/5/04

Dealer Confirmation Letter- Trade Repurchase

GMC Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. 57098, Kathy Meszaros

Trade Repurchase Agreement between **GMC** and its dealer partner **Lankford Buick-Pontiac-GMC, Inc.**

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 **$2,747.92** to **Jason McGlone & Lankford Buick-Pontiac-GMC, Inc.,** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$19,605.52** made payable to **PNC Bank** and will be sent directly to lien holder 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:	1GKEK13Z42R[redacted]
New Vehicle Sales Price:	$23,985.00
Used Vehicle Trade Value:	$22,353.44
Trade Difference:	$1,631.56
Taxes:	$97.89
License & Title Fees:	$58.50
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 12/31/04	$19,605.52
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 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.

Lankford Buick-Pontiac-GMC, 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 number #866-233-7026.

_____

Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Signature and Title.

_____

Lankford Buick-Pontiac-GMC, Inc., BAC 160725 Management Agent's Printed Name and Title.

_____

Authorized General Motors BRC Representative Signature

_____

Authorized General Motors BRC Representative Printed Name

Thank you for assisting **GMC** in this trade repurchase for our mutual customer!

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 9, 2004

[redacted]

TRADE SETTLEMENT OFFER

Collegeville, Pennsylvania [redacted]

Subject: **Repurchase of 2004 GMC Envoy**
Case Number: [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your **2004 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 **Chevrolet** customer. **Chevrolet** will assist you into **2002 GMC Yukon 1GKEK13Z42F**[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 through 12/31/04	$19,605.52
Less Downgrade	$ 243.30
Plus Usage	$ 1,388.26
Plus Sales tax	$ 68.70
Plus License & title fees	$ 58.50
TOTAL RESPONSIBILTY OF CUSTOMER	**$20,877.68**

General Motors will repurchase **vehicle 1GKDT13S542**[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 December 10, 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**

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 **Lankford Buick-Pontiac-GMC.** 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

SR No.	[redacted]	**Ref No.**		**Goodwill**		**BRC Type**	N/A
Account		**Site**		GW SubType		**Bus. Unit**	CAC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Complaint Vehicle
Daytime #	[redacted]	Evening #	[redacted]	**UCC**	Electrical Lamps - Headlamp / Daytime RL / Switch	**Sub-Area**	Repair Request (Not Done)
Address	[redacted]	City	Collegeville	**Involved Dlr**	Langford Chevrolet, Llc	**Safety**	Yes
State	PA Postal Cd [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	11/3/04 3:27:02 PM
Serial #/VIN	1GKDT13S54[redacted]	**Model Year**	2004	**Priority**	Medium **License #**	**Owner**	SCHMIDTS
Make	GMC	**Warr. Start**	06/27/2003	**Status**	Open	**Opened**	9/24/04 1:58:44 PM
Model	Envoy	**Mileage**	28949	**Sub-Status**	Satisfied	**Closed**	
Abstract	complaint						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Servicie Dealer	BAC Code	Div. Dealer Code	Repair Order #

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/04 3:27:04 PM	AUGELLOJ	AUGELLOJ	Inbound Call Field Rep/Whlsl	Complex Request	Done	11/3/04 3:31:02 PM	AVM seeks file notes

Contact Last Name	Contact First Name	Account	BAC Code
Ballard	James	General Motors	Field

Comments

11/3/04 AVM Jim Ballard seeks file notes. Crm advised. AVM seeks to have file faxed to him, Crm advised will be faxed asap 610 862 0546. AVM states no other action required.
Crm documenting file.
joanne augello/avm team/tampa

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/3/04 3:27:02 PM	AUGELLOJ	SCHMIDTS	SR Opened		Done	11/3/04 3:27:02 PM	SR in Status of Closed has been Re-Opened by AUGELLOJ

Contact Last Name	Contact First Name	Account	BAC Code
McGlone	Jason		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/24/04 2:05:07 PM	SCHMIDTS	SCHMIDTS	SR Closed - Satisfied		Done	9/24/04 2:05:07 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
McGlone	Jason		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/24/04 1:59:01 PM	SCHMIDTS	SCHMIDTS	Inbound Call Customer	Complaint or Escalation	Done	9/24/04 2:05:03 PM	stalls

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

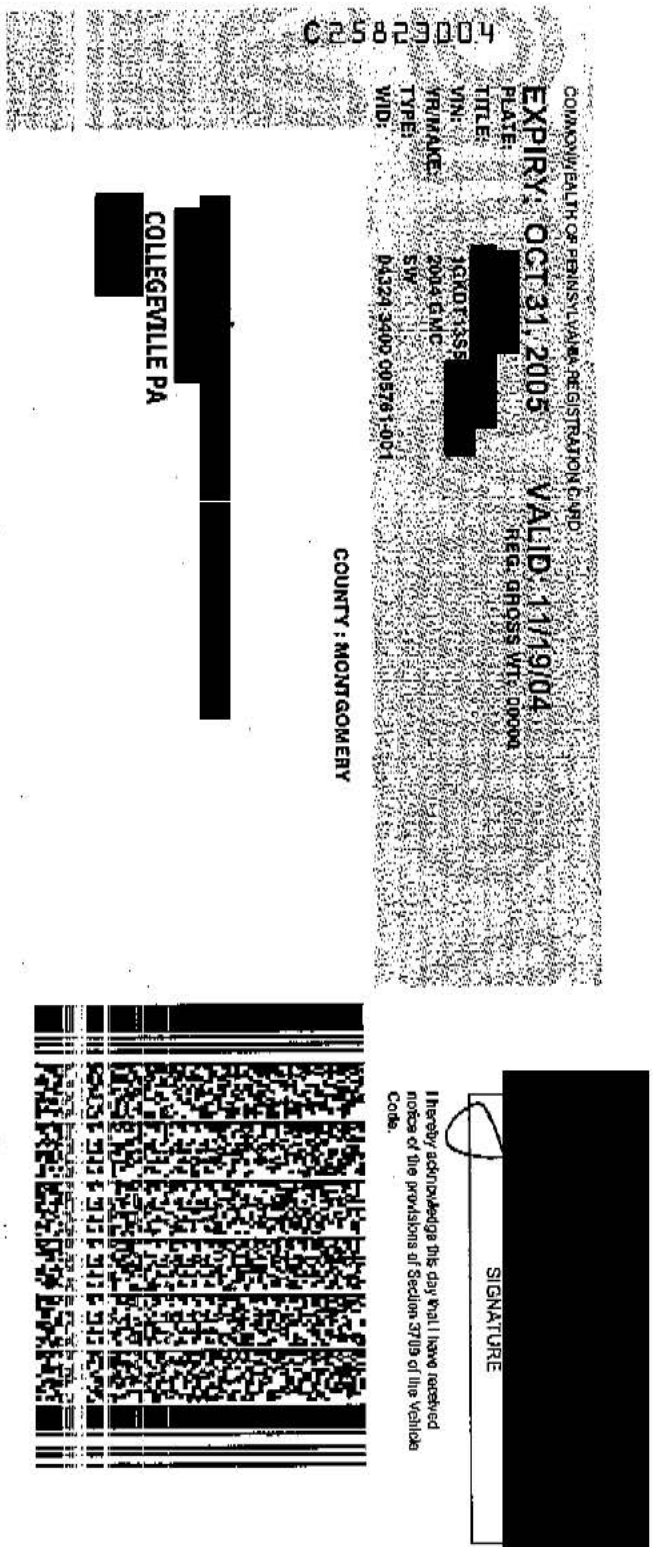
Comments

Cust states that purchased veh w/14,000 miles. Veh will shut off, ses light will come on. Cust states takes veh to dlr & they repair veh. Veh has been in 5 x's for same concern. Cust states that veh has shut off when putting into reverse. Last time, headlamps shut off while driving. Cust states that svc advisor Jim Boward. Cust states that it takes a week for him to return cust calls. Cust states is taking veh into dlr on 09/28/04 for repair. Cust states that this next svc visit will be final attempt.
Cust seeks complaint document. No asst at this time.
Crm advsd cust concerns documented.

Sarah Faulkner/TS/pdx

J58	Warning Lamp On	Electrical Lamps - Service Engine Soon
J01	Stalls	Engine - General
N15	Inoperative	Electrical Lamps - Headlamp / Daytime RL / Switch
S95	Facilities	Non Component Dealer

ATTN: KATHY MESZAROS



ATTN: KATHY MESZAROS

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3636 (2325087)

LANKFORD BUICK · PONTIAC · GMC

301 Alan Wood Road
Conshohocken, PA 19428
(610) 862-0555

DEAL #: 9[illegible]81

DATE 12/10/2004 CUST#: [redacted]

PURCHASER'S NAME [redacted]

PURCHASER'S STREET [redacted]

PURCHASER'S CITY COLLEGEVILLE STATE PA ZIP [redacted]

BUSINESS PHONE [redacted] E-MAIL

HOME PHONE [redacted] SALESPERSON J. MARK LANKFORD

INS. CO. LIBERTY MUT'L FIRE INS CO

POLICY # [redacted]

AGENT 239 MAIN ST

EFFECTIVE DATE PENNSBURG PA 18073

PHONE (215)679-3999

VEHICLE BEING PURCHASED

STOCK NO. 4783

☐ NEW ☒ USED ☐ CAR ☐ TRUCK ☐ DEMO ☐ RENTAL ☐ PRIOR USE FACTORY PROGRAM

YEAR 2002 MAKE GMC

MODEL YUKON SLT BODY TYPE SW

COLOR BLACK TRIM SLT

SERIAL # 1GKE[illegible]13Z42R2[redacted]

TO BE DELIVERED ON OR ABOUT 12/10/04 MILEAGE 27609

USED VEHICLE TRADED IN

STOCK # [redacted]

TRADE YR 2004 MAKE GMC MILEAGE N/A

MODEL SW TYPE COLOR BLUE

VIN# 1GKDT1[illegible]Z42[redacted]

TAG NO. DNE4[illegible] EXP 10/31/05

TITLE NO. 592[illegible]7480

PRICE OF VEHICLE	23985.00	
ADDITIONAL EQUIPMENT (OPTIONS):		
TIRE & WHEEL PROTECTION	N/A	
	N/A	
	N/A	
EXTENDED SERVICE CONTRACT	N/A	
PAINT SEALANT	N/A	
	N/A	
TOTAL	23985.00	
GM REBATE -	N/A	
GM CARD REBATE -	N/A	
OTHER REBATE -	N/A	
TRADE VALUE	22840.00	
TOTAL TAXABLE AMOUNT	1144.76	
	N/A	
SALES TAX	68.70	
OTHER TAX	N/A	
DOC FEE	N/A	
LICENSE TITLE REGISTRATION	33.50 N/A	
TEMPORARY TAG FEE:		
ON-LINE REGISTRATION FEE (OLRS)	16	00
ON-LINE DEALER SERVICE (OLDS)	5	00
TOTAL CASH PRICE	1267.16	
CASH DEPOSIT	N/A	
ADDITIONAL CASH ON DELIVERY	N/A	
	N/A	
TRADE PAYOFF	19605.52	
BANK INFO:		
PNC BANK 2730 LIBERTY AVE PITTSBURGH PA 15222		
AMOUNT FINANCED	20872.68	
TOTAL CASH ON DELIVERY	3234.52	

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, you shall, at our option forfeit as damages $ _____.

CUSTOMER ACKNOWLEDGES _____

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.

CREDIT SALE: IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Purchaser agrees that this Order on the face and reverse side hereof and any attachments hereto includes all of the terms and conditions, that this Order cancels and supersedes any prior agreements and as the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order. I also certify that I am eighteen years of age or over.

DEALERS AUTHORIZED SIGNATURE _____ DATE 12/10/2004 CUSTOMER'S SIGNATURE _____ DATE 12/10/2004

VEHICLE PURCHASE ORDER

LANKFORD BUICK-PONTIAC-GMC, INC

FACSIMILE TRANSMITTAL SHEET

TO: KATHY MESZAROS
FROM: DAVID FRIEDBERG
COMPANY: GM
DATE: 12/09/04
FAX NUMBER: 866-233-7026
TOTAL NO. OF PAGES INCLUDING COVER: 4
PHONE NUMBER: 800-231-1841 X 57098
SENDER'S REFERENCE NUMBER:
RE: [redacted]
YOUR REFERENCE NUMBER:

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

301 ALAN WOOD ROAD
CONSHOHOCKEN, PA 19428
610-862-0555
FAX 6108620546

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 9, 2004

[redacted]

TRADE SETTLEMENT OFFER

Collegeville, Pennsylvania [redacted]

Subject Repurchase of 2004 GMC Envoy
Case Number: [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2004 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 Chevrolet customer. Chevrolet will assist you into 2002 GMC Yukon 1GKEK13Z42[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 through 12/31/04	$19,605.52
Less Downgrade	$ 243.30
Plus Usage	$ 1,388.26
Plus Sales tax	$ 68.70
Plus License & title fees	$ 58.50
TOTAL RESPONSIBILTY OF CUSTOMER	$20,877.68

General Motors will repurchase vehicle 1GKDT13S54[redacted] exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

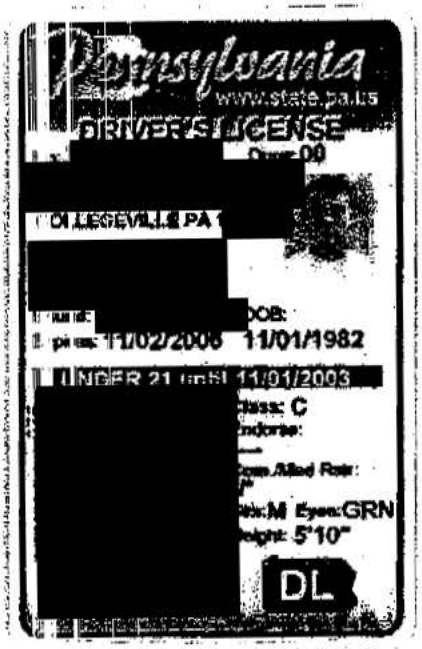
Please return this document to fax number 866-233-7026 by December 10, 2004. The conditions of the trade-repurchase are as follows:

- ⇒ 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

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 **Lankford Buick-Pontiac-GMC**. 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

[redacted]


Pennsylvania
www.state.pa.us
DRIVER'S LICENSE
[redacted]
COLLEGEVILLE PA
[redacted]
DOB:
11/01/1982
UNDER 21 until 11/01/2003
[redacted]
Class: C
Endorse:
Sex:M Eyes:GRN
Height: 5'10"
DL

Dealer Confirmation Letter- Trade Repurchase

GMC Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. 57098, Kathy Meszaros

Trade Repurchase Agreement between **GMC** and its dealer partner **Lankford Buick-Pontiac-GMC, Inc.**

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 **$3,234.52 to Jason McGlone & Lankford Buick-Pontiac-GMC, Inc.,** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$19,605.52** made payable to **PNC Bank** and will be sent directly to lien holder 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:	1GKEK13Z42R[redacted]
New Vehicle Sales Price:	$23,985.00
Used Vehicle Trade Value:	$22,840.04
Trade Difference:	$1,144.96
Taxes:	$68.70
License & Title Fees:	$58.50
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 12/31/04	$19,605.52
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 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.

Lankford Buick-Pontiac-GMC, 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 number #866-233-7026.

DAVID E. FRIEDBERG BUSINESS MANAGER

Lankford Buick-Pontiac-GMC, Inc., BAC 180725 Management Agent's Signature and Title.

DAVID E. FRIEDBERG BUSINESS MANAGER

Lankford Buick-Pontiac-GMC, Inc., BAC 180725 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting **GMC** in this trade repurchase for our mutual customer!

Encuesta de satisfacción de servicio

Por favor haga las correcciones a su nombre, dirección, o No. de teléfono aquí:

[redacted]
Juncos PR
[redacted]

Teléfono de l[redacted]
Cambiar a: [redacted]

Por favor, indique su dirección de correo electrónico [redacted]

Estimado(a) J[redacted]

Nuestros registros indican que usted **ingresó su Trailblazer de 2002 para servicio a Benitez Chevrolet el 13 de julio del 2004**. Es nuestro propósito que usted esté completamente satisfecho. Por favor tome algunos minutos para llenar ambos lados de este cuestionario sobre el personal y los servicios de nuestra concesionaria. Su respuesta puntual es muy importante para nosotros y se usará para dirigir nuestros esfuerzos constantes para lograr las expectativas más altas de nuestros clientes.

Gracias por traer su vehículo para servicio a Benitez Chevrolet.

Atentamente,

Charles F. Ugolino
Director de Operaciones

SEP 3 0 2004

Instrucciones

Por favor use lapicero o lápiz oscuro (preferiblemente negro) cuando llene esta encuesta.

☐ Por favor marque este recuadro si ya no es dueño o no está 'leasing' este Trailblazer de 2002 y devuelva el cuestionario.

"POR FAVOR HAGA QUE LA PERSONA QUE LLEVO ESTE VEHICULO PARA SERVICIO EL 13 DE JULIO DEL 2004, LLENE ESTA ENCUESTA."

Acerca del Departamento de Servicio de su Concesionario Automotriz

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
1. ¿Cómo clasifica el nivel de su satisfacción con la conveniencia del horario del Departamento de Servicio?	☐	☑	☐	☐	☐

	Sí	No	No se aplica/No se requiere	No lo sé
2. ¿Había servicio disponible para usted, tanto con como sin cita previa?	☐	☐	☐	☐
3. ¿Al llegar para el servicio, fue recibido rápidamente?	☐	☐	☐	

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
4. ¿Está usted satisfecho que todo el personal de la concesionaria lo trató en forma cortés, amable y profesional?	☐	☐	☐	☑	☐

Acerca de su Asesor de Servicio

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
5. ¿Está usted satisfecho que el Asesor de Servicio tomó suficiente tiempo para entender cabalmente su pedido de servicio?	☐	☐	☐	☐	☑

	Sí	No	No se aplica/No se requiere	No lo sé
6. ¿Se le ofrecieron opciones de transportación?	☐	☐	☐	☐

Ingresó días después de la entrega.

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho	No se aplica/No se requiere
7. ¿Está usted satisfecho que se le mantuvo informado a cerca del estado de su pedido de servicio?	☐	☐	☐	☐	☑	☐

120553

	Sí	No	No se prometió tiempo
8. ¿Estuvo listo su vehículo a la hora prometida originalmente?	☐	☑	☐

23 días después

Por favor complete el dorso del cuestionario

1GNDS13S722[redacted]40803
21431497185 00000165485

067 1

CSI 101329

Acerca de su Asesor de Servicio - continuación

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
9. ¿Cómo clasifica el nivel de su satisfacción con las explicaciones que le dieron de los trabajos realizados?	☐	☐	☐	☐	☑
10. ¿En general, como clasifica su satisfacción con la asistencia que recibió del Asesor de Servicio?	☐	☐	☐	☐	☑

Acerca del Servicio Ofrecido

11. ¿Cuándo recogió su vehículo, cómo clasifica el nivel de su satisfacción con:	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
- ¿El tiempo empleado para completar los trámites?	☐	☐	☐	☐	☐
- ¿La facilidad de recibir el vehículo?	☐	☐	☐	☐	☐
- ¿La condición en que fue devuelto?	☐	☐	☐	☐	☐

	Si	No
12. ¿Se corrigieron **TODOS** los asuntos reportados en esta visita de servicio?	☐	☐

Si NO, ¿por qué? (marque los que correspondan)

- ☐ Se explicó la condición - no hay necesidad de reparación
- ☑ El trabajo realizado no corrigió el problema
- ☐ El Departamento de Servicio no pudo duplicar el problema
- ☐ El Departamento de Servicio estaba demasiado ocupado
- ☑ No había refacciones disponibles
- ☐ Yo rehusé la reparación
- ☐ Otras (por favor especificar) _____
- ☐ No sé

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
13. ¿Está satisfecho que su vehículo se reparó bien en esta visita de servicio?	☐	☐	☐	☐	☑

	Si	No
14. ¿Se le dió una copia de la orden de reparación/factura terminada?	☑	☐

	Si	No	No sé/no estoy seguro
15. ¿Se comunicaron con usted a los pocos días de haberse realizado este servicio para determinar su satisfacción con el servicio de la concesionaria?	☐	☑	☐

Su Experiencia en General

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
16. **¿Basado en esta visita de servicio, cómo clasifica el nivel de su satisfacción con Benitez Chevrolet?**	☐	☐	☐	☐	☑

	Definitivamente Si	Probablemente Si	Quizas si/ Quizas no	Probablemente No	Definitivamente No
17. **¿Recomendaría usted a esta concesionaria para servicio?**	☐	☐	☐	☐	☑

	Completamente Satisfecho	Muy Satisfecho	Satisfecho	Algo Satisfecho	Insatisfecho
18. **¿En general cómo clasificaría el nivel de su satisfacción con su Trailblazer de 2002?**	☐	☐	☐	☐	☑

19. ¿Es usted ☐ Hombre? ☐ Mujer?

20. Su edad .. ☐ Menor de 25 ☐ 25 - 34 ☐ 35 - 44 ☑ 45 - 54 ☐ 55 - 64 ☐ 65 o más

	Si	No
21. ¿Podemos dar su nombre cuando le suministremos la información de este cuestionario a la concesionaria?	☑	☐

22. ¿Tiene usted algún comentario/recomendación sobre su Benitez Chevrolet?

Estoy disgustado y molesto con 0799
Unidad (Trailblazer) y los servicios prestados.

Si tiene algún problema con su vehículo o preocupación que exige atención inmediata, le sugerimos que primero se ponga en contacto con su concesionaria. Si necesita atención adicional, puede comunicarse directamente con la Motor Division de Chevrolet llamando al Centro de Asistencia al Cliente de Chevrolet: 1-800-222-1020

¡Gracias!
Sus opiniones nos permiten servirle mejor.

Por favor devuelva este cuestionario en el sobre que tiene la estampilla y nuestra dirección:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDS13S72228[redacted]40803
21431497185 7459455787 216428

120553

21 de septiembre de 04
Juncos, P.R.

Sr. Charles F. Upshaw
Director de Operaciones

¡Saludos!

Hace varios días recibí la hoja de evaluación por los servicios prestados a la Trailblazer de 2002 (azul) Tablilla EMW 544. Vehículo que compramos para noviembre de 2001 y con mucho sacrificio e insatisfacciones terminaremos de pagar en noviembre de 2004.

Insatisfechos, disgustados y molestos porque realmente dicho vehículo no representa ninguna seguridad ni para mí y mucho menos para la familia. He llevado la unidad en cinco ocasiones a corregirle las luces interiores y exteriores que en pocos días dejan de funcionar. Aproximadamente de cada dos meses y medio recurre al mismo problema. La unidad se llevó en noviembre de 03, febrero 2004, abril, julio y hoy 21 de sept. Todo en julio creo el 18 del mes corriente le tenido que

recorrer largos trechos de noche sin luz exterior exponiendo mi vida y la de mi familia a un accidente. He confiado en que el fallo de las luces ha sido corregido y no ha sido así.

En este momento me hago las siguientes interrogantes: ¿Puedo confiar en la unidad? ¿Vale la pena invertir en un vehículo Chevrolet? ¿Lo puedo recomendar? ¿Se me han prestado los servicios adecuados? ¿Qué alternativas tengo con el vehículo? ¿Pronto termino de pagarlo y después que va a ocurrir?

Si alguna de estas interrogantes pueden ser contestadas me gustaría saberlo.

[redacted]

Service Satisfaction Survey

** Dissatisfied Customer **
[redacted]
Mandeville LA
[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:

Dear K[redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Sewell Chevrolet on October 27, 2004.** 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 Sewell 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 2004 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 27, 2004, 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

1GNDS13S1422[redacted]24520
21443434390 00000119238 483624 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?	☐	☐	☐	☑	☐
– 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 Sewell 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 2004 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 survey information to your dealership?	☑	☐

22. Do you have any other comments/recommendations about Sewell Chevrolet?

I'm Very Dissatisfied with My Purchase of the Chevrolet Blazer. I have HAD Problem with Vehicle Since I Purchased it in Dec of 03 - I will not Recommend Chevrolet to Anyone nor Sewell Chevrolet.

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.

0399

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDS13S142[redacted]24520
21443434390 5653615504 483624 057 2

RVDC Active Case # [redacted]

RVDC Case# 90306

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GND$13$1422[redacted]
BAC	[redacted]
Dealership Name	SEWELL CADILLAC-CHEVROLET, INC.
Dealer Contact/Title	Chuck Campo, Service Director
Dealer Phone	5045817585
Dealer Fax	5045653615
Delivery Date	2003-12-31
Buyback Mileage	19000
Transmission	A
UCC Code(s)	D0105 N1502
MSRP	30885.00
Est. Auction Value	18175.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Dave Lopez
Reason for Repurchase: HVAC system and headlamps are inoperative.	

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? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: LA	Repurchased Under Laws of State: LA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2005-01-05	Established on: 2004-12-21	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Express Pilot PRA		
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: 22510.05	Lien Payoff Expires on: 2005-01-15	Per Diem: 3.53
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	764.40			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	Chase Auto Finance	Payee1:	
Payee2:	Sewell Cadillac-Chevrolet	Payee2:	104 003 095 222 09	Payee2:	
Address1:	109 Emerald Pines Ct	Address1:	900 Stewart Avenue	Address1:	
Address2:		Address2:		Address2:	
City:	Mandeville	City:	Garden City	City:	
State:	LA	State:	NY	State:	
Zip	70448	Zip	11530	Zip	
Phone #:	5045296432	Phone #:	8003366675	Phone #:	
Fax #:		Fax #:	8002559502	Fax #:	
		Attention:	Payoff Department	Attention:	
		Account #:	[redacted]	Fed Tax ID:	
				Firm Name:	

Case ID: 90306 | Initiator: rosascl

[redacted]

DEC 23 2004

LIEN HOLDER INFORMATION

Lien holder Name:	Chase Auto Finance
Lien holder Phone:	800 - 336-6675
Lien holder Contact Name:	CHN CENTER
Lien holder Address:	P.O. Box 5214
City/State/Zip:	New Hyde Park, N.Y. 11042
Customer Account #:	[redacted]
Payoff Quote:	$22510.05
Per Diem	$3.53
Payoff Good Till Date	1-15-05
Next Payment Date:	1-1-05

OLD VIN

To be completed by the dealer
NOTE: at least a THIRTY DAY payoff is required.

Straight Repurchase

	VIN
	1GND513S142226855
Repurchase Vehicle Price	
Base Vehicle Price	$28,449.00
Conversion Price	$0.00
State Taxes	$909.92
Local Taxes	$1,080.53
Reg/Lic/Title	$136.00
Aftermarket Items	$0.00
Finance Charges	$0.00
	$0.00
	$0.00
Incentive (Deduct)	[illegible]
Net Price Customer Paid for Vehicle	[illegible]

3500.00

27,074.45

Over Allowance Worksheet	
Actual Cash Value for Trade In	$2,200.00
Trade allowance on sales agreement	$2,200.00
If NEG, pls list on line B29 as Over Allowance	$0.00

Customer is Paying For	
Usage/Depreciation	$3,800.00
Damage	$0.00
Over allowance on Trade	$0.00
Customer Responsibility Initial transaction	$3,800.00

	Price pd for veh less customer responsibility
GM Goodwill	[illegible]

Financing transaction	
Loan Payoff	$22,510.05
GM Goodwill	[illegible]
GM Due to Customer	[illegible]
Customer Due to GM	NA

23,274.95

764.95

100,000 Usage Calculation	
Purchase Price	
Number of miles charged	
100,000 mile Formula	$0.00

120,000 Usage Calculation	
Purchase Price	
Number of miles charged	
120,000 mile Formula	$0.00

E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

VIN	TITLE NUMBER	DATE ISSUED
1GNDS13S14[redacted]	[redacted]	01/20/2004

MAKE	MODEL	BODY	COLOR	YR	DATE ACQUIRED	ODOMETER	NRV
CHEV		LL	/	2004	12/31/2003	10	N

1L

* * MAIL TO * *

CHASE MANHATTAN BK USA NA

PO BOX 29214
PHOENIX AZ 85038

* * OWNER * *
KELL J REMKES

109 EMERALD PINES CT
MANDEVILLE LA 70448

DATE

01/14/2004

CHASE MANHATTAN BK USA NA
PO BOX 29214
PHOENIX AZ 85038

[redacted]

FORM 3733 G 450

2322564

Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES

11 N	[redacted]	12/2005	1GNDS13S14[redacted]			01/20/2004	5200	28448.00
CHEV		LL	1	2004	006010	6845974	OCL	55.00
[redacted]						1		
[redacted]						12/31/2003	01/14/2004	
MANDEVILLE	LA	[redacted]		2				
						22748.90	2280.00	
			3500.00			903.10	1080.53	
								56.00
VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS					1			
CHASE MANHATTAN BK USA NA			01/14/2004					10.00
PO BOX 29214								
PHOENIX	AZ	85038				9.93	11.89	
						893.17	1068.64	18.50
						6.75		8.00
NSE	0101		PRIV AUTO					
TL								
						046	1958.56	92.50
N	12/31/2003				78	0958 6153	2061.06	

DEC 23 2004 12:37 FR SITEL

Dec 20 04 09:01a

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 12/21/04
PROCESSING SOURCE: CHEVROLET 08:58:19
VIN: 1GNDS13S1 42[redacted] SELLG SCE: 13 MDL YR: 04 ORD NO: GMXPP1 PAGE NO: 1
ODATE: 07/31/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 24520
DDATE: 12/31/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 01/06/04 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: KJ REMKES
TRD DOE: 109 EMERALD PINES CT
SRVC IN: MANDEVILLE LA 70448
SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CBM	01	13 24520	[redacted]	01/07/04	500.00	OA	0.00	9
CSR	01	13 24520		01/07/04	3,000.00	OA	0.00	9
FFC	01	13 24520		01/07/04	22.61	OA	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 12/21/04
START BROWSE PROCESSING SOURCE: CHEVROLET 08:58:35
INCENTIVE CODE/LVL: CBM ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	CBM	021	REG 04 *** INCREM* BONUS CASH	10/01/03	04/02/04	P	12/21/04	1
_	CBM	020	REG 03 *** INCREM* BONUS CASH	10/01/03	04/02/04	P	12/08/04	2
_	CBN	005	DIR 02 *** BLAZER LOYALTY LEASE	01/03/01	04/02/02	P	11/26/03	1
_	CBR	003	REG 02 SCR INCREM* BONUS CASH	06/15/01	10/31/01	P	04/14/04	1
_	CBS	003	BNS 05 LMG INCREM* BONUS CASH	10/23/04	02/01/05	P	12/10/04	2
_	CBS	002	BNS 04 LMG INCREM* BONUS CASH	10/23/04	02/01/05	P	12/18/04	1
_	CBT	004	MSC 02 TRAILBLZR CAP COST RED	08/01/01	04/15/02	P	07/19/02	1
_	CCA	002	REG 03 WSR *INCREM BONUS CASH	10/10/02	01/14/03	P	03/10/04	1
_	CCA	001	REG 02 WSR *INCREM BONUS CASH	10/10/02	01/14/03	P	04/19/03	1
_	CCB	003	BNS 05 *** INCREM* BONUS CASH	10/15/04	02/01/05	P	12/17/04	1
_	CCB	002	BNS 04 *** INCREM* BONUS CASH	10/15/04	02/01/05	P	12/21/04	2
_	CCC	003	CCC 05 KODIAK VEHICLE PICKUP PG	12/01/04		P		0

COMMAND ===> _____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 12/21/04
START BROWSE PROCESSING SOURCE: CHEVROLET 08:58:41
INCENTIVE CODE/LVL: CSR ___ PAGE NO: 1

FN CD	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME ($)
_	CSR	189	REG 05 SCR CONSUMER CASH PGM	06/02/04	04/03/05	P	12/21/04	1,494
_	CSR	187	REG 04 SCR CONSUMER CASH PGM	07/08/03	04/03/05	P	12/21/04	534
_	CSR	165	REG 03 SCR CONSUMER CASH PGM	07/02/02	09/30/04	P	12/17/04	1
_	CSR	116	REG 02 SCR CONSUMER CASH PGM	06/01/01	04/02/03	P	07/09/04	2
_	CST	003	DIR 02 SUBURBAN/TAHOE CONQUEST	07/03/01	01/01/02	P	08/27/02	1
_	CTD	003	BNS 05 LMG INCREM* BONUS CASH	10/23/04	02/01/05	P	11/30/04	1
_	CTD	002	BNS 04 LMG INCREM* BONUS CASH	10/23/04	02/01/05	P	12/09/04	1
_	CTI	003	BNS 05 *** INCREM* BONUS CASH	10/13/04	01/18/05	P	11/19/04	1
_	CTI	002	BNS 04 LMG INCREM* BONUS CASH	10/13/04	01/18/05	P	11/19/04	1
_	CTR	001	MSC ** CUSTMR TRD REPURCH BLOCK	07/01/98		P	12/17/04	1
_	CTS	001	MSC ** PROMO VEHICLE FILE BLOCK	04/22/04		P	12/04/04	6
_	CUS	001	NATL $500-$2000 CUSTOMER SATIS-	06/22/04		N		0

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN P/W:

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: _____ (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
	$	
	$	
	$	
	$	
	$	
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 Divisi[redacted]ve(s) on this unit.

Purchaser/Lessee Signatu[redacted] Date: __/__/____

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: __/__/____

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 # 2 - Dealer Copy # 3 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

For Re-Order
Quik Print
(504) 464-7391

1	**Customer Information**		11	**Dealer Information**	
2	DATE YOU BEGAN NEGOTIATING WITH CUSTOMER 12/8/2004		12	Dealer Code 119236	BAC
3	Customer First and Last Name		13	Dealership Name Sewell Cadillac-Chevy	
4	Customer Address		14	City, State New Orleans, LA.	
5	City, State, Zip Mandeville, LA, [redacted]		15	Dealership Phone 504-581-7585	
6	[redacted] (Daytime Number)		16	Dealership Contact Fax 504-585-3613	
7	Alternative Phone [redacted]	Home	17	Dealer Contact Name and Title Andy Daigle - F&I Manager	
8	Customer Fax		18	Dealer Service Manager Name (Optional) Darren Blanchard	
9	Driver's License # [redacted]		19	Dealer e-mail address (Optional)	
10	Customer e-mail address (Optional)		20	Name and Title of Person Authorized for Trade-In Andy Daigle - F&I Manager	

CAC/TAC Case (If Available)

21	CAC/SR Case # [redacted]			TAC Case #	
22	Does Vehicle Meet State Lemon Law Requirements? Yes		23	Case Resolved By Field Voluntary Decision	
24	Recommended Disposition of Repurchased Vehicle Auction		25	This case is a: Straight Repurchase	

Current Vehicle Information	New Vehicle Information
Year / Model ex.(04 Blazer) 2004 Chevy Trailblazer	Year / Model ex.(04 Blazer)
Current Mileage (at time of offer) 19000	Brand Name Chevrolet
Brand Name Chevrolet	

[redacted]

AVM Information

AVM Name Dave Lopez		VNE Node - Mailbox 8173	Direct Line 800-211-3611
Zone Team # 2223	Region Southcentral	Fax # [redacted]	Cell Phone # 866-264-4883

OLD VIN 1GNDS13S14[redacted]

Reason for Repurchase (be specific, this information will be entered on window sticker at auction)

Repeat AC complaints. Complaint of headlights dimmimg & going out while driving.

General Comments / Special Instructions

Aftermarket Items (Explain Costs and what is to be done)

*Copies of invoices for accessories purchases, or workorders for transfer must be forwarded to the Repurchase Group.

Who is responsible for Sales Tax, Tag, Title Fees: General Motors

GM to reimburse in straight repurchase.

Mileage Usage Explanation: Leases Less Permitted Mileage Exceeded [illegible] Purchase Price. Explain Permitted Lease Items.

19,000 miles X .20 per mile = $3800.

Lease Termination Terms, if applicable

2004 TRAILBLAZER LT 2WD
41U BLACK /L6G
95H MEDIUM PEWTER
ORDER NO. GMXPP1/TRE STOCK NO.
VIN 1GN DS13 S1 42[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*24520S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15506 TRAILBLAZER LT 2WD	29845.00	27009.73
C4D GVW RATING - 5550 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
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-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES - EXCLUDES SPARE	140.00	120.40
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C

RETAIL - STOCK	
INVOICE	10/22/03
SHIPPED	10/22/03
EXP I/T	11/02/03
INT COM	11/03/03
PRC EFF	10/22/03
KEYS	S334D S334D
WFP-S	QTR OPT-1
BANK: GMAC - 084	
CHG-TO	24-520
SHIP WT:	4314
HP:	32.1
GVW:	5550
GVWF:	2950
GVWR:	3200
GMS:	27113.08
SUPPLR:	28333.17
MRM:	30885.00
NTR:	1/2
DAN:	LTZXX
MEMO	1486.75

TOTAL MODEL & OPTIONS	30235.00	27345.13	ACT 237	27088.08
DESTINATION CHARGE	650.00	650.00	H/B 261	907.05
LAM DEALER CONTRIBUTION		302.35	ADV 261	302.35
LAM GROUP CONTRIBUTION		151.18	EXP 65A	151.18
TOTAL	30885.00	28448.66	PAY 310	28448.66

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27093.93

****

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.

SEWELL CADILLAC-CHEVROLET, INC.

REMIT TO GMAC NO. 084
VIN 1GNDS13S142[redacted]
$ 28448.66 INV [redacted]
DUE 11/03/03 DEALER 24-520

SEWELL Cadillac • Chevrolet, Inc.

701 Baronne St. • (504) 581-7585
NEW ORLEANS, LA 70113
Cadillac - Standard of the World

[redacted]

INVOICE NO. _____

DATE 31 DEC 2004

NAME [redacted] YEAR 2004 MAKE CHEV

ADDRESS [redacted] MODEL TAH CS1550

CITY HAMMOND LA ZIP [redacted] SERIAL NO. 1GNEC13T14R[redacted]

HOME PHONE [redacted] BUSINESS PHONE [redacted] STOCK NO [redacted] DELIVERY DATE 31 DEC 2004

NEW ☒ USED ☐ DEMO ☐ DRIVER'S LIC. [redacted] COLOR BLACK TRIM _____ MILEAGE 11

BASE PRICE	$ 28448.00	SALE PRICE OF VEHICLE	$ 28448.00
EQUIPMENT:		ALLOWANCE FOR TRADE-IN	2000.00
BL C4U PEP DTP DUR LLS NHO N74 QJK RCJ 1SD 41		REBATE	3500.00
		NET DIFFERENCE	22948.00
SALE PRICE Not Including Freight	$	SALES TAX	1377.48
FREIGHT		LUXURY TAX	
TOTAL SALE PRICE Including Freight	$ 28448.00	DOCUMENTARY FEE / NOTARY FEE	45.00
		LICENSE 16.00 / TITLE 18.50 / REG. FEES 27.00 / REBATE TAX N/C	9.50
		CPP ☐ VPP ☐ MIC ☐	1030.00
		SUB TOTAL	$ 26704.45
		TRADE-IN PAYOFF (IF ANY)	
		TOTAL CASH PRICE	$ 26704.45
		CREDITS: DEPOSIT CR#	( )
		DOWN PAYMENT CR#	( )
			( )
		UNPAID BALANCE DUE AT DELIVERY	$ 26704.45

TRADE-IN: YEAR 96 | MAKE FORD | MODEL MUST | VEHICLE IDENTIFICATION NO. [redacted] | LICENSE NO. | MILEAGE OFTRADE IN 114175 | COLOR RED | BODY STYLE CP

PAY OFF: BALANCE OWED TO | ACCOUNT NO. | ADDRESS | AMOUNT | UNTIL | ☐ CHECK | VERIFIED BY | PER | PHONE

OUTSIDE FINANCING: LIEN TO CHASE MANHATTAN BK USA NA | ADDRESS PO BOX 29214 PHOENIX AZ 85038-9 | ATTN: | AMOUNT 26704.45 | PHONE

E-MAIL: E-MAIL ADDRESS

TRADE-IN NO. TWO: YEAR | MAKE | MODEL | VEHICLE IDENTIFICATION NO. | LICENSE NO. | MILEAGE OF TRADE IN | COLOR | BODY STYLE

DISCLAIMER OF WARRANTIES

It is MUTUALLY AGREED and understood that: (1) Any WARRANTIES, express or implied on the product(s) sold hereby ARE those made by the MANUFACTURER only: (2) The SELLER, SEWELL Cadillac • Chevrolet, Inc. MAKES NO WARRANTIES, express or implied, and the seller EXPRESSLY DISCLAIMS ALL WARRANTIES, express or implied, including any implied warranties 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 product(s); (3) PURCHASER hereby EXPRESSLY WAIVES ALL IMPLIED WARRANTIES arising under the provisions of Louisiana Civil Code Article 2520 Through 2548 (including, without limitation, any warranty of merchantability, fitness for a particular purpose and/or any warranty against hidden or latent defect(s); (4) PURCHASER further expressly WAIVES any RIGHT purchaser may have to demand, as AGAINST SELLER, RECISSION or RESOLUTION of this sale OR REDUCTION OF the PURCHASE for breach of any such implied warranties; (5) IN LIEU of such implied warranties, PURCHASER ACCEPTS the MANUFACTURER'S separate new product LIMITED WARRANTY, which warranty shall be the EXCLUSIVE WARRANTY with respect to this sale, and acknowledge receipt of a copy of manufacturer's written new product limited warranty. Purchaser acknowledges that this Disclaimer and Waiver of Warranties is of essence to this contract of sale and that he has read same.

this 31ST day of DEC 2004

WITNESS _____ PURCHASER _____

SIGNED _____

SALESMAN AKLEY, BUTCH MGR. CODE

SEWELL CADILLAC • CHEVROLET, INC. APPROVED

REMARKS 60 MOS @ 2.9%

SALES LIC # _____

DEALER LIC # [redacted]

DO NOT WRITE IN THIS AREA

OPERATOR:

THIS ORDER IS NOT VALID UNLESS IT IS ACCEPTED BY A MANAGER OF SEWELL CADILLAC • CHEVROLET, INC.

GENERAL MOTORS

12/08/04

[redacted]
Mandeville, LA. [redacted]

CUSTOMER SETTLEMENT LETTER
Straight Repurchase

Subject: Repurchase of VIN # 1GNDS13S142226[redacted] Chevy Trailblazer
Case Number: [redacted]

Dear Kali Rankin

We regret that you are dissatisfied with your vehicle with VIN, 1GNDS13S142226835 and that our attempts to resolve your concerns have not met your expectations. As a result, we have agreed to repurchase your Chevrolet per the terms outlined below.

Current Mileage	19000 Miles	
Mileage Usage		$3,800.00
Customer is responsible for Usage Charges		
Taxes		$909.92
Reg/Title/Lic Fees		$136.00
GM Goodwill		$25,274.45
Loan Payoff Amount		$22,510.05
TOTAL GM Due to Customer		$784.40
MEMO: Taxes paid by GM in GOODWILL	$	909.92

ADDITIONAL [redacted]

AVM Signature

Authorized Dealer Signature

Loan Payments should continue to be paid until transaction is complete

*** Amount subject to change due to change in payoff date***

RECAP SHEET FOR DEAL #49982

CONTRACT DATE: 31 DEC 2003 ENTRY DATE: 03 JAN 2004 STATUS: A

BUYER..... [redacted] CUSTOMER NO. [redacted]

MANDEVILLE, , ST TAMMANY, LA [redacted]
(985) 727-0927 (504) 529-6432

SALE VEHICLE... NEW 41U 04 CHEV TRAILBLAZER UT COST: $27,541.61
STOCK NO. [redacted] SERIAL NO. 1GNDS13S142[redacted]
DAYS IN STOCK 63

TRADE-IN 1.... RED 96 FORD MUST CP
GROSS TRADE: $2,200.00 NET TRADE: $2,200.00 ACV: $2,200.00

SALESPEOPLE.... BLAKLEY,BUTCH & YOUNG,LEONARD
FINANCED BY.... CHASE CHASE MANHATTAN BK USA NA TOTAL CASH DOWN: $3,500.00
TERM: 60 MONTHS ADD-ON RATE: 3.0823% APR RATE: 5.7900%
AMOUNT FINANCED: $26,704.45 FINANCE CHARGE: $4,115.15
MONTHLY PAYMENT: $513.66 TOTAL OF PAYMENTS: $30,819.60

TAXES.....	STATE TAX.....	$909.92	Parish Tax.....	$1,080.53
	U.S. Luxury Tax.....	$0.00		
FEES.....	ROAD HAZARD.....	$0.00		
	LICENSE.....	$46.00		
	State Handling Fee.....	$8.00		
	Convenience Fee.....	$12.00		
	LO-JACK.....	$0.00		
	RECORDATION FEE.....	$10.00		
	TITLE.....	$18.50		
	Temp Tag.....	$4.00		
	DOCUMENTATION FEE.....	$35.00		
	Notary Fee.....	$2.50		

GROSS PROFIT AND COMMISSIONS

DESCRIPTION	SALE AMOUNT	DEALER COMMISSION	COMMISSION NO. 1	COMMISSION NO. 2	COMMISSION NO. 3
VEHICLE SALES	$28,448.00	$906.39	$-70.22		
FINANCING (RESERVE)	$4,115.15	$1,456.34	$58.25		
Front We Owes					
Back We Owes					
Fee/Options Subtotals	$0.00				
ONSTAR UPGRADE					
TOTAL LOSS PROTECTION					
GAPP	$1,830.00	$630.00			
SMARTCARE					
CREDIT-LIFE INSURANCE					
ACCIDENT & HEALTH INS.					
Levelized Life Ins					
Insurance Subtotals	$1,830.00	$630.00			

CHASE

RETAIL INSTALLMENT CONTRACT WITH BALLOON PAYMENT OPTIONS

Date _____

1. **NATURE OF CONTRACT:** ☐ If this box is checked, this is a simple interest contract **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract **WITHOUT** a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer) Name(s) and Address(es) (Include County and Zip Code) and Social Security Number or Employer Identification Number	Creditor – Seller Name and Business Address and Social Security Number or Employer Identification Number
[redacted]	[illegible]

2. **WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the creditor named above and, after assignment, the creditor's assignee, Chase Manhattan Bank USA, N.A., Employer Identification Number 11-2741948, and/or any other assignee.

3. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Primary Use for Which Purchased
[illegible]	[illegible]		[illegible]	[illegible]	[illegible] [redacted]		___ personal, family or household ___ business ___ agricultural

If truck – Describe body, gross vehicle weight and major items of equipment sold:

4. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

5. FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
[illegible] %	$ [illegible]	$ [illegible]	$ [illegible]	$ [illegible]

YOUR PAYMENT SCHEDULE WILL BE:

Number Of Payments	Amount Of Payments	When Payments Are Due
[illegible]	[illegible]	Monthly, beginning [illegible]

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the vehicle being purchased.

LATE FEE: If a payment is more than **10** days late, you will pay us the lesser of **$15** or **5%** of the unpaid amount of that payment.

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

6. ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price (including any accessories, installation of accessories, and taxes): $ [illegible]
2. Downpayment:
   - A. Net Trade-in: $ [illegible]
     Your Trade-in is a [illegible] [illegible] [illegible]
     Year Make Model
   - B. Cash Downpayment: $ [illegible]
   - C. Total Downpayment (A + B): $ [illegible]
3. Unpaid Balance of Cash Price (1 – 2C): $ [illegible]
4. Other Charges Including Amounts Paid to Others on Your Behalf:
   - A. Cost of Optional Credit Insurance for the Term(s) Specified in Paragraph 10 of this Contract Paid to the Insurance Company Named in Paragraph 10:

Life $ _____ Accident and Health $ _____ $ _____ **

B. Official Fees Paid to Government Agencies: $ _____

C. Government License and/or Registration Fees (Itemize): $ _____

_____

D. Government Certificate of Title Fees: $ _____

E. Other Charges (Describe who will receive payment and purpose)

(See Par. 16 on back) To _____ For Optional Gap Coverage $ _____ **

To _____ For _____ $ _____ **

To _____ For _____ $ _____ **

I request Gap Coverage

Buyer's and Co-Buyer's Initials X _____ X _____

F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E): $ _____

5. Amount Financed (Unpaid Balance) (3 + 4F): $ _____

** We may retain, or receive, a portion of these amounts.

7. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th (1/366th in a leap year) of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day. You waive demand for payment, protest, notice of protest and nonpayment.

8. **PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received.** If no late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late charge and/or returned check charge is owed, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge, the Total of Payments and the Total Sale Price. If you make any payments after they are due, including if we allow you to extend the term of this Contract, your final payment may be higher than originally scheduled. We will send you a check for any amount we owe you after you make your last payment (if it is $1.00 or more). We will advise you of any additional amount you owe us (if it is $1.00 or more).

9. **BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. Paragraph 12 applies and the following are the readings and/or charges referred to in Paragraph 12: the (1) maximum allowable odometer reading is _____; (2) charge per each excess mile over the maximum allowable mileage is _____; and (3) disposition fee is _____.

10. **OPTIONAL CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $_____ for a term of _____.

Credit life insurance will pay your debt on this Contract up to $ _____.

☐ Disability, Accident and Health (Buyer Only) at a premium of $ _____ for a term of _____.

Credit disability, accident and health insurance will pay your debt on this Contract up to $ _____.

The name of the insurer is _____ of _____
Name Home Office Address

X _____ X _____
Buyer's Signature Date Co-Buyer's Signature Date

11. **REQUIRED PROPERTY INSURANCE:** Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required. You have the option of furnishing the required insurance either through your existing policies or by purchasing equivalent insurance coverage through anyone you wish who is acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by N/A for the initial term of N/A at a premium of N/A but such charge is not included in this Contract.

Any insurance referred to in this Contract does not satisfy the requirements of Chapter 5 of Title 32 of the Louisiana Revised Statutes of 1950. All motorists are required by law to be covered by an automobile liability policy with legally prescribed liability limits, which is not included. Failure to obtain liability insurance that meet those limits will subject you to penalties which may include the suspension or revocation of driving privileges.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

WARNING: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.

NOTICE TO BUYER: Do not sign this Contract if blank. You are entitled to one (1) true copy of the Contract you sign without charge. Keep it to protect your legal rights. You acknowledge that you have received a copy of this Contract wit[redacted] it and that you understand it.

Buyer Signs X _____ Co-Buyer Signs X _____

By signing here, the Creditor-Seller accepts this Contract and also agrees to the terms of the Seller's Assignment of this Contract as set forth in the Dealer's Agreement with assignee.

Creditor-Seller Signs X _____ Title _____

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DEALER'S COPY

CHASE

CHASE AUTOMOTIVE FINANCE 1-800-216-2277
FOR DEALER USE ONLY - Not intended for consumer viewing.

To: SEWELL CADILLAC CHEVROLE Date: 01/03/04 14:53

Application # [redacted] Analyst: GRACE CHI

Applicant(s): [redacted]

Decision: Approved Retail

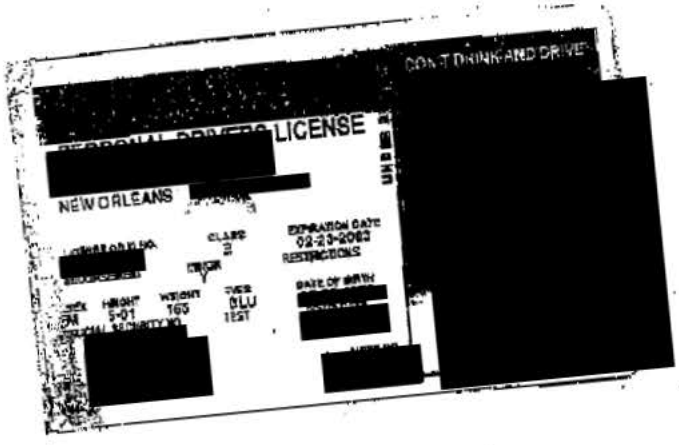
Amount Approved: $24,899.00

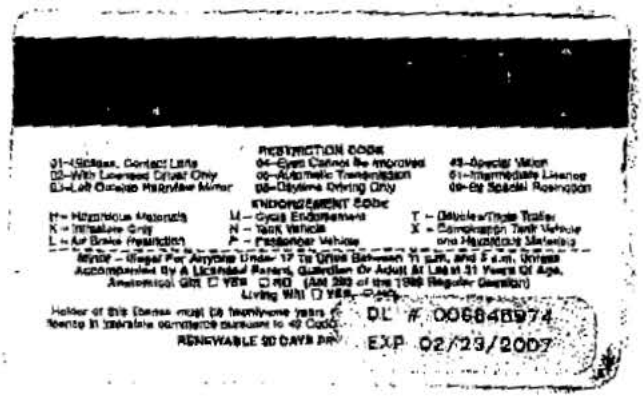
Yr/Mke/Model: 04/CHEVROLET /TRAILBL Term: 60 Months

New/Used: New Buy Rate: 3.79%

Don't forget about our new retail GAP program.
Ask your Dealer Relationship Manager for more details!
The Right Relationship is Everything.

Dec 20 04 09:03a





12/20

EXPRESS EPRA

[redacted]

KELL REMKES

4222685 5

STRAIGHT REPURCHASE

15 PAGES

2004 TRAILBLAZER LT 2WD — CHEVROLET MOTOR DIVISION
41U BLACK /L6G — GENERAL MOTORS CORPORATION
95H MEDIUM PEWTER — 100 RENAISSANCE CENTER
ORDER NO. GMXPP1/TRE [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DS13 S1 42[redacted] — VEHICLE INVOICE 1AD26817923

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15S06 TRAILBLAZER LT 2WD	29845.00	27009.73
C4D GVW RATING - 5550 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
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-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00
QTR P265/65R17 FOUR ON/OFF ROAD WOL TIRES - EXCLUDES SPARE	140.00	120.40
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C

RETAIL - STOCK
INVOICE 10/22/03
SHIPPED 10/22/03
EXP I/T 11/02/03
INT COM 11/03/03
PRC EFF 10/22/03
KEYS S334D S334D
WFP-S QTR OPT-1
BANK: GMAC - 084
CHG-TO 24-520

SHIP WT: 4314
HP: 32.1
GVW: 5550
GVWR: 2950
GMS: 3200
SUPPLR: 27113.08
MRM: 28333.17
NTR: 1/2
DAN: 30985.00
MEMO LTZXX
1406.75

TOTAL MODEL & OPTIONS	30235.00	27345.13	ACT 237	27088.08
DESTINATION CHARGE	650.00	650.00	H/B 261	907.05
LAM DEALER CONTRIBUTION		302.35	ADV 261	302.35
LAM GROUP CONTRIBUTION		151.18	EXP 65A	151.18
TOTAL	30885.00	28448.66	PAY 310	28448.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27093.93		

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.

SEWELL CADILLAC-CHEVROLET, INC.

REMIT TO GMAC NO. 084
VIN 1GNDS13S142226855
$ 28448.66 INV 1AD26817923
DUE 11/03/03 DEALER 24-520

VMS ENTERED

POSTED
NOV 5 2003
SEWELL CADILLAC, CHEVROLET, INC.

CHEVROLET
REF: 226855
STK: 40730
31000 28448.66
28101 90705
23700 27541.61
23100 _____

LEASE TRADE (COLLATERAL SWAP)	TRADE
PRA	PRA
Trade Repurchase worksheet	Trade Repurchase worksheet
Settlement offer (dealer and customer)	Settlement offer (dealer and customer)
New sales contract	New sales contract
Collateral swap acceptance doc	Sales Contract
Lease agreement (contract)	Registration (COPY ONLY)
Registration	Title (COPY ONLY)
Title (COPY ONLY)	Payoff
Sales contract (other than GMAC lease	Lien holder information
Payoff	Receipts for aftermarket items paid by GM
ACV on trade	POA
Lien Holder information	Odometer Statement
Receipts for aftermarket items paid by GM	Autorization for Payoff
POA	
Odometer Statement	
Autorization for Payoff	

Items in red are the dealer's responsibility to provide to BRC. POA's Odom Smt, & Auth for Payoff go to RVDC after customer signs.

LEASE STRAIGHT	STRAIGHT
PRA	PRA
Lease Repurchase worksheet	Straight Repurchase worksheet
Settlement offer (dealer and customer)	Settlement offer (dealer and customer)
Lease agreement (contract)	Sales Contract
Registration	Registration
Title	Title
Sales contract (other than GMAC lease	Payoff
Payoff	ACV on trade
ACV on trade	Lien Holder information
Lien Holder information	Incentive Acknowledgement form
Incentive Acknowledgement form	POA
Odometer Statement	Odometer Statement
Autorization for Payoff	Autorization for Payoff

December 12, 2017

[redacted]
Inglefide, IL [redacted]

Service Request: [redacted]
Customer Relationship Manager: Tammie Girard

Dear Mrs. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 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,

General Motors Corporation

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

GM

CHECK **No.** 900675914

50-937
213

DATE			AMOUNT
10/15/04	**********213 DOLLARS	****57 CENTS	**********213.57

PAY TO THE ORDER OF

*[redacted]
HOWELL MI [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

VENDOR DUNS NO. BB 000000228 1

CHECK NO. 900675914

VENDOR NAME [redacted]

PAYMENT DATE 10/15/04

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S622[redacted]	10/14/04	VM 1-4EP2JJ	00.0000	213.57	.00	213.57
			TOTAL	213.57	.00	213.57

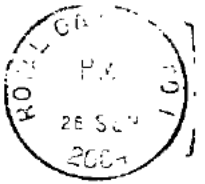
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3



GM Powertrain

General Motors Corporation
12200 Middlebelt
Livonia, Michigan 48150





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

SEP 2

48232-5170

LI 9955

General Motors
Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: SEPTEMBER 11, 2004

17-Digit Vehicle Identification Number (VIN): 1GNDT13562[redacted]

Mileage at Time of Repair: 64,405 Date of Repair: 04/23/04

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: HOWELL State: MICHIGAN ZIP Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 630.58

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 fo[redacted] the repair covered by this field action.

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

All special policy reimbursement questions should be directed to the following number:
1-800-204-0261

General Motors
Special Policy Customer Reimbursement Procedure

If you have paid to have this special policy condition corrected prior to this notification, 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 have any questions or need assistance with any other concern, please contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

September 13, 2004

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

As captured on the enclosed Customer Reimbursement Form, I am requesting a reimbursement of $630.58. I realize this communication sent by General Motors is specific to the inoperative tail lamp/stop lamp problem common for this year/model of vehicle. However, other electrical problems also plagued this vehicle for quite some time. For example, a no-start condition and the front headlamps not functioning properly.

After several failed attempts to repair the no-start condition by three (3) Chevrolet dealerships, I called Corporate Headquarters for assistance through their Engineering Staff. Engineering called and spoke to the electrical mechanic with a fix for this problem – a simple repair where a ground strap was loosened, cleaned and reaffixed to the frame. The repair cost for this simple repair was $262.00. The engineer stated to the mechanic that this problem (though not near as common as the tail lamp problem) is a known problem and a bulletin may be published to cover the repair procedure.

As for the headlight condition, my wife had two (2) halogen bulbs replaced on this vehicle prior to our family consulting with the dealership about the problem. The new headlamps were still not functioning properly; for example, if you hit a bump in the road the headlamp(s) would flicker, go off or on at any given time. The dealership notified us that this also was a common problem with this vehicle and the recommended repair was to replace the connectors to the halogen bulbs. This repair cost me $126.08 (receipt attached). The dealership also charged me $12.14 (of the $126.08 total) for a new halogen bulb. The mechanic at the dealership broke the tip off the old bulb during the repair process but still charged me for his error.

I feel my request for full reimbursement of $630.58 is well deserved for the following reasons:

- The inconvenience and dangerous conditions my wife experienced while being left stranded six (6) times with a no-start vehicle is unacceptable and to hear her screaming at me for these problems was intolerable
- The headlamp issues, being a known problem with a recommended repair should have been a no-charge repair, including the bulb the mechanic broke
- I am a General Motors employee with 31 years of proud service and have purchased or leased more than ***25 NEW*** GM vehicles for myself and my immediate family over the years
- I have generated many new GM vehicle sales with my extended family members and friends based on the great design and high quality of our product lines

The Trailblazer has had no further problems of any kind and has been very dependable since these repairs were completed. My wife loves her vehicle once again; I get some peace and quiet, and, most importantly, I have peace of mind when she drives the vehicle.

Thank you for taking the time to review my letter, and hopefully, honor my request for full reimbursement of the repair costs performed on this vehicle.

All receipts associated with the repairs mentioned within the body of this letter are attached for your review.

Paul Holdinski
8652 South Ridge Drive
Howell, MI 48843
Home Phone: (517) 552-4989

Attachments

CHAMPION CHEVROLET, Inc.

LOCATED BETWEEN BRIGHTON AND HOWELL

5000 E. GRAND RIVER (517) 545-8800

HOWELL, MICHIGAN 48843-9101

GM Goodwrench

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	KEVIN KING 426	4658	04/23/04	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] HOWELL, MI [redacted]			64,405	SANDRIFT/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
02/CHEVROLET TRUCK/TRAILBLAZER/STA W		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 6 2 2 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	
		04/13/04	REPRINT# 1

PH [redacted]	BUSINESS PHONE	COMMENTS

LABOR & PARTS

J# 1 47CTZ BODY ELECTRICAL HOURS: TECH(S):433 252.00

CHECK AND ADVISE SINCE CLUSTER RECALL IN DECEMBER ALL
GAUGE LIGHTS COME ON. VEHICLE WILL NOT CRANK OR
START GAUGES ERRATIC
RAN DIAG. PROBLEM INTERMITTENT. RAN DIAG. PHYSICALLY
TESTED ALL VOLTAGE IMPUTS FROM BATTERY TO IGNITION SWITCH
O.K. REMOVED ALL GROUND WIRING CONNECTIONS TO CLEAN AND
REPAIR. RETEST O.K.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		NPN/GAS		10.00	10.00
				JOB # 1 TOTAL PARTS		10.00
				JOB # 1 TOTAL LABOR & PARTS		262.00

J# 2+47CTZ02 EXTERIOR LIGHTING HOURS: TECH(S):433 80.00

CHECK AND ADVISE LEFT FRONT HEAD LIGHT INOP
RAN DIAG. REPLACED BURNT RIGHT FRONT LOW BEAM HEADLIGHT AND
WIRED IN NEW CONNECTOR AT LIGHT (BURNT CONNECTOR)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		1999366	BULB 2.727	12.14	12.14
JOB # 2	1		12101897	CONNECTOR 2.535	33.94	33.94
				JOB # 2 TOTAL PARTS		46.08
				JOB # 2 TOTAL LABOR & PARTS		126.08

J# 3+47CTZBODYELECT BODY ELEC REPAIR HOURS: TECH(S):433 113.12

CHECK AND ADVISE RIGHT REAR TAIL LIGHT INOP
RAN DIAG. NECESSARY TO REPLACE BOTH ARCING BRAKE LIGHT
CIRCUIT BOARDS AND BULBS. RETEST O.K.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2		16532713	BOARD 2.694	44.75	89.50
JOB # 3	2		12450108	BULB 2.679	2.19	4.38
				JOB # 3 TOTAL PARTS		93.88
				JOB # 3 TOTAL LABOR & PARTS		207.00

G.O.G. & SUPPLIES

JOB # 1	1.0	SHOP SUPPLIES	@	25.000	/UNIT	25.00
					TOTAL GOG	25.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $44.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $645.00 (+TAX) ON 04/23/04 AT 05:23pm
BY JANICE HOLDINSKI COMMENTS SS #0140

COMMENTS

WAITER

TECHNICIAN CERTIFICATION

433 MATTHEW A. LOURIA M187244

COPY

STATE REG. NO. F133899
FED I.D. NO. 38-2760523

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

WARRANTY INFORMATION ON REVERSE SIDE

*INDICATES A LIFETIME GUARANTEE PART, MUST BE CUSTOMER PAY

SERVICE DEPT. HOURS

MONDAY 7:00 A.M. - 7:30 P.M.
TUES - FRI 7:00 A.M. - 6:00 P.M.
SATURDAY 8:00 A.M. - 4:00 P.M.

BODY SHOP HOURS

MONDAY 8:00 A.M. - 7:30 P.M.
TUES - FRI 8:00 A.M. - 6:00 P.M.
SATURDAY 8:00 A.M. - 4:00 P.M.

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Department Manager. Thank You.

CHAMPION CHEVROLET, Inc.
(517) 545-8800

Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERAUTINVE CCR21543 (0503)

[CONTINUED ON NEXT PAGE] 05:23pm

CHAMPION CHEVROLET, Inc.

LOCATED BETWEEN BRIGHTON AND HOWELL

5000 E. GRAND RIVER (517) 545-8800

HOWELL, MICHIGAN 48843-9101

GM Goodwrench

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	KEVIN KING	426 4658	04/23/04	[redacted]
[redacted] HOWELL, MI [redacted]	LABOR RATE / LICENSE NO / MILEAGE: 64,405		COLOR: SANDRIFT/	STOCK NO
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STA W		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 6 2 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO / P. [redacted]		R. O. DATE: 04/13/04	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	445.12
TOTAL PARTS....	149.96
TOTAL SUBLET...	0.00
TOTAL G.O.G....	25.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.50
TOTAL INVOICE $	**630.58**

CUSTOMER SIGNATURE

COPY

PAID
APR 23 2004
CK# 388

STATE REG. NO. F133899
FED I.D. NO. 38-2760523

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

WARRANTY INFORMATION ON REVERSE SIDE

*INDICATES A LIFETIME GUARANTEE PART, MUST BE CUSTOMER PAY

SERVICE DEPT. HOURS

MONDAY 7:00 A.M. - 7:30 P.M.
TUES - FRI 7:00 A.M. - 6:00 P.M.
SATURDAY 8:00 A.M. - 4:00 P.M.

BODY SHOP HOURS

MONDAY 8:00 A.M. - 7:30 P.M.
TUES - FRI 8:00 A.M. - 6:00 P.M.
SATURDAY 8:00 A.M. - 4:00 P.M.

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Department Manager. Thank You.

CHAMPION CHEVROLET, Inc.
(517) 545-8800

Thank You

Copyright © 1996 The Reynolds and Reynolds Company EPAINVNE CC621583 (0600)

CHAMPION CHEVROLET, Inc.

LOCATED BETWEEN BRIGHTON AND HOWELL

5000 E. GRAND RIVER (517) 545-8800

HOWELL, MICHIGAN 48843-9101

Goodwrench

REGISTRATION NO. F 133899

FEDERAL I.D. NO. 38-2760523

THE BELOW RECOMMENDED SERVICES HAVE BEEN REVIEWED WITH CUSTOMER

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZSLOF	SUPER L.O.F.	MI	26.95	06CTZDEXFLUSH	DEXCOOL FLUSH	MI	99.95
06CTZFUELFILTER	FUEL FILTER	MI	58.02	06CTZINJFLUSH	FUEL INDUCTION SERV.	MI	99.95
06CTZROT-BAL	ROTATION AND BALANCE	MI	38.95	1SCTZALIGN	FRONT END ALIGN	MI	54.95
06CTZEMISS	EMISSION MAINTENANCE	MI	38.95	06CTZPSFLUSH	PWR STEERING FLUSH	MI	99.95
06CTZFLUSH	TRANS FLUSH & FILTER	MI	149.95	06CTZDRIVELINE	DRIVELINE SERVICE	MI	189.95

SERVICE HISTORY

REPAIRS PROPERLY COMPLETED AND CHECKED BY: X

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/02/03	[redacted]	56257	313	575	W	03CTZ02016	FUEL FILTER FITTING
				575	W	03CTZ03012	03012CAMPAIGNSHIFT
				575	W	03CTZ03013	CAMPAIGN 03013

SALESPERSON NO. S E R V I C E STATE REG# F133899

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

VEHICLE I.D. NO. 1GNDT13S62[redacted] | YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STA | STOCK NO | LICENSE NO | R.O. NO 192535

[redacted] HOWELL, MI[redacted]

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | R.O. DATE 04/13/04

COLOR SANDRIFT/ | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO 918

AUTH # CTZZ Y Y A | MILEAGE 64,405 | ADVISOR NO 426 | ADVISOR KEVIN KING

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 08:13am | DATE/TIME PROMISED 04/13/04 06:00pm | PRIORITY 1

APPOINTMENT [X] Yes [ ] No | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS 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 DELAY 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 GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIEN, I HAVE NO RIGHT OF POSSESSION TO THIS VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X _____ CUSTOMER'S SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS 44.00 LABOR 0.00 TOTAL 44.00

X _____

COMMENTS : WAITER

21 C 47CTZ BODY ELECTRICAL

CHECK AND ADVISE SINCE CLUSTER RECALL IN DECEMBER ALL GAUGE LIGHTS COME ON, VEHICLE WILL NOT CRANK OR START GAUGES ERRATIC

COPY

ADDITIONS: AUTHORIZED ADDITIONS | DATE | TIME | BY

CONTACT NAME - APPROVAL (INITIALS) | CONTACT IN PERSON [ ] PHONE [ ]

JOB #1

JOB #2

JOB #3

JOB #4

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or 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.

192535

Copyright © 1998 The Reynolds and Reynolds Company ERWNTWO2E CO822227 O (6/03)

December 12, 2017

[redacted]
Howell, MI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Joseph McElwee

Dear Mr. [redacted]

Thank you for contacting us recently regarding the recall notice you received for your 2002 Chevrolet TrailBlazer. We apologize for any inconvenience you have experienced as a result of this recall.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the components that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the recall. We have enclosed a check in the amount of $213.57.

In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, 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 anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.







CHEVROLET MOTOR DIVISION
P.O. BOX 33170
DETROIT
MI 48232

OCT 2 9 2004

ATTN: ANDREW JOHNSTON 48202-5170

Chevrolet Motor Division
P.O. Box 33170
Detroit
MI 48232

Attn: Mr. Andrew Johnston

File # [redacted]

I have attached the documentation you requested in order for me to be reimbursed for the rental vehicle I used while Bill Heard Chevrolet was using my Trailblazer while attempting to reproduce the reported problem.

Your attention to expediting this reimbursement is appreciated as this charge has already appeared on my credit card statement.

regards,

[redacted]
Longwood
FL[redacted]

Home: [redacted]
Work: [redacted]

Subj: FW: 1-4GFY12
Date: 10/22/2004 6:14:30 PM Eastern Daylight Time
From: cac@chevrolet.com
To: [redacted]
Reply-To: cac@chevrolet.com
Sent from the Internet (Details)

Dear Mr. [redacted]

Good evening! Please consider this confirmation of our receipt of your email. In addition, we have added the information you provided to request number [redacted] and sent a notification to Mr. Andrew Johnston on your behalf. He will follow up with you accordingly.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Jessica Scaife
Customer Relationship Manager
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit https://www.mygmlink.com/main/US/en/gm/home?source=occallctr. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet.

Originating Email Address: cac@chevrolet.com
#Subject=Chevrolet TrailBlazer Owner Assistance

-----Original Message-----
From: cac@chevrolet.com
Sent: 10/20/04 2:12:54 PM
To: cac@chevrolet.com
Subject: Chevrolet TrailBlazer Owner Assistance

Nature of concern : VehicleConcern
Message : The following is the description which I filed with the NHTSA, ODI number: 10096055

2002 CHEVY TRAILBLAZER -- I HAVE EXPERIENCE A REOCCURRING PROBLEM (ABOUT 6 TIMES OVER THE LAST COUPLE OF WEEKS) WHERE THE LOW BEAM HEADLIGHTS GO OFF DURING OPERATION OF THE VEHICLE. NOTHING I HAVE FOUND CAN FORCE THEM TO COME BACK ON; HOWEVER, USUALLY AFTER 5 OR 10 MINUTES THEY SEEM TO RETURN TO THE NORMAL ON CONDITION BY THEMSELVES. THE HIGH BEAMS WORK OK, TAIL LIGHTS, DASH LIGHTS, TURN SIGNALS, ETC. ARE NOT EFFECTED WHILE THE LOW BEAMS ARE IN THIS CONDITION. ADDITONALLY ONE DAY I NOTICED THE DAY TIME RUNNING LIGHTS IN THIS SAME STATE. I HAD THE VEHICLE IN THE DEALER, BILL HEARD CHEVROLET (SANFORD, FL), AND THEY WERE UNABLE TO REPRODUCE THE CONDITION. I CONTACTED GM/CHEVROLET, AND THEY AGREED THAT UNLESS THE CONDITION COULD BE REPRODUCED, THERE WOULD NOT AUTHORIZE OR MAKE ANY ATTEMPT TO REPLACE ANY PARTS TO ATTEMPT TO CORRECT THE PROBLEM. THIS SEEMS TO BE A RIGID STANCE TO TAKE, ESPECIALLY SINCE I NEVER KNOW WHEN THIS CAN HAPPEN AGAIN, AND IT IS OBVIOUSLY AN EXTREME SAFETY ISSUE FOR NOT ONLY MYSELF AND

FAMILY, BUT OTHERS ON THE ROAD WITH ME AT THE TIME. I DON'T KNOW HOW TO PROCEED AT THIS POINT, AND DON'T KNOW IF THIS HAS BEEN REPORTED BY ANY OTHER OWNER.

Vehicle : TrailBlazer 2002
VIN : 1GNDS13S822[redacted]
Dealer :
Authorized dealer? : <UDValue6/>
Dealer contact : Bill Heard Chevrolet
Last visit : 10/19/04
Current mileage : 38888

Name : [redacted]
Email :
Address :

: Longwood, FL [redacted]

Phone contact? : yes
When to contact : <UDValue9/>

Daytime Phone : [redacted]
ex.
Evening Phone : [redacted]
e

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

'MR. BIG VOLUME' BILL HEARD CHEVROLET GEO

ORLANDO
127 N. OREGON STREET
SANFORD, FL 32771
(407) 321-7800
MV 32506

[redacted]
LONGWOOD, FL
HOME: [redacted] BUS:

SERVICE ADVISOR: 3915 DAVE HENRETTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	02	CHEVROLET TRAIL BLAZ	1GNDS13S82[redacted]		38764/38888	T2037

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JUL02 IS			16:48 14OCT04			CASH	19OCT2004

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR:526428
09:11 14OCT04	16:18 19OCT04	ENG:4.2 Liter, L6, MFI, DOHC TRN:AUTO 1)OWNER GAVE SATISFIED ON SURVEY 2)10/16/02, NE (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL WIPER MTR 04005			
CAUSE: REQUIRED			
V1116 REPLACE WIPER MODULE			
1002 W			(N/C)
1 15214344 MODULE			(N/C)
FC: 96			
PART#: 10376669			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
MA			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
38764 96 REPLACE WIPER MODULE V1116 .5			
**********			
B FUEL FILTER REPLACEMENT- REPLACE FUEL FILTER AND INSPECT FUEL LINES, HOSES, CAP FOR LEAKS			
FF FUEL FILTER REPLACEMENT- REPLACE FUEL FILTER AND INSPECT FUEL LINES, HOSES, CAP FOR LEAKS			
1002 CRT	36.43	36.43	36.43
1 88983068 FILTER	28.57	28.57	28.57
PARTS: 28.57 LABOR: 36.43 OTHER: 0.00 TOTAL LINE B:			65.00
38764 SERVICE REPLACE FUEL FILTER .5			
**********			
C CUST STATES HEADLITES GO OFF WHILE DRIVING WONT COME ON WITH SWITCH BUT TAILLIGHTS STAY ON			
CS113 UNABLE TO DUPLICATE			
99 I			(N/C)
1002 I			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

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	

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

'MR. BIG VOLUME'
BILL HEARD CHEVROLET Geo

ORLANDO
127 N. OREGON STREET
SANFORD, FL 32771
(407) 321-7800
MV 32506

[redacted]
LONGWOOD, FL [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3915 DAVE HENRETTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	02	CHEVROLET TRAIL BLAZ	1GNDS13S82[redacted]		38764/38888	T2037

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JUL02 IS			16:48 14OCT04			CASH	19OCT2004

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:526428
09:11 14OCT04	16:18 19OCT04	ENG:4.2 Liter, L6, MFI, DOHC TRN:AUTO 1)OWNER GAVE SATISFIED ON SURVEY 2)10/16/02, NE (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

38888 9Z UNABLE TO DUPLICATE AT THIS TIME RAN WITH HEADLAMPS ON FOR 3 HOURS AN ROAD TESTED FOR TEST DROVE 74 MILES TOTAL TEST DROVE 50 MILES, 10-18-04

****

D** GMPP O DED
CS10 QUICK SERVICE
99CRTHT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE CALL JEFF LA BERGE - 407-398-6100. THANK YOU!!

Date: 10/19

Paid With: DISC

Customer Initials: [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)

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	36.43
PARTS AMOUNT	28.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.64
TOTAL CHARGES	68.64
LESS INSURANCE	0.00
SALES TAX	4.81
PLEASE PAY THIS AMOUNT	73.45

CUSTOMER COPY

Enterprise
1 800 rent-a-car

Rachel

INVOICE ✓

OWNER OF VEHICLE:
BRANCH ADDRESS:

RENTAL AGREEMENT NO. D310248

RENTAL TYPE | SOURCE # | I.D. #

RENTER

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR | LICENSE NO.

MODEL | ECAR#

MILE-AGE IN / OUT

DRIVEN

CONDITION AGREED TO X RENTER

X= DENT —= SCRATCH O= MISSING

NO DAMAGE

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

BILL TO | COMPANY

ATTN: | PHONE | EXT.

REFERENCE NUMBER:

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I request Owner's permission to allow

who is under my control and direction to drive Vehicle for me and on my behalf. I am responsible for their acts while they are operating and for fulfilling Terms and Conditions of this Agreement. Use of Vehicle by an unauthorized driver will affect my

RENTER:

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE 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 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.	RENTER: Accepts DW $1,000 / ALL DAMAGE
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).	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: Accepts PAI
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP).	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 18.	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 X DATE

OWNER REP EMPL #

I will return car by:

Deposit(s): Date	Time	Amount	Paid By	Date Paid

REPLACEMENT VEHICLE

DATE OUT

COLOR | LICENSE NO.

MODEL | ECAR#

MILE-AGE IN / OUT

DRIVEN

CONDITION AGREED TO X RENTER

X= DENT —= SCRATCH O= MISSING

NO DAMAGE

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

ADDITIONAL INFORMATION

Failure to return rental property or equipment upon expiration of the rental period and failure to pay all amounts due (including costs for damage to the property or equipment) are prima facie evidence of intent to defraud punishable in accordance with section 812.155, Florida Statutes.

The valid and collectible liability 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 Florida Statute Section 324.021(7) and Florida Statute Section 627.736.

1 DAY = 24 HOUR PERIOD	
Mileage Charge @	CHARGE
HOURS @	10.00/HOUR
DAYS @	69.00/DAY 196.00
ULT RECV	1.31/DAY 1.24
DELL REMED	
CS DISCOUNT	
DW	6.99/DAY
PAI	3.00/DAY
SLP	12.49/DAY
Fuel Charge	2.50/GALLON
SC REC02	2.02/DAY 4.06
TAX	7.0 % 10.37
TOTAL CHARGES	
DEPOSITS	
REFUNDS	219.69
AMOUNT DUE	

See Terms and Conditions on Reverse and Attached Rental Agreement. Ticket Jacket: SC REC represents two items: 1) $2.00 surcharge and 2) 5¢ Florida Waste Tire and Battery Fee. VLF RECV represents Vehicle License Fee Recovery per Day.

CLOSED BY

Paid By	Cash	Check	Charge
Receipt Of Cash Refund	Date	Amount	Received by

Owner is an affiliate of Enterprise Rent-A-Car Company, which owns all rights to Enterprise names and marks.

© Enterprise Leasing Company of Orlando, 2004

A02153

IFICATION NUMBER	YR	MAKE	MODEL	BODY	WT-L-BHP	VESSEL REGIS. NO.	TITLE NUMBER
[redacted]	2002	CHEV		UT	4480		[redacted]

TERED OWNER

[redacted]

LONGWOOD FL [redacted]

DATE OF ISSUE

08/12/2002

LIEN RELEASE

INTEREST IN THE ABOVE DIESCRIBED VEHICLE IS HEREBY RELEASED

BY_____

TITLE DATE

TO:

[redacted]

LONGWOOD FL [redacted]

[redacted]

LIEN SATISFACTION

CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED

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

GM

CHECK **No.** 900688397

50-937
213

DATE
11/09/04

**********150 DOLLARS ****00 CENTS

AMOUNT
**********150.00

PAY TO THE ORDER OF

[redacted]
LONGWOOD FL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

[redacted]

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000969 1

CHECK NO 900688397

VENDOR NAME RANDY GRAVES

PAYMENT DATE 11/09/04

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDS13S822[redacted]	[redacted]	[redacted]JK3ZY	00.0000	150.00	.00	150.00
			TOTAL	150.00	.00	150.00

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

W3

APS3CK

December 12, 2017

[redacted]
Longwood, FL 3[redacted]

Service Request: [redacted]3
Customer Relationship Manager: Sarah Faulkner

Dear Mr. [redacted]

We sincerely regret that you experienced a concern with your 2002 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $150.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

06 - Negative Feedback: Dealer, GM Related Issues, Or Customer Assistence Center
00000115233 - Williams Chevrolet, Inc.

[redacted]

Traverse City, Mi [redacted]

[redacted]

9408

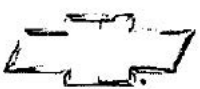
Dear [redacted]

Recently, Chevrolet mailed you a questionnaire asking for your participation in an important survey.

If you have already completed and returned your questionnaire, please consider this card a "Thank You" for your valuable help.

If you have not had a chance to do so yet, may we ask you to return the completed questionnaire now? Your opinions are important to Chevrolet. Apparently they aren't!

Thank you for your cooperation.





P.O. Box 10074
Toledo, OH 43699-0074

FIRST-CLASS MAIL
U.S. POSTAGE PAID
MAUMEE, OH
PERMIT NO. 484

SINGLE PIECE

[redacted]
Traverse City MI [redacted]

510030629403

December 12, 2017

[redacted]
Traverse City, MI [redacted]

Service Request [redacted]
Customer Relationship Manager: Melinda De Jesus

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 Value Guard plan for your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13SX2[redacted] is for the following:

- 36 months or 60,000 miles, whichever occurs first, beginning on 11/30/04 and ending on 11/30/07, and begins with 29,506 miles and ends with 89,506 odometer miles
- 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

CHEVROLET

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111
www.williamschevy.com

HONDA

REG. # F-138385

GM Goodwrench Service Plus

GM Goodwrench Service Plus offers:
- ASE Certified Technicians
- Courtesy Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

Enterprise rent-a-car

PICK ENTERPRISE.
WE'LL PICK YOU UP.

REPAIRS PROPERLY COMPLETED & CHECKED BY

X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE 09/16/04	INVOICE NO. [redacted]
	LABOR RATE / LICENSE NO. [redacted]	MILEAGE IN 28439	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/29/02	DELIVERY MILES 1603
	VEHICLE ID NO. 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	P. T. E. NO.	P. O. NO.	R. O. DATE 09/16/04	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			

```
LABOR & PARTS-----------------------------------------------------------------------
J# 1 12CVZ04005       PRODUCT SAFETY        HOURS:    0.50 TECH(S):1664                WARRANTY
             PERFORM RECALL CAMPAIGN #04005/PRODUCT SAFETY:WINDSHIELD
             WIPER OPERATION
             RECALL CAMPAIGN-V1114/V1115/V1116
             INSPECT WSW MODULE AND/OR INSTALL SEAL ASSEMBLY OR REPLACE
             WSW MODULE.

PARTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT PRICE-
JOB # 1       1     10376669              SEALER KI 16.064                          WARRANTY
                                                          JOB #  1 TOTAL PARTS          0.00

                                                   JOB #  1 TOTAL LABOR & PARTS         0.00
-----------------------------------------------------------------------------------------
J# 2 12CVZ04037       F/CMVSS NONCOMPLIANC HOURS:    0.20 TECH(S):1664                WARRANTY
             PERFORM RECALL CAMPAIGN #04037/FRONT SEATBELT RETRACTOR
             F/CMVSS NONCOMPLIANCE
             RECALL CAMPAIGN-V1167/V1168
             COMPLETED INSPECTION OF SEATBELT RETRACTORS, NO FURTHER
             ACTION REQUIRED

PARTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT PRICE-
                                                          JOB #  2 TOTAL PARTS          0.00

                                                   JOB #  2 TOTAL LABOR & PARTS         0.00
-----------------------------------------------------------------------------------------
J# 3 12CVZ04017       SPECIAL POLICY        HOURS:    0.60 TECH(S):1664                WARRANTY
             PERFORM GM SPECIAL PPOLICY #04017/SPECIAL POLICY ADJUSTMENT
             TAIL LAMPS/STOP LAMPS
             RECIEVED A LETTER IN THE MAIL
             SPECIAL POLICY-T5601
             LEFT TAIL LIGHT MOUNT BROKEN
             SCREW BROKE OFF OF RIGHT TAIL LIGHT
             REPLACE ONE OR BOTH TAIL LAMP CIRCUIT BOARDS AND
             TAIL/STOP LAMPS
             REPLACED LEFT & RIGHT REAR TAIL LAMP ASSEMBLIES

PARTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT PRICE-
JOB # 3       1     15131578              LAMP 2.679                                WARRANTY
JOB # 3       1     15131579              LAMP 2.679                                WARRANTY
                                                          JOB #  3 TOTAL PARTS          0.00

                                                   JOB #  3 TOTAL LABOR & PARTS         0.00
-----------------------------------------------------------------------------------------
J# 4 09CVZ31          DOOR LOCKS            HOURS:    0.30 TECH(S):1664                WARRANTY
             C/S ONLY THE D/S DOOR WILL NOT UNLOCK AT TIMES/ HIT D/S DOOR
             LOCK AND WILL NOT UNLOCK D/S DOOR/ CAN HIT PASS SIDE UNLOCK
             BUTTON AND WILL UNLOCK...WHEN LOCKED IN CAN NOT MOVE UNLOCK
             SWITCH MANUALLY.... HAS DONE THIS APROX 15 TIMES NOW
             UNABLE TO DUPLICATE CUSTOMER CONCERN, VEHICLE OPERATING AS
             DESIGNED. NO BULLETINS PUBLISHED FOR THIS CONCERN.
             NO PROBLEM FOUND AT THIS TIME.

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

                                                   JOB #  4 TOTAL LABOR & PARTS         0.00
-----------------------------------------------------------------------------------------
J# 5 09CVZ4           HEADLIGHT             HOURS:          TECH(S):1664               INTERNAL
```


[CONTINUED ON NEXT PAGE]

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X _____

Thank You!

CUSTO[redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO.: 8933	INVOICE DATE: 09/16/04	INVOICE NO.: [redacted]
[redacted]	LABOR RATE:	LICENSE NO.: [redacted]	MILEAGE IN: 28439	COLOR: GREEN/
	YEAR/MAKE/MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/29/02	DELIVERY MILES: 1603
	VEHICLE ID. NO.: 1 G N D T 1 3 S X 2 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
TRAVERSE CITY, MI [redacted]	F.T.E. NO.:		R.O. DATE: 09/16/04	
RESID[redacted]	BUSINESS PHONE:	COMMENTS:		

C/S INTERMITTNT HEADLAMPS WILL BE INOP WHEN START THE VEH.
HAS TO DRIVE WITH LOWER DRIVING LIGHTS THAN AFTER A LITTLE
WHILE THAN WILL HERE A CLICK NOISE UNDER DASH AND THAN
HEADLAMPS COME ON / HAS EVEN TRIED MANUALLY TO TURN
HEADLAMPS ON AND THEY WONT TURN ON UNTIL HERES CLICK NOISE
UNDER DASH
UNABLE TO DUPLICATE CUSTOMER CONCERN, NO BULLETINS PUBLISHED
FOR THIS CONCERN.
NO PROBLEM FOUND AT THIS TIME.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 01CVZWHL WHEEL HOURS: TECH(S):1664 INTERNAL
C/S CK ALL RIMS STARTING TO HAVE PITTING ON RIMS/ CK ALL OF
THEM PLEASE//.. ADVISE
WHEELGUARD TO LOOK AT-DREW TO COORDINATE
CUSTOMER TO RESCHEDULE

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # 1 11 COURTESY SHUTTLE WARRANTY
TOTAL - MISC 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TECHNICIAN CERTIFICATION----------
1664 ROBERT D SHALES M103159

TOTALS----------

::::::::::"COMPLETELY SATISFIED"::::::::::
Is our goal at "WILLIAMS CHEVROLET/HONDA"
Anything less and we would appreciate hearing
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with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!!
PLEASE CONTACT MARK HAMMERBERG AT 231-946-1111
THANK YOU FOR YOUR VALUED SERVICE!!!

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 INDENTIFIED BY AN "*" NEXT TO THE PART
NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED
LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

CUSTOMER SIGNATURE

See other Copy for Customers Signature.

 [END OF INVOICE] 11:20am

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[redacted]

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HONDA

REG # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER	2425	8933	09/16/04
7CGS55		28,439	GREEN/
02/CHEVROLET TRUCK/TRAILBLAZER/STWGN			04/29/02 1,603
1 G N D T 1 3 S X 2 2 [redacted]			
			09/16/04

[redacted]

TOTALS

... :.:."COMPLETELY SATISFIED"..:::::::.
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Anything less and we would appreciate hearing
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THANK YOU FOR YOUR VALUED SERVICE!!!

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NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED
LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

TOTAL LABOR .	0 00
TOTAL PARTS. ..	0.00
TOTAL SUBLET	0 00
TOTAL G.O.G ...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0 00
TOTAL TAX. .	0.00
TOTAL INVOICE $	**0.00**

X [redacted]

Called Dave

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Thank You!

CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO: 8933	INVOICE DATE: 04/22/04	INVOICE NO. [redacted]
	LABOR RATE:	LICENSE NO: [redacted]	MILEAGE IN: 23319	COLOR: GREEN/
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	DELIVERY MILES: 1603
	VEHICLE ID NO.: 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 04/22/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 13CVZ — ELECTRICAL — HOURS: 0.30 TECH(S):1355 — WARRANTY

C/S STARTED UP VEH WHEN DARK OUT AND VEH HAD TO OUTSIDE OR INSIDE LIGHTS// HERD A CLICK NOISE THAN LIGHTS CAME ON AFTER DRIVING DOWN THE ROAD FEW HUNDRED YARDS
UNABLE TO DUPLICATE CUSTOMER CONCERN, CHECKED FOR RELATED BULLETINS-NONE FOUND.
NO PROBLEM FOUND AT THIS TIME, UNABLE TO VERIFY CUSTOMER CONCERN.

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

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ2 — ELECTRICAL SYSTEM — HOURS: TECH(S):1355 — INTERNAL

C/S APROX 1 MONTH AGO VEH WOULD NOT START/ TURN KEY/ NOTHING IT THAN LOCKED THE DOORS AND THEY COULD NOT GET OUT OF THE VEH./ WHEN KEY WAS ON WINDOWS WOULD NOT WORK/ KEEP TURNING KEY IN AND OUT TURNING ON AND OFF THAN HERD CLICK NOISE BY SHIFTER AREA THAN VEH STARTED... TOTAL HAPPONED 2 TIMES NOW
PERFORMED SYSTEM CHECK, UNABLE TO DUPLICATE CUSTOMER CONCERN
NO PROBLEM FOUND AT THIS TIME, UNABLE TO VERIFY.

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

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 09CVZ16 — WIPER ARM — HOURS: 0.20 TECH(S):1355 — WARRANTY

C/S REAR WIPER DOESNT HIT ALL OF REAR WINDOW
WHEN PULL OUT IT STAYS OUT
PERFORMED SYSTEM CHECK, WIPER PIVOT POINT CORRODED.
REPLACED FAULTY WIPER ARM & LUBED NEW PIVOT POINT.

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

JOB # 3 1 15072167 ARM 16.480 WARRANTY 0.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+09CVZ65 — MIRROR — HOURS: 0.60 TECH(S):1355 — WARRANTY

C/S PASS SIDE REAR VIEW MIRROR WHEN PUT IN REVERSE MIRROR MOVES DOWN / WHEN GOES BACK UP GOES WAY HIGH/DOESNT GO INTO CORRECT POSITION/ CK OUT ADVISE <CURB ASST>
PERFORMED SYSTEM CHECK, PREOGRAMMED DRIVER & PASSENGER DOOR MODULES.
COMPLETED PER TECHNICAL SERVICE BULLETIN #02-08-64-021.

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

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

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

COMMENTS
LOANER

[CONTINUED ON NEXT PAGE]

02:30pm

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X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO.: 8933	INVOICE DATE: 04/22/04	INVOICE NO.: [redacted]
	LABOR RATE: [redacted]	VILEAGE IN: 23319	COLOR: GREEN/	STOCK NO.: 2[redacted]
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	DELIVERY VILES: 1603
	VEHICLE ID. NO.: 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
TRAVERSE CITY, MI [redacted]	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 04/22/04	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		

TOTALS----------

::::::::::"COMPLETELY SATISFIED"::::::::::
Is our goal at "WILLIAMS CHEVROLET/HONDA"
Anything less and we would appreciate hearing
from you.If you are not "COMPLETELY SATISFIED"
with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!!
PLEASE CONTACT MARK HAMMERBERG AT 231-946-1111
THANK YOU FOR YOUR VALUED SERVICE!!!

PARTS INDENTIFIED BY AN "*" NEXT TO THE PART
NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED
LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

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

CUSTOMER SIGNATURE

See Other Copy for Cust. Signature

[END OF INVOICE]

03:15pm

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[redacted]

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[redacted]

HONDA

REG # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER	2425	8933	04/22/04	[redacted]
7CGS55		23,319	GREEN/	22945
02/CHEVROLET TRUCK/TRAILBLAZER/STWGN			04/30/02	1,603
1 G N D T 1 3 S X 2 2 [redacted]				
			04/22/04	

[redacted]

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0 00 (+TAX)
COMMENTS----------
LOANER

TOTALS----------

:....: . "COMPLETELY SATISFIED":.::.:.:::
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Anything less and we would appreciate hearing
from you.If you are not "COMPLETELY SATISFIED"
with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!
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THANK YOU FOR YOUR VALUED SERVICE!!!

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NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED
LIFETIME WARRANTY, FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

TOTAL LABOR.	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET.	0.00
TOTAL G.O G .	0.00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0.00
TOTAL TAX . .	0.00
TOTAL INVOICE $	**0.00**

[redacted]

SEE DREW

4/M Done 3:05

ACCOUNTING COPY

[END OF INVOICE] 02 30pm

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Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE 08/19/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE IN 16022	COLOR GREEN/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603
	VEHICLE ID. NO. 1 G N D T 1 3 S X 2 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 08/19/03	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			

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

J# 1 12CVZ03012 RECALL TRANS SHIFT HOURS: 0.30 TECH(S):1664 — WARRANTY
PERFORM RECALL CAMPAIGN 03012-TRANSMISSION SHIFT LOCK AND
IGNITION KEY REMOVAL OVERRIDE COMPLIANCE
RECALL CAMPAIGN-V0994
COMPLETED, INSTALLED PLUG & REMOVED OVERRIDE LEVER

JOB # 1 TOTAL LABOR & PARTS — 0.00

J# 2 12CVZ03013 RECALL GAUGE INOP HOURS: 0.40 TECH(S):1664 — WARRANTY
PERFORM RECALL CAMPAIGN 03013-INSTRUMENT PANEL CLUSTER
GAUGES INOPERATIVE
RECALL CAMPAIGN-V0995
COMPLETED, REPROGRAMMED INSTRUMENT PANEL CLUSTER

JOB # 2 TOTAL LABOR & PARTS — 0.00

J# 3 09CVZ42 ACCESSORY FOR VEH HOURS: 0.30 TECH(S):1664 — WARRANTY
C/S ON REAR BUMPER ON LOWER CORNERS REFLECTORS ARE LOOSE/
BOTH SIDES/ CHECKED ANOTHER ONE IN ISLE AND ARE TIGHTER
CK OUT ADVISE
REMOVED LEFT REFLECTOR & RESET HOLDING TAB
REMOVED RIGHT REFLECTOR & RESET HOLDING TAB

JOB # 3 TOTAL LABOR & PARTS — 0.00

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

TECHNICIAN CERTIFICATION----------
1664 ROBERT D SHALES M103159

TOTALS----------

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with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!!
PLEASE CONTACT MARK HAMMERBERG AT 231-946-1111
THANK YOU FOR YOUR VALUED SERVICE!!!

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 INDENTIFIED BY AN "*" NEXT TO THE PART
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CUSTOMER SIGNATURE

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 [END OF INVOICE] 10:13am

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CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO.: 8933	INVOICE DATE: 03/13/03	INVOICE NO.: [redacted]
	LABOR RATE:	LICENSE NO.: [redacted]	MILEAGE IN: 10143	COLOR: GREEN/	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	DELIVERY MILES: 1603
	VEHICLE ID. NO.: 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
TRAVERSE CITY, MI [redacted]	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 02/28/03	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		

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

J# 1 09CVZ36 SEAT ASSEMBLY HOURS: 1.00 TECH(S):1664 — WARRANTY

C/S PASS SEAT HEATER DOENT HEAT UP IN TAIL BONE AREA <SEAT BOTTOM> S.P.O. PARTS IN SEAT MODULE
SEAT MODULE NOT GROUNDING HEATING ELEMENT
REPLACED PASSENGER SEAT MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15206270	MODULE 16.685		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 09CVZ16 WIPER ARM HOURS: 0.20 TECH(S):1664 — WARRANTY

C/S REAR WIPER WILL NOT HIT ALL OF BACK WINDOW
NEEDS A REAR WIPER ARM(back ordered)
REPLACED REAR WIPER ARM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	15072167	ARM		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 02CVZ FUEL SYSTEM HOURS: TECH(S):1664 — INTERNAL

C/S GETTING 12 MPG/CK OUT ADVISE
SEE ATTACHED SHEET..
15 CITY/20 HWY-NORMAL
NO PROBLEM FOUND AT THIS TIME

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

J# 4 09CVZ29 DOOR ASSEMBLY HOURS: TECH(S):1664 — INTERNAL

C/S D/S REAR DOOR SQUEEKS WHEN SHUT AND SLAM TO CLOSE
CUSTOMER LUBED DOOR HINGE/DREW ROLLED D/S WINDOW DOWN
REAR DOOR SHUTS FINE/IF PUT WINDOW BACK UP DOOR WILL
POP BACK OPEN/ IS THIS NORMAL?
AIR PRESSURE BUILD UP WHEN CLOSING DOORS-NORMAL
NO PROBLEM FOUND AT THIS TIME

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

J# 5 04CVZ SUSPENSION HOURS: TECH(S):1664 — INTERNAL

C/S STILL GETTING A VIBERATION TYPE NOISE AT 50-55 MPH ON
TORQUE CONV LOCK UP/REAR SPRINGS DID NOT TAKE CARE OF NOISE
POSS NEED TO CALL T.A.N. PLEASE
TEST DROVE TO CHUMS CORNER & BACK, VEHICLE SOUNDED NORMAL.
T.A.N. NO CASES OPEN AFTER SPRING REPLACEMENT
NO PROBLEM FOUND AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

[CONTINUED ON NEXT PAGE]

11:10am

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Thank You!

CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE: 03/13/03	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO. [redacted]	MILEAGE IN: 10143	COLOR: GREEN/
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	STOCK NO. [redacted] / DELIVERY MILES: 1603
	VEHICLE ID. NO.: 1 G N D T 1 3 S X 2 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F. T. E. NO.	P. O.	R. O. DATE: 02/28/03	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

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

J# 6 01CVZER	ENTERPRISE RENTAL HOURS:	TECH(S):1664	INTERNAL
	WARRANTY CAR RENTAL		
	02-28-03		
	SEE JOB #1 & #2		
	NEED RENTAL COST ADDED & INVOICE FOR CLAIM		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION		
JOB # 1	91260	DREW		02/28/03	RENTAL		WARRANTY
					TOTAL - SUBLET		0.00

COMMENTS----------

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

1664 ROBERT D SHALES M103159

TOTALS----------

:::::::::::"COMPLETELY SATISFIED":::::::::::
Is our goal at "WILLIAMS CHEVROLET/HONDA"
Anything less and we would appreciate hearing
from you.If you are not "COMPLETELY SATISFIED"
with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!!
PLEASE CONTACT MARK HAMMERBERG AT 231-946-1111
THANK YOU FOR YOUR VALUED SERVICE!!!

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 INDENTIFIED BY AN "*" NEXT TO THE PART NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

_____
CUSTOMER SIGNATURE

[END OF INVOICE]

11:10am

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[redacted]

CHEVROLET

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

[redacted]

ANDREW T. DENOYER 2425 8933 03/13/03 [redacted]
7CGS55 10,143 GREEN/ 22945
02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/30/02 1,603
1 G N D T 1 3 S X 2 [redacted]
02/28/03

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

JOB # 6 ENTERPRISE RENTAL HOURS: TECH(S): 1664 . INTERNAL
WARRANTY CAR RENTAL
02-28-03
NEED RENTAL COST ADDED

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

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

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

JOB # 1 91260 DREW 02/28/03 RENTAL WARRANTY

TOTAL - SUBLET 0.00

COMMENTS----------

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

1664 ROBERT D SHALES M103159

TOTALS----------

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

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[redacted]

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X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE 01/10/03	INVOICE NO. [redacted]	
[redacted]	LABOR RATE [redacted]	MILEAGE IN 9391	COLOR GREEN/	STOCK NO. [redacted]	
[redacted] COURTADE RD	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603	
TRAVERSE CITY, MI [redacted]	VEHICLE ID NO. 1GNDT13SX22[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P.O. NO.	R.O. DATE 01/10/03		
RR/SC [redacted]	BUSINESS PHONE	COMMENTS			

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

J# 1 04CVZ SUSPENSION HOURS: 0.30 TECH(S):1664 — WARRANTY

C/S THERE IS A SHUDDER FEELING AT 50-55 MPH WHEN TORQUE CONVERTER LOCKS UP/ SEE BULLETIN #02-03-09-022A
REAR COIL SPRINGS?
S.P.O. PARTS IN
REPLACED BOTH REAR COIL SPRINGS PER BULLETIN
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15174232	SPRING 7.503 B		WARRANTY
JOB # 1	1	15174233	SPRING 7.503		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 09CVZ36 SEAT ASSEMBLY HOURS: TECH(S):1664 — INTERNAL

C/S PASS SIDE ELE POWER SEAT TAKES A LONG TIME TO HEAT UP OR WILL JUST HEAT UP AT TAIL BONE AREA/NOT THE REST OF THE SEAT..
NEEDS MEMORY SEAT MODULE, ORDERED REPLACEMENT 1-10-03
CUSTOMER TO RESCHEDULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	0	15091593	MODULE 16.685 A		WARRANTY
PART ON SPECIAL ORDER					
			** QUANTITY 1 IS SPECIAL ORDERED **		
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 09CVZ TRIM HOURS: TECH(S):1664 — INTERNAL

C/S WHEN STEP ON D/S REAR RUNNING BOARD YOU GET A CREEK OR PLASTIC POP TYPE NOISE/// POSS SOMTHING LOOSE
HAS AFTERMARKET RUNNING BOARDS INSTALLED
NOT COVERED UNDER WARRANTY PER GM POLICY

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

COMMENTS----------

TECHNICIAN CERTIFICATION----------
1664 ROBERT D SHALES M103159

[CONTINUED ON NEXT PAGE]

14:20:39

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X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE: 01/10/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE IN: 9391	COLOR: GREEN/
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	STOCK NO.: 22945
	VEHICLE ID. NO.: 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.	DELIVERY MILES: 1603
TRAVERSE CITY, MI [redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE: 01/10/03	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

TOTALS----------

:::::::::"COMPLETELY SATISFIED":::::::::
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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

[END OF INVOICE]

14:20:39

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L L L

[redacted]

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER 2425 8933 01/10/03 [redacted]

[redacted] 9,391 GREEN/ 22945

02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/30/02 1,603

1 G N D T 1 3 S X 2 2 [redacted]

01/10/03

[redacted]

TOTALS----------

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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]

Called Dave

WILLIAMS CHEVROLET HONDA
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X _____

Thank You!

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW T. DENOYER 2425	8933	11/13/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE IN 7177	COLOR FOREST GREE	STOCK NO. 22945
TRAVERSE CITY, MI [redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603
	VEHICLE ID. NO. 1GNDT13SX22[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/12/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

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

J# 1 04CVZ SUSPENSION HOURS: TECH(S):1664

C/S VIB IN FRT END 53-58 MPH/ REC TECH RD TEST WITH CUSTOMER
DREW RD TESTED WITH CUSTOMER TORQUE CONV SHUDDER IS THE
FEELING....ANY BULLETINS YET
DREW RD TESTED WITH CUSTOMER/FELT TORQUE CONV SHUTTER WHEN
LOCKS IN AT 48-55 MPH/ GM IS WORKING ON A FIX FOR THIS
OK TO DRIVE///

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------
WAITER

TECHNICIAN CERTIFICATION----------
1664 ROBERT D SHALES M103159

TOTALS----------

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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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SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

CUSTOMER SIGNATURE

[END OF INVOICE]

09:36:13

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[redacted]

CHEVROLET

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P O Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER 2425 8933 11/13/02 [redacted]

[redacted] 7,177 FOREST GREE 22945

02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/30/02 1,603

1 G N D T 1 3 S X 2 [redacted]

11/12/02

[redacted]

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

J# 1 04CVZ SUSPENSION HOURS: TECH(S):1664 INTERNAL

C/S VIB IN FRT END 53-58 MPH/ REC TECH RD TEST WITH CUSTOMER
DREW RD TESTED WITH CUSTOMER TORQUE CONV SHUDDER IS THE
FEELING....ANY BULLETINS YET
DREW RD TESTED WITH CUSTOMER/FELT TORQUE CONV SHUTTER WHEN
LOCKS IN AT 48-55 MPH/ GM IS WORKING ON A FIX FOR THIS
OK TO DRIVE///

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------
WAITER

TECHNICIAN CERTIFICATION----------
1664 ROBERT D SHALES M103159

TOTALS----------

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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 INDENTI[redacted]
NUMBER ARE CO
LIFETIME WARR
SPEAK WITH YO

CUSTOM[redacted]

ACCOUNTING COPY

[END OF INVOICE] 09 33 37

CHEVROLET

WILLIAMS CHEVROLET HONDA

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X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. [redacted]	INVOICE DATE 11/01/02	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE IN 6771	COLOR FOREST GREE	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603
	VEHICLE ID NO. 1 G N D T 1 3 S X 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/28/02	REPRINT# 1
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			

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

J# 1 04CVZ SUSPENSION HOURS: 2.40 TECH(S):1853 WARRANTY

C/S THERE IS A VIBERATION FROM ENGINE AREA 52-58 MPH
NOISE ALSO AND FEEL VIBERATION <LIKE RUNNING OVER STRIPS ON
E-WAY LIKE GOING OVER TOO FAR>CK OUT ADVISE
TEST DROVE VEHICLE, CONFIRMED VIBRATION/NOISE. FOUND
ENGINE COOLING FAN CLUTCH BAD.
REPLACED FAN CLUCH ASSY
RE-RD TEST COULD NOT GET NOISE TO COME BACK

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

JOB # 1 1 15071248 CLUTCH 1.050 R WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 09CVZ TRIM HOURS: TECH(S):1853 INTERNAL

FRT LICENSE PLATE HOLDER FELL OFF/ ON DASH
REMOUNTED LICENSE PLATE
COMPLETED

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

JOB # 2 1 15993201 RETAINER 17.505 A INTERNAL

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 01CVZER ENTERPRISE RENTAL HOURS: TECH(S):1853 INTERNAL

WARRANTY CAR RENTAL
10-28-02 11:15

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

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 11CVZ ENGINE HOURS: TECH(S):1853 INTERNAL

C/S WHEN ENGINE IS COLD ENGINE MAKES A TAPPING NOISE
CK OUT ADVISE
PERFORMED COLD START PROCEDURE, COULD NOT HEAR ANY ABNORMAL
NOISE AT THIS TIME.
COULD NOT CONFIRM AT THIS TIME, CUSTOMER TO MONITOR.

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

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 13CVZ ELECTRICAL HOURS: TECH(S):1853 INTERNAL

C/S CK OIL LIGHT COMES ON / ON THE DASH
OIL LIGHT NOT COMING ON AT THIS TIME, CHECKED OIL LEVEL-GOOD
NO PROBLEM FOUND AT THIS TIME, COULD NOT VERIFY

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

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 03CVZ DRIVEABILITY HOURS: TECH(S):1853 INTERNAL

C/S GETTING POOR GAS MILLAGE ? / THINKS GETTING 16 MPH
E-WAY AND CITY DRIVING? ADVISE

 [CONTINUED ON NEXT PAGE]

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Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. 8933	INVOICE DATE 11/01/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE IN 6771	COLOR FOREST GREE	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603
	VEHICLE ID. NO. 1 G N D T 1 3 S X 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/28/02	REPRINT# 1
RESIDENCE PHONE [redacted]	COMMENTS			

UNABLE TO CONFIRM AT THIS TIME, SCANNED FOR CODES-NONE
MILEAGE WILL VARY DEPENDING ON FUEL QUALITY & DRIVING
HABITS & CONDITIONS

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 09CVZ65 MIRROR HOURS: 0.40 TECH(S):1853 WARRANTY
C/S MIRROR MEMORY IS NOT STAYING PROGRAMED/HAVE TO KEEP
RE-SETTING MIRRORS....
SEE TECHNICAL SERVICE BULLETIN #02-08-64-008
REPLACED BOTH MIRROR ACTUATORS PER BULLETIN
ALSO REPLACED R.H. MIRROR GLASS

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 7 2 88944479 ACTUATOR 16.068 R WARRANTY
JOB # 7 1 88937195 MIR GLASS 16.068 A WARRANTY
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 11CVZOLLK ENGINE OIL LEAK HOURS: TECH(S):1853 INTERNAL
C/S USED 1 QT OF OIL GOING 350 MILES/ HE ADDED/ HAS NOT
ADDED ANY SINCE... CK OUT ADVISE
CHECKED OIL LEVEL-GOOD. CHECKED FOR OIL LEAK ON TOP OF THE
ENGINE & BOTTOM AS WELL. COULD NOT CONFIRM CONCERN.
NO PROBLEM FOUND AT THIS TIME, COULD NOT VERIFY.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 01CVZDC DECLINED HOURS: TECH(S):1853 INTERNAL
CUSTOMER DECLINED FACTORY RECOMENDED MAINT AT THIS TIME
MAINTENANCE
DECLINED AT THIS TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 88456 DREW 10/31/02 RENTAL WARRANTY
TOTAL - SUBLET 0.00

COMMENTS----------
ENTERPRISE SAVED

 [CONTINUED ON NEXT PAGE]

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CHEVROLET

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Thank You!

CUSTOMER NO. [redacted]	ADVISOR: ANDREW T. DENOYER 2425	CARD NO.: 8933	INVOICE DATE: 11/01/02	INVOICE NO.: [redacted]
	LABOR RATE:	LICENSE NO.: [redacted]	MILEAGE IN: 6771	COLOR: FOREST GREE
				STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE: 04/30/02	DELIVERY MILES: 1603
	VEHICLE ID NO.: 1 G N D T 1 3 S X 2 2 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
TRAVERSE CITY, MI [redacted]	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 10/28/02	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		

TOTALS----------

::::::::::"COMPLETELY SATISFIED"::::::::::
Is our goal at "WILLIAMS CHEVROLET/HONDA"
Anything less and we would appreciate hearing
from you.If you are not "COMPLETELY SATISFIED"
with your repairs or service please give us the
OPPORTUNITY to correct the problem!!!!!!!
PLEASE CONTACT MARK HAMMERBERG AT 231-946-1111
THANK YOU FOR YOUR VALUED SERVICE!!!

PARTS INDENTIFIED BY AN "*" NEXT TO THE PART
NUMBER ARE COVERED BY THE GENERAL MOTORS LIMITED
LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

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

CUSTOMER SIGNATURE

 [END OF INVOICE] 08:30:06

[redacted]

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER [redacted] 2425 8933 10/31/02 [redacted]

6,771 FOREST GREE 22945

02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/30/02 1,603

1 G N D T 1 3 S X 2 [redacted]

10/28/02

[redacted]

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $8.00 (+TAX)
COMMENTS----------
ENTERPRISE SAVED

TOTALS----------

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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]

Faxed Sheet INTO Chris

CHEVROLET

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111
www.williamschevy.com

HONDA

REG. # F-138385

GM Goodwrench Service Plus

GM Goodwrench Service Plus offers:
- ASE Certified Technicians
- Courtesy Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

Enterprise rent-a-car

PICK ENTERPRISE.
WE'LL PICK YOU UP.

REPAIRS PROPERLY COMPLETED & CHECKED BY

X _____

Thank You!

CUSTOMER NO. [redacted]	ADVISOR ANDREW T. DENOYER 2425	CARD NO. 933	INVOICE DATE 05/30/02	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE IN 2215	COLOR FOREST GREE	STOCK NO. 22945
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/STWGN		DELIVERY DATE 04/30/02	DELIVERY MILES 1603
	VEHICLE ID. NO. 1 G N D T 1 3 S X 2 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TRAVERSE CITY, MI [redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 05/30/02	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			

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

J# 1 12CVZ02016 FUEL FITTING HOURS: 0.40 TECH(S):1681 — WARRANTY

RECALL 02016 FUEL FILTER FITTING DISCONNECT
RECALL CAMPAIGN
COMPLETED, REPLACED FUEL LINE DISCONNECT FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88983067	CLIP		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS----------
BACK TO B-SHOP WHEN DONE

TOTALS----------

::::::::::"COMPLETELY SATISFIED"::::::::::
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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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LIFETIME WARRANTY. FOR MORE INFORMATION PLEASE
SPEAK WITH YOUR SERVICE CONSULTANT. THANK YOU.

CUSTOMER SIGNATURE

 [END OF INVOICE] 10:43:03

Copyright © 1991 The Reynolds and Reynolds Company SVC INV

[redacted]

WILLIAMS CHEVROLET HONDA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

[redacted]

TRAVERSE CITY, MI [redacted]

ANDREW T. DENOYER 2425 933 05/30/02 [redacted]

7CGS55 2,215 FOREST GREE 22945

02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/30/02 1,603

1 G N D T 1 3 S X 2 [redacted]

05/30/02

2[redacted]

LABOR & PARTS

J# 1 12CVZ02016 FUEL FITTING HOURS: 0.40 TECH(S):1681 WARRANTY

RECALL 02016 FUEL FILTER FITTING DISCONNECT
RECALL CAMPAIGN
COMPLETED, REPLACED FUEL LINE DISCONNECT FITTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88983067	CLIP		

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
BACK TO B-SHOP WHEN DONE

TOTALS

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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]

Called 12:21 p~ 5-30
Left a message

[redacted]

CHEVROLET

WILLIAMS CHEVROLET HONDA KIA

2600 U.S. 31 South
P.O. Box 268
Traverse City, MI 49685
231-946-1111

HONDA

REG. # F-138385

[redacted]

[redacted]

[redacted]
TRAVERSE CITY, MI [redacted]

JAMES W. FLOHE [redacted] 2404 933 05/30/02 [redacted]
2,214 GREEN/
02/CHEVROLET TRUCK/TRAILBLAZER/STWGN 04/29/02 1,603
1 G N D T 1 3 S X 2 [redacted]
05/28/02

[redacted]

LABOR & PARTS----------
J# 1 64CVZ BODY WORK HOURS: 3.50 TECH(S):1091 1674 INTERNAL
REAR BUMPER
RPR REAR BUMPER COVER. R&I ALL NECC PARTS. REF ADN BLEND
AS NECC. EPC.

JOB # 1 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES----------
JOB # 1 1.0 PAINT AND MATERIAL @ /UNIT INTERNAL
TOTAL - GOG 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # 1 HZD B/S HAZARDOUS WAST INTERNAL
TOTAL - MISC 0.00

COMMENTS----------
BODY WORK INT NCD (TIM WILLIAMSON)

TECHNICIAN CERTIFICATION----------
1674 JAMES C MEBERT M194709

TOTALS----------

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

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CUSTOMER SIGNATURE

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

USED VEHICLE APPRAISAL

NAME [redacted]

ADDRESS [redacted]

CITY Tc ZIP [redacted]

HOME PHONE _____ OFFICE _____

INTERESTED IN Truff Blazer

SALESMAN Dear DATE 4 29

MAKE Buick YEAR 94 SERIES Park Ave

VIN 1G4CW52K7[redacted]SE

BODY STYLE 4 Door COLOR Blue MILEAGE 25993

REMARKS: P15056

Leather
window & locks
Power seats
Heated seats
CD - cass
AC
Temp Gauge

Clee
Bob
4/29



APPRAISED BY _____ DATE _____

ALLOWANCE GOOD FOR FIVE DAYS ONLY

58899

DS-571 ORDER FROM DEALERS SUPPLY CO., BOX 100, TROY, MI 48099

STATE OF MICHIGAN

CERTIFICATE OF TITLE

**FULL RIGHTS TO SURVIVOR*

P15056

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
1999	BUICK	PARK AVENUE	1G4CW52K7X46[redacted]

BODY STYLE	WEIGHT/FEE CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
FOUR DOOR	31130	000007 *ACTUAL MILEAGE*	06/23/1999	[redacted]

OWNER(S) NAME AND ADDRESS

[redacted]

TRAVERSE CITY MI [redacted]

First Secured Party	Filing Date
EMPIRE NATIONAL BANK 1227 E FRONT TRAVERSE CITY MI 49684	06-22-1999

Release of First Lien:

X _____ _____

Signature of Agent Date

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ and that to the best of my knowledge the odometer mileage is: (No Tenths)

☐ actual mileage ☐ not actual mileage - WARNING ODOMETER DISCREPANCY ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s) X	Printed Name of Seller(s)		
Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)"

Signature of Purchaser(s) X	Printed Name of Purchaser(s)

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS

[redacted]

TRAVERSE CITY MI [redacted]

[redacted]

** NOTICE TO SELLERS**
Sellers should keep a receipt or photocopy of the reassigned title for their records.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

APPLICATION FOR MICHIGAN TITLE – STATEMENT OF VEHICLE SALE

Invoice No. | Michigan Registration | Candice S. Miller, Secretary of State

Purchase Date 04/30/2002

Delivery Date 04/30/2002

CUST [redacted]
DEAL #61441
22945
Stock No.

Dealer **WILLIAMS Chevrolet Honda**

Address 2600 U.S. 31 South - P.O. Box 268

City TRAVERSE CITY

County	State	Zip Code
GRAND TRAVERSE	MICHIGAN	49685

Dealer License	Sales Tax License	Phone Number
A-1143	[redacted]	231-946-1111

Vehicle Sold New XX Used ☐ Demo ☐ | Trade-In Yes ☐ No XX

Trade-in Year	Make	Vehicle No.

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES P15056
Expires 15 days after delivery date

Plate transferred from: Year 99 Make BUICK 4 DR

Vehicle No. 1G4CW52K7X[redacted] Plate No. [redacted] Temp. Expiration Date 05/15/2002

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

☐ A POLICE VEHICLE ☐ A DRIVER EDUCATION VEHICLE
☐ A GOVERNMENT VEHICLE ☐ A TAXI
☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

1603 NO TENTHS

XX actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☐ Factory List Affixed To Vehicle

Dealer Installed Accessories When Optional to Purchaser

REMARKS: LCR

CONTRACTUAL DISCLOSURE STATEMENT FOR 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."

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I [redacted] TY INTERESTS NAMED ABOVE."

[redacted] AGENT
Title

Expires On: Month 08 Day 26 Year 2002 | Months 4 | ☐ NEW PLATE ☐ RENEWAL XX TRANSFER

Year	Make	Body Style	Code	County
2002	CHEVROLET	STWGN	1	28

Vehicle No. 1GNDT13SX22[redacted] | Wt. or Fee Cat. 33 | License Fee N/A

Driver License No./PIDs of All Owners/Lessees
1) R 250 261 139 665 3)
2) R 250 149 261 726

County of Residence GD. TRAVERSE

[redacted] s or Lessors
TRAVERSE CITY MI [redacted]

Complete Name(s) and Address(es) of All Lessees

Title 10.50
Title Late Fee N/A
Tax 1992.12
Transfer Fee 8.00
Total–Trans. to #4 2010.62
Full Rights to Survivor Yes XX No ☐

Insurance Company AUTO OWNERS
Policy No. or Binder No. [redacted]

First Secured Interest
Address
City-State Zip
Filing Date 04/30/2002

Second Secured Interest
Address
City-State Zip
Filing Date

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		33161.95
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		40.00
3. TOTAL TAXABLE PRICE		33201.95
4. (Above total) SALES TAX - LICENSE - TITLE		2010.62
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		N/A
6. TOTAL DELIVERED PRICE		35212.57
7. CASH ON DEPOSIT		13200.00
8. CASH DUE ON DELIVERY		22012.57
9. TRADE-IN	$ N/A	
10. LESS LIEN	$ N/A	N/A
11. TOTAL DOWN PAYMENT		35212.57
12. UNPAID BALANCE TO BE FINANCED		N/A
13. INSURANCE CHARGE*		N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT		N/A

*TYPE OF INSURANCE

WARNING: This insurance is not PL/PD No Fault insurance required by Michigan Law.

☐ CREDIT LIFE ☐ HEALTH & ACCIDENT
☐ ☐

Temporary Registration No. Temporary Fee Charged Yes ☐ No ☐

Salesperson TIMOTHY S WILLIAMSON

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify that my driver license is not suspended, revoked, or denied, as a repeat offender and I am eligible to purchase or register the vehicle.

04 3002 Date X [redacted] Date X
Date X Date X
04 3002 Date X Date X

Purchaser's/Lessor's Signature(s) Lessee's Signature(s)

PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-292-4204

Authority granted by P.A. 300 of 1949, as amended. THIS FORM MUST BE TYPED ONLY RD-108 4/01

Williams Chevrolet-Honda
2600 U.S. 31 South • P.O. Box 268
Traverse City, MI 49685
Phone (231) 946-1111 • (800) NEW CHEVY (639-2438)

Date 4-30-02 Stock No. 22945

Salesperson Tim Williamson

VEHICLE ORDER

Purchaser's Name [redacted] Address [redacted] P.O. Box

Co-Purchaser's Name [redacted] City Traverse City State MI Zip [redacted]

County Grand Traverse Residence Phone [redacted] Business Phone

Please enter my order for one ☐ New ☐ Used ☐ Demo ☐ Driver's Ed ☐ Car ☐ Truck VIN 1GNDT135X2[redacted]

Year	Make	Model	Body Style	Miles	Decor	Cyl.	Color	Interior Color
02	CHEV	Trailblazer	4Dr	1607	LTZ	6	GREEN	

FACTORY ACCESSORIES

Description

Vehicle Insurance

Insurance Company Auto Owners
Policy [redacted]
Agent Ford Lee
Address 920 S GARFIELD
City Traverse Cty State MI Zip 49684
Phone # 231-941-0450

Trade Appraisal

Year 99 Miles 25993
Make Buick Model Park Ave
VIN

Vehicle Registration Transfer Info

Year 99 Make Buick
VIN 1G4CW52K[redacted]
Plate # TCG555 Expiration Date

Trade Payoff Information

Fin. Co.
Address
City State Zip
Phone
Acct #
10 day Payoff
Contact
Good Until Time

Finance Information*

Total Price	33,161.95
Documentary Fees	40.00
Total Taxable Price	33,201.95
Sales Tax	1992.11
License New ☐ Transfer ☒	9.-
Title	10.50
Non-Taxable Items	—
Cash Delivered Price	35,213.06
Rebate	2002.-
Credit Card Rebate	1211.07
Cash on Deposit	
Cash Due on Delivery	
Trade-In $	
Less Payoff $ Net	13,200
Total Down Payment	
Amount to be Financed	19,799.99

Incentives

GMS ☐ GMO ☐ PEP ☐ Auth #
GM Credit Card Auth #
GMAC Lease Loyalty #
Dealer Employee ☐ Supplier ☐
Signature

Terms of Purchase [redacted] Wanted to Purchase the Above Trailblazer at the Above Terms. Price to Include Running Boards & under coat.

THE ABOVE TO BE PLUS TRADE AS DETAILED PLUS ANY LIEN PAYOFF, TAXES & LICENSE EXTRA UNLESS STATED OTHERWISE.

I have read the matter on the back hereof to it as a part of this order the same as if it were printed above by signature. The front and back hereof comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise has been made. Purchaser certifies he is 18 years of age or older. Williams Chevrolet-Honda does not certify this vehicle to meet school bus standards. The undersigned hereby acknowledges receipt of a true and complete copy of this order at the time of its execution. Buyer understands the following accessories are non-General Motor Products.

1. _____ D.O.B. Purchaser [redacted] S.S [redacted]
2. _____ D.O.B. Co-Purcha [redacted] S.S [redacted]
3. _____

Buyer's Signature [redacted] Driver's License No. [redacted]

Co-Buyer's Signature _____ Driver's License No.

Not Valid Unless Accepted
By Williams Chevrolet-Honda By _____
Dealer or Sales Manager

Nov 05 04 05:35p George Chichester 946-1111 p.26



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Melinda Clesca
Company:
Phone:
Fax: 8663112784

From: Melinda Clesca
Phone: 1-800-231-1841 ext 58049
Fax: 1-866-311-2784
Date: Saturday, November 06, 2004 11:31:06 AM
Pages: 04
(including cover)

Comments

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

Privileged and Confidential Information

CASE ASSESSMENT BY: Melinda Clesca **Siebel/CARS Request No: 1[redacted]**

Customer Name[redacted]

Year of Vehicle: 2002 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 29,506**

Vehicle ID No.: 1GNDT13SX2[redacted] **In Service Date: 4/29/02** **Purchased: New**

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Veh vibration

Date	Mileage	Days Out	Description of Repair
11/12/02	7,177	2	C/S vibration in front end between 53-58 mph. RD tested w/ cust , felt torque conv. shutter when locks at 48-55 mph. GM is working on a fix.
1/10/03	9,391	1	C/S there is a shutter feeling between 50-55 mph when torque conv. Lock up. Replaced both rear coil springs as per bulletin #02-03-09-002A.
2/28/03	10,143	15	C/S getting vibration noise at 50-55 mph, torque conv lock up. Test drove veh, sounded normal. No problem found.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Check oil light on

Date	Mileage	Days Out	Description of Repair
10/28/02	6,771	5	C/S oil check light comes on. Checked oil level-ok, no concern found.

OTHER SYMPTOM/CONCERN: Engine noise

Date	Mileage	Days Out	Description of Repair
10/28/02	6,771	5	C/S engine makes tapping noise when cold. Concern not duplicated.

OTHER SYMPTOM/CONCERN: Mirrors loose memory

Date	Mileage	Days Out	Description of Repair
10/28/02	6,771	5	C/S mirrors loose memory program. Replaced both mirror actuators per bulletin. #02-08-64-008.
4/22/03	23,319	1	C/S passg side rear view mirror when put in reverse, mirror moves down. Reprogrammed driver and passg door modules as per bulletin #02-08-64-021.

OTHER SYMPTOM/CONCERN: Running boards loose

Date	Mileage	Days Out	Description of Repair
1/10/03	9,391	1	C/S when steps on the d/s rear running boards hears a creek noise. Has after market running boards installed/ not warranty item.

Team Manager Approval: Date:

Privileged and Confidential Information

OTHER SYMPTOM/CONCERN: Heated seat inop

Date	Mileage	Days Out	Description of Repair
2/28/03	10,143	15	C/S passg side heater seat does not heat up. Seat module not grounding heating element. Replaced passg seat module.

OTHER SYMPTOM/CONCERN: Wiper arm concern

Date	Mileage	Days Out	Description of Repair
2/28/03	10,143	15	C/S rear wiper will not hit al of back window. Replaced rear wiper arm.
4/22/03	23,319	1	C/S rear wiper doesn't hit all of rear window. Wiper pivot point corroted. Replaced wiper arm and lubed pivot point.

OTHER SYMPTOM/CONCERN: Door noise

Date	Mileage	Days Out	Description of Repair
2/28/03	10,143	15	C/S d/s door squeeks when shut and slams to close. Air pressure build up when closing doors normal. No problem found.

OTHER SYMPTOM/CONCERN: Clutch vibration

Date	Mileage	Days Out	Description of Repair
10/28/02	6,771	5	C/S there is vibration in engine are between 52-58 mph. Found engine cooling fan clutch bad. Replaced fan clutch assembly.

OTHER SYMPTOM/CONCERN: Bumper loose

Date	Mileage	Days Out	Description of Repair
8/19/03	16,022	1	C/S on rear bumper lower corner, reflectors are loose. Removed left and right reflector and reset holding tab.

OTHER SYMPTOM/CONCERN: Light concern

Date	Mileage	Days Out	Description of Repair
4/22/03	23,319	1	C/S when turned veh on light didn't come on. Heard a click noise then lights came on after driving a few yards. Unable to duplicate.

OTHER SYMPTOM/CONCERN: Door locks inop

Date	Mileage	Days Out	Description of Repair
4/22/03	23,319	1	C/S 1 month ago veh would start and door locks wouldn't work. C/S could get out of veh. Checked syst, unable to duplicate.
9/16/04	28,439	1	C/S only the D/S dor will not unlock at times. Unable to duplicate.

Total Days Out of Service: _26___(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** xx **NO:**

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Privileged and Confidential Information

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? ____Repairs_____

AVM and/or DEALER RECOMMENDATION(s):

No comments at this time

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Crm will offer a GMPP

Decision reached by CRM: Arbitrate case: ☐ Settle case: xx

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$33,161.95
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$35,950.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$2,788.05

Trade Allowance (from dealer Bill of Sale)	$13,200.00
Actual Cash Value Statement	$13,200.00
Difference (if positive, this is the overallowance)	$0

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$13,200.00
Actual Cash Value Statement	$13,200.00
Difference (if positive, this is the negative equity)	$0

If Over Allowance/Negative Equity 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.)	$33,161.95
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$0
Overallowance and/or Negative Equity minus	$0
Actual price of Vehicle that should be presented to BBB for ATA	$33,161.95

December 12, 2017

[redacted]d
Traverse City, MI 4[redacted]

Service Request: [redacted]
Customer Relationship Manager: Jeffrey Muller

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2002 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,

General Motors Corporation



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: melinda
Company:
Phone:
Fax: 8663112784

From: Christopher Piacenti
Phone: 1-800-231-1841 ext. 57258
Fax: 1-866-715-8511
Date: Monday, November 08, 2004 10:55:42 AM
Pages: 02
(including cover)

Comments

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

2002 TRAILBLAZER LTZ 4WD
47U FOREST GREEN MET/LT PEWTER MET /L6G
922 DK PEWTER/DK PEWTER ACCENTS
ORDER NO. DNQVDK/TRE STOCK NO.
VIN 1GN DT13 SX 21[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*44044S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LTZ 4WD	33965.00	30738.33
C5N GVW RATING - 5750 LBS	N/C	N/C
FE9 50-STATE LOW EMISSION VEHICLE	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C
KA1 HEATED FRONT SEATS	250.00	215.00
LL8 VORTEC 4200 SFI I6	N/C	N/C
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C
QTR P245/65R17 ALL-SEASON WOL ON-/OFF ROAD TIRES	140.00	120.40
U42 REAR SEAT ENTERTAINMENT SYSTEM	995.00	855.70
ZY7 TWO-TONE APPEARANCE	N/C	N/C
1SF LTZ PREFERRED EQUIPMENT GROUP 1	N/C	N/C

RETAIL - STOCK
INVOICE 10/03/01
SHIPPED 10/03/01
EXP I/T 10/05/01
INT COM 10/05/01
PRC EFF 10/03/01
KEYS S391E S391E
WFP-S QTR OPT-1
BANK: GMAC - 045
CHG-TO 44-044

SHIP WT: 4592
HP: 32.1
GVW: 5750
GVWF: 2950
GVWR: 3200
GMS: 31468.93
SUPPLR: 32727.69
NTR: 1/2
DAN: F3560
MEMO 1767.50

TOTAL MODEL & OPTIONS	35350.00	31929.43	ACT 237 31468.93
DESTINATION CHARGE	600.00	600.00	H/B 261 1060.50
DEALER CO-OP ADVERTISING		353.50	ADV 261 353.50
TOTAL	35950.00	32882.93	PAY 310 32882.93

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31312.95

****

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.

BERGER CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1GNDT13SX2[redacted]
$ 32882.93 INV [redacted]
DUE 10/05/01 DEALER 44-044

December 12, 2017

[redacted]
Clintwood, VA [redacted]

Service Request [redacted]
Customer Relationship Manager: Danyelle Burton

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 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.

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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,

General Motors Corporation

December 12, 2017

[redacted]
Clinton, IA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Chris Valko

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 GMC Envoy. 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.

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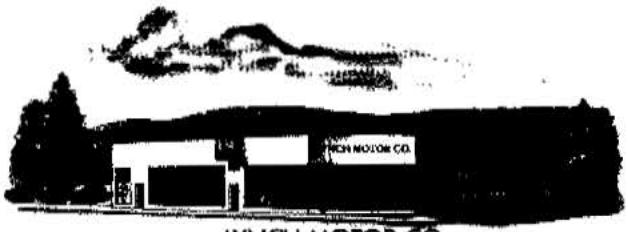
Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



LYNCH MOTOR CO.

Telephone (541) 963-2104

P.O. Box 730, 1602 Adams Avenue
LA GRANDE, OREGON 97850

FAX to 866-834-3549
Page 1 of 2

February 23, 2005

General Motors Repurchase Dept.

Paul Gessler

RE: [redacted] Repurchase

I have enclosed a copy of invoice for 2005 Cadillac Escalade that was ordered for Mr. [redacted]
This vehicle was unloaded from rail car in Portland, Or on 02/19/2005, should be shipped to our location any day now.
I'm not sure how this transaction will take place, as of last week Mr. [redacted] was waiting to here from you on what he needs to do about turning in his 2004 Buick Rainier vin 5GADT13S2[redacted] and how much he will have to pay difference. We also need to know how the balance owed to GMAC account # [redacted] is to be handled, any incentive information, and how we will be paid for this vehicle that is on our GMAC flooring account. I hope to here form you soon.

Sincerely

Toney Hamilton
Sales Mgr.
Our fax # 541-963-3440

51004

FEB 07 2005

2005 ESCALADE
59U QUICKSILVER /V8G
922 PEWTER LEATHER
ORDER NO. [redacted] STOCK NO.
VIN 1GY EK63 N6 5R[redacted]

CADILLAC MOTOR CAR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
6K15706 ESCALADE	56055.00	51290.33	INVOICE 02/03/05
AT5 SECOND ROW BENCH SEAT (REPLACES BUCKET SEATS)	N/C	N/C	SHIPPED 02/03/05
			EXP I/T 02/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/23/05
LQ9 VORTEC 6.0L V8 345 HP	0.00	0.00	PRC EFF 02/03/05
M32 4-SPD AUTOMATIC TRANSMISSION	0.00	0.00	KEYS S155B S155B
PDC SELECT EDITION PACKAGE	4490.00	3816.50	WFP-F QTR OPT-1
INCLUDES:			BANK: GMAC - 021
* EXPRESS OPEN SUNROOF			CHG-TO 38-433
* CHROME WHEELS			
* INTEGRATED NAVIGATION RADIO (REPLACES STD/OPT PKG RADIO)			SHIP WT: 5494
			HP: 51.2
1SZ SELECT EDITION DISCOUNT	1000.00-	850.00-	GVWR: 7000
			GAWR.FT: 3550
			GAWR.RR: 4000
			GMS: 53395.48
			SUPPLR: 55794.90
			MRM: 61395.00
			NTR: 1/2
			DAN: STEVE
			MEMO 2902.25

TOTAL MODEL & OPTIONS	59545.00	54256.83	ACT 237 53320.48
DESTINATION CHARGE	850.00	850.00	H/B 261 1786.35
TOTAL	60395.00	55106.83	PAY 310 55106.83
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		52479.65	

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.

LYNCH MOTOR CO.

REMIT TO GMAC NO. 021
VIN 1GYEK63N65R209797
$ 55106.83 INV 6AD18161061
DUE 02/23/05 DEALER 38-433

RVDC Active Case # 92083

RVDC Case# 92083

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	5GADT13S2421 [redacted]
BAC	116718
Dealership Name	LYNCH MOTOR CO.
Dealer Contact/Title	Tony Hamilton, Sales Manager
Dealer Phone	5419632104
Dealer Fax	5419633440
Delivery Date	2003-10-07
Buyback Mileage	13046
Transmission	A
UCC Code(s)	N1502 K0110
MSRP	40600.00
Est. Auction Value	22325.00
Case Number	92083
TAC Case Number	
Type of Transaction	TR
Replacement VIN	1GYEK63N65F [redacted]
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM James Steele
Reason for Repurchase: Four (4) Wheel Drive shifts by itself & Head Lights goes out intermittently	

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: OR	Repurchased Under Laws of State: OR	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2005-03-11	Established on: 2005-03-04	
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: 15625.26 ✓	Lien Payoff Expires on: 2005-03-27	Per Diem: 0.81
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	12915.22 ✓			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	GMAC - Bank One	Payee1:	
Payee2:	Lynch Motor Company	Payee2:	021 9047 13904	Payee2:	
Address1:	2005 Linda Lane	Address1:	6716 Grade Lane	Address1:	
Address2:		Address2:	Building 9, Suite 910	Address2:	
City:	Lagrande	City:	Louisville	City:	
State:	OR	State:	KY	State:	
Zip	97850	Zip	40213	Zip	
Phone #:	541-963-3455	Phone #:	602-794-0651	Phone #:	
Fax #:	541-963-3455	Fax #:		Fax #:	
		Attention:	Payoff Department	Attention:	
		Account #:	021 9047 13904	Fed Tax ID:	
				Firm Name:	

Case ID: 92083 | Initiator: desslerp

MAR 0 7 2005

GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST

	APP			APP	
____		CHECK REQUEST FORM (CIF)	____	L	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
____	L	RVDC CALCULATION WORKSHEET	____		SIGNED SETTLEMENT OFFER LETTER
____	____	**SIGNED BILL OF SALE ON NEW VEHICLE**	____		SIGNED RELEASE AGREEMENT
____	L	INVOICE ON REPLACEMENT VEHICLE	____	____	SIGNED DEALER CONFIRMATION LETTER
____	L	PRA FORM	____		RVDC SPECIAL INSTRUCTIONS FORM
____	L	INCENTIVE SHUT-OFF REQUEST	____	____	DEALER PROFIT OTHER THAN ADMIN FEE
____	L	COPY OF TITLE OR REGISTRATION	____	____	INVOICE FOR ATTORNEY FEES (If Applicable)
____	L	WARRANTY HISTORY	____	____	REPAIR ORDERS FOR REASON FOR REPURCHASE
____	L	INVOICE ON ORIGINAL VEHICLE			(FLORIDA ONLY)

☐ Substitution of Collateral ☒ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	5GADT13S2[redacted]
Year-Make and Model:	2004 Buick Rainier

LIENHOLDER INFORMATION:

Lienholder Name:	**GMAC**	ANGELA
Lender Contact Person and Date:	Betty on 1-26-05	
Physical Address:	**GMAC-Bank One** 6716 Grade Lane, Bldg 9, Ste 910	
City/State/Zip	Louisville, KY 40213	
Phone:	602-794-0651	
Account Number:	021 9047 13904	
Dealer Buyout/Payoff Amount:	$16,377.67	15,609.06
Buyout/Payoff Expiration Date:	2-5-05	3-7-05
Per Diem:	$.85	.81

20
.81
16.20

15,609.06
16.20
15,625.26
3-22-05

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Paul Dessler*

Old Vehicle VIN:	New Vehicle VIN:	Date:
5GADT13S24[redacted]	1GYEK63N65R[redacted]	2/25/2005

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	53,320.48	G	Purchase Price (New Unit)	53,320.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Flat Tax	0.00	E	Flat Tax	0.00
Reg./Lic./Title Fees (opt)	61.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	61.00
Other	0.00	O		
State Fees	0.00	N	Bus Tax	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	53,381.48			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	53,381.48
Reg./Lic./Title Fees (opt)	0.00	P		
Bus Tax	0.00	O	Trade In	28,479.48
		N		
Usage/Depreciation	5,046.00	S	Payoff	15,625.26
Damage	0.00	I		
Upgrade	19,795.00	B	Net Allowance	12,854.22
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**61.00**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**40,466.26**
Total Customer Cost	24,841.00			
			Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	28,540.48			
			MA-	2/25/05
Total Payoff Amount	15,625.26		GM Authorized Signature	Date
PAYOFF GOOD THRU (3/27/05)				
			Refinance	
Dealer Due to GM	NA			
GM Due to Dealer	12,915.22			
Estimated Auction Price	22,325.00		****This is a "work in process" until signed**	
Projected (Loss)	(6,215.48)		**by a GM Authorized Representative****	
				Rev 2/2/05

att Paul DESSLER CASE # [redacted]

LYNCH MOTOR COMPANY

1602 ADAMS AVE.
LA GRANDE, OREGON 97850
PHONE: (541) 963-2104

PONTIAC Cadillac BUICK GMC

PURCHASER'S NAME [redacted] SOC. SEC. NO. [redacted] DATE 03/02/05

PURCHASER'S ADDRESS [redacted] D/O/B [redacted] RESIDENCE PHONE [redacted]

CITY, STATE & ZIP LA GRANDE OR [redacted] LIC. NO. BUSINESS PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: [X] NEW [ ] USED [ ] DEMO [ ] CAR [X] TRUCK

STOCK NO. 51004

YEAR 2005 MAKE CADILLAC MILEAGE 16

MODEL OR SERIES ESCALADE BODY TYPE 4DR

COLOR QUICKSILVER TRIM PEWTER LEA

M.V.I. OR SER. NO. 1GYEK63N65 [redacted] ENG. TYPE 8

TO BE DELIVERED ON OR ABOUT 03/02/05 SALESMAN TONEY L HAMILTON

IF A NEW VEHICLE SALE . . .
The only warranties applying to this vehicle are those offered by the manufacturer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

[ ] **AS IS:** this Vehicle is sold "as is" by us. This motor vehicle is sold as is without any warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the Vehicle.

OR

[ ] The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a part of this order form.

CONSUMER INFORMATION LABEL IS ATTACHED TO THIS USED VEHICLE 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."

USED VEHICLE TRADED IN AND/OR OTHER CREDIT

YEAR 2004 MAKE OF TRADE-IN BUICK MILEAGE N/A

MODEL OR SERIES RAINIER BODY TYPE 4 DOOR UTILI

COLOR SILVER TRIM PLUS

M.V.I. OR SER. NO. 5GADT13S242 [redacted] ENG. TYPE

Balance Owed To: GMAC -021-9047-13904

Address:

Used Trade-In Allowance	$ 28479	48
Balance Owed on Trade-In	15625	26
Net Allowance on Used Trade-In	$ 12854	22
Deposit or Credit Balance		
Cash With Order PAID BY GM	$ 61	00
TOTAL CREDIT (Transfer to Right Column)	$ 12915	22

MEMO:

CASH DELIVERED PRICE OF VEHICLE	$ 53320	48
ADDITIONAL EQUIPMENT (Options)	$	
Cash Price of Vehicle & Accessories	$ 53320	48
STATE AND LOCAL TAXES (If any)	N/A	
Documentary Fee	N/A	
License, License Transfer, Title, Registration Fee	61	00
TOTAL PRICE OF UNIT	$ 53381	48
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ [redacted]	
UNPAID CASH BALANCE DUE ON DELIVERY	$ 40466	26

Purchaser agrees that his Order on the face and reverse side hereof and any attachments hereto includes all the terms and conditions, that this Order cancels and supersedes any prior agreements and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. IF A DOCUMENTARY FEE OR PREPARATION CHARGE IS MADE, YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC SERVICE PERFORMED. Dealers may not ch[redacted] for by the manufacturer.

Accepted By: 03/02/05 Date [redacted] 03/02/05 Date Purchaser's Signature

ORIGINAL

"THANK YOU – WE APPRECIATE YOUR BUSINESS"

RETAIL ORDER FOR A MOTOR VEHICLE

REV. 10/1/86

New

New

51004

FEB 07 2005

2005 ESCALADE
59U QUICKSILVER /V8C
922 PEWTER LEATHER
ORDER NO. HXBJGS/SDC STOCK NO.
VIN 1GY EK63 N6 5R[redacted]

CADILLAC MOTOR CAR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
6K15706 ESCALADE	56055.00	51290.33	INVOICE 02/03/05
AT5 SECOND ROW BENCH SEAT (REPLACES BUCKET SEATS)	N/C	N/C	SHIPPED 02/03/05
			EXP I/T 02/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/23/05
LQ9 VORTEC 6.0L V8 345 HP	0.00	0.00	PRC EFF 02/03/05
M32 4-SPD AUTOMATIC TRANSMISSION	0.00	0.00	KEYS S155B S155B
PDC SELECT EDITION PACKAGE	4490.00	3816.50	WFF-F OTR OPT-1
INCLUDES:			BANK: GMAC - 021
* EXPRESS OPEN SUNROOF			CHG-TO 38-433
* CHROME WHEELS			
* INTEGRATED NAVIGATION RADIO (REPLACES STD/OPT PKG RADIO)			SHIP WT: 5494
			HP: 51.2
1SZ SELECT EDITION DISCOUNT	1000.00-	850.00-	GVWR: 7000
			GAWR.FT: 3550
			GAWR.RR: 4000
			GMS: 53395.48
			SUPPLR: 55794.90
			MRM: 61395.00
			NTR: 1/2
			DAN: STEVE
			MEMO 2902.25

TOTAL MODEL & OPTIONS	59545.00	54256.83	ACT 237 53320.48
DESTINATION CHARGE	850.00	850.00	H/B 261 1786.35
TOTAL	60395.00	55106.83	PAY 310 55106.83
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		52479.65	

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.

LYNCH MOTOR CO.

REMIT TO GMAC NO. 021
VIN 1GYEK63N65R209797
$ 55106.83 INV 6AD18151061
DUE 02/23/05 DEALER 38-433

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): 01/24/2005 DEBBIE SOUR
2.Customer Name: [redacted] WY
3.Customer Address: [redacted]
4.Customer City, State, and Zip: La Grande Or [redacted]
5.Primary Customer Phone #: [redacted] Home ✓
6.Additional Customer Phone #: [redacted] Mobile HUSBAND
7.Customer fax #: 541-963-3455 - OFFICE FOR HUSBAND
8. Cust Drivers Licenses # ____
9. State tax % rate 0%

Dessler 1.25.05 3:00

Customer Vehicle Information

10.Year/Make/Model: 04 Buick Rainee[redacted]
11.VIN (17 Digits): 5GADT13S242[redacted] 12.Current Mileage: 13,046
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Lynch Motor Co.
15.Dealership Phone #: 541-963-2104
16.Dealership Contact Name and **TITLE:** Tony Hamilton-Sales Mgr.
17.Dealership Contact Phone # (if different than Dealership #): ____
18.Dealership Contact Fax # ____
19.Dealership BAC: 116718 Region: Western

TRANSFER $6
TITLE $55

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

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

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: ____
25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Ongoing transfer case powertrain (SHIFTING) concerns, * HEAD LIGHT GO OUT, INTERMITANT * DIM (SEVERAL TIMES) → OUT. 4WD ON, SHIFT HARD ↓ DOWN.

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): na

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: HXBJGS 1GYEK63N65R[redacted]
33.New Vehicle Year/Make/Model: 05 Cadillac Escalade
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 19,795

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: ~~$5,064.~~ ($38,816 div 100000 x 13,046 miles) = $5,046

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): na

37.Lease Termination Terms: na

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:Customer pays taxes on usage (included).GM pays balance.

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: Per regional CAM Kelly Bradshaw, approved for the dealer to special order the replacement vehicle for the customer as no vehicle could be located within a reasonable area that would satisfy the customer. Im told there is a way to prioritize this order under the cicumstances. Please advise if I need to do anything further to expedite.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/25/2005

42.Authorizer Name: James Steele

43.GM Position: AVM

44.VoiceMail Node: 80537 Mailbox Number: 36316

45.Email Address: james.steele@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: PAUL DESSLER

DEPARTMENT: BUSINESS RESOURCE CENTER

CUSTOMER: [redacted]

FILE NUMBER: [redacted]

OLD VEHICLE VIN: 5GADT13S2[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 38433

BRAND: CIRCLE ONE: CADILLAC (12)

NEW VEHICLE VIN: 1GYEK63N65R[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

03/07/2005

OREGON VEHICLE CERTIFICATE OF TITLE

OREGON DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE DESCRIBED VEHICLE. DOCUMENTS FILED WITH DMV SHOW THE VEHICLE IS SUBJECT TO THE OWNERSHIP INTERESTS SPECIFIED

CONTROL NUMBER: [redacted]

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	SURVIVOR	REFERENCE NUMBER
[redacted]	[redacted]	111303	Y/N	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	EQUIPMENT NO
2004	BUIC	UT	RNR	5GADT13S242[redacted]	

OWNER/LESSEE

[redacted]

LAGRANDE OR [redacted]

ODOMETER READING	ODOMETER DATE
74	10/07/03

ODOMETER MESSAGE

TITLE BRANDS

If a "brand" appears in this box, it indicates this vehicle was previously damaged, or otherwise "reconstructed" or rebuilt. If a state is listed, the damage occurred prior to issuance of an Oregon title

USE THIS SECTION WHEN THE ONLY CHANGE IS TO [illegible] ANY OTHER CHANGES, SEE INSTRUCTIONS ON REVERSE.

If there is no change in owners as shown above AND all [illegible] interest holders have released interest, one registered [illegible] sign and date here. If not completing a separate application [illegible] In addition, if your address has changed, cross out the old address and write the new address and county of residence on the front of the title. Mail the title and the fee to: DMV, 1905 Lana Ave NE, Salem, OR 97314 [illegible]

SIGNATURE (DOES NOT RELEASE INTEREST) | DATE

To release interest in the vehicle, complete the first reassignment on back of the title.

SECURITY INTEREST HOLDER/LESSOR

GMAC
PO BOX 8130
COCKEYSVILLE MD 21030

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST | DATE

X

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST | DATE

X

Oregon law requires that an application for transfer of title be made to DMV within 30 days after you buy a vehicle. Failure to do so within 30 days may result in a late title transfer fee of up to $80. SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.

VOID IF ALTERED OR ERASED

VOID IF ALTERED OR ERASED

VOID WITHOUT LINKED-DIAMOND WATERMARK

735-410 (10-02) ZT8832 5GADT13S242178872 0331748015 C
3901 083 10 V1 T2 03 S7 M1 P5 E0 M0 31

OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[redacted]	0331748015	111303	OCT 07, 07	GASOLINE	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2004	BUIC	UT	RNR	5GADT13S2421[redacted]	

OWNER/LESSEE

[redacted]

LAGRANDE OR [redacted]

ODOMETER READING	ODOMETER DATE
74	10/07/03

ODOMETER MESSAGE

COUNTY OF RESIDENCE: UNION

COUNTY OF USE:

NEW ADDRESS

OLD

2004 RAINIER CXL PLUS AWD
67U PLATINUM METALLIC /L6G
952 MEDIUM PEWTER
ORDER NO. GPCR3W/TDC STOCK NO.
VIN 5GA DT13 S2 42[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE [redacted]

**********11*57577S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
BT15506 RAINIER CXL PLUS AWD	38295.00	34656.98
BVT CHROME ASSIST STEPS	450.00	387.00
CF5 POWER SUNROOF	885.00	690.30
C5N GVW RATING 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
KA1 HEATED FRONT SEATS	275.00	236.50
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70

RETAIL - STOCK
INVOICE 09/08/03
SHIPPED 09/08/03
EXP I/T 09/24/03
INT COM 09/24/03
PRC EFF 09/08/03
KEYS S623D S623D
WFP-F QTR OPT-1
BANK: GMAC - 021
CHG-TO 57-577

SHIP WT: 4697
HP: 32.1
GVW: 5750
GVWF: 2950
GVWR: 3200
GMS: 35485.98
SUPPLR: 36905.42
MRM: 40600.00
NTR: 1/2
MEMO 1972.50

TOTAL MODEL & OPTIONS	39950.00	36009.48	ACT 237 35460.98
DESTINATION CHARGE	650.00	650.00	H/B 261 1198.50
TOTAL	40600.00	36659.48	PAY 310 36659.48

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 34886.55

****

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.

LYNCH MOTOR CO.

REMIT TO GMAC NO. 021
VIN 5GADT13S242[redacted]
$ 36659.48 INV 4AD37409295
DUE 09/24/03 DEALER 57-577

LYNCH MOTOR COMPANY

1602 ADAMS AVE.
LA GRANDE, OREGON 97850
PHONE: (541) 963-2104

PONTIAC Cadillac BUICK GMC

PURCHASER'S NAME [redacted] SOC. S NO. [redacted] DATE 10/07/03

PURCHASER'S ADDRESS [redacted] D/O/B 03/31/51 RESIDEN PHONE [redacted]

CITY, STATE & ZIP LA GRANDE OR [redacted] LIC. NO. BUSINES PHONE [redacted]

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: [X] NEW [ ] CAR [ ] USED [X] TRUCK [ ] DEMO — STOCK NO. 40002

YEAR 2004 MAKE BUICK MILEAGE 74

MODEL OR SERIES RAINIER BODY TYPE 4 DR

COLOR TRIM

M.V.I. OR SER. NO. 5GAET13S242 [redacted] ENG. TYPE

TO BE DELIVERED ON OR ABOUT 10/07/03 SALESMAN JOHN O BOZARTH

IF A NEW VEHICLE SALE . . .
The only warranties applying to this vehicle are those offered by the manufacturer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

[ ] AS IS: this Vehicle is sold "as is" by us. This motor vehicle is sold as is without any warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the Vehicle.

OR

[ ] The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a part of this order form.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE 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."

USED VEHICLE TRADED IN AND/OR OTHER CREDIT

YEAR 1998 MAKE OF TRADE-IN GMC MILEAGE 85752 N/A

MODEL OR SERIES JIMMY BODY TYPE UT

COLOR PEWTER TRIM

M.V.I. OR SER. NO. 1GKDT13W3W [redacted] ENG. TYPE

Balance Owed To:

Address:

Used Trade-In Allowance	$ 11200 00
Balance Owed on Trade-In	N/A
Net Allowance on Used Trade-In	$ 11200 00
GM - REBATE	1780 77
Cash With Order	$ N/A
TOTAL CREDIT (Transfer to Right Column)	$ 12980 77

MEMO:

CASH DELIVERED PRICE OF VEHICLE	$ 40600 00
ADDITIONAL EQUIPMENT (Options)	$
GM Make Up 780 77	
Bonus Cash 1000 00	
1780 77	
Cash Price of Vehicle & Accessories	$ 40600 00
STATE AND LOCAL TAXES (If any)	N/A
Documentary Fee	N/A
License, License Transfer, Title, Registration Fee	92 50
TOTAL PRICE OF UNIT	$ 40692 50
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 12980 77
UNPAID CASH BALANCE DUE ON DELIVERY	$ 27711 73

Purchaser agrees that his Order on the face and reverse side hereof and any Attachments hereto includes all the terms and conditions, that this Order cancels and supersedes any prior agreements and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY D[redacted] TIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and [redacted] MENTARY FEE OR PREPARATION CHARGE IS MADE. YOU HAVE A RIGHT TO A WRITTEN ITE[redacted] PERFORMED. Dealers may not charge customers for services which are paid for by the manufacturer.

Accepted By: 10/07/03 Date — Dealer or His Authorized Representative — 10/07/03 Date

[redacted]

ORIGINAL

"THANK YOU – WE APPRECIATE YOUR BUSINESS"
RETAIL ORDER FOR A MOTOR VEHICLE

REV. 10/1/86

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 2, 2005

[redacted]

La Grande, OR [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Buick Rainier VIN # 5GADT13S24[redacted]**
Case Number [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2004 Buick Rainier VIN # 5GADT13S2[redacted] 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 Buick customer. Buick will assist you into 2005 Cadillac Escalade VIN # 1GYEK63N6[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 3-25-05	$15,625.26
Plus Upgrade	$5,046.00
Plus Usage	$19,795.00
Plus registration, tag, title fees	$61.00
TOTAL RESPONSIBILTY OR CUSTOMER	**$24,841.00**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 5GADT13S2[redacted] in ex change for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-834-3549 by March 4, 2005. 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**

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 Lynch Motor Company. 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. 57408 if you have any questions or concerns.

Sincerely,
Paul Dessler
Business Resource Center

[redacted] 3-2-05

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Paul Dessler ext. 57408

Trade Repurchase Agreement between General Motors and its dealer partner Lynch Motor Co.

Customer's Name: [redacted]
Case Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$12,815.22** to **Steven Weichsel & Lynch Motor Co.** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$15,625.26** made payable to **GMAC** and will be sent directly to lien holder 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:	1GVEK63N66R2[redacted]
New Vehicle Sales Price:	$28,478.48
Trade Difference:	$24,841.00
Taxes:	$0.00
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3-15-06:	$15,625.26
Miscellaneous State Fees:	$61.00
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 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.

Lynch Motor Co. 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 866-634-3549.

Lynch Motor Co. 116718 Management Agent's Signature and Title.

TONEY HAMILTON Sales MANAGER

Lynch Motor Co. 116718 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Paul Dessler
Authorized General Motors BRC Representative Printed Name

Thank you for assisting General Motors in this trade repurchase for our mutual customer!

*** TOTAL PAGE.04 ***

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 5 G A D T 1 3 S 2 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 that price with incentive applied), or (c)____ a check be issued in my name by Dealer named below.

Incentive Programs Reference	Amount	GM Incentive Code
Bonus Cash	$1000.00	ABF
GM Card	$780.77	UDC (U286469)
	$	
	$	DWE
	$	
Total Incentive Amount Received	$1780.77	

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 1.9% APR for 36 months.

CUSTOMER AND DEALER ACKNOWLEDGEMENT

I'm 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 the personal/business use and not resale and I took delivery of this vehicle on 10/7/03 I [redacted] in item 1/2 and release the GM Division from any future claim or obligat[redacted]

Purchaser/~~Lessee~~ Signature: [redacted] Date 10/7/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item 11 2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature [signature] Date 10/7/03

Dealership Name Lynch Motor Co. Dealer Code 57.577

List must include VIN, Delivery Date and Program Reference.



LYNCH MOTOR CO.

Telephone (541) 963-2104

P.O. Box 730, 1602 Adams Avenue
LA GRANDE, OREGON 97850

1 of 2

FAX to 866-834-3549

January 26, 2005

General Motors Repurchase Dept.
Paul Gessler

Paul

RE: [redacted] Repurchase.

The ACV value of the 1998 GMC Jimmy vin 1GKDT13W3W[redacted] was $7,200 on 10/07/03
I have included a copy of Incentive acknowledgement as well.

Toney Hamilton
Gen. Sales Manager

Business Resource Center

GM

Repurchase Department

To: Tony Hamilton	From: Paul Dessler
Fax: 541-963-3440	Fax: 866-834-3549
Pages: 4	Phone: 800-231-1841 X 57408

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax the Documents by 3-4-05

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter

- Draft a "New Bill of Sale" base off of worksheet - Dealer Sign Only

***Note - Customer may apply for Special Rate & GM Card Earning

Thanks,

Paul Dessler
Repurchase Coordinator

DEALER CHECKLIST

DEADLINE FOR RETURN OF DOCUMENTS: 3-4-05

Complete these instructions for process to proceed:

Step 1:

☐ 1). Use the **right side** of the Repurchase Worksheet to Draft the New Vehicle's Bill of Sale. (Numbers have to match exactly or the Repurchase will be delayed). If the "Cash on Delivery (Paid by GM)) has an amount please make sure to indicate that it is paid by "**GM**"
Sign and fax the New Vehicle's Bill of Sale*(no customer signature is needed.)*

☐ **2). Sign & fax the Dealer Confirmation Letter**

☐ **3). Have the customer sign the Trade Settlement Letter and fax it back; Fax current vehicle registration. (No application for registration will be accepted)**

Step 2:

"Financing!!"

☐

- **Refinancing: (DO NOT SEND PAYOFF CHECK, GM WILL HANDLE THIS PORTION OF REPURCHASE(NO EXCEPTIONS)**
  ****PLEASE VERIFY THAT CUSTOMER QUALIFIES FOR REFINANCING**(NO CASH BACK INCENTIVES OR REBATES CAN BE APPLIED(no exceptions)...IF CUSTOMER QUALIFIES FOR SPECIAL FINANCE RATES, THEN THEY ARE ELIGIBLE TO RECEIVE IT.**

*****ONCE ALL REQUESTED INFORMATION IS RECEIVED, A CLOSING DATE WILL BE SET BY YOUR REPURCHASE REPRESENTATIVE. ******

For Questions Call (800) 231-1841 x 57408
Fax#: 866-834-3549

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Paul Dessler*

Old Vehicle VIN:	New Vehicle VIN:	Date:
5GADT13S2[redacted]	1GYEK63N6[redacted]	2/25/2005

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	53,320.48	G	Purchase Price (New Unit)	53,320.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Flat Tax	0.00	E	Flat Tax	0.00
Reg./Lic./Title Fees (opt)	61.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	61.00
Other	0.00	O		
State Fees	0.00	N	Bus Tax	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	53,381.48			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	53,381.48
Reg./Lic./Title Fees (opt)	0.00	P		
Bus Tax	0.00	O	Trade In	28,479.48
		N		
Usage/Depreciation	5,046.00	S	Payoff	15,625.26
Damage	0.00	I		
Upgrade	19,795.00	B	Net Allowance	12,854.22
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**61.00**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**40,466.26**
Total Customer Cost	24,841.00			
			Amount to Dealer for additional Fees	**0.00**
Trade Repurchase Amount	28,540.48			
			ML	*2/25/05*
Total Payoff Amount	**15,625.26**		GM Authorized Signature	Date
PAYOFF GOOD THRU (3/27/05)				
			Refinance	
Dealer Due to GM	NA			
GM Due to Dealer	12,915.22			
Estimated Auction Price	22,325.00		****This is a "work in process" until signed by a GM Authorized Representative****	
Projected (Loss)	(6,215.48)			
				Rev 2/2/05

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Paul Dessler ext. 57408

Trade Repurchase Agreement between General Motors and its dealer partner Lynch Motor Co.

Customer's Name: [redacted]
Case Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$12,915.22** t[redacted] **Lynch Motor Co.** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$15,625.26** made payable to **GMAC** and will be sent directly to lien holder 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:	1GYEK63N65[redacted]
New Vehicle Sales Price:	$28,479.48
Trade Difference:	$24,841.00
Taxes:	$0.00
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3-15-05:	$15,625.26
Miscellaneous State Fees:	$61.00
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 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.

Lynch Motor Co. 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 866-834-3549.

_____
Lynch Motor Co. 116718 Management Agent's Signature and Title.

_____
Lynch Motor Co. 116718 Management Agent's Printed Name and Title.

_____
Authorized General Motors BRC Representative Signature

Paul Dessler
_____
Authorized General Motors BRC Representative Printed Name

Thank you for assisting **General Motors** In this trade repurchase for our mutual customer!

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 2, 2005

[redacted]

La Grande, OR [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Buick Rainier VIN # 5GADT13S24[redacted]**
Case Number: [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your **2004 Buick Rainier VIN # 5GADT13S2[redacted]** 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 **Buick** customer. **Buick** will assist you into **2005 Cadillac Escalade VIN # 1GYEK63N[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 3-25-05	$15,625.26
Plus Upgrade	$5,046.00
Plus Usage	$19,795.00
Plus registration, tag, title fees	$61.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$24,841.00**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN # 5GADT13S2[redacted]** in ex change for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-834-3549 by March 4, 2005. 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**

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 **Lynch Motor Company.** 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. 57408 if you have any questions or concerns.

Sincerely,
Paul Dessler
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date



LYNCH MOTOR CO.

Telephone (541) 963-2104

P.O. Box 730, 1602 Adams Avenue
LA GRANDE, OREGON 97850

1 of 2

FAX to 866-834-3549

January 26, 2005

General Motors Repurchase Dept.
Paul Gessler

Paul

RE: [redacted] Repurchase.

The ACV value of the 1998 GMC Jimmy vin 1GKDT13W3W[redacted] was $7,200 on 10/07/03
I have included a copy of incentive acknowledgement as well.

Toney Hamilton
Gen. Sales Manager

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 5 1 G A D T 1 3 S 2 4 2 [redacted]
(OR SEE ATTACHED LIST)

1. Customer Incentive
I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a)_____to the down payment of this vehicle, (b)_____where permissible by law. As a price reduction (Bill of Sale indicates pre-incentive price, amount of Incentive and that price with Incentive applied), or (c)____ a check be issued in my name by Dealer named below.

Incentive Programs Reference	Amount	GM Incentive Code
Bonus Cash	$1000.00	ABF
GM Card	$780.77	UDC (U286469)
	$	DWE
	$	
	$	
Total Incentive Amount Received	$1780.77	

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 1.9% APR for 36 months.

CUSTOMER AND DEALER ACKNOWLEDGEMENT

I'm the ultimate retail purchser 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 the personal/business use and not resale and I took delivery of this vehicle on 10/7/03 I acknowledge receipt of incentive(s) as described in item 1/2 and release the GM Division from any future claim or obligation [redacted]

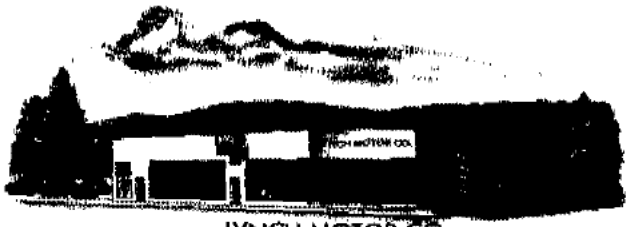
Purchaser/Lessee Signature: [redacted] Date 10/7/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item #2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature [redacted] Date 10/7/03

Dealership Name Lynch Motor Co. Dealer Code 57577

List must include VIN , Delivery Date and Program Reference.



LYNCH MOTOR CO.

Telephone (541) 963-2104

P.O. Box 730, 1602 Adams Avenue
LA GRANDE, OREGON 97850
FAX (541) 963-3440

1 of 6 pages

FAX to 866-834-3549

March 2, 2005

General Motors Repurchase Department

Attn. Paul Dessler

First let me say I'm sorry for not spelling your last name correct.

The following pages include
1. New vehicle bill of sale.
2. Dealer confirmation letter
3. Trade settlement letter from customer
4. Current Oregon registration
5. Copy of customer drivers license

Sincerely

Toney Hamilton
Sales Mgr

att PAUL DESSLER CASE # [redacted]

PONTIAC Cadillac

LYNCH MOTOR COMPANY

1602 ADAMS AVE.
LA GRANDE, OREGON 97850
PHONE: (541) 963-2104

BUICK GMC

PURCHASER'S NAME [redacted] SOC. SEC. NO. 54[redacted] DATE 03/02/05

PURCHASER'S ADDRESS [redacted] D/O/B 03/31/51 RESIDENCE PHONE [redacted]

CITY, STATE & ZIP LA GRANDE OR [redacted] LIC. NO. BUSINESS PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: [X] NEW [ ] USED [ ] DEMO [ ] CAR [X] TRUCK

STOCK NO. 51004

YEAR 2005 MAKE CADILLAC MILEAGE 16

MODEL OR SERIES ESCALADE BODY TYPE 4DR

COLOR QUICKSILVER TRIM PEWTER LEA

M.V.I. OR SER. NO. 1GYEK63N65[redacted] ENG. TYPE 8

TO BE DELIVERED ON OR ABOUT 03/02/05 SALESMAN TONEY L HAMILTON

IF A NEW VEHICLE SALE . . .
The only warranties applying to this vehicle are those offered by the manufacturer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

[ ] **AS IS:** this Vehicle is sold "as is" by us. This motor vehicle is sold as is without any warranty. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the Vehicle.

OR

[ ] The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a part of this order form.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE 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."

USED VEHICLE TRADED IN AND/OR OTHER CREDIT

YEAR 2004 MAKE OF TRADE-IN BUICK MILEAGE N/A

MODEL OR SERIES RAINIER BODY TYPE 4 DOOR UTILI

COLOR SILVER TRIM PLUS

M.V.I. OR SER. NO. 5GADT13S24[redacted] ENG. TYPE

Balance Owed To: GMAC -021-9047-13904

Address:

Used Trade-In Allowance	$ 28479	48
Balance Owed on Trade-In	15625	26
Net Allowance on Used Trade-In	$ 12854	22
Deposit or Credit Balance		
Cash With Order PAID BY GM	$ 61	00
TOTAL CREDIT (Transfer to Right Column)	$ 12915	22

MEMO:

CASH DELIVERED PRICE OF VEHICLE	$ 53320	48
ADDITIONAL EQUIPMENT (Options)	$	
Cash Price of Vehicle & Accessories	$ 53320	48
STATE AND LOCAL TAXES (If any)	N/A	
Documentary Fee	N/A	
License, License Transfer, Title, Registration Fee	61	00
TOTAL PRICE OF UNIT	$ 53381	48
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 12915	22
UNPAID CASH BALANCE DUE ON DELIVERY	$ 40466	26

Purchaser agrees that his Order on the face and reverse side hereof and any attachments hereto includes all the terms and conditions, that this Order cancels and supersedes any prior agreements and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. IF A DOCUMENTARY FEE OR PREPARATION CHARGE IS MADE, YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC SERVICE PERFORMED. Dealers may no[redacted]e paid for by the manufacturer.

Accepted By: 03/02/05 Date [redacted]ive 03/02/05 Date Purchaser's Signature

ORIGINAL

"THANK YOU – WE APPRECIATE YOUR BUSINESS"
RETAIL ORDER FOR A MOTOR VEHICLE

REV. 10/1/86

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

General Motors

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Paul Dessler ext. 57408

Trade Repurchase Agreement between General Motors and its dealer partner Lynch Motor Co.

Customer's Name: [redacted]
Case Number:

Thank you for assisting General Motors in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$12,815.22** to [redacted] **Lynch Motor Co.** if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **$15,625.26** made payable to **GMAC** and will be sent directly to lien holder 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:	1GYEK63N65[redacted]
New Vehicle Sales Price:	**$28,479.48**
Trade Difference:	$24,841.00
Taxes:	$0.00
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3-15-05:	$15,625.26
Miscellaneous State Fees:	$61.00
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 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.

Lynch Motor Co. 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 **866-834-3549.**

Tony Hamilton Sls Mgr

Lynch Motor Co. 116718 Management Agent's Signature and Title.

TONEY HAMILTON SALES MANAGER

Lynch Motor Co. 116718 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Paul Dessler

Authorized General Motors BRC Representative Printed Name

Thank you for **assisting General Motors** in this trade repurchase for our mutual customer!

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 2, 2005

[redacted]

La Grande, OR [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Buick Rainier VIN # 5GADT13S2421** [redacted]
Case Number [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your **2004 Buick Rainier VIN # 5GADT13S2** [redacted] nd 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 **Buick** customer. **Buick** will assist you into **2005 Cadillac Escalade VIN # 1GYEK63N65R** [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 3-25-05	$15,625.26
Plus Upgrade	$5,046.00
Plus Usage	$19,795.00
Plus registration, tag, title fees	$61.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$24,841.00**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **VIN # 5GADT13S24** [redacted] n ex change for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-834-3549 by March 4, 2005. 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**

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 **Lynch Motor Company**. 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. 57408 if you have any questions or concerns.

Sincerely,
Paul Dessler
Business Resource Center

T [redacted]

S [redacted] 3-2-05

OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[redacted]	[redacted]	111303	OCT 07, 07	GASOLINE	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2004	BUIC	UT	RNR	5GADT13S24[redacted]	

OWNER/LESSEE

[redacted]

LAGRANDE OR [redacted]

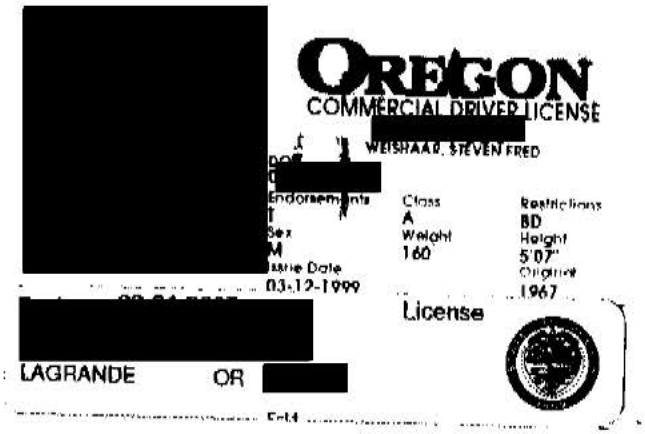
ODOMETER READING	ODOMETER DATE
74	10/07/03

ODOMETER MESSAGE

COUNTY OF RESIDENCE: UNION

COUNTY OF USE:

NEW ADDRESS


OREGON
COMMERCIAL DRIVER LICENSE
[redacted]
WEISHAAR, STEVEN FRED
DOB [redacted]
Endorsements
Class
A
Restrictions
BD
Sex
M
Weight
160
Height
5'07"
Issue Date
03-12-1999
Original
1967
License
[redacted]
LAGRANDE OR [redacted]


Signature
(invalid unless signed)
CLASS
ENDORSEMENTS
RESTRICTIONS

FAX

GMAC

To: Paul Dessler

Company :

Fax Number : **9,18668343549**

Phone Number :

From : Abby Goss

Phone Number 1-800-200-4622

Time Sent : **Wednesday, Jan 26, 2005 12:12PM**

Pages : **2**

Description :

Title copy follows for GMAC account # [redacted]

OREGON VEHICLE CERTIFICATE OF TITLE

VOID IF ALTERED OR ERASED

OREGON DRIVER AND MOTOR VEHICLE SERVICES CERTIFIES THE PARTY IS LISTED AS OWNER OF THE DESCRIBED VEHICLE. DOCUMENTS FILED WITH DMV SHOW THE VEHICLE IS SUBJECT TO THE OWNERSHIP INTERESTS SPECIFIED

CONTROL NUMBER: 4315685

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	SURVIVOR	REFERENCE NUMBER
[redacted]	0331748015	111303	Y/N	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	EQUIPMENT NO
2004	BUIC	UT	RNR	5GADT13S24[redacted]	

OWNER/LESSEE

[redacted]

LAGRANDE OR [redacted]

ODOMETER READING	ODOMETER DATE
74	10/07/03

ODOMETER MESSAGE

TITLE BRANDS

If a "brand" appears in this box, it indicates this vehicle was previously damaged, or otherwise "reconstructed" or rebuilt. If a state is listed, the damage occurred prior to issuance of an Oregon title

OREGON DRIVER AND MOTOR VEHICLE SERVICES DEPARTMENT OF TRANSPORTATION

USE THIS SECTION WHEN THE ONLY CHANGE IS TO REMOVE A SECURITY INTEREST. FOR ANY OTHER CHANGES, SEE INSTRUCTIONS ON REVERSE.

If there is no change in owners as shown above, AND all security interest holders have released interest, one registered owner must sign and date here, if not completing a separate application for title. In addition, if your address has changed, cross out the old address and write the new address and county of residence on the front of the title. Mail the title and the fee to: DMV, 1905 Lana Ave NE, Salem, OR 97314-1903

SIGNATURE (DOES NOT RELEASE INTEREST) | DATE

To release interest in the vehicle, complete the first reassignment on back of the title.

SECURITY INTEREST HOLDER/LESSOR

GMAC
PO BOX 8130
COCKEYSVILLE MD 21030

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST | DATE

X

SIGNATURE AND COUNTERSIGNATURE OF SECURITY INTEREST HOLDER OR LESSOR RELEASING ALL INTEREST | DATE

X

Oregon law requires that an application for transfer of title be made to DMV within 30 days after you buy a vehicle. Failure to do so within 30 days may result in a late title transfer fee of up to $60. **SEE REVERSE OF TITLE FOR APPLICATION INSTRUCTIONS.**

VOID WITHOUT LINKED-DIAMOND WATERMARK

735-410 (10-02) ZTB832 5GADT13S24[redacted] 0331748015 C

3901 083 10 V1 T2 03 S7 M1 P5 E0 M0 31

December 12, 2017

[redacted]
Manchester, KY [redacted]

Service Request: [redacted]
Customer Relationship Manager: Donna Torelli

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 me at 1-866-952-4368 extension 57105 Monday through Friday during the hours of 8:30 a.m. to 5:15 p.m., EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our GMC Customer Assistance Center at 1-800-462-8782 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

GMC Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Franklin WI
[redacted]

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

Home telephone: (000) 000-0000
Change to: ( )

Please provide us with your preferred Email address:

Dear [redacted]

Our records indicate that you had your **2003 Envoy serviced at Bob Tolkan GMC Truck on December 1, 2004.** 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 Bob Tolkan 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 2003 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 1, 2004, 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?	☒	☐	☐

Please complete other side

1GKET16S73[redacted]34777
25450042442 00000118554 252788 057 1

CSI 101319

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 Bob Tolkan GMC Truck?	☐	☐	☐	☒	☐

	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 2003 Envoy?	☐	☐	☐	☒	☐

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 survey information to your dealership?	☒	☐

22. Do you have any other comments/recommendations about Bob Tolkan GMC Truck?

The headlights still go on and off at random. We have complained about this twice and they are unable to fix the problem. This is a dangerous situation and could result in an accident

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

0199

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

1GKET16S73[redacted]4777
25450042442 2826224414 252788 057 2

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES

DEALER REPORT OF SALE
TEMPORARY REGISTRATION
(THIS FORM IS NOT VALID FOR INTRANSIT PERMITS)

THIS FORM MUST BE COMPLETED IN FULL

Dealer/DMV Location GATEWAY MOTORS INC Dealer # 162

Owner(s) [redacted]

Address [redacted]

QUECHEE VT [redacted]

Vehicle CHEVROLET (Make) TRAILBLAZ (Model) 2003 (Year (i.e. 2002)) BLACK (Color) 10/14/2004 (Date Purchased)

1GNET16S336[redacted] (Vehicle Identification Number) AUTO (Auto/Truck) 2X0 25 (Registration Plate # / Temporary Plate #)

Date Issued 10/14/2004 Date Expires 12/13/2004

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE.
ANY ALTERATIONS WILL VOID THE CERTIFICATE.

Motor Vehicle Trade In:

FORD TRUCK (Make) 1992 (Year (i.e. 2002))

1FMDU34X7N[redacted] (Vehicle Identification Number)

Plate #

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION. YOU MAY USE THIS TEMPORARY REGISTRATION TO HAVE YOUR VEHICLE INSPECTED.

Purchase Price	$ 23900.00
Less Trade-In	$ 6400.00
Taxable Cost	$ 17500.00
Registration	$ N/A
Transfer Fee	$ 15.00
Tax	$ 1050.00
Title	$ 22.00
Misc.	$ N/A
1st Class Mail	$ N/A
TOTAL	$ 1087.00

ODOMETER DISCLOSURE STATEMENT

I state that the odometer now reads 27595 **(no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):**

- ☐ The odometer reading is the actual mileage
- ☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits. (A)
- ☐ The odometer reading is not the actual mileage. **WARNING – ODOMETER DISCREPANCY** (B)

Dealer/Lessor Name (Print) GATEWAY MOTORS INC

Dealer/Lessor Address 190 SYKES MOUNTAIN AVE. WHITE RIVER JCT. VT 05

Dealer/Lessor Signature [redacted]

Buyer/Lessee Name (Print) [redacted]

Buyer/Lessee Address [redacted] QUECHEE VT [redacted]

Buyer/Lessee Signature [redacted]

Date of Statement 10/14/2004 Date To Lessee

Date From Lessee

TA-VD-127 (d) 240T 10/03 JMB

COPY 1 (WHITE) - DMV COPY 2 (CANARY) - DEALER COPY 3 (PINK) - CUSTOMER

Privileged and Confidential Information

CASE ASSESSMENT BY: Michael Board **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2003 **Make:** Chevrolet **Model:** Trailblazer **Current Mileage:** 36400

Vehicle ID No [redacted] **In Service Date:** 7/24/03 **Purchased:** Used
If used: 10/15/04 26000

What is customer seeking: Extended Service Contract

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:
Date: Mileage: Days Out: Description of Repair:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:
Date: Mileage: Days Out: Description of Repair:

OTHER SYMPTOM/CONCERN:
Date: Mileage: Days Out: Description of Repair:

Total Days Out of Service: ____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** ☐ **NO:** ☐

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? _____

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRM: **Arbitrate case:** ☐ **Settle case:** ☐

Team Manager Approval: Date:

Revised by r.fick 09/28/04

GMPP Request for Processing

SR# [redacted]

New/Used: Used | Division: Chevrolet | Vehicle Style: Truck

Complete VIN: 1gnet16s33[redacted] | Vehicle Year: 2003

Division - Dealer Code: Chevolet 13-32888

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 dealer's profit)

Delivery Date: 07/24/03 | Odometer Reading: 38022

Plan Purchase Date: 04/26/05 | Customer Ownership: Owner

Business Name:

Customer Name - Title: Ms. (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: Quechee | State: VT | Zip: [redacted]

Plan Type: Value Guard | # of Months: 24 Months | Mileage: 24000

Plan Type: | # of Months: | Mileage:

GMPP MSRP: $1,445 | Deductible: $50

Plan Lien Holder (Select Division below):

Division Address: Chevrolet - PO Box 33170 Detroit, MI 48232-5170

CRM (Decision Maker): Michael Board

Team Manager / Liaison: Diane Limoli

Team CARS Site: Tampa | Date: 04/26/05

☐ AVM Requested 1092 cu 4/29/05 10:04

2003 TRAILBLAZER EXT LT 4WD — CHEVROLET MOTOR DIVISION
41U ONYX BLACK /L6G — GENERAL MOTORS CORPORATION
92H DK PEWTER/DK PEWTER ACCENTS — 100 RENAISSANCE CENTER
ORDER NO. GCCHQN/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN ET16 S3 36[redacted] — VEHICLE INVOICE [redacted]
**********13*32033S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15806 TRAILBLAZER EXT LT 4WD	33470.00	30290.35	INVOICE 03/17/03
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 03/17/03
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	EXP I/T 04/01/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	INT COM 04/01/03
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	PRC EFF 03/17/03
			KEYS S481D S481D
NE1 MA/ME EMISSIONS	N/C	N/C	WFP-S QTR OPT-1
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES (REPLACES STD/OPT PKG TIRES)	140.00	120.40	BANK: GMAC - 201
			CHG-TO 32-033
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4816
1SJ EXT LT PREF EQUIPMENT GROUP	N/C	N/C	HP: 32.1
			GVW: 6400
			GVWF: 3200
			GVWR: 3400
			GMS: 30409.45
			SUPPLR: 31625.83
			MRM: 34660.00
			NTR: 1/2
			DAN: 34410
			MEMO 1675.50

TOTAL MODEL & OPTIONS	34010.00	30754.75	ACT [redacted]
DESTINATION CHARGE	650.00	650.00	H/B 261 1020.30
LAM DEALER CONTRIBUTION		85.03	ADV 261 85.03
LAM GROUP CONTRIBUTION		170.05	EXP 65A 170.05
TOTAL	34660.00	31659.83	PAY 310 31659.83

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 30137.48

****

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.

BANKS CHEVROLET-CADILLAC-OLDSMOBILE

REMIT TO GMAC NO. 201
VIN 1GNET16S33[redacted]
$ 31659.83 INV [redacted]
DUE 04/01/03 DEALER 32-033

CASE ASSESSMENT BY: Michael Board **Siebel/CARS Request No:** 1-316714573

Customer Name: [redacted]

Year of Vehicle: 2003 **Make:** Chevrolet **Model:** Trailblazer **Current Mileage:** 38022

Vehicle ID No.: 1GNET16S336[redacted] **In Service Date:** 7/24/03 **Purchased:** New

What is customer seeking: Extended Service Contract

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Door Locks

Date:	Mileage:	Days Out:	Description of Repair:
11/30/04	30315	3	Cust stated the power door locks are inoperative. Dlr replaced the rear lift gate actuator.
1/28/05	33046	*	Dlr programmed the door locks.

OTHER SYMPTOM/CONCERN: Window Motor

Date:	Mileage:	Days Out:	Description of Repair:
1/28/05	33046	*	Dlr reprogrammed the passenger window module.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Engine Noise

Date:	Mileage:	Days Out:	Description of Repair:
9/02/04	28054	3	Cust stated the veh makes a whining noise in the engine area. Dlr replaced the power-steering pump.

OTHER SYMPTOM/CONCERN: Rear Wiper

Date:	Mileage:	Days Out:	Description of Repair:
1/28/05	33046	5	Cust stated the rear wiper is inoperative. Dlr replaced the rear wiper motor.

OTHER SYMPTOM/CONCERN: Miscellaneous

Date:	Mileage:	Days Out:	Description of Repair:
9/02/04	28054	*	Dlr replaced a seal on rear hatch license plate compartment.
11/30/04	30315	*	Cust stated the 4 wd light is on and off. Dlr programmed the transfer case.
		*	Dlr could not duplicate the brake squeal.
1/28/05	33046	*	Dlr reprogrammed the BCM to address there being no daytime running lights.

Team Manager Approval: Date:

Revised by r.fick 09/28/04

3/4/05	**34638**	**5**	**Cust stated the daytime running lights are intermittently not working. Dlr could not duplicate the concern.**

Total Days Out of Service: __21__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** ☐ **NO:** ☒ XX

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repairs/repurchase/Replacement

AVM and/or DEALER RECOMMENDATION(s):

As of 4/26/05, the AVM has not responded to the CRM's initial contact.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM recommends offering a 2/24 Value Guard w/50 deductible and 6/100,000 Power Door Locks and Power Windows component letter. This case potentially meets the presumption of the lemon law due to # of electrical concerns and there being a current issue w/the power door locks.

Decision reached by CRM: **Arbitrate case:** ☐ **Settle case:** ☒ XX

Team Manager Approval: Date:

Revised by r.fick 09/28/04

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

16 pgs

4/14/05

From

Steve Bingham
Valley Motor Sales
P.O. Box 57
Bethel, VT. 05032

Re: [redacted]
Siebel Request: [redacted]
2003 Chevrolet Trailblazer
VIN # 1GNET16S53[redacted]

Dear Mr. Bingham:

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 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,

TO

Michael Board
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57201
FAX# 866-589-3982

CASH ☐
CREDIT CARD ☐
NC/VISA ☐
(PRIOR APPROVAL) ☐
OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ YES ☐ NO

[redacted]

GATEWAY Dick

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED | DATE/TIME PROMISED | PRIORITY WAIT

ADDL WORK | AUTHORIZED BY: | AMOUNT:

DATE & TIME: | SERVICE WRITER:

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.

CUSTOMER NO.	COLOR	DELIVERY DATE	CAR RENTAL	BEEPER NO.	R.O. DATE

SERVICE CONTRACT	DEDUCTIBLE	CONTRACT NO.	EXPIRATION MILES	EXPIRATION DATE	ADVISOR WRITE UP

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.
ALL REPAIRS SUBJECT TO A MINIMUM OF .5 DIAGNOSTIC TIME.
TERMS: [redacted]

X

HAT NO.
MILEAGE IN
TRANSMISSION
AIR COND/EVAP. NO.
TURBO
P.S.

JOB Page 1 of 1 **LABOR INSTRUCTIONS**

WRDRO REPAIR ...

MA 96 V1265 .3

A WRDRO ...

check again - still having problems

OM 6D N3252 .7

WRDRO VEHICLE 4WD LIGHT ON AND OFF

WG 6D K4121 .7

WRDRO VEHICLE ...

NV 9Z 149941 .3

E ~~VEHICLE REAR WIPER IN OP~~

F ~~VEHICLE REAR HATCH DOESN'T OPEN ALL THE WAY~~

ORIGINAL ESTIMATE | MILEAGE OUT

CHEVY TRUCKS

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057

Tel: 802-234-9968
Fax: 802-234-6414

WE RECOMMEND THE FOLLOWING REPAIRS

1.
2.
3.
4.
5.

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

HM 3600 12/99

SERVICE WORKORDER

VALLEY MOTORS

EXTENDED WARRANTY NO.	DEDUCTIBLE	CLAIM'S ADJUSTER'S NAME	DATE OF CALL	TIME OF CALL	INSPECTION ADJUSTER

TECHNICIAN NAME & NOTES

AUTHOR

A PERFORMED RECALL INSPECTION - ORDERED PARTS - Install Circuit Boards

B&C - UNABLE TO DUPLICATE CONCERN - PERFORMED SYSTEMS ✓ - OK - ✓ FOR PROGRAM UPDATES

UPDATED PCM, DDM, PDM, ATC, TBC, VTD. 41162 Replaced rear lift gate lock module system seems to work fine now

D. UNABLE TO DUPLICATE CONCERN - ✓ BRAKES FRONT 1/2 WORN. REAR 1/2 WORN

Time	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	

Hours	Job Description	Part No.	Avail.	Billable Parts	Billable Labor	Tax	Haz. Waste & Shop Chemicals	Total Billable
		16532713		Parts Ordered Date 12/21/04 Name T Order# [illegible]				
	Module	151356116			N4863	1.0	T.R	
	Rear Wiper Motor	151989956		8-Boston				

A = .67
B = 1.82
C = .13

LABOR SALES	FLAT RATE	R.O. NO.	ACTUAL TIME	OFF	ON
B	.68	36477			
		EMPL. 20			
B	1.16	36477			
		EMPL. 20			
B	.69	36477			
		EMPL. 20			

LABOR SALES	FLAT RATE	R.O. NO.	ACTUAL TIME	OFF	ON
B	.73	36477			
		EMPL. 20			
A	.30	36477			
		EMPL. 20			
	.13	36477 C			
		EMPL. 19			
1	.09	36477 B			
		EMPL. 19			
	.59	36477 D			
		EMPL. 19			
	.37	36477 A			
		EMPL. 19			

Cashier: [illegible]

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057
Tel 802-234-9968
Fax 802-234-6414

CUSTOMER NO.	LICENSE #	STOCK #	DEALER #	INVOICE DATE	INVOICE #
[redacted]	[illegible]X485		32525	01/14/2005	[redacted]

CUSTOMER NAME & ADDRESS	MILEAGE IN	MILEAGE OUT	LOT #/HAT #	COLOR	DELIVERY DATE
[redacted]	30315M	30315M		BLACK	07/24/2003

	YEAR/MAKE/MODEL	PROD. DATE	R.O. DATE
	03CHEVROLET TRAILBLAZ	01/14/2005	11/30/2004

	VEHICLE ID #	TECH & #	P.O. #
QUECHEE VT [redacted]	1GNET16933[redacted]		

OVERRIDE	SERVICE WRITE UP	S.W. INT. EST.
	0007	

EXTENDED WARRANTY CO.	POLICY #	DEDUCTIBLE	AUTHORIZATION #	ADJUSTOR
		0.00		

RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE
	[redacted]	

OP.	F.R. HOURS	ACCT CODE	ACCOMPLAINT/CAUSE/CURE	CHARGE
			WARRANTY CODE / FAIL CODE	
			PART QUANTITY / PART NUMBER / PART DESCRIPTION	

RECALL #04087

Labor Op. V1265 Failure Code 96 MA
REPLACED CIRCUIT BOARDS IN TAIL LAMPS.
PERFORMED RECALL #04087 NC
2 02694 16532713 BOARD NC

Labor
VEHICLE FRONT DOOR LOCKS IN-OP

Labor Op. N3252 Failure Code 6D OM
FOUND REAR LIFT GATE ACTUATOR TO HAVE INTERNAL SHORT.
REPLACED REAR LIFT GATE ACTUATOR, PROGRAMMED PCM, ODM, PDM, NC
ATC, TBC, AND VTD, LOCKS SEEM TO BE WORKING NORMAL.
1 15135616 MODULE, ASM NC

Labor
VEHICLE 4WD LIGHT ON AND OFF

Labor Op. K4121 Failure Code 6D WG
FOUND TRANSFER CASE MODULE NOT RESPONDING.
PROGRAMMED TRANSFER CASE MODULE, WORKING FINE. NC

Labor
VEHICLE HAS BRAKE SQUEAL

Labor Op. [illegible] Failure Code 97 NV
UNABLE TO DUPLICATE CUSTOMERS CONCERN WITH SQUEALING NOISE.

PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY

CONTINUED ON NEXT PAGE

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS

Locks - Both doors locked
Ft. doors won't open

← ~~Bumper~~

Brake Light

→ Recall re: brake lights

Brakes? squeal

P.S. pump ← Repair Record

→ 4-W drive light
Service
Came on twice

CASH ☐
CREDIT CARD ☐
MC/VISA
PRIOR APPROVAL ☐
OTHER ☐

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ YES ☐ NO

1GNET16S33[redacted]

[redacted]

QUECHEE VT [redacted]

RESIDENCE PHONE

BUSINESS PHONE [redacted]

TIME RECEIVED 12:53

DATE/TIME PROMISED / /

PRIORITY WAIT

ADDL WORK

AUTHORIZED BY:

AMOUNT:

DATE & TIME:

SERVICE WRITER:

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
03 CHEVROLE TRAILBLAZE	/ /		[redacted]	[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	CAR RENTAL	R.O. DATE
[redacted]	BLACK	07/24/03		03/04/05

SERVICE CONTRACT	DEDUCTIBLE	CONTRACT NO.	EXPIRATION MILES	EXPIRATION DATE	ADVISOR WRITE UP
	0.00		0	/ /	0007

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

ALL [redacted]
TER [redacted]

Estimate Apprx.

HAT NO.

MILEAGE IN 34638

TRANSMISSION AUTO

AIR COND/EVAP. NO.

TURBO N 4.2

P.S. YES

JOB Page 1 of 1 LABOR INSTRUCTIONS

ORIGINAL ESTIMATE

MILEAGE OUT

A WRDRO VEHICLE DAYTIME RUNNING LIGHTS ARE INTEMITTENT

[redacted]

CHEVY TRUCKS [redacted]

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057

Tel: 802-234-9968
Fax: 802-234-6414

WE RECOMMEND
THE FOLLOWING REPAIRS

1. _____
2. _____
3. _____
4. _____
5. _____

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

EXTENDED WARRANTY NO.	DEDUCTIBLE	CLAIM'S ADJUSTER'S NAME	DATE OF CALL	TIME OF CALL	INSPECTION ADJUSTER	

TECHNICIAN NAME & NOTES

AUTHORIZING

A checked opp. & they opp as manufactured.

Time Clock
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

Hours	Job Description	Part No.	Avail.	Billable Parts	Billable Labor	Tax	Haz. Waste & Shop Chemicals	Total Billable

LABOR SALES: A | FLAT RATE: 85 | RO: 037677 | EMPL: 26 | ACTUAL TIME

VALLEY MOTORS 8022346414 04/15/2005 15:19

Cashier-1 TR [illegible]

[redacted]

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057
Tel: 802-234-9968
Fax: 802-234-6414

[redacted]

CUSTOMER NO.	LICENSE #	STOCK #	DEALER #	INVOICE DATE	INVOICE #
[illegible]	[redacted]		32585	02/18/2005	[redacted]

	MILEAGE IN	MILEAGE OUT	LOT #/HAT #	COLOR	DELIVERY DATE
[redacted]	33046M	33046M		BLACK	07/24/2003

	YEAR/MAKE/MODEL	PROD. DATE	R.O. DATE
	03CHEVROLET TRAILBLAZ	02/18/2005	01/28/2005

	VEHICLE ID #	TECH & #	P.O. #
QUECHEE VT [redacted]	1GNET16[redacted]		

OVERRIDE	SERVICE WRITE UP	S.W. INT. EST.
	0026	

EXTENDED WARRANTY CO.	POLICY #	DEDUCTIBLE	AUTHORIZATION #	ADJUSTOR
		0.00		

RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE
	[redacted]	

OP.	F.R. HOURS	ACCT CODE	TECH #/RATE	COMPLAINT/CAUSE/CURE	CHARGE
			WARRANTY CODE	FAIL CODE	
			QUANTITY	PART NUMBER / PART DESCRIPTION	

VEHICLE REAR WIPER IS INOP

Labor Op. N3521 Failure Code 6C OJ
FOUND REAR WIPER SHORTED, DOOR LOCKS INOPERATIVE.
REPLACED REAR WIPER MOTOR, AND PROGRAMMED DOOR LOCKS. WIPER AND DOOR LOCKS ALL WORK. NC
16480 15190956 MOTOR NC

Labor
VEHICLES PASSENGER WINDOW IS INOP.

Labor Op. N2116 Failure Code 6D OM
FOUND PASS WINDOW NOT WORKING.
REPROGRAMMED PASS WINDOW MODULE, OPERATES OK. NC

Labor
VEHICLE HAS NO DAYTIME RUNNING LIGHTS.

Labor Op. [illegible] Failure Code 6C OJ
FOUND [illegible] UPDATE FOR BCM TO CORRECT LIGHT PROBLEM.
REPROGRAMMED BCM, THEN PROGRAMMED KEY FOBS. LIGHTS WORK OK. NC

Labor
VOID

VOID NC

VEHICLE RIGHT FRONT SEATBELT IS BOUND UP.

EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY

CONTINUED ON NEXT PAGE

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 20% RESTOCK

Cashier-) TR 12:53 10:[redacted]

Valley Motor Sales, Inc.
[redacted] 12 North
P.O. Box 57
[redacted] VT 05032-0057
[redacted] 802-234-9968
[redacted] 802-234-6414

CUSTOMER NO.	[illegible]	STOCK #	DEALER #	INVOICE DATE	INVOICE #
[illegible]772	[illegible]425		32525	03/08/2005	[redacted]

CUSTOMER NAME & ADDRESS	MILEAGE IN	MILEAGE OUT.	LOT #/HAT #	COLOR	DELIVERY DATE
[redacted]	[illegible]	34638M		BLACK	07/24/2003

	YEAR/MAKE/MODEL	PROD. DATE	R.O. DATE
	03CHEVROLET TRAILBLAZ	03/08/2005	03/04/2005

	VEHICLE ID #	TECH & #	P.O. #
QUECHEE VT [redacted]	1GNET16S3[redacted]		

OVERRIDE	SERVICE WRITE UP	S.W. INT. EST.
	0007	

EXTENDED WARRANTY CO.	POLICY #	DEDUCTIBLE	AUTHORIZATION #	ADJUSTOR
		0.00		

RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE
	802-295-3124[illegible]	

OP.	F.R. HOURS	ACCT CODE	TECH #/RATE	COMPLAINT/CAUSE/CURE	CHARGE
			WARRANTY CODE	FAIL CODE	
			PART QUANTITY	PART NUMBER	PART DESCRIPTION

VEHICLE [illegible] TIME RUNNING LIGHTS ARE INTEMITTENT

Labor [illegible]95 Failure Code 9Z OL
CHECKED [illegible] LIGHTS, OPERATION IS NORMAL.
UNABLE [illegible] PLICATE CUSTOMERS COMPLAINT AT THIS TIME. NC

Labor

THANK [illegible] CHOOSING VALLEY MOTOR SALES
TERMS [illegible] UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.
ALL CH[illegible] NET 30TH & SUBJECT TO 20% INT
****** [illegible] ON THE WEB WWW.VALLEYMOTORSALES.COM******
PARTS [illegible] HAVE LIMITED OR NO LABOR COVERAGE

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Total Deductible	0.00
Total Misc.	0.00
Hazard/Oth	0.00
Total Tax	0.00

EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY
	15.50			0.00

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 20% RESTOCK CHARGE ON ALL RETURNED PARTS. PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS X

Creative Catering
P.O. Box 1185
Quechee, VT 05059
office & fax: (802) 296-6630
cell phone: (802) 369-0189
email: cgcreativecatering@msn.com

2/14/05

A- Back window wiper

B- Running lights IN-OP

C- Drivers side back door locks + won't unlock

D- Back gate does not lock when all others lock.

E- ~~Tinging noise under hoof when engine cold~~

F- Seatbelt on passenger front does not retract

G- Loose noise on minor banging uneven roadway

H- Hard shifting from 2 to 3rd

Morning when cold (after letting it run for 5-10 mins.) ↑ Hill then ↓ Hill then on flat - shifts hard.

PAGE 11
VALLEY MOTORS
8022346414
04/15/2005 15:19

TD 25-13

2/8/05

CASH / CREDIT CARD / MC/VISA (PRIOR APPROVAL) / OTHER

CALL WHEN READY: YES / NO

SAVE REMOVED PARTS FOR CUSTOMER: YES / NO

APPOINTMENT: YES / NO

[redacted]

QUECHEE VT [redacted]

DICK-GATEWAY

RESIDENCE PHONE

BUSINESS PHONE [redacted]

TIME RECEIVED: 13:23

DATE/TIME PROMISED: / /

PRIORITY: WAIT

ADDL WORK

AUTHORIZED BY:

AMOUNT:

DATE & TIME:

SERVICE WRITER:

YEAR/MAKE/MODEL: 03 CHEVROLE TRAILBLAZE

PRODUCTION DATE: / /

STOCK NO.

LICENSE NO. [redacted]

R.O. NO. [redacted]

CUSTOMER NO. 57772

COLOR: BLACK

DELIVERY DATE: 07/24/2003

CAR RENTAL

BEEPER NO.

R.O. DATE: 01/28/2005

SERVICE CONTRACT

DEDUCTIBLE: 0.00

CONTRACT NO.

EXPIRATION MILES: 0

EXPIRATION DATE: / /

ADVISOR WRITE UP: 0026

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 DIAGNOSTIC TIME.

TE [redacted] te Apprx.

HAT NO.

MILEAGE IN: 33046

TRANSMISSION: AUTO

AIR COND/EVAP. NO.

TURBO: N 4.2

P.S.: YES

MILEAGE OUT

JOB Page 1 of 1 — LABOR INSTRUCTION

A WRDRO VEHICLE REAR WIPER IS INOP
OJ GC N3521 .7

B. Vide[illegible] inop
OM 6D N2116 .8

C No lighting lamps
OJ GC J6360 1.6

D Light out tubing

E [illegible] brand[illegible]
OM 4T C9640 .8

F Noise over bumps
NE 3Z E2147 .6

G LR door doesn't open
ON 1K B4520 .4

IRB

GMC/V TRUCKS

[redacted]

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057

Tel: 802-234-9968
Fax: 802-234-6414

WE RECOMMEND THE FOLLOWING REPAIRS

1.
2.
3.
4.
5.

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately.

Thank You

HM 3800 12/99

SERVICE WORKORDER

VALLEY MOTORS

EXTENDED WARRANTY NO.	DEDUCTIBLE	CLAIM'S ADJUSTER'S NAME	DATE OF CALL	TIME OF CALL	INSPECTION ADJUSTER
		PI			

TECHNICIAN NAME & NOTES

AL

A +D Found rear wiper shorted Replaced motor works fine now
1993054 Mike Hankins - Both these problems due to incorrect software. Called tech and got a
VCI # for liftgate module. - Reprogramed and door locks + wiper works now

B Reprogramed passenger window module and window operate ok.

C Found software update for BCM to correct light problem. Reprogramed BCM, then programed key fobs

E Found seat belt coming apart ~~[redacted]~~ Removed belt and freed webbing - seat belt is ok

B1017 OPEN / MAKE B0283 Rear defrost circuit

Hours	Job Description	Part No.	Avail.	Billable Parts	Billable L
	LD135415 core →	128529		Replaced tie rods	
F	Found PIT3059 for noise over bumps - replaced stabilizer links				
1003	(G) Found outside door handle coming apart. Replaced				
	487291 door handle and adjusted door linkage.				
	Pass frt seat belt	88956762		64-Martinsburg	
	Lf Rear outside handle	15126263		42-Boston	
	Link Kit LH	12479231		101 Bos	
	RH	12479233		107 Bos	

LABOR SALES	FLAT RATE	R.O. NO.	ACTUAL TIME	OFF / ON
	1.73	D+A 37262 EMPL 9		OFF 1040 ON 1040
	.40	C 37262 EMPL 9		OFF 1090 ON 1000
	.40	B 37262 EMPL 9		OFF 1060 ON

Parts Ordered 4/15/05 Date Alerted 4/21 Driver comp

LABOR SALES	FLAT RATE	R.O. NO.	ACTUAL TIME	OFF / ON
	.52	E 37262 EMPL 9		OFF 136 ON 137
	.55	G 37262 EMPL 9		OFF 6 ON
A	1.28	37262 EMPL 20		OFF 32 ON
A	.86	37262 EMPL 20		OFF 10 ON

LABOR SALES	FLAT RATE	R.O. NO.	ACTUAL TIME	OFF / ON
	.37	37262 EMPL 20		OFF 6 ON
	.61	37262 EMPL 20		OFF 5 ON

CHEVY TRUCKS
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057
Tel: 802-234-9968
Fax: 802-234-6414

	LICENSE # [redacted]	STOCK #	DEALER # 38525	INVOICE DATE 02/18/2005	INVOICE # [redacted]
[redacted]	MILEAGE IN 33046M	MILEAGE OUT 33046M	LOT #/HAT #	COLOR BLACK	DELIVERY DATE 07/24/2003
	YEAR/MAKE/MODEL 03CHEVROLET TRAILBLAZ			PROD. DATE 02/18/2005	R.O. DATE 01/28/2005
QUECHEE VT [redacted]	VEHICLE ID # 1GNET16S33[redacted]			TECH & #	P.O. #
	OVERRIDE	SERVICE WRITER 0026		S.W. INT. EST.	
EXTENDED WARRANTY CO.	POLICY #		DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR
RESIDENCE PHONE	BUSINESS PHONE [redacted]	SERVICE WRITER DELIVERY SIGNATURE			

OP. | F.R. HOURS | ACCT CODE | TECH #/RATE | COMPLAINT/CAUSE/CURE | CHARGE
WARRANTY CODE | FAIL CODE
PART QUANTITY | PART NUMBER | PART DESCRIPTION

Labor Op. C9040 Failure Code AT OM
FOUND SEAT BELT TWISTED AT VERY BOTTOM OF BELT.
REMOVED SEAT BELT AND UNTWISTED BELT AT RETRACTOR. SEAT BELT WORKS FINE. NC

Labor
VEHICLE HAS CLUNK IN FRONT END OVER BUMPS.

Labor Op. E2147 Failure Code 3Z NE
FOUND BOTH FRONT STABILIZER LINKS COMING APART.
REPLACED BOTH FRONT STABILIZER LINKS. CLUNK IS GONE. NC
1 07240 12479231 LINK KIT NC
1 07240 12479233 LINK KIT NC

Labor
VEHICLE LEFT REAR DOOR DOESN'T OPEN.

Labor Op. B4520 Failure Code 1K ON
FOUND HANDLE COMING APART INSIDE DOOR.
REPLACED RIGHT REAR HANDLE, ADJUSTED DOOR LINKAGE. WORKS OK. NC
1 16350 15126263 HANDLE NC

Labor

THANK YOU FOR CHOOSING VALLEY MOTOR SALES.
TERMS ARE CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.
ALL CHARGES ARE NET 30TH & SUBJECT TO 20% INT.

PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY

CONTINUED ON NEXT PAGE

CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE NO RETURNS ELECTRICAL OR SPECIAL ORDER PARTS NO RETURNS AFTER 10 DAYS 20% RESTOCK CHARGE ON ALL RETURNED PARTS PLEASE USE CAUTION OPENING PARTS IF CONTAINER IS ORN OR DEFACED, PART IS NOT RETURNABLE

X _____
Customer Signature

CASH / CREDIT CARD / MC/VISA / (PRIOR APPROVAL) / OTHER

CALL WHEN READY: YES / NO

SAVE REMOVED PARTS FOR CUSTOMER: YES / NO

APPOINTMENT: YES / NO

1GNET16S33[redacted]	YEAR/MAKE/MODEL: 03 CHEVROLE TRAILBLAZE	PRODUCTION DATE	STOCK NO	LICENSE NO. [redacted]	R.O. NO. [redacted]
[redacted]	CUSTOMER NO. [redacted]	COLOR: BLACK	DELIVERY DATE	CAR RENTAL	BEEPER NO	R.O. DATE
WOODSTOCK VT [redacted]	SERVICE CONTRACT	DEDUCTIBLE	CONTRACT NO.	EXPIRATION MILES	EXPIRATION DATE	ADVISOR WRITE UP

[redacted]

TIME RECEIVED: 07:56 | DATE/TIME PROMISED: | WAIT

ADDL WORK: AUTHORIZED BY: | AMOUNT: | DATE & TIME: | SERVICE WRITER:

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.
ALL REPAIRS SUBJECT TO A MINIMUM OF .5 DIAGNOSTIC TIME.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. Initial Estimate Approx.

X [redacted]

HAT NO. 22908
MILEAGE IN 24528
TRANSMISSION 28054
AIR COND/EVAP. NO.
TURBO N 4.2
P.S. YES

JOB Page 1 of 1 — LABOR INSTRUCTIONS

ORIGINAL ESTIMATE | MILEAGE OUT

A WRDRO VEHICLE HAS WHINE NOISE IN ENGINE AREA
NZ 3Z J3480 2.2

B WRDRO Vehicle seal for aplique on hatch coming apart SRB
VQ 3D B8990 .6

CHEVY TRUCKS
Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057

Tel: 802-234-9968
Fax: 802-234-6414

WE RECOMMEND THE FOLLOWING REPAIRS

1.
2.
3.
4.
5.

The seller hereby expressly disclaims all warranties, either expressed implied, including any implied warranty of merchantability or fitness to particular purpose, and neither assumes nor authorizes any other person assume for it any liability in connection with the sale of said products.

Thank you for this opportunity to serve you. It is our aim perform all the repairs requested on this repair order to yo complete satisfaction. If our service was satisfactory tell yo friends, if not, please tell us immediately.

Thank Yo

HM 3800 12/98

SERVICE WORKORDER

TECHNICIAN NAME & NOTES

24 9-2-04

(A) noise under Hood - Found power steering pump whining. ordered pump.

24 10-18-04 R+R power steering pump - Bleed pump topped off Fluid - no more whining noise.

24 11-1-04

(B) R+R wether strip around plate insert - OE shrunk come off insert - leaking water into gate - is ok now.

AUTHORIZING NUMBER

Time Clock
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

Hours	Job Description	Part No.	Avail.	Billable Parts	Billable Labor	Tax	Haz. Waste & Shop Chemicals	Total Billable
	P.S. Pump	88963483 ~~26112197~~		22 - Boston				
	Seal	15170981		196 - Boston				

Parts Ordered Date 9/2/04 Name [illegible] Order# [illegible]

Parts Ordered Date 10/18/04 Name [illegible] Order# [illegible]

LABOR SALES	FLAT RATE	R.O. NO.	EMPL.	ACTUAL TIME
B	.65	35105	24	.65
	.82	35105	24	.82
	.48	35105	24	.48

Cashier - TR 07:56 10:[redacted]
REPRINT # 1

CHEVY TRUCKS [redacted]

Valley Motor Sales, Inc.
Route 12 North
P.O. Box 57
Bethel, VT 05032-0057
Tel 802-234-9968
Fax 802-234-6414

[redacted]

CUSTOMER NO.	LICENSE #	STOCK #	DEALER #	INVOICE DATE	INVOICE #
[redacted]	[redacted]		32525	11/05/2004	[redacted]

CUSTOMER NAME & ADDRESS	MILEAGE IN	MILEAGE OUT	LOT #/HAT #	COLOR	DELIVERY DATE
[redacted]	28054M	28054M		BLACK	07/24/2003

	YEAR/MAKE/MODEL	PROD. DATE	R.O. DATE
	03CHEVROLET TRAILBLAZ	11/05/2004	09/02/2004

	VEHICLE ID #	TECH & #	P.O. #
WOODSTOCK VT [redacted]	1GNET16S336[redacted]		

OVERRIDE	SERVICE WRITE UP	S.W. INT. EST.
	0026	

EXTENDED WARRANTY CO.	POLICY #	DEDUCTIBLE	AUTHORIZATION #	ADJUSTOR
		0.00		

RESIDENCE PHONE	BUSINESS PHONE	SERVICE WRITER DELIVERY SIGNATURE

OP.	F.R. HOURS	ACCT CODE	TECH #/RATE	COMPLAINT/CAUSE/CURE	CHARGE
			WARRANTY CODE	FAIL CODE	
			PART QUANTITY	PART NUMBER	PART DESCRIPTION

VEHICLE HAS WHINE NOISE IN ENGINE AREA

Labor Op. J3480 Failure Code 3Z NZ
FOUND POWER STEERING PUMP RUPTURED.
REPLACED POWER STEERING PUMP, NOISE IS GONE. NC
1 06606 88963483 PUMP NC
1 08800 89020661 FLUID NC

Labor
VEHICLE HAS A LOOSE SEAL ON REAR HATCH LICENSE COMPARTMENT.

Labor Op. B8990 Failure Code 3D VQ
FOUND SEAL LOOSE, WILL NOT STAY IN PLACE.
REPLACED SEAL ON REAR HATCH LICENSE PLATE COMPARTMENT. OK NC
1 17185 15170981 SEAL NC
1 PANEL CLIPS TRIM PANEL CLIP NC

Labor

THANK YOU FOR CHOOSING VALLEY MOTOR SALES
TERMS ARE CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.
ALL CHARGES ARE NET 30TH & SUBJECT TO 20% INT
******VISIT US ON THE WEB WWW.VALLEYMOTORSALES.COM******
PARTS WARRANTIES HAVE LIMITED OR NO LABOR COVERAGE

PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY

CONTINUED ON NEXT PAGE

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 20% RESTOCK CHARGE ON ALL RETURNED PARTS. PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS X

December 12, 2017

[redacted]
Quechee, VT [redacted]

Service Request: [redacted]
Customer Relationship Manager: Michael Board

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 me at 1-800-231-1841 EXT 57201 on Monday through Friday between the hours of 8:00 am to 4:45 pm EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

4/14/05

Steve Bingham
Valley Motor Sales
P.O. Box 57
Bethel, VT. 05032

Re: [redacted]
Siebel Request [redacted]
2003 Chevrolet Trailblazer
VIN # 1GNET16S33[redacted]

Dear Mr. Bingham:

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 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,

Michael Board
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57201
FAX# 866-589-3982

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$23900.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$34660.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$-10760.00

Trade Allowance (from dealer Bill of Sale)	$6400.00
Actual Cash Value Statement	$?
Difference (if positive, this is the overallowance)	$? Veh bought at Ford Dlr

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$?
Actual Cash Value Statement	$?
Difference (if positive, this is the negative equity)	$Veh bought at Ford Dlr

If Over Allowance/Negative Equity 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.)	$23900.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$0.00
Overallowance and/or Negative Equity minus	$?
Actual price of Vehicle that should be presented to BBB for ATA	$?

December 12, 2017

[redacted]
Quechee, VT [redacted]

Service Request: [redacted]
Customer Relationship Manager: Michael Board

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 2003 Chevrolet TrailBlazer, Vehicle Identification Number 1GNET16S336[redacted] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 4/26/05 and ending on 4/26/07, and begins with 38,022 and ends with 62,022 odometer miles
- Standard rental
- A $50.00 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 your local GM Dealer if you have coverage 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,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 12, 2017

[redacted]
Quechee, VT 0[redacted]

Service Request: [redacted]
Customer Relationship Manager: Malika Bonner

Dear Ms. [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,

General Motors Corporation

December 12, 2017

[redacted]
Big Island, VA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Amber Phipps

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 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.

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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,

General Motors Corporation

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

9/10/05

Alan Carothers
Wheeler Chevrolet
P.O. Box 1150
Yuba City, CA 95992

Re: [redacted]
Siebel Request [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13SX42[redacted]

Dear Mr. Carothers:

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,

Jonas Verhoff
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58572
FAX# 866-715-8519

****
*** FAX TX REPORT ***
****

TRANSMISSION OK

JOB NO.	0889
DESTINATION ADDRESS	18667158519
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	10/18 14:28
USAGE T	02'38
PGS.	3
RESULT	OK

Wheeler
Oldsmobile Cadillac
CHEVROLET
mazda Jeep
350 Colusa Avenue P. O. Box 1150
Yuba City, California 95991
Telephone 530 673-9160

Sent again on 10/19/05

Date 10-18-05

To: Jonas Verhoff Fax # 866-715-8519

From: Alan Carothers Fax # 530 671-3066 or

Subject:

This Transmission consists of ~~3~~ 5 pages, including this cover sheet.

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 2
PAGE 1

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX[redacted]		31983/32236	T44.

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	22SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	10:30 22SEP05 (9-19)	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.											
CAUSE: NO PROBLEM FOUND-COULD NOT DUPLICATE											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
	122	WC		0.66	0.30		2311			23.11	23.11
							0 TPARTS				
							2311 TLABOR				
SUBL 5GL GAS PO#22374											
	ISPG						2400			24.00	24.00
FC:											
31983 NORMAL. CHECK LIGHTS ON AUTO GO ON AND OFF NORMAL. IF IN DARK GO ON IN LIGHT GO OFF. CAN NOT FIND ANY THING WRONG AT THIS TIME. CHECK FOR BULLITINS NONE. #32- CUSTOMER REQUESTS FOR SERVICE MANAGER TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE PROBLEM. ALAN C. 9/19/05. #32-ROADTESTED VEHICLE 115 MILES. ALL LIGHTS AND INTERIOR LIGHTING WORKING TO MANUFACTURERS SPECIFICATIONS AT THIS TIME. TAPPPED ON SWITCHE S WHILE DRIVING AT NIGHT, WIGGLED ACCESSIBLE RELATED WIRING HARNESSES. LIGHTS NEVER FLICKERE D. NO PROBLEM FOUND AT THIS TIME.											
B CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN											
C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR											
REPLACE				1.8		19.80					
	146	WC		~~1.50~~	0.20	~~1650~~	1541			15.41	15.41
1	89039677	F-HOLDER				3678	5149	0	64.53	51.49	51.49
ADD DIAGNOSIS											
	122	ISPG		0.00	0.20	485	700			7.00	7.00
						3678	5149 TPARTS				
						1650	1541 TLABOR				
31983 CUP HOLDER BROKEN. ORDER NEW CUP HOLDER. REMOVED SHIFT HANDEL AND BOOT TO REMOVE CENTER CONSOL AND REAR DUCTING TO REPLACE REAR CUP HOLDER AS PER PART ORERED											
C CUSTOMER STATES ALL SERVICES ARE CURRENT											

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A **FINANCE CHARGE** is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of **18%**. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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

ACCOUNTING COPY

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 2
PAGE 2

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	22SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	9-19 10:30 22SEP05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
11	* SUBLET										
		4	ISPG	0.00	0.00		0			0.00	0.00
D	SHUTTLE RIDE 2 WAY										
CAUSE: WARRANTY REPAIR											
	Z7001	SHUTTLE RIDE 2 WAY									
		4	WC	0.00	0.00		0			0.00	0.00
							0 TPARTS				
							0 TLABOR				
E**	WHEELER OWNED RENTAL										
CAUSE: WARRANTY REPAIR											
	RENTAL	WHEELER OWNED RENTAL									
		4	WC	0.00	0.00		0			0.00	0.00
							0 TPARTS				
						0	0 TLABOR				

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-15-05	11:54	12:06	0.20	DW	122	A	
	13:04	13:32	0.46	DW	122	A	
	13:33	13:56	0.38	DW	122	B	
	13:56	13:56	0.00	W	122	B	
09-19-05	14:19	15:49	1.50	W	146	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	3852			46600	2400		
48000	5149			46300	700		
26300 ✓	9001	*******		6704	3100		

GM pd 10-6-05 Cm628
+ rental pd

COST, SALE, & COMP TOTALS

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PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME
		A.M. P.M.

DATE ☐ PHONE # _____ ☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

[redacted]

CUSTOMER # [redacted]

[redacted]

YUBA CITY, CA [redacted]

HOME: [redacted] BUS:

CELL:

[redacted]

WORKORDER
REPRINT
PAGE 1

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		32435/	TT37

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 17OCT05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
26SEP2005 12:57		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	4		WC	CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR.
# B	*8		WC	CUSTOMER STATES WITH HEADLITES ON AUTO THEY SHUT OFF (CAN TURN ON MANUALLY
# C	*7		WC	CUSTOMER STATES HARSH DOWNSHIFTS FROM TRANSMISSION

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

#D Enterprise Rental

"BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorized you to perform the repairs and furnish the necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable able storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any non-factory sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS-CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED X [signature] HARD COPY

TERMS: CASH OR APPROVED CREDIT CARD

PRELIMINARY ESTIMATE			
LABOR	PARTS		TOTAL
LABOR	REVISED ESTIMATE PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	A.M. P.M.
DATE	☐ PHONE ☐ IN PERSON	#	

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CURRENT RO [redacted]

COMPLAINT LINE A:

CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR.

STORY LINE A:

PART HAS NOT ARRIVED AT THIS TIME. E-MAIL HAS B
EEN SENT BY SERVICE MANAGER TO GM PARTS REP.

COMPLAINT LINE B:

CUSTOMER STATES WITH HEADLITES ON AUTO THEY SHUT OFF (CAN TURN ON MANU
ALLY

STORY LINE B:
B2645
CHECKED WITH TECH2, FOUND HISTORY DTC B2645-
AMBIENT LIGHT SENSOR CIRCUIT. FOLLOWED DOC #
1227067 CHART. FOUND NO SHORT IN CIRCUIT,
DETERMINED SENSOR OUT OF SPEC WHEN HOT.
REPLACE SENSOR & ROAD TEST TO VERIFY REPAIR.

COMPLAINT LINE C:

CUSTOMER STATES HARSH DOWNSHIFTS FROM TRANSMISSION

STORY LINE C:

FLUID FULL/RED
CK. FOR DTCS. NONE STORED
TEST DROVE 11 MILES . TRANS WORKING TO
FACTORY SPECS AT THIS TIME
COULD NOT DUPLICATE CUSTOMER CONCERN
AT THIS TIME]

COMPLAINT LINE D:

ENTERPRISE RENTAL

STORY LINE D:

PROVIDED RENTAL VEHICLE AT NO CHARGE TO CUSTOME
R.



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Jonas
Company:
Phone:
Fax: 8667158519

From: Wendy Bechtelheimer
Phone: 1-800-231-1841 ext. 58698
Fax: 866-430-2714
Date: Friday, September 23, 2005 10:32:00 AM
Pages: 02
(including cover)

Comments

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

Privileged and Confidential Information

CASE ASSESSMENT BY: Jonas Verhoff **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle:2004 Make:Chevrolet
Model: Trailblazer Current Mileage:31970

Vehicle ID No.: 1GNDT13SX42[redacted] In Service Date:03/31/04 Purchased: Used, 21,000

What is customer seeking:Repairs, Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Various Electrical Concerns

Date:	Mileage:	Days Out:	Description of Repair:
3/9/05	24331	13	Radio Loses Time and Auto Volume – operating as designed 4WD Light on – no stored codes, operating as designed Service Engine Light – found codes, reprogrammed PCM for setting false codes
9/15/05	31983	6	Dash lights and radio lights go out – could not duplicate Road tested vehicle for 115 miles – could not duplicate

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

Total Days Out of Service: 19 excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: [X] NO: [ ]

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? _Repurchase, Replacement Repairs

AVM and/or DEALER RECOMMENDATION(s):
Dealer has not been able to duplicate concern. AVM has provided no recommendation at this time.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Offer GMPP Major Guard 36/36 to cover needed electrical components and continue to have dealer work with customer under terms of the new vehicle warranty.

Decision reached by CRM: Arbitrate case: [ ] Settle case: [X]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Fax Transmittal

BETTER BUSINESS BUREAU
Serving Northeast California

Telephone: (916) 443-6843
Fax: (916) 443-0376

400 S Street
Sacramento, CA 95814

Date: 10/15/05

Attention: Mr Strohmeyer

From: Marc

Number of pages (including this cover):

Comment(s):

Reply requested: ☐ *Yes* ☐ *No*

Customer Claim Form

Contact Date: 09/16/05 Start Date: 09/16/05 Case Number: [redacted]

Have you contacted the mfr regarding your claim? ☐ YES ☒ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES)
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]

YUBA CITY, CA [redacted]
Day Phone: [redacted] Evening Phone: Cell Phone: (916) 7 2
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Joelene/Douglas Hamilton
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/less
Make: Chevrolet Model: Trailblazer Model Year: 2004 Current Mileage: 319 '0
Vehicle Identification Number: 1GNDT13SX4[redacted]
Servicing Dealer/City/State : WHEELER CHEV-OLDS-CAD,
Selling Dealer/City/State : John L Sullivan, Roseville, CA
Insurance Carrier : Liberty Mutal Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

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

Purchase Date: 02/15/05 Mileage at purchase: Lease Date: Mileage at lease:
Purchased As : ☒ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: [redacted] Leasing Company's Name:
Address: Address:
City/St/Zip: LITTLE ROCK, AR [redacted] City/St/Zip:
Phone: [redacted] Phone:
Lienholder Acct # : [redacted] Leasing Company's Acct #:

Customer's Desired Outcome

Customer wants the manufacturer [redacted] anel & have a manufacturering specia
drive/inspect the vehicle at night t [redacted] hicle back & replace it with anoth r car.

Signature of Titled Owner(s): [redacted] Date 10-01-'00
I am submitting this dispute for res [redacted] ee to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

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

Vehicle Concerns

First Repair Attempt Date: 03/21/05 Mileage: ~~29916~~ 24331
Last Repair Attempt Date: 10/18/05 Mileage: 33045
Total Days out of Service: _____

Problems – Please list your primary concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)
major electrical issues	WHEELER, YUBACITY	yes	4	SEP 15, 05 CURRENT	31183
ck engine light on	" "	no	1	JULY 27, 05	29116
4 wheel drive light on	" "	no	1	" "	29116
clock reset itself	" "	yes	4	JULY 27, 05 CURRENT	29116
all dashboard lights go out	" "	yes	1	SEP 15 05	31183
head lights flicker on/off	" "	yes	4	SEP 15 05	31183
DOOR SEALS	" "	NO	2	JULY 27, 05	29116
REAR CUP HOLDER	" "	YES	2	SEP 13 05 CURRENT	31183
ALAN C. SERVICE MANAGER DROVE VEH HOME	" "	YES	1	SEP 19 05	32136
REAR CUP HOLDER	" "	YES	1	SEP 24 05	32435

October 17, 2005

To whom it may concern:

I am writing you in regards to my sisters 2004 Chevy trailblazer, My sister has not owned this vehicle for a long length of time and I know that she has had to take it in to the shop on several occasions to get work done on it.

During the weekend of September 10, 2005 my brother got married in Red bluff, CA so we had all driven up there for the wedding. This is when I myself saw one of the problems my sister was having. We were on our way to the store (I believe it was around 830pm) and on the way back to the reception all of a sudden the lights went out and we had to pull over, it was very scary because I could never imagine having to worry about such a thing. My sister then turned on the lights manually so we could drive back. I personally think that is a huge safety issue and I worry about my nephews being passengers in the vehicle. Sad but true I feel as if they are safer in her old Geo metro.

I recently moved from Rocklin, CA to Meridian, ID so I could not be there to speak in person, so I am sending this statement of my personal experience in place of being there. If you have any questions please call me.

[redacted]

[redacted]

Meridian, ID [redacted]
Phone [redacted]
Cell: ([redacted]

CATHY SMITH NOTARY PUBLIC STATE OF IDAHO

Commission Expires 12/29/2



[redacted]

CUSTOMER # [redacted]

WORKORDER

PAGE 1

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 671-9160
Yuba City, California 9599
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OU	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		32435/	T

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN	DATE
31MAR04 IS			17:00 26SEP05		0.00	CASH		

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
26SEP2005 12:57		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	4		WC	CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR.

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorized you to perform the repairs and furnish the necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable auto storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any unsatisfactory sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDSMOBILE any consequential damages, bodily injury or property damage, for loss of use, loss of time, loss in profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGED ON ALL UNPAID BALANCES OVER 30 DAYS

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER, INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES

SIGNED X _____ **CUSTOMER COPY**

TERMS Cash OR APPROVED CREDIT CARD

PRELIMINARY ESTIMATE			TOTAL
LABOR	PARTS		
LABOR	REVISED EST. MATE PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	
DATE	☐ PHONE ☐ IN PERSON	#	

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

[redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA Mazda Isuzu

INVOICE

DUPLICATE 1
PAGE 2

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-[illegible]60
Yuba City, California 95992
E.P.A. # CAD 029672821
S.A.R. # AD-015820

[redacted]
YUBA CITY CA
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/32236	T-

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP 5

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
08:00 15SEP05	12:48 20SEP05	

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C CUSTOMER STATES ALL SERVICES ARE CURRENT						
11 * SUBLET						
4 ISPG						(I /C)
**********						
D SHUTTLE RIDE 2 WAY						
CAUSE: WARRANTY REPAIR						
Z7911 SHUTTLE RIDE 2 WAY						
4 WC						(I /C)
**********						
E** WHEELER OWNED RENTAL						
CAUSE: WARRANTY REPAIR						
RENTAL WHEELER OWNED RENTAL						
4 WC						(I /C)
**********						

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

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ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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 / DED.		0.00
SALES TAX		0.00
PLEASE PAY THIS AMOUNT		0.00

CUSTOMER COPY

[redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

CHEVROLET Oldsmobile Cadillac
GEO MAZDA Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-[redacted]160
Yuba City, California 95992
E.P.A. # CAD 028672821
B.A.R. # AD-015820

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/32236	T

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. ATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP 5

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	12:48 20SEP05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.
CAUSE: NO PROBLEM FOUND-COULD NOT DUPLICATE
N9995 CUSTOMER CONCERN NOT DUPLICATED
122 WC (N'C)

SUBL 5GL GAS P0#22374
ISPG (N'C)
FC:
31983 NORMAL. CHECK LIGHTS ON AUTO GO ON AND OFF NORMAL. IF IN DARK GO ON IN LIGHT GO OFF. CAN NOT FIND ANY THING WRONG AT THIS TIME. CHECK FOR BULLITINS NONE. #32- CUSTOMER REQUESTS FOR SERVICE MANAGER TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE PROBLEM. ALAN C. 9/19/05.
#32-ROADTESTED VEHICLE 115 MILES. ALL LIGHTS AND INTERIOR LIGHTING WORKING TO MANUFACTURERS SPECIFICATIONS AT THIS TIME. TAPPPED ON SWITCHE S WHILE DRIVING AT NIGHT, WIGGLED ACCESSIBLE RELATED WIRING HARNESSES. LIGHTS NEVER FLICKERE D. NO PROBLEM FOUND AT THIS TIME.
****

B CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN
C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR
REPLACE
146 WC (N'C)
1 39039677 P-HOLDER (N'C)
ADD DIAGNOSIS
122 WC (N'C)

31983 CUP HOLDER BROKEN. ORDER NEW CUP HOLDER. REMOVED SHIFT HANDEL AND BOOT TO REMOVE CENTER CONSOL AND REAR DUCTING TO REPLACE REAR CUP HOLDER AS PER PART ORDERED

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME	A.M. P.M.

DATE

☐ PHONE # _____
☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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

CUSTOMER COPY

[redacted]

CHEVROLET Oldsmobile Cadillac
CATERA mazda Isuzu

CUSTOMER #[redacted]

WORKORDER [redacted]

PAGE 1

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-3160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OU	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/	T4

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN04 IS			17:00 15SEP05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
15SEP2005 08:00		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8		WC	CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.
# B	4		WC	CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN
# C	11		ISPG	CUSTOMER STATES ALL SERVICES ARE CURRENT
# D	Z7911		WC	SHUTTLE RIDE 2 WAY

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize you to perform the repairs and furnish the necessary materials. I understand any cost quoted herein is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable auto storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any inoperatory sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES

SIGNED x _____

CUSTOMER COPY

TERMS CASH OR APPROVED CREDIT CARD

PRELIMINARY ESTIMATE			TOTAL
LABOR	PARTS		
REVISED ESTIMATE			
LABOR	PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	
DATE	☐ PHONE # ☐ IN PERSON		

☐ SAVE PARTS ☐ DISCARD PARTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

[redacted]

[redacted]

INVOICE

Wheeler
CHEVROLET Oldsmobile Cad
CATERA mazda Je
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 67 -9160
Yuba City, California 9599
E.P.A. # CAD 02967282
B.A.R. # AD-015820

YUBA CITY CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 2

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		29916/29916

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN DAT
01JAN04 IS			17:00 27JUL05		0.00	CASH	27JUL05

R.O. OPENED	READY	OPTIONS:
07:47 27JUL05	17:04 27JUL05	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

29916 HEAT CAUSING STRIP AT FRONT OF REAR DOORS TO COME OFF GLUED
RUBBER STRIPS ON FRONT OF REAR DOORS BACK ON PART IS AUX RUBBER STRIP
TO PREVENT AIR FROM BETWEEN DOOR GAPS

****

E** SHUTTLE RIDE 2 WAY
CAUSE: WARRANTY
Z7911 SHUTTLE RIDE 2 WAY
4 WC N/C)

****

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME A.M. P.M.

DATE ☐ PHONE # ☐ IN PERSON

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

CUSTOMER SIGNATURE X

DESCRIPTION		TOTAL
LABOR AMOUNT		0.0
PARTS AMOUNT		0.0
GAS, OIL, LUBE		0.0
SUBLET AMOUNT		0.0
MISC. CHARGES		0.0
TOTAL CHARGES		0.0
LESS INSURANCE / DED.		0.0
SALES TAX		0.0
PLEASE PAY THIS AMOUNT		0.0

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

CHEVROLET Oldsmobile Ca
CATERA mazda Je
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 6 3-916
Yuba City, California 959 2
E.P.A. # CAD 0296728
B.A.R. # AD-015820

[redacted]

YUBA CITY, CA 9[redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/	JT
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		29916/299	6

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	I	V. DA
01JAN04 IS			17:00 27JUL05		0.00	CASH	27J	L05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
07:47 27JUL05	17:04 27JUL05	

LINE OPCODE TECH TYPE HOURS LIST NET TOTA

A CUSTOMER STATES RADIO LOOSES IT'S TIME AND AUTO VOLUMNE DOES NOT WORK
CAUSE: .
N9995 CUSTOMER CONCERN NOT DUPLICATED
131 WC (N/C

29916 OPER. TO SPEC. DIA. CKT. TEST NO CODES STORED. TEST DROVE VEHICLE TO VERIFY AUTO VOLUME OPER. TO SPEC. RADIO WAS SET FOR LOW VOLUMNE CONTROL. CLOCK DID NOT RESET DURNING TESTING. OPER. TO SPEC. AT THIS TIME

****

B CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON AND GOES OFF
ADD DIAGNOSIS
131 CC 0.00 0.0
29916 NO CODES STORED DIA. CKT. TEST NO CODES STORED. OPER. TO SPEC. AT THIS TIME. POS. RELATED TO PCM LIGHT ON.

****

C CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COMES ON AND GOES OFF
CAUSE: .
J6355 POWERTRAIN CONTROLLER ON CAR REPROGRAM
131 WC (N/C

29916 DTC P060 STORED DIA. CKT. TEST DTC P0606 INTERNAL PCM FAULT. CHECKED TSB, FOUND PI?3164A. PROGRAM PCM FOR SETTING FALSE CODES. PCM REPROGRAMED CODES CLEARED NO CODES RESET.

****

D CUSTOMER STATES WEATHER SEALS BETWEEN DOORS ON BOTH SIDES KEEP COMING LOOSE
CAUSE: .
A9360 PANEL, REAR DOOR OUTER RIGHT REPAIR
146 WC (N/C

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME A.M. P.M.

DATE ☐ PHONE # ☐ IN PERSON

I ACKNOWLEDGE NOTICE AND OR... APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X

CUSTOMER SIGNATURE
X

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

CUSTOMER COPY

wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 · Phone (530) 673-[illegible]160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

CUSTOMER [redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		29916/	T7

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
27JUL2005 07:47		ENG:4.2_Liter_MFI_DOHC

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	5		WC	CUSTOMER STATES RADIO LOOSES IT'S TIME AND AUTO VOLUMNE DOES NOT WORK
# B	S4WD		WC	CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON AND GOES OFF
# C	SES		WC	CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COMES ON AND GOES OFF
# D	4		WC	CUSTOMER STATES WEATHER SEALS BETWEEN DOORS ON BOTH SIDES KEEP COMING LOOSE
# E	*Z7911		WC	SHUTTLE RIDE 2 WAY

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE EMCG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I [illegible] authorized you to perform the repairs and furnish the necessary materials. I understand any [illegible] quoted [illegible] estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my [illegible] not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable [illegible] for vehicle left [illegible] hours after notification that repairs are completed. Not responsible for any [illegible] sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS-CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or [illegible] to damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED A _____
TERMS: CASH OR APPROVED CREDIT CARD

CUSTOMER COPY

PRELIMINARY ESTIMATE			
LABOR	PARTS		TOTAL
LABOR	REVISED ESTIMATE PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	
DATE	☐ PHONE ☐ IN PERSON	#	

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Dealer Number 330512 Contract Number NAD# 330512 R.O.S. Number [redacted] Stock Number J4-290

Buyer's Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] CITRUS HEIGHTS CA [redacted] 8857 CASTLEBERRY CIRCLE CITRUS HEIGHTS CA	JOHN L. SULLIVAN CHEVROLET 700 AUTOMALL DRIVE ROSEVILLE CA 95678

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
USED	2004	CHEVROLET TRAILBLAZR	23350	1GNDT13SX4[redacted]	X ☐ personal, family or household ☐ business or commercial

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 $ 789.43
21.99 %	$ 23,107.35 (e)	$28,009.05	$ 52,116.40 (e)	$ 51,905.83 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	1,000.00	03/11/05
One Payment of	N/A	
N/A Payments	N/A	Monthly, Beginning N/A
71 Payments	709.95	Monthly, Beginning 04/04/05
One Final Payment	709.95	03/04/11

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 $ 25704.75 (A)
     - 1. Cash Price Vehicle $ 25704.75
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nonsaleable)
       - Describe _____ $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ 50.00 (C)
   - D. Sales Tax (on taxable items in A+B+C) 7.75 $ 1999.43 (D)
   - E. Optional DMV Electronic Filing Fee $ N/A (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to AMERICREDIT $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* GLSC $ 595.00 (I)
   - J. Other (to whom paid)* CIS INS.* $ 164.00 (J)
     For THEFT REG.

   Total Cash Price (A through J) $ 28558.23 (1)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 232.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ N/A (C)
   - D. Other _____ $ N/A (D)
   - E. Other _____ $ N/A (E)

   Total Official Fees (A through E) $ 232.00 (2)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. Smog Certification or Exemption Fee Paid to State $ 8.25 (4)
5. Subtotal (1 through 4) $ 28798.48 (5)

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term		Premium
$ N/A	Ded. Comp., Fire & Theft	N/A	Mos. $	N/A
$ N/A	Ded. Collision	N/A	Mos. $	N/A
Bodily Injury	$ N/A Limit	N/A	Mos. $	N/A
Property Damage	$ N/A Limit	N/A	Mos. $	N/A
Medical	N/A	N/A	Mos. $	N/A
		N/A	Mos. $	N/A
Total Vehicle Insurance Premiums			$	N/A (6)

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 [redacted] (see [redacted] are [redacted]

Buyer [redacted]
Co-Buyer [redacted]
Seller [redacted]

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 (7)

Insurance Company Name _____

Home Office Address _____

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

You want to buy the credit insurance. ____

B. Less Prior Credit or Lease Balance $ 3610.57 (B) [illegible]
C. Net Trade-In (A less B) (indicate if a negative number) $ 210.57- (C)
D. Deferred Downpayment $ 1000.00 (D)
E. Manufacturer's Rebate $ N/A (E)
F. Other $ N/A (F)
G. Cash $ N/A (G)
Total Downpayment (C through G) $ 789.43 (6)
(If negative, enter "zero" on line 6 and enter the amount less than zero as a positive number on line 1h above)
7. Amount Financed (5 less 6) $ 28009.05 (7)
*Seller may keep part of these amounts.

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.
Term 72 Mos. SAFE GUARD Name of Gap Contract
You [redacted]
Buyer [redacted]

OPTIONAL SERVICE CONTRACT(S) You agree to purchase the service contract(s) written with the company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.
1.F Company N/A
Term N/A Mos. or N/A Miles
1.G Company
Term N/A Mos. or N/A Miles
Buyer [redacted]

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 in N/A
Installments of $ N/A $ N/A
from this Loan as 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:**

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 [redacted]

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 BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR P[redacted]R COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE [redacted] COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. H[redacted] SPECIFIED. THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID [redacted] HE VEHICLE HAS BEEN REPOSSESSED AND SO ON.
FOR ADV[redacted] WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE. YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUY[redacted] THAT HE/SHE UNDERSTANDS THESE PUBLIC LIA[redacted]
S/S X [redacted] X [redacted]

Representation of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent t[redacted] a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior C[redacted]nce," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Pri[redacted]ance," Seller will refund the difference to you.
Buyer X [redacted] Co-Buyer [redacted]

SOLD AS EQUIPPED - SUBJECT TO LENDER'S CREDIT APPROVAL

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a complete and filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney [redacted] agreement of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in [redacted] change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Signature X [redacted] Co-Buyer Signature [redacted]

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this [redacted] or for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND [redacted] RECEIVED A [redacted] IT.

Buyer Signature [redacted] Date 02/18/05 Co-Buyer Signature [redacted] Date 02/18/05

Co-Buyers and Co-[redacted] who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
Other Owner Signature X _____ Address _____

GUARANTY
To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon [redacted] Buyer

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you [redacted] because you change your mind, decide the vehicle costs [redacted] erent vehicle. After you sign below, you may only cancel thi[redacted] for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRAC[redacted]. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRA[redacted]T, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE [redacted] AND R[redacted] YOU CONFIRM THAT YOU DESIRE A C[redacted]

Buyer Signature X [redacted] Date 02/15/05 Co-Buyer Signature [redacted]

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this co[redacted]ract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defe[redacted]se to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) [redacted]ive a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this co[redacted]ract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notice of the amount owing at any time, and of any demands upon the B[redacted]

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____

Seller Signs JOHN L. SULLIVAN CHEVROLET 02/15/05 Date _____

LAW FORM NO 553-CA [redacted]

CUSTOMER/TRUTH IN LENDING COPY

☒ **23035 Liberty Mutual Fire Insurance Company**

☐ **23043 Liberty Mutual Insurance Company**

☐ **42404 Liberty Insurance Corporation**

Liberty Mutual.

Certifies that it has issued a liability insurance policy with compulsory coverage as required by the California financial responsibility law, to the policyholder named below with respect to the vehicle described.

POLICY NUMBER [redacted]

POLICY EFFECTIVE DATE 02/20/05

POLICY EXPIRATION DATE 09/11/05

[redacted]
YUBA CITY CA [redacted]

Name and address of office issuing this policy
LIBERTY MUTUAL GROUP
PO BOX 138003
SACRAMENTO, CA 95813
PHONE: (916) 564-1792

Applicable with respect to the following vehicles:

2004 CHEV 1GNDT13SX[redacted]

Year & Make Vehicle Identification Number

Authorized Representative

AUTO2821 R4 SEE IMPORTANT MESSAGE ON REVERSE SIDE

2676*

CALIFORNIA EVIDENCE OF FINANCIAL RESPONSIBILITY CARD

Address of sales office
PO BOX 970
MISHAWAKA IN 46546

PHONE 800-225-8285
CLAIMS PHONE 800-565-5305
ROADSIDE ASSISTANCE 1-800-[redacted]

Liberty Mutual.

COMPANY CODE NUMBER
LIBERTY MUTUAL FIRE INSURANCE CO.

NAIC NUMBER [redacted]

Certifies that it has issued a liability insurance policy with compulsory coverage as required by the California financial responsibility law, to the policyholder named below with respect to the vehicle described.

NAME OF INSURED
[redacted]
YUBA CITY CA [redacted]

Name and address of office issuing this card
LIBERTY MUTUAL GROUP
2875 BROWNS BRIDGE ROAD PO BOX 2376
GAINESVILLE GA 30503

POLICY NUMBER [redacted] 5

POLICY EFFECTIVE DATE 09/11/05

POLICY EXPIRATION DATE 09/11/06

CARD EFFECTIVE DATE 09/11/05

CARD EXPIRATION DATE 09/11/06

Authorized Representative

Applicable with respect to the following vehicle

2004	CHEV	TRAILBLA	1GNDT13SX4[redacted]
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER

AUTO 2821 R4 SEE IMPORTANT MESSAGE ON REVERSE SIDE

[redacted]

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

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

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

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

[redacted]

REGISTRATION CARD VALID FROM: 02/20/2005 TO: 02/20/2006

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE N
CHEV	2004	0000	FX	2005	170	11	5[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	LR	1GNDT13S[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	04/25/05	51	04/25/05	8	C375050-

PR EXP DATE: 02/20/[illegible]

REGISTERED OWNER
[redacted]

AMOUNT PAID
$NFEE

AMOUNT DUE
$ NONE

AMOUNT RECVD
CASH :
CHCK :
CRDT :

YUBA CITY
CA [redacted]

LIENHOLDER
JOHN L SULLIVAN CHEVROLET
700 AUTOMALL DR
PO BX 1028

ROSEVILLE
CA 95661

H00 562 16 0000000 0120 CS H00 042505 11 5MGB(77 :

Wheeler
CHEVROLET Oldsmobile Cadi
CATERA mazda Jee
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 67[illegible]-9160
Yuba City, California 9599[illegible]
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]

WORKORDER
REPRINT
PAGE 1

CUSTOMER # [redacted]

[redacted]

YUBA CITY CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OU	
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		32435/	TT

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
31MAR04 IS			17:00 17OCT05		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
26SEP2005 12:57		ENG:4.2_Liter_MFI_DOHC

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 4		WC	CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR.
# B *8		WC	CUSTOMER STATES WITH HEADLITES ON AUTO THEY SHUT OFF (CAN TURN ON MANUALLY
# C *7		WC	CUSTOMER STATES HARSH DOWNSHIFTS FROM TRANSMISSION

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorized you to perform the repairs and furnish the necessary materials. I understand any cost quoted here should be an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss of damage to vehicle or articles left in it. I agree to pay a reasonable able storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any noticeable sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS-CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED X _____
TERMS CASH OR APPROVED CREDIT CARD

CUSTOMER COPY

PRELIMINARY ESTIMATE		
LABOR	PARTS	TOTAL
LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED	NOTIFIED BY	TIME
DATE	☐ PHONE ☐ IN PERSON	

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED
ARE NEW UNLESS SPECIFIED OTHERWISE

December 12, 2017

[redacted]
Yuba City, CA [redacted]

Service Request: [redacted]3
Customer Relationship Manager: Brandon Ranney

Dear Ms [redacted]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 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,

General Motors Corporation

Wheeler
Oldsmobile Cadillac
CHEVROLET
mazda Jeep
350 Colusa Avenue P. O. Box 1150
Yuba City, California 95991
Telephone 530 673-9160

Date 9-21-05

To: Jonas Verhoff Fax # 866-715-8519

From: Alan Crothers Fax # 530 671-3066 or

Subject:

This Transmission consists of 9 pages, including this cover sheet.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

9/10/05

Alan Carothers
Wheeler Chevrolet
P.O. Box 1150
Yuba City, CA 95992

Re: [redacted]
Siebel Request: 1[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13SX42[redacted]

Dear Mr. Carothers:

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,

Jonas Verhoff
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58572
FAX# 866-715-8519



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Alan Carothers
Company:
Phone:
Fax: 530-671-3066

From: Jonas Verhoff
Phone: 800-231-1841 x58572
Fax: 866-715-8519
Date: Tuesday, September 20, 2005 5:47:22 PM
Pages: 02
(including cover)

Comments

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

[redacted]

[redacted]

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

ACCOUNTING

DUPLICATE 1
PAGE 2

[redacted]BA CITY, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	12:48 20SEP05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
11	* SUBLET										
		4	ISPG	0.00	0.00	0	0			0.00	0.00
D SHUTTLE RIDE 2 WAY											
CAUSE: WARRANTY REPAIR											
Z7911	SHUTTLE RIDE 2 WAY										
		4	~~WC~~	~~0.00~~	~~0.00~~	0	~~1000~~			~~10.00~~	~~10.00~~
						0	0	TPARTS			
						0	1000	TLABOR			
E** WHEELER OWNED RENTAL											
CAUSE: WARRANTY REPAIR											
RENTAL	WHEELER OWNED RENTAL										
		4	WC	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-15-05	11:54	12:06	0.20	DW	122	A	
	13:04	13:32	0.46	DW	122	A	
	13:33	13:56	0.38	DW	122	B	
	13:56	13:56	0.00	W	122	B	
09-19-05	14:19	15:49	1.50	W	146	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	6393	2863		46600	2400	2400	
48000	5149	3678		46300	0	0	
26300	11542	*******		6704	2400	*******	

COST, SALE, & COMP TOTALS 8941 13942 0

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1¼% p month which is an ANNUAL PERCENTAGE RATE of 18 There is no FINANCE CHARGE when you pay by the 10 of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

REVISED ESTIMATE	LABOR	PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME	A.M. P.M.
DATE	☐ PHONE #		
	☐ IN PERSON		

[redacted]

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

[redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]UBA CITY, CA [redacted]
HOME:5[redacted] BUS:
CELL:9[redacted]

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	12:48 20SEP05	ENG:4.2_Liter_MFI_DOHC

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

A CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.

CAUSE: NO PROBLEM FOUND-COULD NOT DUPLICATE

ok NOC [signature]

N9995 CUSTOMER CONCERN NOT DUPLICATED

122	WC	0.66	0.30	728	2311		23.11	23.11
				0	0	TPARTS		
				728	2311	TLABOR		

SUBL 5GL GAS P0#22374

	ISPG			2400	2400		24.00	24.00

FC:

31983 NORMAL. CHECK LIGHTS ON AUTO GO ON AND OFF NORMAL. IF IN DARK GO ON IN LIGHT GO OFF. CAN NOT FIND ANY THING WRONG AT THIS TIME. CHECK FOR BULLITINS NONE. #32- CUSTOMER REQUESTS FOR SERVICE MANAGER TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE PROBLEM. ALAN C. 9/19/05. #32-ROADTESTED VEHICLE 115 MILES. ALL LIGHTS AND INTERIOR LIGHTING WORKING TO MANUFACTURERS SPECIFICATIONS AT THIS TIME. TAPPPED ON SWITCHE S WHILE DRIVING AT NIGHT, WIGGLED ACCESSIBLE RELATED WIRING HARNESSES. LIGHTS NEVER FLICKERE D. NO PROBLEM FOUND AT THIS TIME.

B CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN

C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR

REPLACE

6704 [signature]

146	WC	1.50	0.20	1650	1541		15.41	15.41
1 89039677	F-HOLDER			3678	5149	0 64.53	51.49	51.49

ADD DIAGNOSIS

122	WC	0.00	0.20	485	1541		15.41	15.41
				3678	5149	TPARTS		
				2135	3082	TLABOR		

31983 CUP HOLDER BROKEN. ORDER NEW CUP HOLDER. REMOVED SHIFT HANDEL AND BOOT TO REMOVE CENTER CONSOL AND REAR DUCTING TO REPLACE REAR CUP HOLDER AS PER PART ORERED

C CUSTOMER STATES ALL SERVICES ARE CURRENT

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME A.M. P.M.

DATE

☐ PHONE # _____
☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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

FILE COPY

[redacted]

[redacted]

[redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

ACCOUNTING

YUBA CITY, CA [redacted]
HOM[redacted] BUS:
CEL[redacted]

PAGE 2

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		29916/29916	T7

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	27JUL05

R.O. OPENED	READY	OPTIONS:
07:47 27JUL05	17:04 27JUL05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
RUBBER STRIPS ON FRONT OF REAR DOORS BACK ON PART IS AUX RUBBER STRIP TO PREVENT AIR FROM BETWEEN DOOR GAPS											
E** SHUTTLE RIDE 2 WAY											
CAUSE: WARRANTY											
Z7911 SHUTTLE RIDE 2 WAY											
	4	WC		0.00	0.00	0	1000			10.00	10.00
						0	0 TPARTS				
						0	1000 TLABOR				

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-27-05	14:56	15:21	0.42	DW	131	C	
	15:21	15:35	0.23	W	131	C	
	15:36	15:54	0.30	DW	131	B	
	15:54	16:22	0.47	DW	131	A	
	16:33	16:49	0.27	W	146	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	11015	2947		46000	0	0	
26300	11015	*******		22500	0	*******	

COST, SALE, & COMP TOTALS 2947 11015 0

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% p month which is an ANNUAL PERCENTAGE RATE of 18 There is no FINANCE CHARGE when you pay by the 10 of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE #	

[redacted]

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
ACCOUNTING
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]

YUBA CITY, CA 9[redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX423[redacted]		29916/29916	T7

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	27JUL05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
07:47 27JUL05	17:04 27JUL05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES RADIO LOOSES IT'S TIME AND AUTO VOLUMNE DOES NOT WORK											
CAUSE: .											
	N9995	CUSTOMER CONCERN NOT DUPLICATED									
		131	WC	0.47	0.30	795	2311			23.11	23.11
						0	0	TPARTS			
						795	2311	TLABOR			
29916 OPER. TO SPEC. DIA. CKT. TEST NO CODES STORED. TEST DROVE VEHICLE TO VERIFY AUTO VOLUME OPER. TO SPEC. RADIO WAS SET FOR LOW VOLUMNE CONTROL. CLOCK DID NOT RESET DURNING TESTING. OPER. TO SPEC. AT THIS TIME											
B CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON AND GOES OFF											
	ADD DIAGNOSIS										
		131	CC	0.30	0.00	0				0.00	0.00
29916 NO CODES STORED DIA. CKT. TEST NO CODES STORED. OPER. TO SPEC. AT THIS TIME. POS. RELATED TO PCM LIGHT ON.											
C CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COMES ON AND GOES OFF											
CAUSE: .											
	J6355	POWERTRAIN CONTROLLER ON CAR REPROGRAM									
		131	WC	0.65	0.70	1855	5393			53.93	53.93
						0	0	TPARTS			
						1855	5393	TLABOR			
29916 DTC P060 STORED DIA. CKT. TEST DTC P0606 INTERNAL PCM FAULT. CHECKED TSB, FOUND PIP3164A. PROGRAM PCM FOR SETTING FALSE CODES. PCM REPROGRAMED CODES CLEARED NO CODES RESET.											
D CUSTOMER STATES WEATHER SEALS BETWEEN DOORS ON BOTH SIDES KEEP COMING LOOSE											
CAUSE: .											
	A9360	PANEL, REAR DOOR OUTER RIGHT REPAIR									
		146	WC	0.27	0.30	297	2311			23.11	23.11
						0	0	TPARTS			
						297	2311	TLABOR			
29916 HEAT CAUSING STRIP AT FRONT OF REAR DOORS TO COME OFF GLUED											

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of 18%. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # _____ ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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

FILE COPY

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]

HOME [redacted] US:

CELL [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		24331/24331	T47-

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	FO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 09MAR05		0.00	CASH	21MAR2005

R.O. OPENED	READY	OPTIONS:
08:51 09MAR05	14:28 21MAR05	ENG:4.2_Liter_MFI_DOHC

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	1000	880		6704	1000	*******	

MAR 2 1 2005

COST, SALE, & COMP TOTALS 880 1000 0

NOTICE TO CONSUMER:
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IMPORTANT INFORMATION ON BACK

A **FINANCE CHARGE** is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of 18%. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY | NOTIFIED BY | TIME A.M. P.M.

DATE | ☐ PHONE # _____ ☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

YUBA CITY, CA[redacted]
HOME: [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX423[redacted]		24331/24331	T47-

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 09MAR05		0.00	CASH	21MAR2005

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
08:51 09MAR05	14:28 21MAR05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES WEATHER SEAL AT DRIVERS SIDE REAR DOOR FEEL OFF											
CAUSE: LOOSE SEAL											
	C1641		SEAL, FRONT DOOR UPPER LEFT REPLACE								
		146	ISPG	0.20	0.20	220	300			3.00	3.00
24331 SEAL ON FRONT EDGE OF REAR DOOR LEFT NOT ON RIGHT REMOVED SEAL AND INSTALLED RIGHT											
B CUSTOMER STATES WHEN REAR SEAT IS FOLDED DOWN IT HITS POWER OUTLET AND RUBS OA SPOT ON SEAT.											
CAUSE: .											
	N9995		CUSTOMER CONCERN NOT DUPLICATED								
		146	ISPG	0.60	0.30	660	700			7.00	7.00
24331 NOT KNON TRYED TO TWEEK OR AJUST REAR LEFT SEAT BOTTOM TO KEEP IT AWAY FROM POWER OUTLET ON CENTER CONSOLE REAR SEAT WAS EATHER REAL HARD TO UNLATCH OR WILL NOT LATCH AJUSTED TO SAME AS BEFORE BUT STILL RUBBING POWER OUTLET COVER NEED TO CALL TECH LINE ON PROBLEM #32- CALLED TECHLINE-TALKED TO TIM HOOPER-CASE #8045116. GM IS AWARE OF THE CONCERN. TIM WILL CALL BACK ON 3/10 TO REPORT IF THERE IS A FIX AVAILABLE AT THIS TIME. #32- 3/15/05-TALKED TO TIM HOOPER. GM IS AWARE OF CONCERN, BUT NOT WORKING ON A FIX AT THIS TIME. TECHLINE ADVISED TO REPLACE REAR SEAT COVER IF NEEDED.											
D SHUTTLE RIDE 2 WAY											
CAUSE: .											
	Z7911		SHUTTLE RIDE 2 WAY								
		4	ISPG	0.00	0.00	0	0			0.00	0.00

EST: 10.00 09MAR05 08:51 SA: 34

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-05	13:02	13:05	0.05	W	146	A	
	13:06	13:31	0.42	W	146	B	
	13:31	13:38	0.11	W	146	B	

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

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ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME A.M. P.M.

DATE ☐ PHONE # _____ ☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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

FILE COPY

CALIFORNIA REPAIR DECISION

CASE: [redacted]	Customer: Ms [redacted]
VIN: 1GNDT13SX42[redacted]	Hearing Date: 10/19/05
Arbitrator: Stephen R Cameron	Date: 10/24/05

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, repair the following components/symptoms in the "vehicle", leased owned or leased by the customer.

(List all components/symptoms to be repaired)

1

Intermittent loss of electrical power problems

2

Rear cup holder

3

4

5

6

7

8

9

Question 3

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

CASE: [redacted]	Customer: M [redacted]
Arbitrator: Stephen R Cameron	Date: 10/24/05

[redacted]

BBB

CALIFORNIA
REASONS FOR DECISION

CASE: [redacted]	Customer: [redacted]
VIN: 1GNDT13SX423[redacted]	Hearing Date: 10/19/05
Arbitrator: Stephen R Cameron	Date: 10/24/05

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

Intermittent loss of electrical power to lights, radio and other systems
"Check Engine" light came "on"
Door seals come loose
Cup holder broke and was replaced with the wrong color

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Repair

a decision is a fair resolution of this dispute:

A Better Business Bureau Autoline arbitration hearing was conducted on October 19, 2005 at the BBB office in Sacramento, California. Appearing at the hearing were the purchasers, [redacted]. The manufacturer, Chevrolet Motor Division, was represented by Andrew Stroman who appeared by telephone.

Mr. and Mrs [redacted] purchased a used 2004 Chevrolet Trailblazer on February 15, 2005. At the time of purchase, the vehicle had 23,350 miles on the odometer. It is covered by a 3-year/36,000 mile manufacturer's warranty. Starting at approximately 24,331 miles, the vehicle began demonstrating electrical problems.

According to the records available at the hearing, the vehicle was out of service:
3/9/05-3/21/05 - as few as 1, or as many as 11 days due to a door seal problem, rear left seat not able to fold down without rubbing on auxiliary power outlet (causing a mark on the seat)
7/27/05 - 1 day because radio losses its time and Auto Volume controller does not work, 4-wheel drive light comes ON and OFF, Service Engine light comes ON and weather seals keep coming loose.
9/15/05-9/20/05 - 6 days because headlights and dash lights will occasionally turn off when the switch is ON, and the cup holder in

rear seat area is broken.
9/26/05 - 1 day again due to headlights intermittently turning off while driving at night in the AUTO position, newly installed cup holder is the wrong color and transmission has harsh downshifts.

In all, the vehicle was in for repairs approximately four times for at least nine days. The headlights losing power at night is the current and the most serious problem, which may or may not have been properly repaired. The testimony at the hearing was that the vehicle computer does not show failure codes dealing with the loss of electrical power.

The relevant laws governing this arbitration are the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods, and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

As applied to new automobile purchases and leases, the Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer's written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide non-binding resolution of warranty disputes pursuant to oversight by the Department of Consumer Affairs.

The term "after a reasonable number of attempts" is imprecise, so the California Legislature attempted to clarify the standards. Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the electrical problems have been brought to the dealer's attention for actual repairs three times. The Hamiltons have brought the vehicle in as a result of complaints more than three times, but service records were not written for any additional

trips. The vehicle has not been out of service for warranty repairs for 30 days and as of October 19, 2005 the electrical problem may have been corrected. Nevertheless, the vehicle's electrical issues need to be thoroughly inspected and all necessary electrical issues repaired and resolved by a Chevrolet expert.

Mr. Stroman suggested that Chevrolet provide a regional expert to thoroughly check the electrical system. Apparently, Chevrolet has elite troubleshooters with far more knowledge than the typical dealer's mechanic. He also suggested that Chevrolet could equip the vehicle with a "video data recorder" which can be activated by the driver within 20 seconds of an intermittent problem. This "black box" will record the information coming from all the vehicle's computers and sensors to identify the source of any intermittent problem.

Chevrolet shall have one additional chance to identify and correct the intermittent electrical failures.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

N/A

b **Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.**

N/A

CASE [redacted]	Customer: M[redacted]
Arbitrator: Stephen R Cameron	Date: 10/24/05

CALIFORNIA REPAIR DECISION

CASE: [redacted]	Customer: Ms. [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 10/19/05
Arbitrator: Stephen R Cameron	Date: 10/23/05

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, repair the following components/symptoms in the "vehicle", leased owned or leased by the customer.

(List all components/symptoms to be repaired)

1

Intermittent loss of electrical power problems

2

Rear cup holder

3

4

5

6

7

8

9

Question 3

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

CASE: [redacted]	Customer: [redacted]
Arbitrator: Stephen R Cameron	Date: 10/23/05

BBB

CALIFORNIA
REASONS FOR DECISION

CASE: [redacted]	Customer [redacted]
VIN: 1GNDT13SX42[redacted]	Hearing Date: 10/19/05
Arbitrator: Stephen R Cameron	Date: 10/23/05

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

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"Check Engine" light came "on"
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Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Repair

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According to the records available at the hearing, the vehicle was out of service:
3/9/05 ? 3/21/05 ? as few as 1, or as many as 11 days due to a door seal problem, rear left seat not able to fold down without rubbing on auxiliary power outlet (causing a mark on the seat)
7/27/05 ? 1 day because radio losses its time and Auto Volume controller does not work, 4-wheel drive light comes ?on? and ?off,? Service Engine light comes ?on,? and weather seals keep coming loose.
9/15/05 ? 9/20/05 ? 6 days because headlights and dash lights will occasionally turn off when the switch is ?on,? and the cup holder in

rear seat are is broken.
9/26/05 ? 1 day again due to headlights intermittently turning off while driving at night in the ?auto? position, newly installed cup holder is the wrong color and transmission has harsh downshifts.

In all, the vehicle was in for repairs approximately four times for at least nine days. The headlights turning off at night is current and the most serious problem, which may or may not have been properly repaired. The testimony at the hearing was that the vehicle computer does not show failure codes dealing with the lighting system.

The relevant laws governing this arbitration are the Magnuson-Moss Warranty ?Federal Trade Commission Improvement- Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods, and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

As applied to new automobile purchases and leases, the Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer?s written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide non-binding resolution of warranty disputes pursuant to oversight by the Department of Consumer Affairs.

The term "after a reasonable number of attempts? is imprecise, so the California Legislature attempted to clarify the standards. Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the electrical problems have been brought to the dealer?s attention for actual repairs three times. The Hamiltons have brought the vehicle in more than three times, but service records were not written for those additional trips. The vehicle has

not been out of service for warranty repairs for 30 days and, at the time of the hearing, the electrical problem may have been corrected. Nevertheless, the vehicle?s electrical issues need to be thoroughly inspected and all necessary items repaired by the manufacturer.

Mr. Stroman suggested that Chevrolet provide a regional expert to thoroughly check the electrical system. Apparently, Chevrolet has troubleshooters with far more knowledge than the typical dealer?s mechanic. He also suggested that Chevrolet equip the vehicle with a ?video data recorder? which can be activated by the driver within 20 seconds of an intermittent problem. This ?black box? will record the information coming from all the vehicle?s computers and sensors to identify the source of any intermittent problem.

Chevrolet shall have one additional chance to identify and correct the intermittent electrical failures.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

N/A

b **Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.**

N/A

CAS[redacted]	Customer [redacted]
Arbitrator: Stephen R Cameron	Date: 10/23/05

Voluntary Repurchase

- ❑ **BBB Case**

Straight

- ❑

COMPLIANCE DATE: 4/28/06

ADR REQUEST NUMBER: [redacted]

CUSTOMER NAME: [redacted]

LAST SIX OF VIN: 3 [redacted]

ADR CRM: Rodney Cross EXT. 20167

AVM _Walter: Ron Reed PHONE: (916) 985-6566

DATE ACCEPTANCE RECEIVED: 03/22/2006

NUMBER OF DAYS FOR COMPLIANCE: 30

TEAM MANAGERS SIGNATURE: *Nadine Williams*

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:
File will be returned without all information above completed.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/13/06 Case Number [redacted]

Customer: [redacted] State: CA

Business: Chevrolet

Mfr-Info: 1716 CA 1GNDT13SX42[redacted]

COMPLETE THE FOLLOWING AND RETURN IT TO THE FOLLOWING ADDRESS SO THAT IT IS RECEIVED WITHIN 30 DAYS OF THE ABOVE DATE:

BBB AUTO LINE
4200 Wilson Blvd.
Suite 800
Arlington, VA. 22203

You may want to return this form via certified mail. You may also fax the form to us at 703.247.9700.

Please call your case specialist to confirm receipt of your signed form by the BBB.

I have read the information on the attached cover letter and: (please check one)

X I ACCEPT THE ARBITRATION DECISION. I CHOOSE THE FOLLOWING OPTION:

Repurchase X

Replacement ____

____ I REJECT THE ARBITRATION DECISION.

Signature(s) of Titled Owner(s) [redacted] Date: 03-27-06
03-27-06

[for BBB use only: Form not r[redacted]

FACSIMILE TRANSMISSION

BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd. Suite 800
Arlington, Va.22203

FROM:	Name:	Tina Watowa
	Fax Number:	(703) 247-9700
TO:	Name:	Jonas Verhoff
	Fax Number:	18667158519

MESSAGES:

Date and time of transmission: Monday, November 21, 2005 6:40:06 PM
Number of pages including this cover sheet: 20

RE: CASE: [redacted]

Customer: [redacted]

November 19, 2005

TO: Stephen R. Cameron

We are writing to ask you to please reconsider your decision regarding our 2004 Chevrolet Trailblazer. The electrical issues on our car were not fixed, as we thought they might have been when in arbitration on November 19th 2005. Shortly after leaving the hearing that day the lights started giving us problems again.

Before we received the arbitration decision from the Better Business Bureau and yourself, we had the car in the shop again. At that time the cup holder was replaced with the correct color and the seals around the doors were replaced and repaired again.

Since the receipt of the arbitration letter we have had the car in the shop (Wheeler Chevrolet) for 4 days total in the last 2 weeks. They still said they were unable to duplicate the electrical problems. The options Mr. Stroman discussed during arbitration were never done, nor offered. We feel we are being treated unfairly. After Wheeler Chevrolet had our vehicle for 3 days from November 8th to November 10th, the GM representative called me and said to take it up with the BBB again. He was very rude on the phone to me when I asked him what he could do next. It appears to us that Chevrolet really doesn't care what happens to us or our vehicle.

Would you please consider having GM buy back the vehicle? We have no intention of owning another GM vehicle, due to the problems we have had with customer service and service to our Trailblazer.

Thank you again for your time.

[redacted]

[redacted]

SERIAL NO. 1GNDT13SX42[redacted]
(OWNER) CUSTOMER [redacted]
DELV. DATE 31MAR04
IN SERVICE 31MAR04
WAR.EXP.DATE
LICENSE NO.
UNIT N/A
SA

TY CA [redacted]
IONE [redacted]
IONE N/A EXT.
IONE [redacted]
N/A CODE
[redacted]
ROLET TRAILBLAZER 32435
? (Enter. #. N. VEH. CUST. ?) ....?

of 3 - Dealer: WAC-S
77908 Opened: [illegible] Closed: [illegible] Mileage: [illegible]
de: A Booker: 34 Comeback: N
nt: 8 [illegible]
NS [illegible] FOUND-COULD NOT DUPLICATE

E

ECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
22	WC	N9995		CUSTOMER CONCERN NOT DUPLICATED
				PTS$ 0.00 LBR$ 23.11 MSC$ 0.00
	ISPG	9999		SUBLET REPAIRS
				PTS$ 0.00 LBR$ 0.00 MSC$ 24.00

de: B Booker: 36 Comeback: N
nt: 4 CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER

ECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
40	WC	C2745		CUP HOLDER, CONSOLE FRONT CENTER REAR SEAT
				[illegible]
				PTS$ 51.49 LBR$ 15.41 MSC$ 0.00
22	ISPG	ADD		DIAGNOSIS
				PTS$ 0.00 LBR$ 7.00 MSC$ 0.00

de: C Booker: 34 Comeback: N
nt: 11 CUSTOMER STATES ALL SERVICES ARE CURRENT

N. Return for next page. EST#. ?. or E to Exit:

77908 Opened: [illegible] Closed: [illegible] Mileage: [illegible]

```
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
)     WC     Z7911                 SHUTTLE RIDE 2 WAY
                                   PTS$      0.00 LBR$      0.00 MSC$      0.00
ode: E  Booker: 34              Comeback: N
nt: RENTAL WHEELER OWNED RENTAL
WARRANTY REPAIR
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
)     WC     RENTAL                WHEELER OWNED RENTAL
                                   PTS$      0.00 LBR$      0.00 MSC$      0.00
of 3 - Dealer: WAC-S ------------------------------------------------------------*
76048     Opened: 27JUL05   Closed: 28JUL05   Mileage: 29916
ode: A  Booker: 155             Comeback: N

, S#, Return for next page, EST#, ?, or E to Exit:

76048     Opened: 27JUL05   Closed: 28JUL05   Mileage: 29916
ode: A  Booker: 155             Comeback: N
nt: 3      CUSTOMER STATES RADIO LOOSES THIS TIME AND AUTO VOLUME DOES N
.
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
.31   WC     N9995                 CUSTOMER CONCERN NOT DUPLICATED
                                   PTS$      0.00 LBR$     23.11 MSC$      0.00
ode: B  Booker: 34              Comeback: N
nt: S4WD   CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON A

ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
.31   CC     ADD                   DIAGNOSIS
                                   PTS$      0.00 LBR$      0.00 MSC$      0.00
ode: C  Booker: 155             Comeback: N
nt: SES    CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COME ON ARO
.
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
.31   WC     J6355                 POWERTRAIN CONTROLLER ON CAR REPROGRAM
                                   PTS$      0.00 LBR$     53.93 MSC$      0.00
ode: D  Booker: 21              Comeback: N
nt: 4      CUSTOMER STATES WEATHER SEALS RETURN DOORS ON BOTH SIDES KEEP

, S#, Return for next page, EST#, ?, or E to Exit:

76048     Opened: 27JUL05   Closed: 28JUL05   Mileage: 29916
ode: D  Booker: 21              Comeback: N

ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
.46   WC     A9360                 PANEL, REAR DOOR OUTER RIGHT REPAIR
                                   PTS$      0.00 LBR$     23.11 MSC$      0.00
ode: E  Booker: 96              Comeback: N
nt: Z7911  SHUTTLE RIDE 2 WAY
WARRANTY
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
:     WCS    Z7911                 SHUTTLE RIDE 2 WAY
                                   PTS$      0.00 LBR$     10.00 MSC$      0.00
of 3 - Dealer: WAC-S ------------------------------------------------------------*
71320     Opened: [illegible]   Closed: [illegible]   Mileage: [illegible]
ode: A  Booker: 32              Comeback: N
nt: 4      CUSTOMER STATES WEATHER SEAL OF OUTERS SIDE [illegible]
[illegible]
ECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.......................
.46   ISPS   C1641                 SEAL, FRONT DOOR UPPER LEFT REPLACE
                                   PTS$      0.00 LBR$      3.00 MSC$      0.00
ode: B  Booker: 32              Comeback: N

, S#, Return for next page, EST#, ?, or E to Exit:

71320     Opened: [illegible]   Closed: [illegible]   Mileage: [illegible]
ode: B  Booker: 32              Comeback: N
nt: 4      CUSTOMER STATES [illegible]
```

Line Code: D Booker: 32 Comeback: N
Complaint: Z7911 SHUTTLE RIDE 2 WAY
Cause: -

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
34	4	ISPG	Z7911		SHUTTLE RIDE 2 WAY

PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Press B, SH, EST#, ?, or E to Exit:

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL

INVOICE

PAGE 1

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1160 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX421[redacted]		29916/29916	T7

OPL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	27JUL05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
07:47 27JUL05	17:04 27JUL05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES RADIO LOOSES IT'S TIME AND AUTO VOLUMNE DOES NOT WORK			
CAUSE: .			
N9995 CUSTOMER CONCERN NOT DUPLICATED			
131 WC			(N/C)
29916 OPER. TO SPEC. DIA. CKT. TEST NO CODES STORED. TEST DROVE VEHICLE TO VERIFY AUTO VOLUME OPER. TO SPEC. RADIO WAS SET FOR LOW VOLUMNE CONTROL. CLOCK DID NOT RESET DURNING TESTING. OPER. TO SPEC. AT THIS TIME			
11/21/2005			
**********			
B CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON AND GOES OFF			
ADD DIAGNOSIS			
131 CC	0.00	0.00	
29916 NO CODES STORED DIA. CKT. TEST NO CODES STORED. OPER. TO SPEC. AT THIS TIME. POS. RELATED TO PCM LIGHT ON.			
**********			
C CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COMES ON AND GOES OFF			
CAUSE: .			
J6355 POWERTRAIN CONTROLLER ON CAR REPROGRAM			
131 WC			(N/C)
29916 DTC P060 STORED DIA. CKT. TEST DTC P0606 INTERNAL PCM FAULT. CHECKED TSB, FOUND PIP3164A. PROGRAM PCM FOR SETTING FALSE CODES. PCM REPROGRAMED CODES CLEARED NO CODES RESET.			
**********			
D CUSTOMER STATES WEATHER SEALS BETWEEN DOORS ON BOTH SIDES KEEP COMING LOOSE			
CAUSE: .			
A9360 PANEL, REAR DOOR OUTER RIGHT REPAIR			
146 WC			(N/C)

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE ☐ IN PERSON	

ACKNOWLEDGE NOTICE AND GRANT APPROVAL OF ALL PURCHASES IN THE ORIGINAL ESTIMATED PRICE. X

CUSTOMER SIGNATURE X

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

CUSTOMER COPY

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME: BUS:
CELL: [redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

INVOICE

PAGE 2

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		29916/29916	T7

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	27JUL05

R.O. OPENED	READY	OPTIONS
07:47 27JUL05	17:04 27JUL05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

29916 HEAT CAUSING STRIP AT FRONT OF REAR DOORS TO COME OFF GLUED
RUBBER STRIPS ON FRONT OF REAR DOORS BACK ON PART IS AUX RUBBER STRIP
TO PREVENT AIR FROM BETWEEN DOOR GAPS
****
E** SHUTTLE RIDE 2 WAY
CAUSE: WARRANTY
Z7911 SHUTTLE RIDE 2 WAY
4 WC (N/C)

****
THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on the portion of an account which remains unpaid after the above invoice date. The periodic rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay on the first of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR | REVISED ESTIMATE PART'S | TOTAL

APPROVED BY | NOTIFIED BY | TIME A.M. P.M.

DATE | ☐ PHONE # ☐ IN PERSON

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE X

CUSTOMER SIGNATURE
X

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 / DED	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9180
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

CUSTOMER #

WORKORDER
REPRINT
PAGE 1

YUBA CITY, CA
HOME: BUS:
CELL:

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX		29916/	T7

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 27JUL05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
27JUL2005 07:47		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
* &	S		WC	CUSTOMER STATES RADIO LOOSES IT'S TIME AND AUTO VOLUMNE DOES NOT WORK
# B	S4WD		WC	CUSTOMER STATES SERVICE 4WD LIGHT WAS ON BUT NOT NOW COME ON AND GOES OFF
# C	SES		WC	CUSTOMER STATES SERVICE ENGINE SOON LIGHT WAS ON COMES ON AND GOES OFF
# D	4		WC	CUSTOMER STATES WEATHER SEALS BETWEEN DOORS ON BOTH SIDES KEEP COMING LOOSE
# E	*27911		WC	SHUTTLE RIDE 2 WAY

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK

AUTHORIZATION FOR REPAIRS

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.
I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

CUSTOMER COPY

LABOR	PARTS	TOTAL

SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

[redacted]

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

CUSTOMER #[redacted]

[redacted]

YUBA CITY, CA [redacted]

HOME: [redacted] BUS:

CELL:

WORKORDER [redacted]

PAGE 1

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		31983/	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 15SEP05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
15SEP2005 08:00		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8		WC	CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO, THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.
# B	4		WC	CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN
# C	11		ISPG	CUSTOMER STATES ALL SERVICES ARE CURRENT
# D	Z7911		WC	SHUTTLE RIDE 2 WAY

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

[illegible] AND/OR ESTIMATED REPAIRS OR ADJUSTMENTS THAT THE SHOP TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS AREA CREDIT IS MADE

[illegible]

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.
I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THIS VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED _____

[illegible]

CUSTOMER COPY

PRELIMINARY ESTIMATE

LABOR	PARTS	TOTAL

LABOR	REVISED EST PARTS	TOTAL

APPROVED | NOTIFIED BY | TIME | INIT.

DATE | ☐ PHONE ☐ IN PERSON | #

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
360 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP05

R.O. OPENED	READY	OPTIONS: ENG:4.2 Liter MFI DOHC
08:00 15SEP05	12:48 20SEP05	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.
CAUSE: NO PROBLEM FOUND-COULD NOT DUPLICATE
N9995 CUSTOMER CONCERN NOT DUPLICATED
122 WC (N/C)

SUBL 5GL GAS PO#22374
ISPG (N/C)
FC:
31983 NORMAL. CHECK LIGHTS ON AUTO GO ON AND OFF NORMAL. IF IN DARK GO ON IN LIGHT GO OFF. CAN NOT FIND ANY THING WRONG AT THIS TIME. CHECK FOR BULLITINS NONE. #32- CUSTOMER REQUESTS FOR SERVICE MANAGER TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE PROBLEM. ALAN C. 9/19/05. #32-ROADTESTED VEHICLE 115 MILES. ALL LIGHTS AND INTERIOR LIGHTING WORKING TO MANUFACTURERS SPECIFICATIONS AT THIS TIME. TAPPED ON SWITCHE S WHILE DRIVING AT NIGHT, WIGGLED ACCESSIBLE RELATED WIRING HARNESSES. LIGHTS NEVER FLICKERE D. NO PROBLEM FOUND AT THIS TIME.
****

B CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN
C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR
REPLACE
146 WC (N/C)
1 89039677 F-HOLDER (N/C)
ADD DIAGNOSIS
122 WC (N/C)

31983 CUP HOLDER BROKEN. ORDER NEW CUP HOLDER. REMOVED SHIFT HANDEL AND BOOT TO REMOVE CENTER CONSOL AND REAR DUCTING TO REPLACE REAR CUP HOLDER AS PER PART ORERED

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the billing period following purchase. The periodic rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

REVISED ESTIMATE	LABOR	PARTS	TOTAL
APPROVED BY	NOTIFIED BY	DATE	A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON		

ADVANCED BY NOTICE AND DEAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X

CUSTOMER SIGNATURE
X

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

CUSTOMER COPY

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 873-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted] [redacted]

INVOICE

DUPLICATE 1
PAGE 2

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	20SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	12:48 20SEP05	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
C CUSTOMER STATES ALL SERVICES ARE CURRENT			
11 * SUBLET			
4 ISPG			(N/C)
**********			
D SHUTTLE RIDE 2 WAY			
CAUSE: WARRANTY REPAIR			
Z7911 SHUTTLE RIDE 2 WAY			
4 WC			(N/C)
**********			
E** WHEELER OWNED RENTAL			
CAUSE: WARRANTY REPAIR			
RENTAL WHEELER OWNED RENTAL			
4 WC			(N/C)
**********			

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of the account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE which you pay on the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

LABOR | REVISED ESTIMATE PARTS | TOTAL

APPROVED BY | NOTIFIED BY | TIME A.M. P.M.

DATE | ☐ PHONE # ☐ IN PERSON

I ACKNOWLEDGE NOTICE AND EMAIL APPROVAL OF ANY INCREASE IN THE ORIGINAL ESTIMATED PRICE X _____

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

350 Colusa Avenue
P.O. Box 1150 · Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029872821
B.A.R. # AD-015820

CUSTOMER #: [redacted]

[redacted]

YUBA CITY, CA [redacted]

HOME [redacted] BUS:

CELL

[redacted]

WORKORDER

PAGE 1

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		32435/	T#

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 26SEP05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2 Liter MFI DOHC
26SEP2005 12:57		

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 4		WC	CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR.

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

[illegible] TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SVC'D TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGED PRIOR TO SALE

[illegible] AUTHORIZE YOU TO PERFORM THE WORK AND FURNISH THE NECESSARY MATERIALS. I UNDERSTAND AN ESTIMATE IS NOT AN AGREEMENT TO DO WORK FOR A SPECIFIC PRICE. YOUR AUTHORIZED AGENT AGREES TO PAY A REASONABLE AMOUNT FOR ANY [illegible] AND DELIVERY OF THE VEHICLE. I AGREE TO PAY A REASONABLE AMOUNT FOR ANY [illegible] OR STORAGE OF VEHICLE AT SUCH TIME AS I AM NOTIFIED THAT REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR ANY PERSONAL ARTICLES LEFT IN VEHICLE. CUSTOMER GIVES PERMISSION TO TEST DRIVE VEHICLE ON PUBLIC ROADS. I AGREE TO HOLD WHEELER CHEVROLET AND ITS AGENTS HARMLESS FROM ANY AND ALL LIABILITY FOR DAMAGES RESULTING TO PERSONS OR PROPERTY DURING THE TEST DRIVE. I AGREE TO PAY ALL COSTS OF COLLECTION, INCLUDING REASONABLE ATTORNEY'S FEES, IF ACCOUNT IS PLACED FOR COLLECTION.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED X _____

TERMS: CASH OR APPROVED CREDIT CARD

CUSTOMER COPY

PRELIMINARY ESTIMATE		
LABOR	PARTS	TOTAL
LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED	NOTIFIED BY	TIME
DATE	☐ PHONE ☐ IN PERSON	#

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

CALIFORNIA EVIDENCE OF FINANCIAL RESPONSIBILITY CARD

☒ 23035 Liberty Mutual Fire Insurance Company

☐ 23043 Liberty Mutual Insurance Company

☐ 42404 Liberty Insurance Corporation

Liberty Mutual.

Certifies that it has issued a liability insurance policy with compulsory coverage as required by the California financial responsibility law, to the policyholder named below with respect to the vehicle described.

POLICY NUMBER	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE
[redacted]	02/20/05	09/11/05

[redacted]
YUBA CITY CA [redacted]

Name and address of office issuing this policy
LIBERTY MUTUAL GROUP
PO BOX 138003
SACRAMENTO, CA 95813
PHONE: (916) 364-1792

Applicable with respect to the following vehicles:

2004 CHEV	1GNDT13SX[redacted]
Year & Make	Vehicle Identification Number

Authorized Representative

AUTO3821 R4 SEE IMPORTANT MESSAGE ON REVERSE SIDE

2676*

CALIFORNIA EVIDENCE OF FINANCIAL RESPONSIBILITY CARD

Address of the issuing office
PO BOX 138003
SACRAMENTO, CA 95813
PHONE 800-225-8000
CLAIMS PHONE 800-344-3679
ROADSIDE ASSISTANCE 1-800-CALL-AAA

Liberty Mutual.

COMPANY/CODE NUMBER
LIBERTY MUTUAL FIRE INSURANCE CO.

NAIC NUMBER
23035

Certifies that it has issued a liability insurance policy with compulsory coverage as required by the California financial responsibility law, to the policyholder named below with respect to the vehicle described.

NAME OF INSURED
[redacted]
YUBA CITY CA [redacted]

Name and address of office issuing this card
LIBERTY MUTUAL GROUP
2815 BROWNS BRIDGE ROAD PO BOX 2976
GAINESVILLE GA 30503

POLICY NUMBER
[redacted]

POLICY EFFECTIVE DATE
09/11/05

POLICY EXPIRATION DATE
09/11/05 [redacted]

CARD EFFECTIVE DATE
[redacted]

CARD EXPIRATION DATE
09/11/05

Applicable with respect to the following vehicle

2004	CHEV	TRAILBLA	1GNDT13SX4[redacted]
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER

AUTO 3821 R4

SEE IMPORTANT MESSAGE ON REVERSE SIDE

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA MAZDA Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 028672821
B.A.R. # AD-015820

[redacted]

CUSTOMER #[redacted]

WORKORDER

PAGE 1

[redacted]

YUBA CITY, CA[redacted]

HOME: [redacted] BUS:

CELL: [redacted]

SERVICE ADVISOR: 32 CAROTHERS, ALAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		34234/	T41.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			** WAITER **		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
14NOV2005 09:22		ENG:4.2_Liter_MFI_DOHC

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8	WC	CUSTOMER STATES INSTRUMENT PANEL LIGHTS GO OUT AT NIGHT WHEN LIGHTS ARE SET IN AUTO POSITION-CHECK AND ADVISE

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorized you to perform the repairs and furnish the necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable able storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any non-factory sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS-CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED X _____

TERMS CASH OR APPROVED CREDIT CARD

CUSTOMER COPY

PRELIMINARY ESTIMATE			
LABOR	PARTS		TOTAL
REVISED ESTIMATE			
LABOR	PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	A.M. P.M.
DATE	☐ PHONE ☐ IN PERSON	#	

☐ SAVE PARTS ☐ DISCARD PARTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

[redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

INVOICE

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

PAGE 1

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		33620/33620	T68*

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			11:30 02NOV05		0.00	CASH	02NOV05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
11:09 31OCT05	14:14 02NOV05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WEATHERSTRIP OVER BOTH REAR TIRES LOOSE			
CAUSE: .			
C1120 WEATHERSTRIP REAR DOOR RIGHT ALIGN OR REPLACE			
122 WC			(N/C)
1 15205660 WEATHERST			(N/C)
1 15205661 WEATHERST			(N/C)
C1121 WEATHERSTRIP REAR DOOR LEFT ALIGN OR REPLACE			
122 WC			(N/C)
33620 BOTH REAR DOOR WEATHER SRIPS LOSSE. ORDER NEW WEATHER SRIPS. SECURE BEST AS CAN TILL GET NEW ONES. INSTALL LEFT AND RIGHT REAR DOOR WEATHER STRIPS.			
**********			
B** CUSTOMER STATES WHILE DRIVING AT NIGHT WITH HEADLIGHTS ON AUTO,LIGHTS WENT OUT,TURNED TO ON & HEADLIGHTS CAME BACK ON-SEE HIST			
CAUSE: .			
N9995 CUSTOMER CONCERN NOT DUPLICATED			
122 WC			(N/C)
33620 NORMAL AT THIS TIME. CHECK FOR BULLITINS NONE. CHECK FORCODES NONE. ROAD TEST LIGHTS WORKING NORMAL AT THIS TIME.			
**********			
C** CUSTOMER STATES CUP HOLDER JUST INSTALLED IS WRONG COLOR-SOP			
CAUSE: .			
C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR REPLACE			
122 WC			(N/C)
1 89039677 F-HOLDER			(N/C)

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X

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

CUSTOMER COPY

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

[redacted]

INVOICE

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		33620/33620	T68*

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			11:30 02NOV05		0.00	CASH	02NOV05

R.O. OPENED	READY	OPTIONS:
11:09 31OCT05	14:14 02NOV05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

33620 WRONG COLOR. INSTALL NEW REAR CUP HOLDER. PULL CONSOLE UP YO
INSTALL NEW CUP HOLDER.

****

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

Wheeler
Oldsmobile
CHEVROLET
mazda Jeep

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A **FINANCE CHARGE** is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of 18%. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # _____ ☐ IN PERSON	

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

CUSTOMER SIGNATURE

X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029872821
B.A.R. # AD-015820

[redacted]

CUSTOMER #: [redacted]

[redacted]

YUBA CITY, CA [redacted]

HOME: [redacted] BUS:

CELL:

WORKORDER REPRINT PAGE 1

SERVICE ADVISOR: 35 BARR, REX G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		34022/	T59

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
08NOV2005 09:27		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	8	WC	CUSTOMER STATES DASH AND ALL INTERIOR LITES QUIT WORKING INTERMITTENT WHEN HEADLITES IN AUTO POSITION SOMETIMES HEADLITES QUIT ALSO
#	B	RENTAL	WC	WHEELER OWNED RENTAL

THANK YOU FOR CHOOSING
WHEELER AUTO CENTER
FOR YOUR VEHICLES
SERVICE NEEDS
HAVE A GREAT DAY !

"BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG TEST INDICATES ARE NECESSARY."

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorized you to perform the repairs and furnish the necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay a reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. Not responsible for any non-factory sound or radio systems. Customer shall not be entitled to recover from WHEELER OLDS-CAD any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGE ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

SIGNED X _____

TERMS CASH OR APPROVED CREDIT CARD

CUSTOMER COPY

PRELIMINARY ESTIMATE			
LABOR	PARTS		TOTAL
REVISED ESTIMATE			
LABOR	PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	A.M. P.M.
DATE	☐ PHONE ☐ IN PERSON	#	

☐ SAVE PARTS ☐ DISCARD PARTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

[redacted]

[redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

INVOICE

[redacted]

YUBA CITY, CA[redacted]
HOME[redacted] BUS:
CELL[redacted]

PAGE 1

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX[redacted]		34022/34128	T59

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	10NOV05

R.O. OPENED	READY	OPTIONS:
09:27 08NOV05	12:00 10NOV05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES DASH AND ALL INTERIOR LITES QUIT WORKING INTERMITTENT
WHEN HEADLITES IN AUTO POSITION SOMETIMES HEADLITES QUIT ALSO
CAUSE: .
N9995 CUSTOMER CONCERN NOT DUPLICATED
122 WC (N/C)

MISC FUEL FOR EXTENDED ROADTEST
WC (N/C)
34022 NORMAL AT THIS TIME. CHECK FOR BULLITINS NONE. NEED TO HAVE DRIVEN AT NIGHT. CHECK FOR CODES NONE. WORKING NORMAL AT THIS TIME. #32- ROADTESTED VEHICLE 106 MILES AT NIGHT. LIGHTS NEVER FLICKERED OR WENT OUT. TAPPED ON LIGHT SWITCH AND WIGGLED ACCESSIBLE WIRING DURING ROADTEST, SYSTEM IS WORKING TO FACTORY SPECIFICATIONS AT THIS TIME. ADVISED ABM OF RESULTS OF TESTING. CUSTOMER ALSO COMMMENTED THAT INSTRUMENT PANEL LIGHTS DIM WHEN POWER WINDOWS ARE OPERATED. VERIFIED COMPLAINT. FOUND THIS IS A NORMAL OPERATING CHARACTERISTIC OF VEHICLE DUE TO HIGH ELECTRICAL DRAW WHEN WINDOWS ARE OPERATED. CALLED TAC-TALKED TO MICHAEL SHERMAN CASE # [redacted] TAC CHECKED NATIONAL DATA BASE, NO SIMILAR COMPLAINTS ON FILE. TAC RECOMMENDED MAKING NO REPAIRS UNTIL PROBLEM CAN BE VERIFIED LEFT MESSAGE FOR ABM TO ADVISE. ALANC. 11/10/05 RETURNED VEHICLE TO CUSTOMER AND ADVISED OF FINDINGS. CUSTOMER NEEDS TO BRING VEHICLE IN WHEN PROBLEM OCCURS. NOTE- EXTENDED ROADTEST WAS RECOMMENDED BY GM CUSTOMER ASSISTANCE.

****

B WHEELER OWNED RENTAL
CAUSE: .
RENTAL WHEELER OWNED RENTAL
4 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY | NOTIFIED BY | TIME A.M. P.M.

DATE | ☐ PHONE # _____ ☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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

CUSTOMER COPY

[redacted] [redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

INVOICE

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

PAGE 2

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		34022/34128	T59

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	10NOV05

R.O. OPENED	READY	OPTIONS:
09:27 08NOV05	12:00 10NOV05	ENG:4.2 Liter MFI DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A **FINANCE CHARGE** is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of 18%. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY | NOTIFIED BY | TIME A.M. P.M.

DATE | ☐ PHONE # _____ ☐ IN PERSON

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

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

November 21, 2005

Re:CAM07 [redacted] vs Chevrolet Motor Division 1GNDT13SX[redacted]

ALAN JARRETT
CHEVROLET
P O BOX 33170
DETROIT MI 48232

Dear Madam/Sir:

The customer in the aforementioned case has requested reconsideration of the repair decision awarded in this case. Enclosed is a copy of the letter he/she submitted requesting a reconsideration.

Please return your comments to BBB AUTO LINE so that we receive them within ten days from the date of this letter. If your comments are received within ten days, they will be sent to the arbitrator together with the customer's reconsideration request. If we do not receive your comments by that time, the request will be sent to the arbitrator without your comments.

A reconvening may be scheduled, the arbitrator may elect to change the decision without a reconvening, or the arbitrator may decide to not reconsider the decision. We will contact you regarding your availability for the hearing if the arbitrator chooses to reconvene. The local BBB may schedule this after checking with the arbitrator(s) for availability. Please call me if you have any questions at 800.334.2406.

Sincerely,

Tina Watowa at Extension 230

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

POST DECISION
SETTLEMENT FORM

Customer: [redacted] Case Number: [redacted]

Manufacturer: Chevrolet Date: March 22, 2006

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Due to mathmatical errors in the Mandated Decision a Post Decision settlement is required.
The following corrected figures will be used in calculating the Mandated Repurchase of the consumer's 2004 Trailblazer:

a) The actual price paid - $25,704.75
b) Sales tax - $1,999.45
c) License, registration, and offical fees - $335.25 *
d) Reasonable repair, towing, and rental car costs actually incurred by buyer - N/A
e) Prepayment penalties - TBD
f) Earned finance charges up to the time of repurchase - TBD
g) Other - N/A
h) Reasonable use deduction - $1,849.24
i) TOTAL REPURCHASE AMOUNT - $26,190.21*

Customer (print name)	Manufacturer's Representative (print name)
Signature	Signature
Date	Date

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

POST DECISION SETTLEMENT FORM

Customer: [redacted] Case Number: [redacted]

Manufacturer: Chevrolet Date: March 22, 2006

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a) The actual price paid - $25,704.75
b) Sales tax - $1,999.45
c) License, registration, and offical fees - $335.25 *
d) Reasonal repair, towing, and rental car costs actually incured by buyer - N/A
e) Prepayment penalties - TBD
f) Earned finance charges up to the time of repurchase - TBD
g) Other - N/A
h) Reasonable use deduction - $1,849.24
i) TOTAL REPURCHASE AMOUNT - $26,190.21*

Customer (print name)	Manufacturer's Representative (print name)
Signature	Signature
Date	Date

GM RVDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

December 12, 2017

JOHN L SULLIVAN CHEVROLET
700 AUTOMALL DR
ROSEVILLE, CA 95661

Subject: 2004 Chevrolet TrailBlazer
Customer [redacted]
VIN: 1GNDT13SX4[redacted]
REF [redacted]

Dear Gary Meyers:

General Motors will issue a check in the amount of $6,018.63 made payable to Joelene F. Hamilton. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $26,792.27 to Nuvell Financial. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

Christin Vyvyan
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return both pages of this agreement to my attention at the following fax # 866-802-6668 by Friday April 7, 2006. If you have any questions you may reach me at 866-802-6625 X 1186.

JOHN L SULLIVAN CHEVROLET 112104 Management Agent's Signature and Title.

JOHN L SULLIVAN CHEVROLET 112104 Management Agent's Printed Name and Title.

FACSIMILE TRANSMISSION

BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd. Suite 800
Arlington, Va.22203

FROM:	Name:	Tina Watowa
	Fax Number:	(703) 247-9700
TO:	Name:	Mark Ellis
	Fax Number:	18664393816

MESSAGES:

Date and time of transmission: Thursday, February 09, 2006 11:34:02 AM
Number of pages including this cover sheet: 05

RECON 2

Page 1 of 3

RE: CASE: [redacted]

Customer: [redacted]

February 8, 2006

TO: Stephen R. Cameron

Thank you for your decision to have our 2004 Trailblazer sent for repair again. We got our hopes up thinking it might finally be fixed. GMC called to have us take it into the shop again. They asked us which dealership we would like to go to, we chose the same one, as we figured all Chevrolet mechanics should have the same training and vehicle specifications. The other dealerships are located out of town.

Unfortunately, the auto dealership is still claiming they are unable to find anything wrong with it. They kept our vehicle for the whole service day on February 6th, 2006. Please see supporting documents (work order # [redacted] page 1 and page 2) for this date attached to this letter.

At this time we would like to ask again to please have them purchase the vehicle back from us. We are very dissatisfied with their lack of knowledge and know how when it comes to repairing this vehicle.

Thank you again for your time.

[redacted]

jfh

[redacted]

[redacted]

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

INVOICE

[redacted]
YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		37443/37459	T13-

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 06FEB06		0.00	CASH	06FEB06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09:07 06FEB06	15:57 06FEB06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES TRANSMISSION HAS HARD UP SHIFTS AND DOWN SHIFTS **
SEE SERVICE MANAGER ON THIS **
CAUSE: NORMAL OPERATION
K9995 CUSTOMER CONCERN NOT DUPLICATED
131 WC (N/C)
134 WC (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

ADD DIAGNOSIS
131 WC (N/C)

#32- ROADTESTED WITH CUSTOMER. UNABLE TO DUPLICATE CONCERN. WE WILL CHECK FOR ANY CALIBRATION UPDATES AND HAVE TRANSMISSION TECH INSPECT PER JONAS AT GM. ALANC. 2/6/06.....TECH #131..... CHECKED SPS FOR LATEST CALIBRATION. POWER TRAIN CONTROL MODULE CALIBRATIONS UP TO DATE AS OF 2/6/06. TEST DROVE COULD NOT VERIFY CUST. CONCERN. TECH 134 37472 TEST DROVE VEHICLE, TRANS IS SHIFTING TO FACTORY SPEC'S AT THIS TIME. CHECKED TRANS FLUID, FULL AND CLEAN. CHECKED FOR CODES, NONE PRESENT. CUSTOMER CONCERN COULD NOT BE DUPLICATED. **NOTE** THREE DIFFERENT TECHNICANS ROADTESTED VEHICLE TO TEST TRANSMISSION. TRANSMISSON IS WORKING TO FACTORY SPECIFICATIONS AT THIS TIME.
****

B CUSTOMER STATES THAT IPC LIGHTS DIM WHEN WINDOWS ARE OPERATED-CHECK AND ADVISE
CAUSE: NORMAL OPERATION
8 * ELECTRICAL AND RELATED REPAIRS
131 ISPG (N/C)
37443 OPER. TO MANU. SPEC. DIA. CKT. TEST NO CODE STORED IN BCM. CHECKED BODY CONTROL MODULE FOR CURRENT CALIBRATIONS. BCM CALIBRATIONS UP TO DATE. CHECKED POWER AND GROUNDS UNDERHOOD, NO TROUBLE FOUND. TEST ALT. CHARGING 100+ AMP. BATTERY TESTED GOOD 12.99V 676 CCA, CODE

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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

CUSTOMER COPY

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

[redacted] [redacted]

INVOICE

350 Coluse Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL

PAGE 2

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		37443/37459	T13-

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 06FEB06		0.00	CASH	06FEB06

R.O. OPENED	READY	OPTIONS:
09:07 06FEB06	15:57 06FEB06	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

8F09W-1U. POWER LOADS ON ELECTRICAL SYSTEM WILL CAUSE LIGHTS TO DIM SOME WHEN USED. SEE DOC#1619135. OPERATING TO MANUFACTURERS SPECICICATIONS AT TH IS TIME.

****

C SHUTTLE RIDE 2 WAY
CAUSE: CUSTOMER SATISFACTION
Z7911 SHUTTLE RIDE 2 WAY
4 WC (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

****

D CUSTOMER STATES ALL LIGHTS WILL FLICKER OFF AND ON AT TIMES WHILE DRIVING
CAUSE: NORMAL OPERATION
8 * ELECTRICAL AND RELATED REPAIRS
131 ISPG (N/C)
37459 COULD NOT VERIFY CUST. CONCERN. TEST DROVE VEHICLE COULD NOT VERIFY CUST. CONCERN. LIGHTING SYSTEM IS OPERATING TO FACTORY SPECIFI CATIONS AT THIS TIME.

****

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # _____ ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

February 9, 2006

Re:CAM07 CHV0590273 :Hamilton vs Chevrolet Motor Division 1GNDT13SX42[redacted]

ALAN JARRETT
CHEVROLET
P O BOX 33170
DETROIT MI 48232

Dear Madam/Sir:

The customer in the aforementioned case has requested reconsideration of the repair decision awarded in this case. Enclosed is a copy of the letter he/she submitted requesting a reconsideration.

Please return your comments to BBB AUTO LINE so that we receive them within ten days from the date of this letter. If your comments are received within ten days, they will be sent to the arbitrator together with the customer's reconsideration request. If we do not receive your comments by that time, the request will be sent to the arbitrator without your comments.

A reconvening may be scheduled, the arbitrator may elect to change the decision without a reconvening, or the arbitrator may decide to not reconsider the decision. We will contact you regarding your availability for the hearing if the arbitrator chooses to reconvene. The local BBB may schedule this after checking with the arbitrator(s) for availability. Please call me if you have any questions at 800.334.2406.

Sincerely,

Tina Watowa at Extension 230

CASE ASSESSMENT BY: Jonas Verhoff **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle:2004 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 31,970**

Vehicle ID No.: 1GNDT13SX [redacted] **In Service Date:3/31/04** **Purchased: New**

What is customer seeking: Repair/Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Various Electrical concerns

Date:	Mileage:	Days Out	Description of Repair:
3/9/05	24331	13	Radio loses Time and Auto Volume- operating as designed 4wd Light on- No stored codes, operating as designed Service engine light- found codes, reprogrammed PCM for setting false Codes
9/15/05	31,983	5	Dash lights and radio lights go out- could not duplicate Road tested vehicle for 115 miles- could not duplicate

Total Days Out of Service: _18___(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** ☐ **NO:** ☒ xx

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
_Repairs_____

AVM and/or DEALER RECOMMENDATION(s):
Dealer has not been able to duplicate concern. AVM has provided no recommendation at this time.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Offer GMPP MG 36/36 to cover needed electrical components and continue to have DLR work with cust under terms of the NVW.

Decision reached by CRM: **Arbitrate case:** ☐ **Settle case:** ☐

Team Manager Approval: Date:

Revised by r.fick 09/28/04

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

POST DECISION SETTLEMENT FORM

Customer: [redacted] Case Number: [redacted]

Manufacturer: Chevrolet Date: March 22, 2006

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Due to mathmatical errors in the Mandated Decision a Post Decision settlement is required.
The following corrected figures will be used in calculating the Mandated Repurchase of the consumer's 2004 Trailblazer:

a) The actual price paid - $25,704.75
b) Sales tax - $1,999.45
c) License, registration, and offical fees - $335.25 *
d) Reasonable repair, towing, and rental car costs actually incurred by buyer - N/A
e) Prepayment penalties - TBD
f) Earned finance charges up to the time of repurchase - TBD
g) Other - N/A
h) Reasonable use deduction - $1,849.24
i) TOTAL REPURCHASE AMOUNT - $26,190.21*

	PETER KOENIG SR
Customer (print name)	Manufacturer's Representative (print name)
Signature	Signature
	3/27/06
Date	Date

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 12, 2017

Mr. Stephen R. Cameron
Sacramento Valley Better Business Bureau
400 S Street
Sacramento, CA 95814-6997

Re: [redacted]
Siebel Request: [redacted]
2004/Chevrolet/Trailblazer
VIN # 1GNDT13SX[redacted]

Dear Mr. Cameron:

This is a letter of response regarding a Better Business Bureau case {CHV0590273} involving the above referenced customer requesting reconvening.

General Motors has been unable to duplicate the customer's complaint after extensive testing. The manufacturer believes a reconvening should not be held for the following reasons:

- Vehicle was kept for one week being road tested at night for 106 miles and the problem never occurred (please refer to repair order #79837).
- The lights never flickered or went out during road test conducted on repair order [redacted]
- The manufacturer can not repair a problem that is intermittent and not present which the customer has also attested to in her letter to BBB.
- The customer commented to dealer that the instrument panel lights dim when power windows are operated and this is a normal operating characteristic of vehicle due to high electrical draw when windows are operated.
- GM does not have any other similar cases documented on file.

GM respectfully requests that a reconvening not be granted and a TE be requested. An independent technical expert examination of the customer's vehicle at this point would afford both the customer and the arbitrator the opportunity to have an unbiased opinion of the vehicle and its concern.

.

Sincerely,

Andrew R. Stroman, Jr.
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension {58084}
FAX# 866-{359-9725}

BBB Auto Line

Technical Expert's Report

		Start Date: 09/16/05		Arb. Date: 01/20/06	
Bureau:	CBBB	**Case Number:**	[redacted]		
Staff Contact & Extension #:	Tina Watowa, ext. 230			**Fax:**	954-539-3225
Customer:	[redacted]				
Address:	[redacted] Yuba City, CA [redacted]				
Telephone:	**Day:** [redacted]			**Evening:**	
Alternate Phone - Contact Information:	[redacted]				
Vehicle Location:	Contact consumer				

Vehicle Information

Make:	Chevrolet	**Model:**	Trailblazer	**Year:**	2004
Mileage:	31,970	**V.I.N.:**	1GNDT13SX4[redacted]		
Request Date:	2006-01-10 22:29:52	**Complete By:**	ASAP		
Any Special Instructions:					
Completion Date/Time:	1/16/06 11:30 AM	**Inspector:**	Alex Groundsell		

Odometer at Start:	37,003	**After Road Test:**	37,020
Miles Driven:	17	**Date/Time Inspected:**	1/13/06 5:25 PM

Technical Inspection Request

Problem:	Loss of headlights while driving at night. Customer complains that headlights intermittently shut off while driving at night. Dealer has tried extensively to duplicate the problem, but vehicle has never lost lighting while with the dealer.
Does Problem Exist:	No
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The appointment was set at night both at the customer's request and to assist in identifying the problem. The subject vehicle was started with the lamp switch in the off position and then the inspector turned the headlight switch on and all external lamps illuminated as designed. The inspector test-drove the subject vehicle 17 miles to evaluate all complaints. The inspector stopped and switched all systems off including the ignition and let the vehicle sit for

	one minute then restarted the engine, turned the headlight switch to automatic and the lighting system illuminated as designed. The inspector then switched from automatic to manual and there was a short period that the headlights were out but they illuminated each time the switch was moved.

Problem:	Thoroughly check electrical system. . Please check-test all electrically powered, monitored and controlled components for operation, flaws, noises, problems or other irregularities. If any flaws, problems, irregularities are verified, list possible cause(s). . Customer complains that instrument panel lights dim when electric windows run, possible connection?
Does Problem Exist:	Yes
Probable Cause(s):	Suspect an excessive draw or a poor ground that would require additional testing and diagnosis to pinpoint the route cause and extent of the problem.
Test, Evaluation and Basis for Conclusion(s):	The inspector test-drove the subject vehicle 17 miles with all of the electrical components operating in an attempt to cause headlight failure and only the dash lights flickered when the windows were operated. A visual inspection revealed all fuses were good and secure as were the relays. There was one wire with a round terminal clipped up away from the fuse/relay board. Without the schematics, the inspector could not verify it's correct location, see images attached.

Problem:	Transmission shifting. Customer complains that transmission does not shift up smoothly.
Does Problem Exist:	Yes
Probable Cause(s):	Suspect internal transmission fault or a problem with the BCM that would require additional testing and diagnosis to pinpoint the route cause and extent of the problem
Test, Evaluation and Basis for Conclusion(s):	The inspector test-drove the subject vehicle 17 miles and verified several up shifts were very harsh as well as when coming to a halt there was a delay in the downshift. The inspector could not duplicate the problem by repetition of driving in the same style. A visual inspection revealed there were no signs of external leaks or impact damage. Overall the subject vehicle drove and performed well.

Technical Expert's Biography

Technical Expert:	Alex W Groundsell
Years of Experience:	10+
Certified By:	ASE
ASE Identification #:	OW8FV9VL8GROUND

Areas of Certification

Engine Repair:	06/06	**Suspension & Steering:**	06/06
Heating & Air Conditioning:	06/06	**Electrical / Electronic Systems:**	06/06
Auto Trans / Transaxle:	06/06	**Manual Drive Train & Axles:**	06/06
Brakes:	06/06	**Cylinder Head Specialist:**	12/06
Assembly Specialist:	12/06		

See Images:

CHV0590273_1224_4396.JPG | CHV0590273_1224_2138.JPG | CHV0590273_1224_8891.JPG |
CHV0590273_1224_6468.JPG | CHV0590273_1224_4712.JPG | CHV0590273_1224_3576.JPG |
CHV0590273_1224_7640.JPG | CHV0590273_1224_2992.JPG | CHV0590273_1224_2418.JPG |
CHV0590273_1224_5884.JPG | CHV0590273_1224_7098.JPG | CHV0590273_1224_1285.JPG |
CHV0590273_1224_5493.JPG | CHV0590273_1224_4833.JPG | CHV0590273_1224_9730.JPG |
CHV0590273_1224_5799.JPG | CHV0590273_1224_6500.JPG | CHV0590273_1224_1945.JPG |
CHV0590273_1224_7209.JPG | CHV0590273_1224_8942.JPG | CHV0590273_1224_1147.JPG |
CHV0590273_1224_4769.JPG |

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.



(ONE WIRE WITH ROUND TERMINAL CLIPPED AWAY FROM FUSE BOX ITS PURPOSE/USE UNKNOWN TO IMI)

Close Window



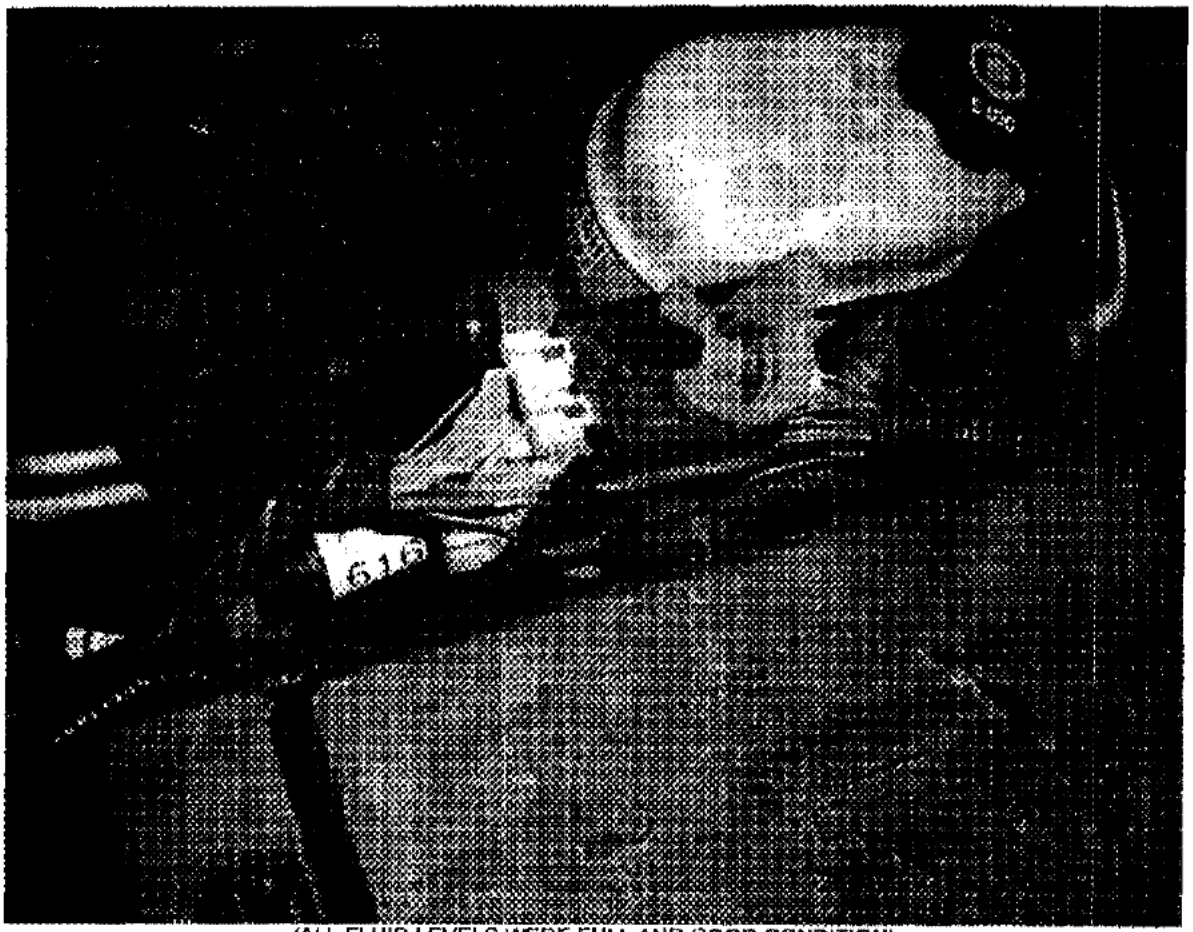
(ALL ELECTRICAL CONNECTORS WERE SECURE AND TIGHT)

Close Window



(FUSE BOX CLEAN AND ALL ITEMS SECURE)

Close Window



(ALL FLUID LEVELS WERE FULL AND GOOD CONDITION)

Close Window

Case Number	[redacted]
Name	[redacted]
City-State-Zip	Yuba City, CA [redacted]
Phone #	[redacted]
Specialist	Tina Watowa twatowa@cbbb.bbb.org
Start Date	09/16/05
Close Date	10/25/05
Days Elapsed	39
Attorney	
Arbitrator	Mr. Stephen R Cameron

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A02	09/16/2005	VIN Taken with initial claim ... Tina Watowa Ext 23
UPDATE	A06	10/07/2005	Arbitration Scheduled for 10:00 AM on 10/19/05
UPDATE	A07	10/25/2005	Repair was awarded
UPDATE	A09	11/07/2005	Performance Due by 12/07/05
UPDATE	A08	11/07/2005	Customer Accepts Interim Decision
UPDATE	A10	12/19/2005	Reconvening Request Received.
UPDATE	A06	12/30/2005	Reconvening Scheduled for 10:00 AM on 01/10/06
UPDATE	A06	12/30/2005	Arbitration Now Scheduled for 10:00 AM on 10/19/05
UPDATE	A06	01/03/2006	Arbitration Now Scheduled for 10:00 AM on 01/10/06
UPDATE	A13	01/17/2006	e-mail
UPDATE	A05	01/17/2006	TE Form Available
UPDATE	A06	01/23/2006	Reconvening Scheduled for 1:00 PM on 01/20/06
UPDATE	A07	01/25/2006	Repair was awarded
UPDATE	A08	01/26/2006	Customer Accepts Interim Decision
UPDATE	A09	01/26/2006	Performance Due by 02/26/06
UPDATE	A10	02/09/2006	Reconvening Request Received.
UPDATE	A06	02/20/2006	Reconvening Scheduled for 10:00 AM on 03/07/06
UPDATE	A06	02/20/2006	Arbitration Now Scheduled for 1:00 PM on 01/20/06
UPDATE	A07	03/13/2006	Repurchase/Replacement was awarded
UPDATE	A09	03/28/2006	Performance Due by 04/28/06
UPDATE	A08	03/28/2006	Customer Accepts Final Decision

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	CAARD	Acceptance or Rejection of Decision	03/28/06
☐	post	Post Decision Settlement Form	03/27/06
☐	post	Post Decision Settlement Form	03/27/06
☐	post	Post Decision Settlement Form	03/22/06
☐	post	Post Decision Settlement Form	03/22/06
☐	caar2	CA-ARD for Repurch/Replace	03/13/06
☐	CAM4	CA-new dec after recon to Mfr	03/13/06
☐	CAARD	Acceptance or Rejection of Decision	03/13/06
☐	F-DEC	Decision	03/13/06
☐	rcanh	Reconvening-CANOH	02/21/06
☐	F-DEC	Decision	02/16/06
☐	msdoc	Mfr's suprt docs	02/13/06
☐	CAM07	CA-Reqst for reconsideration-repair dec	02/09/06
☐	recon	Reconvening request from consumer	02/09/06
☐	CAARD	Acceptance or Rejection of Decision	01/26/06
☐	cam4	CA-new dec after recon to Mfr	01/25/06
☐	CAARD	Acceptance or Rejection of Decision	01/25/06
☐	F-DEC	Decision	01/25/06
☐	CAM12	CA-cust's comments to te-fyi	01/20/06
☐	CAM10	CA-Reqst for comment to te after hrg	01/17/06
☐	te	Technical Expert report	01/17/06
☐	tereq	TE Request Form	01/09/06
☐	MRF	Manufacturer Response Form	01/04/06
☐	CAM07	CA-Reqst for reconsideration-repair dec	12/30/05
☐	rcanh	Reconvening-CANOH	12/30/05
☐	cam3r	CA-recon NOH to Mfr	12/30/05
☐	F-DEC	Decision	12/28/05
☐	coth	Customer's other docs	12/01/05
☐	CAM07	CA-Reqst for reconsideration-repair dec	11/21/05
☐	cam6	CA-Customer's Acceptance To Mfr	11/07/05
☐	CAARD	Acceptance or Rejection of Decision	11/07/05

☐	caard	Acceptance or Rejection of Decision	10/25/05
☐	cam2	CA-Dec and Reasons to Mfr	10/25/05
☐	F-DEC	Decision	10/25/05
☐	F-DEC	Decision	10/24/05
☐	csdoc	Customer's suprt docs	11/21/05
☐	csla	Customer's SLA	10/20/05
☐	veh	Vehicle Registration	10/20/05
☐	CACCF	CA-Cust Claim Form	10/20/05
☐	als	Arbitrator Listing Sheet	10/06/05
☐	als	Arbitrator Listing Sheet	10/06/05
☐	cam3	CA-NOH to MFR	10/06/05
☐	casug	CA-Suggested Hearing Format	10/06/05
☐	canoh	California Notice Of Hearing	10/06/05
☐	map	Map to Hearing Site	10/06/05
☐	ccf	Customer Claim Form	10/04/05
☐	CAMRF	CA- Mfr Response Form	10/04/05
☐	CAMRF	CA- Mfr Response Form	10/04/05
☐	CAMRF	CA- Mfr Response Form	09/28/05
☐	CAMRF	CA- Mfr Response Form	09/16/05
☐	cam8	CA-Updated CCF/Documentation Letter	09/16/05
☐	CACCF	CA-Cust Claim Form	09/16/05
☐	caccf	CA-Cust Claim Form	09/16/05

Time Line:

Step Dated	Description	Dated By
Not Yet Dated	First Performance Attempt	N/A
04/28/06	Fin Dec Promised Perf Date	tinaw
03/28/06	Send Fin Acc/Rej to Mfr	tinaw
03/28/06	Cust Accepts/Rejects Fin Dec	tinaw
03/27/06	Call Customer re: ARD	tinaw
03/13/06	Send Fin Dec/Reasons to Mfr	denises
03/13/06	Send Fin Dec Acc/Rej to Cust	denises

03/13/06	Decision Finalized	denises
03/13/06	Create Blank New ARD Form	denises
03/13/06	Reconvening DEC finalized	denises
03/13/06	Recnv Decision Review Outcome	denises
03/13/06	Recon dec rcvd, not reviewed	denises
03/13/06	Send Arb Email for Decision	denises
03/07/06	Dt Arb rcvd info for rec dec	vicky
03/07/06	Go to Recon/Dt M Makes Offer	tinaw
02/17/06	Send Recon pkts to C,M,A,HSB	tinaw
02/17/06	Recon HSB cklist rec'vd	tinaw
02/17/06	Send Recon HSB Cklist	tinaw
02/16/06	Recvd Arb's Response to Recon Reqst	tinaw
02/14/06	Send Reconven Req to Arb	tinaw
02/14/06	Rec'vd Mfr's Availability	tinaw
02/09/06	Send Reconven Req to Mfr	tinaw
02/09/06	Rec'd Reconven Req From Cust	tinaw
02/09/06	Int Dec Perf Verified As/On	tinaw
02/08/06	First Performance Attempt	tinaw
02/26/06	Int Dec Promised Perf Date	tinaw
01/26/06	Send Int Acc/Rej to Mfr	tinaw
01/26/06	Cust Accepts/Rejects Int Dec	tinaw
01/26/06	Call Customer re: ARD	tinaw
01/25/06	Send Int Dec/Reas to Mfr	tinaw
01/25/06	Send Int Dec Acc/Rej to C	tinaw
01/25/06	Decision Finalized	tinaw
01/25/06	Recvd Arb's Response to Recon Reqst	tinaw
12/16/05	Send Reconven Req to Arb	tinaw
12/14/05	Rec'vd Mfr's Availability	tinaw
11/21/05	Send Reconven Req to Mfr	tinaw
11/21/05	Rec'd Reconven Req From Cust	tinaw
12/01/05	Int Dec Perf Verified As/On	tinaw
12/08/05	Send Perf Verif Ltr	tinaw
12/08/05	First Performance Attempt	tinaw
12/07/05	Int Dec Promised Perf Date	tinaw
11/07/05	Send Int Acc/Rej to Mfr	tinaw

11/07/05	Cust Accepts/Rejects Int Dec	tinaw
11/07/05	Call Customer re: ARD	tinaw
10/25/05	Send Int Dec/Reas to Mfr	tinaw
10/25/05	Send Int Dec Acc/Rej to C	tinaw
10/24/05	Decision Finalized	tinaw
10/24/05	Reason Dec Not OK to Send	linda
10/24/05	Decision Review Outcome	linda
10/24/05	Decision Rcvd-Not Reviewed	linda
10/24/05	Send Arb Email for Decision	linda
10/19/05	Dt Arb got all info for dec	linda
10/19/05	Arb Requests Additional Info	linda
10/19/05	Go to Hrng/Dt M Makes Offer	Tinaw
10/06/05	Send ATA/NOH to C,Mfr,Arb	tinaw
10/06/05	Enter Hrg/Inspect Info	tinaw
10/06/05	Date HSB Checklist Rcvd	tinaw
10/06/05	Cust Accepts/Rejects Offer	tinaw
10/06/05	Mrf Offered Adjustment	tinaw
10/04/05	Send HSB Checklist	tinaw
10/04/05	Mediation Conf	tinaw
10/04/05	Exchange Docs Btwn Cust & Mfr	tinaw
10/04/05	Cust Accepts/Rejects Offer	tinaw
10/04/05	Mfr Offered Adjustment	tinaw
09/29/05	Call Manufacturer	tinaw
09/19/05	Call Customer	tinaw
09/16/05	Date Claim Opened	ann
09/16/05	Claim Sent to Mfr	ann
09/16/05	Date Claim Taken	ann

Reports:

On-Line CRM Tickler

Recent FTP Cases

Closed Cases Report

On-Line Tickler for Managers

New On-Line Tickler for Managers

Upcoming Hearings Schedule

10/03/05

MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: [redacted]

Vehicle:2004 Chevrolet Trailblazer

Customer Name: [redacted]

VIN: 1GNDT13SX4[redacted]

Manufacturer's Position: At this time, General Motors will not be offering a repurchase/replacement. Will continue to repair vehicle under terms of warranty and will be working with customer towards settlement.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing x By phone ☐ In person ☐ In writing

Form completed by: Jonas Verhoff **Date:** 10/3/05

Future Contact: Jonas Verhoff

Phone: 800-231-1841 X58572 Fax: 866-715-8519

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

GM DSC
Repurchased Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Friday, April 07, 2006

[redacted]
Yuba City, CA [redacted]

BBB Arbitration Decision - Straight

Subject: **Repurchase of** 2004 Chevrolet TrailBlazer
VIN: 1GNDT13SX42[redacted]
REF SR[redacted]

Dea[redacted]

We regret that you are dissatisfied with your 2004 Chevrolet TrailBlazer, VIN 1GNDT13SX4[redacted]and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for **$32,917.40.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$32,917.40
Base Price	$25,704.75
Reg/Lic/Title Fees	$ 461.75
Sales Tax	$ 1,999.45
Finance Charges Reimbursed	$ 5,753.88
Prepayment Penalties	$ 846.81
Less Usage	$ 1,849.24
Less Payoff of Original Vehicle-Good until 4/20/2006	**$26,792.27**
Total Amount to Customer	**$ 6,125.13**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien on this vehicle, a free and clear title must be provided at time of repurchase.

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 X 1186 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by Tuesday April 11, 2006

Sincerely,

Christin Vyvyan
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603

[redacted]

15821

Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

* **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$25904
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$31580
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$(5676)

Trade Allowance (from dealer Bill of Sale)	$0
Actual Cash Value Statement	$0
Difference (if positive, this is the overallowance)	$0

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$0
Difference (if positive, this is the negative equity)	$0

If Over Allowance/Negative Equity 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.)	$25904
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$0
Overallowance and/or Negative Equity minus	$0
Actual price of Vehicle that should be presented to BBB for ATA	$25904.00

FACSIMILE TRANSMISSION

BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd. Suite 800
Arlington, Va.22203

FROM:	Name:	Tina Watowa
	Fax Number:	(703) 247-9700
TO:	Name:	Jonas Verhoff
	Fax Number:	18667158519

MESSAGES:

Date and time of transmission: Tuesday, January 17, 2006 2:04:32 PM
Number of pages including this cover sheet: 09

BBB Auto Line

Technical Expert's Report

		Start Date: 09/16/05		Arb. Date: 01/20/06	
Bureau:	CBBB	**Case Number:**	[redacted]		
Staff Contact & Extension #:		Tina Watowa, ext. 230		**Fax:**	954-539-3225
Customer:	[redacted]				
Address:	[redacted]	Yuba City, CA [redacted]			
Telephone:	**Day:** [redacted]			**Evening:**	
Alternate Phone - Contact Information:	[redacted]				
Vehicle Location:	Contact consumer				

Vehicle Information

Make:	Chevrolet	**Model:**	Trailblazer	**Year:**	2004
Mileage:	31,970	**V.I.N.:**	1GNDT13SX[redacted]		
Request Date:	2006-01-10 22:29:52	**Complete By:**	ASAP		
Any Special Instructions:					
Completion Date/Time:	1/16/06 11:30 AM	**Inspector:**	Alex Groundsell		

Odometer at Start:	37,003	**After Road Test:**	37,020
Miles Driven:	17	**Date/Time Inspected:**	1/13/06 5:25 PM

Technical Inspection Request

Problem:	Loss of headlights while driving at night. Customer complains that headlights intermittently shut off while driving at night. Dealer has tried extensively to duplicate the problem, but vehicle has never lost lighting while with the dealer.
Does Problem Exist:	No
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The appointment was set at night both at the customer's request and to assist in identifying the problem. The subject vehicle was started with the lamp switch in the off position and then the inspector turned the headlight switch on and all external lamps illuminated as designed. The inspector test-drove the subject vehicle 17 miles to evaluate all complaints. The inspector stopped and switched all systems off including the ignition and let the vehicle sit for

	one minute then restarted the engine, turned the headlight switch to automatic and the lighting system illuminated as designed. The inspector then switched from automatic to manual and there was a short period that the headlights were out but they illuminated each time the switch was moved.

Problem:	Thoroughly check electrical system. . Please check-test all electrically powered, monitored and controlled components for operation, flaws, noises, problems or other irregularities. If any flaws, problems, irregularities are verified, list possible cause(s). . Customer complains that instrument panel lights dim when electric windows run, possible connection?
Does Problem Exist:	Yes
Probable Cause(s):	Suspect an excessive draw or a poor ground that would require additional testing and diagnosis to pinpoint the route cause and extent of the problem.
Test, Evaluation and Basis for Conclusion(s):	The inspector test-drove the subject vehicle 17 miles with all of the electrical components operating in an attempt to cause headlight failure and only the dash lights flickered when the windows were operated. A visual inspection revealed all fuses were good and secure as were the relays. There was one wire with a round terminal clipped up away from the fuse/relay board. Without the schematics, the inspector could not verify it's correct location, see images attached.

Problem:	Transmission shifting. Customer complains that transmission does not shift up smoothly.
Does Problem Exist:	Yes
Probable Cause(s):	Suspect internal transmission fault or a problem with the BCM that would require additional testing and diagnosis to pinpoint the route cause and extent of the problem.
Test, Evaluation and Basis for Conclusion(s):	The inspector test-drove the subject vehicle 17 miles and verified several up shifts were very harsh as well as when coming to a halt there was a delay in the downshift. The inspector could not duplicate the problem by repetition of driving in the same style. A visual inspection revealed there were no signs of external leaks or impact damage. Overall the subject vehicle drove and performed well.

Technical Expert's Biography

Technical Expert:	Alex W Groundsell
Years of Experience:	10+
Certified By:	ASE
ASE Identification #:	OW8FV9VL8GROUND

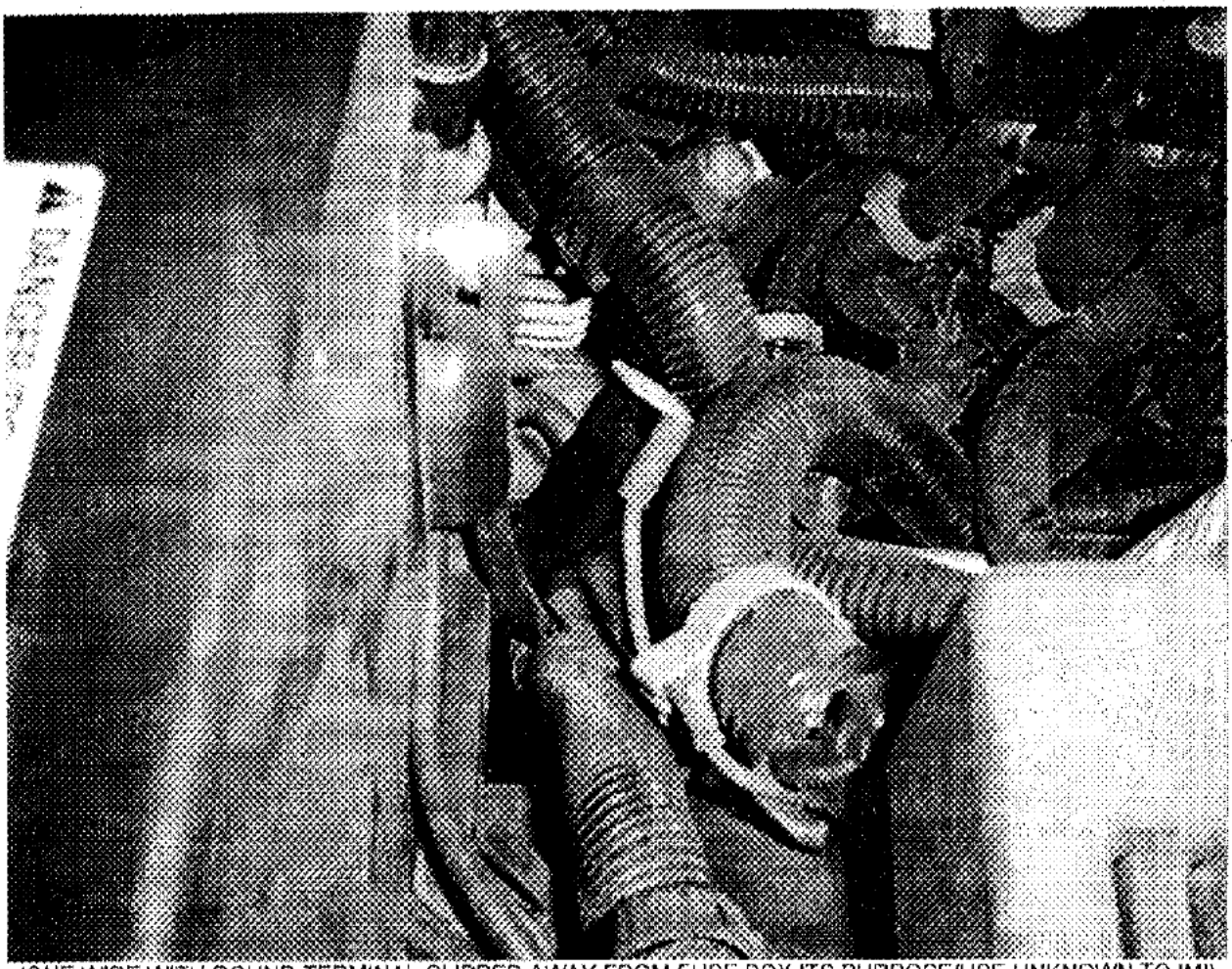
Areas of Certification

Engine Repair:	06/06	**Suspension & Steering:**	06/06
Heating & Air Conditioning:	06/06	**Electrical / Electronic Systems:**	06/06
Auto Trans / Transaxle:	06/06	**Manual Drive Train & Axles:**	06/06
Brakes:	06/06	**Cylinder Head Specialist:**	12/06
Assembly Specialist:	12/06		

See Images:

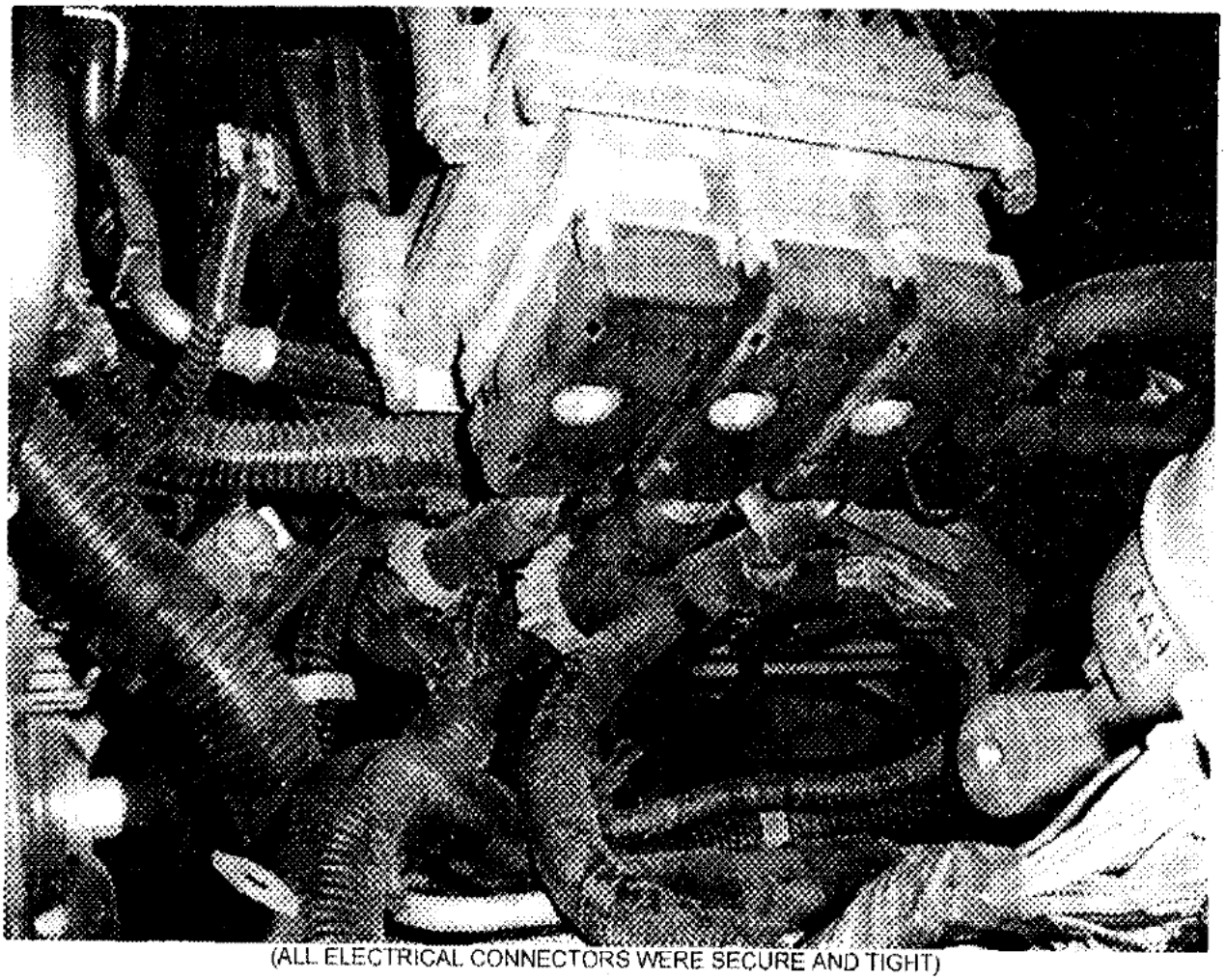
CHV0590273_1224_4396.JPG | CHV0590273_1224_2138.JPG | CHV0590273_1224_8891.JPG |
CHV0590273_1224_8468.JPG | CHV0590273_1224_4712.JPG | CHV0590273_1224_3576.JPG |
CHV0590273_1224_7840.JPG | CHV0590273_1224_2992.JPG | CHV0590273_1224_2418.JPG |
CHV0590273_1224_5964.JPG | CHV0590273_1224_7098.JPG | CHV0590273_1224_1285.JPG |
CHV0590273_1224_5493.JPG | CHV0590273_1224_4633.JPG | CHV0590273_1224_9730.JPG |
CHV0590273_1224_5799.JPG | CHV0590273_1224_8500.JPG | CHV0590273_1224_1945.JPG |
CHV0590273_1224_7209.JPG | CHV0590273_1224_8942.JPG | CHV0590273_1224_1147.JPG |
CHV0590273_1224_4769.JPG |

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.



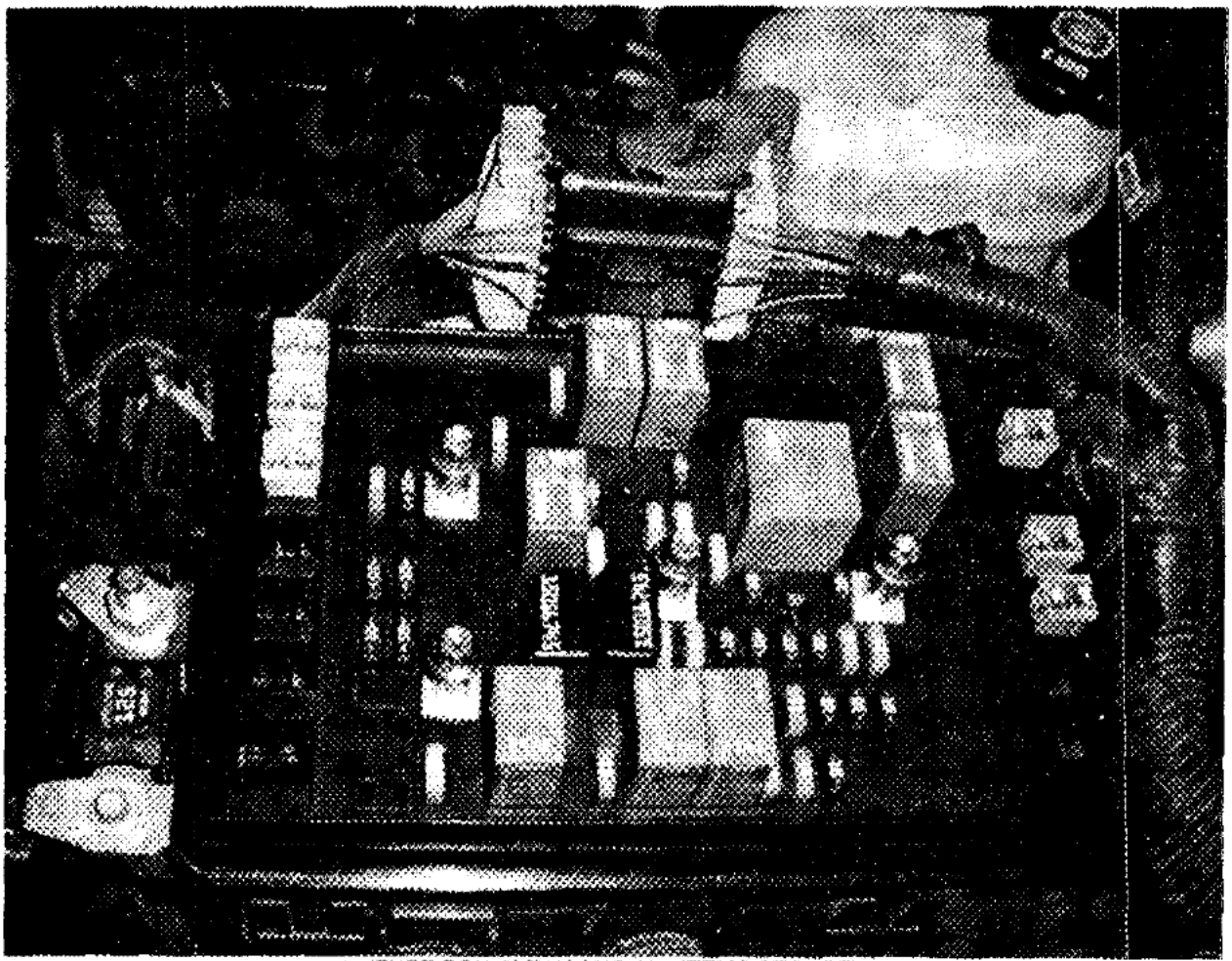
(ONE WIRE WITH ROUND TERMINAL CLIPPED AWAY FROM FUSE BOX ITS PURPOSE/USE UNKNOWN TO IMI)

Close Window



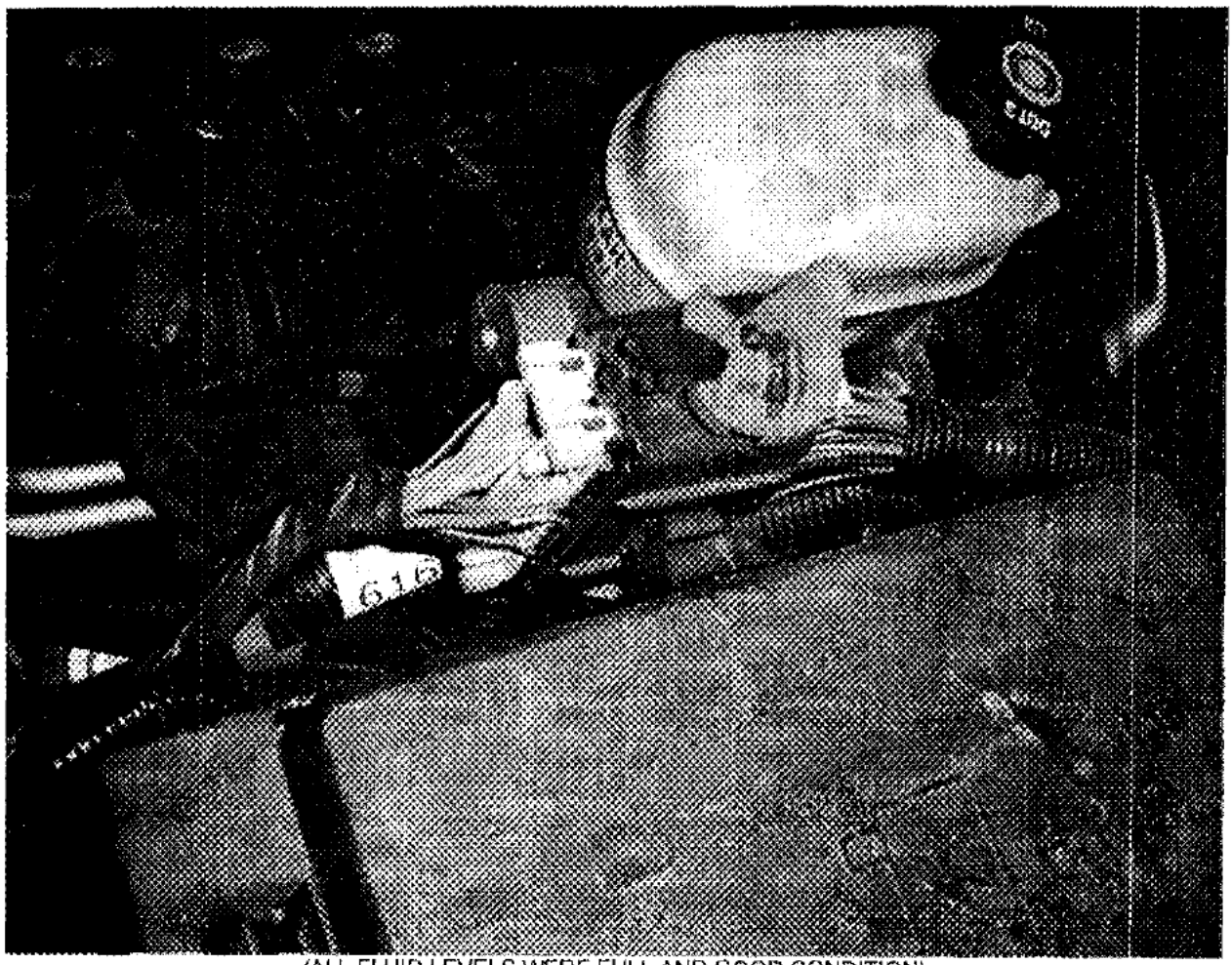
(ALL ELECTRICAL CONNECTORS WERE SECURE AND TIGHT)

Close Window



(FUSE BOX CLEAN AND ALL ITEMS SECURE)

Close Window



(ALL FLUID LEVELS WERE FULL AND GOOD CONDITION)

Close Window

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 17, 2006

Re:CAM10 CHV0590273 :Hamilton vs Chevrolet Motor Division 1GNDT13SX4[redacted]

ALAN JARRETT
CHEVROLET
P O BOX 33170
DETROIT MI 48232

Dear Madam/Sir:

Enclosed are the technical expert's findings and credentials pursuant to the arbitrator's request. You may submit comments regarding both the findings and qualifications of the expert for the arbitrator's consideration.

Please send your comments to the BBB AUTO LINE office so that we receive them **within five days** from the date of this letter. If your comments are received within this period, they will be sent to the arbitrator together with the expert's report. If we do not receive your comments by that time, the technical expert's findings will be sent to the arbitrator without your comments.

If the customer has any comments to make concerning the expert's report, and they are received by the BBB AUTO LINE within this same time frame, they will be sent to the arbitrator. You will also receive a copy for your information.

You may fax your comments to me at 703.247.9700, or call me at 800.334.2406 if you have any questions.

Sincerely,

Tina Watowa at Extension 230

2004 TRAILBLAZER LS 4WD
15U SANDSTONE METALLIC /L6G
33H LIGHT CASHMERE
ORDER NO. HBCR2H/FDR[redacted] STOCK NO.
VIN 1GN DT13 SX 42[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*06498S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	29670.00	25961.25
C5N GVW RATING - 5750 LBS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
KCV FLT-ALAMO RENT A CAR	0.00	0.00
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
TFD RETAIL AMENITY DELETE	0.00	25.95-
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00
YF5 50-STATE EMISSIONS	N/C	N/C
YT1 DAILY RENTAL FLAT RATE DEPREC.	0.00	0.00
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1016.75

* POWER MIRRORS, HEATED
* FLOOR MATS, FRONT & REAR
* REAR WINDOW DEFOGGER
* DEEP TINTED GLASS
* CRUISE CONTROL
* BODY SIDE MOLDING
* TOW HOOKS
* LUGGAGE RACK CROSS-BARS
* TRAILER WIRING CONNECTOR
* REMOTE KEYLESS ENTRY
* THEFT DETERRENT SYSTEM

FLEET
INVOICE 03/30/04
SHIPPED 03/30/04
EXP I/T 04/13/04
INT COM 04/13/04
PRC EFF 02/12/04
KEYS S751C S751C
WFP-F QTR OPT-1
FAN: 000820524
BANK: GMAC - 085
CHG-TO 06-498
SHIP-TO 45-687
ALAMO RENT A CAR-
PORTLAND OR

SHIP WT: 4472
HP: 32.1
GVW: 5750
GVWF: 2950
GVWR: 3200
MRM: 31580.00
NTR: 1/2
CUST PO NUMBER:
412051
DAN: C1737
MEMO 1544.75

TOTAL MODEL & OPTIONS	30895.00	26952.05	ACT 237 27637.05
DESTINATION CHARGE	685.00	685.00	
TOTAL	31580.00	27637.05	PAY 310 27637.05

****
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.

PROSPECT MOTORS/ALAMO/FL

REMIT TO GMAC NO. 085
VIN 1GNDT13SX42[redacted]
$ 27637.05 INV [redacted]
DUE 04/13/04 DEALER 06-498

REPLACEMENT OR REPURCHASE
OWNED VEHICLE

CASE [redacted]	Customer: [redacted]
VIN: 1GNDT13SX42[redacted]	Hearing Date: 03/07/06
Arbitrator: Stephen R Cameron	Date: 03/09/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, at the owner's option either repurchase the above named ("vehicle") or replace it with a substantially identical new vehicle.

The customer shall choose either a repurchase or replacement. A replacement shall be made under the "Replacement Option" terms set out below. A repurchase shall be made under the "Repurchase Option" terms set out below.

Question 2

REPLACEMENT OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, replace customer's vehicle with a substantially identical new vehicle. The replacement vehicle with be accompanied by all express and implied warranties that normally accompany new motor vehicles of that kind.

The manufacturer shall also pay the following:

- *Collateral charges associated with the replacement vehicle:*

a **Sales Tax**

TBD

b **License, registration, and official fees**

TBD

- Plus incidential damages, if any:

c ***Reasonable repair, towing and rental car costs actually incurred by buyer***

N/A

d **Prepayment penalties**

TBD

e ***Earned finance charges up to time of replacement***

TBD

f **Other (Briefly describe - and list cost)**

g **TOTAL**

TBD

At the time of the replacement transaction, the customer shall pay the

manufacturer the following amounts:

h Reasonable use payment, if any
1849.24

Question 3

REPURCHASE OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, repurchase the customer's vehicle for the following amounts:

a The actual price paid or payable by the buyer for the vehicle [including charges for transportation and manufacturer-installed options, but excluding non-manufacturer items installed by a dealer or the buyer]
25,704.75

- The following collateral charges:

b Sales tax
1999.45

c License, registration, and official fees
461.75

- The following incidental damages, if any:

d Reasonable repair, towing, and rental car costs actually incurred by buyer
N/A

e Prepayment penalties
TBD

f Earned finance charges up to time of repurchase
TBD

g Other (Briefly describe - list cost)

h Reasonable use deduction, if any
1849.24

i TOTAL REPURCHASE AMOUNT
26131.99

Question 4

At the time of replacement/repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The manufacturer may deduct for any vehicle damage exceeding normal wear and tear that is not caused by the vehicle's nonconformities.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable time and location for the repurchase or replacement transaction.

CASE: [redacted]	Customer: Ms [redacted]

CALIFORNIA
REASONS FOR DECISION

CASE [redacted]	Customer: Ms [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 03/07/06
Arbitrator: Stephen R Cameron	Date: 03/09/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Intermittent loss of electrical power (headlights)
2. Rear cup holder
3. Transmission

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

repurchase/replacement

a **decision is a fair resolution of this dispute:**

A BBB Autoline hearing was held in Sacramento, CA on March 7, 2006. Attending the hearing were the purchasers, [redacted], their daughter [redacted] and a representative from Chevrolet, Ron Reed.

This was a reconvened hearing following a previous hearing held October 19, 2005.

History.

At the original hearing the purchasers primarily complained of an intermittent problem concerning loss of power to the electrical system. The symptoms were a complete loss of power to the headlights at night, the radio "auto volume" feature did not work, a loss of the radio time and presets, and a dimming of the dash lights when the electric windows were used.

Despite several attempts, the Chevrolet dealership could not reproduce the problem, and thus could not repair it. The Chevrolet representative for the October hearing was Andrew Stroman. Mr. Stroman suggested that an expert from Chevrolet, not from the dealership, could diagnose the problem. He further offered that Chevrolet could install a "video data recorder" which would capture the loss of power and vehicle functions whenever the intermittent problem occurred. Then Chevrolet technicians would be able to diagnose and fix it.

At the time of the October hearing there was a question as to whether the vehicle's electrical problems had already been fixed. Because of this question, and as a result of Mr. Stroman's suggestion, this arbitrator ordered a repair of the vehicle.

On November 19 and December 1, 2005, Mrs. [redacted] reported in letters to the BBB that the repair attempts were unsuccessful. Her letters reported that loss of headlights continued. Furthermore, the Chevrolet dealership did not install the data recorder because it knew it could not diagnose the problem. She further reported that the dealership told her not to bring the vehicle back until she could reproduce the problem in the shop.

As a result, a BBB Autoline Technical Expert was assigned to inspect the vehicle. The inspection was completed on January 13, 2005. The TE could not duplicate the headlight problem, but did note that the dash lights flickered when the windows were operated. He suspected a poor ground or excessive draw on the electrical system.

The TE further noted problems with the transmission shifting properly. This was not an original problem, and was not included in the BBB Autoline order for repair. Although a transmission problem was discussed at the March 2006 hearing, and a test drive was taken due to that complaint, the transmission issue is not a factor in the ultimate decision.

March 2006 hearing.

The reconvened hearing was conducted to determine if the electrical loss of power did in fact continue, and what efforts Chevrolet had undertaken to correct the problem. Mr. and Mrs. Hamilton testified that problem with the lights did continue to occur. The offered two notarized statements from Robert A. Hudson and Debra L. Hudson in support of their testimony.

The two statements were handwritten explanations of an event on February 10, 2006, traveling on Interstate 80 at 10:30 p.m. when the interior and exterior lights went out for approximately 10 seconds.

Note: Although the statements were notarized, the notary only determined that the Hudsons were in fact the people they said they were, and that they offered the attached documents. The Hudsons did not in fact swear or affirm under penalty of perjury that the facts in the handwritten statements were true. Nevertheless, the arbitrator accepts the contents of the statements after corroboration by the testimony of Mr. and Mrs. Hamilton who were in the vehicle at the time of the event.

Relevant Law.

As expressed in the previous decision, the relevant laws governing this arbitration are the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods, and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

The Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer's written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide resolution of warranty disputes.

The California Legislature attempted to clarify the term "after a reasonable number of attempts." Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles of ownership either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the electrical problems, specifically the loss of all headlights while driving at night, have been brought to Chevrolet's attention for actual repairs at least four times. Despite Chevrolet's lack of success in replicating and diagnosing the problem, the arbitrator believes that it does in fact exist, and that it is a serious safety problem.

Chevrolet's offer that a "video data recorder" could diagnose the problem and would be installed was an appropriate attempt at a solution. However, Chevrolet should have taken some other significant action when it realized its representative's mistake. Chevrolet knew the previous arbitration decision relied on this offer.

The vehicle shall be repurchased or replaced.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

8633

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

None

CASE: [redacted]	**Customer: Ms** [redacted]
Arbitrator: Stephen R Cameron	**Date: 03/09/06**

document Index - 1-320432823

Class - BRCSiebel Docs

RequestNum
1-320432823

MSXDocNum
STR44158C2

Last

First

Timestamp
2006-03-13-16.44.09.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

Wheeler
Oldsmobile Cadillac
CHEVROLET
mazda Jeep
350 Colusa Avenue P. O. Box 1150
Yuba City, California 95991
Telephone 530 673-9160

Date 10-18-05

To: [redacted] Fax # 866-715-8519

From: Alan Carothers Fax # 530 671-3066 or

Subject:

This Transmission consists of 3 pages, including this cover sheet.

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted] [redacted]

ACCOUNTING

DUPLICATE 2
PAGE 1

[redacted]
HOME [redacted] 7924 BUS:
CELL [redacted] 9732

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		31983/32236	T44.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	22SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	10:30 22SEP05 (9-19)	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES WHILE DRIVING AND LIGHTS ARE ON AUTO. THAT AT TIMES ALL THE DASH LIGHTS AND RADIO LIGHTS WILL GO OFF HAS DONE THIS SEVERAL TIMES. LIGHTS WILL BE OK IF SWITCH IS SET IN ON POSITION.											
CAUSE: NO PROBLEM FOUND-COULD NOT DUPLICATE											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
	122	WC		0.66	0.30		2311			23.11	23.11
							0 TPARTS				
							2311 TLABOR				
SUBL 5GL GAS P0#22374											
		ISPG					2400			24.00	24.00
FC:											
31983 NORMAL, CHECK LIGHTS ON AUTO GO ON AND OFF NORMAL. IF IN DARK GO ON IN LIGHT GO OFF. CAN NOT FIND ANY THING WRONG AT THIS TIME. CHECK FOR BULLITINS NONE. #32- CUSTOMER REQUESTS FOR SERVICE MANAGER TO DRIVE VEHICLE HOME TO ATTEMPT TO DUPLICATE PROBLEM. ALAN C. 9/19/05. #32-ROADTESTED VEHICLE 115 MILES. ALL LIGHTS AND INTERIOR LIGHTING WORKING TO MANUFACTURERS SPECIFICATIONS AT THIS TIME. TAPPPED ON SWITCHE S WHILE DRIVING AT NIGHT, WIGGLED ACCESSIBLE RELATED WIRING HARNESSES. LIGHTS NEVER FLICKERE D. NO PROBLEM FOUND AT THIS TIME.											
B CUSTOMER STATES CUP HOLDER IN CONSOLE FOR REAR SEAT PASSENGER AREA FOR RIGHT SIDE CUP IS BROKEN											
C2745 CUP HOLDER, CONSOLE FRONT AND/OR REAR											
	REPLACE			1.8		19.80					
	146	WC		1.50	0.20	1650	1541			15.41	15.41
	1 89039677	F-HOLDER				3678	5149	0	64.53	51.49	51.49
ADD DIAGNOSIS											
	122	ISPG		0.00	0.20	485	700			7.00	7.00
						3678	5149 TPARTS				
						1650	1541 TLABOR				
31983 CUP HOLDER BROKEN. ORDER NEW CUP HOLDER. REMOVED SHIFT HANDEL AND BOOT TO REMOVE CENTER CONSOL AND REAR DUCTING TO REPLACE REAR CUP HOLDER AS PER PART ORERED											
C CUSTOMER STATES ALL SERVICES ARE CURRENT											

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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

ACCOUNTING COPY

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 2
PAGE 2

[redacted]

YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		31983/32236	T44.

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 20SEP05		0.00	CASH	22SEP05

R.O. OPENED	READY	OPTIONS:
08:00 15SEP05	9-19 10:30 22SEP05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	11 * SUBLET										
		4	ISPG	0.00	0.00			0		0.00	0.00
D	SHUTTLE RIDE 2 WAY										
	CAUSE: WARRANTY REPAIR										
	2791 SHUTTLE RIDE 2 WAY										
		4	WC	0.00	0.00			0		0.00	0.00
								0 TPARTS			
								0 TLABOR			
E**	WHEELER OWNED RENTAL										
	CAUSE: WARRANTY REPAIR										
	RENTAL WHEELER OWNED RENTAL										
		4	WC	0.00	0.00			0		0.00	0.00
								0 TPARTS			
						0		0 TLABOR			

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-15-05	11:54	12:06	0.20	DW	122	A	
	13:04	13:32	0.46	DW	122	A	
	13:33	13:56	0.38	DW	122	B	
	13:56	13:56	0.00	W	122	B	
09-19-05	14:19	15:49	1.50	W	146	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	3852			46600	2400		
48000	5149			46300	700		
26300 ✓	9001	*******		6704	3100		

Gm pd 10-6-05 Cm628
+ rental pd

SEP 2 '05

COST, SALE, & COMP TOTALS

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

Customer Claim Form

Contact Date: 09/16/05 Start Date: 09/16/05 Case Number: [redacted]

Have you contacted the mfr regarding your claim? ☐ YES ☒ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
YUBA CITY, CA [redacted]
Day Phone [redacted] Evening Phone: Cell Phone: [redacted]
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Joelene/Douglas Hamilton
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1
Make: Chevrolet Model: Trailblazer Model Year: 2004 Current Mileage: 31970
Vehicle Identification Number: 1GNDT13SX4[redacted]
Servicing Dealer/City/State : WHEELER CHEV-OLDS-CAD,
Selling Dealer/City/State : John L Sullivan, Roseville, CA
Insurance Carrier : Liberty Mutal Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

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

Purchase Date:02/15/05 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name [redacted]
Address: [redacted]
City/St/Zip: LITTLE ROCK, AR [redacted]
Phone: [redacted]
Lienholder Acct # [redacted]

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

Customer's Desired Outcome

Customer wants the manufacturer to replace the computer system or the electrical panel & have a manufacturering specialist drive/inspect the vehicle at night to see the problem first hand. If no fix take the vehicle back & replace it with another car.

[redacted]

Signature of Titled Owner(s): _____ Date 10-01-2005
I am submitting this dispute for r[redacted] program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number

Customer Name
Joelene F. Hamitlon

Worksheet Filled Out By:
Christin Vyvyan

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

Old Vehicle VIN:
1GNDT13SX4[redacted]

New Vehicle VIN:

Date:
April 5, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA & FL) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$25,704.75	1	Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	0	$0.00
4			4	State Fees	$461.75	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,999.45	6	Title Fee	$0.00
7	Mileage	0	7	Finance Charges	$5,753.88	7	Registration Fee	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Rent Surcharge/Tire & Battery Fee	$0.00
9	**Usage**	**$0.00**	9	Prepayment Penalities per BBB	$846.81	9	Tag Fee	$0.00
10			10	**Total Purchase Price**	**$34,766.64**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$1,849.24	11			11		
12			12	*** Usage/Depreciation**	**$1,849.24**	12	*** Usage/Depreciation**	**$1,849.24**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	State Tax	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Tire Fee	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Title Fee/Registration Fee	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Rebate	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$34,766.64**	22	**Total Deductions**	**$1,849.24**	22	**Total Deductions**	**$1,849.24**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$32,917.40**	24	**Total Refund to Customer**	**-$1,849.24**
25	**OR**		25	Loan Payoff good thru 4-20-06	$26,792.27	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$6,125.13**	26	Good Through 4-21-06	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$32,917.40**	28	**Total Repurchase**	**-$1,849.24**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Price**	**$0.00**	30	**Estimated Auction Price**	**$0.00**
31			31	**Projected Loss**	**$32,917.40**	31	**Projected Loss**	**-$1,849.24**

	PURCHASE PRICE (before t/t/t)	$ 25,704.75		TRADE ALLOWANCE	$ 6,021.00		PURCHASE PRICE	$ 25,704.75
	MSRP (FROM BARS INVOICE)	$ 31,580.00		PAYOFF OF TRADE	$ 5,810.57		INCENTIVE* (from BARS)	none
	DIFFERENCE	$ (5,875.25)		DIFFERENCE	$ 210.43		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	#VALUE!
				TRADE ALLOWANCE	$ 6,021.00			
				ACV OF TRADE	$ 5,810.57		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 210.43		Include GM card points	
				ACV=actual cash value			Form Rev. 9/19/2005	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA & FL)

Down Payment (if applicable)
Payments made by customer
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance
Less Late Charges
Less Damage

09/27/05

MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: [redacted]

Vehicle:2004 Chevrolet Trailblazer

Customer Name: [redacted]

VIN: 1GNDT13SX42[redacted]

Manufacturer's Position: At this time, General Motors will not be offering a repurchase/replacement. Will continue to repair vehicle under terms of warranty and will be working with customer towards settlement.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing x By phone ☐ In person ☐ In writing

Form completed by: Jonas Verhoff **Date: 9/27/05**

Future Contact: Jonas Verhoff

Phone: 800-231-1841 X58572 Fax: 866-715-8519

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 12, 2017

Mr. Stephen R. Cameron
Ms. Tina Watowa
Sacramento Valley Better Business Bureau
400 S Street
Sacramento, CA 95814-6997

Re: [redacted]
Siebel Request [redacted]
2004/Chevrolet/Trailblazer
VIN # 1GNDT13SX42[redacted]

Dear Mr. Cameron:

This is a letter of response regarding a Better Business Bureau case {CHV0590273} involving the above referenced customer's second request for reconvening.

General Motors has been unable to duplicate the customer's complaint after extensive testing. The manufacturer believes a reconvening is not required for the following reasons:

- The vehicle was road tested by three different transmission technicians as well as road tested with the customer in the vehicle. The problem was not able to be duplicated. (See repair order #82991). It's imperative to note that on the technical expert report it referred to the body control module (BCM) as a possible contributor, however, the BCM is not a part of the transmission nor has any affect upon it. Therefore that is an inaccurate assessment.
- The lights never flickered or went out during road test conducted on repair order #82991. The lighting system is operating to factory specifications at this time. This was also noted by the technical expert report as not being a problem (see document #161935).
- The instrument panel lights dim when power windows are operated. This is a normal operating characteristic of vehicle due to high electrical draw when windows are operated (see document #161935).

GM has continually maintained the vehicle is operating to the design and intent. The first time the vehicle was seen for the transmission concern was 9/26/05 at 32,435 miles. GM respectfully requests that a reconvening not be granted and a denial decision be rendered.

Sincerely,

Andrew R. Stroman, Jr.
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension {58084}
FAX# 866-{359-9725}

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

1/20/06 [redacted]

Tina Watowa, Better Business Bureau
Mr. Stephen R Cameron, Arbitrator

Re: [redacted]
BBB Case: C[redacted]
2004/Chevrolet/Trailblazer
VIN # 1GNDT13SX4[redacted]

Dear Mr. Cameron:

This letter is in response to the Technical Expert Inspection done on the vehicle for the above referenced case. The inspection was performed on or about January 16, 2006.

The following is the manufacturer's response. As to problem number 1, loss of headlights while driving. The Inspector test drove the vehicle 17 miles and was unable to verify any problems with the headlights in the vehicle, this concern also was never duplicated by a General Motors dealer. As to problem number 2, instrument panel lights dim when electric windows run. This is a normal condition of any vehicle, that when any electrical accessory is used it may cause the instrument panel lights to dim slightly. This concern was never presented to a General Motors dealership for diagnosis or repair. As to problem number 3, Transmission not up shifting smoothly. The inspector indicated that he feels the problem does exist, and would suspect a problem with the BCM that would require additional testing. The manufacturer would submit that the BCM (Body Control Module) has nothing to do with the transmission or the way that it shifts. This concern also has never been presented to a General Motors dealership for diagnosis or repair.

General Motors would encourage the consumer to take her vehicle to a Chevrolet dealership for diagnosis of the 2 conditions. If the concerns can be duplicated or a failure is found repairs will be made under the terms of the new vehicle warranty. General Motors will continue to repair the vehicle for any verifiable concerns under the terms of the new vehicle warranty as long as it is in effect.

Sincerely,

Mark Ellis
Team Specialist
Business Resource Center
Ph# 800-231-1841, prompt 9, prompt 5, extension 57088
FAX# 866-439-316

Wheeler
Oldsmobile Cadillac
CHEVROLET
mazda Jeep
350 Colusa Avenue P. O. Box 1150
Yuba City, California 95991
Telephone 530 673-9160

Date 11/21/05

To: JONAS Fax # 8666 71585 19

From: ALAN CAROTHERS Fax # 530 671-3066 or

Subject: [redacted] 04 Trailblazer

This Transmission consists of 4 pages, including this cover sheet.

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL

ACCOUNTING

DUPLICATE 1
PAGE 2

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		34022/34128	T59

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	15NOV05

R.O. OPENED	READY	OPTIONS:
09:27 08NOV05	17:16 15NOV05	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TLABOR			

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-05	11:03	12:04	1.02	DW	122	A	
	13:00	13:03	0.05	DW	122	A	
11-09-05	10:36	10:37	0.02	W	122	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2311			46600	1981		79837
26300	4292	*******					

COST, SALE, & COMP TOTALS 2709 4292 0

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

A FINANCE CHARGE is imposed on that portion of an account which remains unpaid after the second monthly billing following purchase. The periodic rate is 1½% per month which is an **ANNUAL PERCENTAGE RATE** of 18%. There is no **FINANCE CHARGE** when you pay by the 10th of the following month.

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

REVISED ESTIMATE

LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME
		A.M. P.M.

DATE

☐ PHONE # _____

☐ IN PERSON

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

CUSTOMER SIGNATURE

X _____

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

Wheeler
CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep
350 Coluse Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		34022/34128	T59

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	15NOV05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09:27 08NOV05	17:16 15NOV05	

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

A CUSTOMER STATES DASH AND ALL INTERIOR LITES QUIT WORKING INTERMITTENT
WHEN HEADLITES IN AUTO POSITION SOMETIMES HEADLITES QUIT ALSO
CAUSE: .
N9995 CUSTOMER CONCERN NOT DUPLICATED

	122	WC	1.09	0.30		2311		23.11	23.11

0 TPARTS
2311 TLABOR

SUBL FUEL FOR EXTENDED ROADTEST
PO#79837

		WC				1981		19.81	19.81

34022 NORMAL AT THIS TIME. CHECK FOR BULLITINS NONE. NEED TO HAVE DRIVEN AT NIGHT. CHECK FOR CODES NONE. WORKING NORMAL AT THIS TIME. #32- ROADTESTED VEHICLE 106 MILES AT NIGHT. LIGHTS NEVER FLICKERED OR WENT OUT. TAPPED ON LIGHT SWITCH AND WIGGLED ACCESSIBLE WIRING DURING ROADTEST, SYSTEM IS WORKING TO FACTORY SPECIFICATIONS AT THIS TIME. ADVISED ABM OF RESULTS OF TESTING. CUSTOMER ALSO COMMMENTED THAT INSTRUMENT PANEL LIGHTS DIM WHEN POWER WINDOWS ARE OPERATED. VERIFIED COMPLAINT. FOUND THIS IS A NORMAL OPERATING CHARACTERISTIC OF VEHICLE DUE TO HIGH ELECTRICAL DRAW WHEN WINDOWS ARE OPERATED. CALLED TAC-TALKED TO MICHAEL SHERMAN CASE # 8578951. TAC CHECKED NATIONAL DATA BASE, NO SIMILAR COMPLAINTS ON FILE. TAC RECOMMENDED MAKING NO REPAIRS UNTIL PROBLEM CAN BE VERIFIED LEFT MESSAGE FOR ABM TO ADVISE. ALANC. 11/10/05 RETURNED VEHICLE TO CUSTOMER AND ADVISED OF FINDINGS. CUSTOMER NEEDS TO BRING VEHICLE IN WHEN PROBLEM OCCURS. NOTE- EXTENDED ROADTEST WAS RECOMMENDED BY GM CUSTOMER ASSISTANCE.

B WHEELER OWNED RENTAL
CAUSE: .
RENTAL WHEELER OWNED RENTAL

	4	WC	0.00	0.00	0	0		0.00	0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS

NOTICE TO CONSUMER:
PLEASE READ
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ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # _____ ☐ IN PERSON	

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

CUSTOMER SIGNATURE
X _____

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

FILE COPY

[redacted]

[redacted]

[redacted]

Wheeler

CHEVROLET Oldsmobile Cadillac
CATERA mazda Jeep

ACCOUNTING

350 Colusa Avenue
P.O. Box 1150 - Phone (530) 673-9160
Yuba City, California 95992
E.P.A. # CAD 029672821
B.A.R. # AD-015820

[redacted]
YUBA CITY CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX423[redacted]		34022/34128	T59

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR04 IS			17:00 08NOV05		0.00	CASH	10NOV05

R.O. OPENED	READY	OPTIONS:
09:27 08NOV05	12:00 10NOV05	ENG:4.2_Liter_MFI_DOHC

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

THANK YOU FOR YOUR BUSINESS & HAVE A GOOD DAY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-08-05	11:03	12:04	1.02	DW	122	A	
	13:00	13:03	0.05	DW	122	A	
11-09-05	10:36	10:37	0.02	W	122	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2311			6004	1981		
26300	4292	*******					

COST, SALE, & COMP TOTALS 2709 4292 . 0

NOTICE TO CONSUMER:
PLEASE READ
IMPORTANT INFORMATION ON BACK

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ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.

LABOR	REVISED ESTIMATE PARTS	TOTAL
APPROVED BY	NOTIFIED BY	TIME A.M. P.M.
DATE	☐ PHONE # ☐ IN PERSON	

I ACKNOWLEDGE NOTICE AND ORAL [redacted]

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 / DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FILE COPY

REPLACEMENT OR REPURCHASE
OWNED VEHICLE

CASE: [redacted]	Customer: [redacted]
VIN: 1GNDT13SX42[redacted]	Hearing Date: 03/07/06
Arbitrator: Stephen R Cameron	Date: 03/09/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, at the owner's option either repurchase the above named ("vehicle") or replace it with a substantially identical new vehicle.

The customer shall choose either a repurchase or replacement. A replacement shall be made under the "Replacement Option" terms set out below. A repurchase shall be made under the "Repurchase Option" terms set out below.

Question 2

REPLACEMENT OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, replace customer's vehicle with a substantially identical new vehicle. The replacement vehicle with be accompanied by all express and implied warranties that normally accompany new motor vehicles of that kind.

The manufacturer shall also pay the following:

- Collateral charges associated with the replacement vehicle:

a Sales Tax

TBD

b License, registration, and official fees

TBD

- Plus incidential damages, if any:

c Reasonable repair, towing and rental car costs actually incurred by buyer

N/A

d Prepayment penalties

TBD

e Earned finance charges up to time of replacement

TBD

f Other (Briefly describe - and list cost)

g TOTAL

TBD

At the time of the replacement transaction, the customer shall pay the

manufacturer the following amounts:

h Reasonable use payment, if any

1849.24

Question 3

REPURCHASE OPTION

The manufacturer shall, within 30 days after the manufacturer is notified that the customer has accepted the decision, repurchase the customer's vehicle for the following amounts:

a The actual price paid or payable by the buyer for the vehicle [including charges for transportation and manufacturer-installed options, but excluding non-manufacturer items installed by a dealer or the buyer]

25,704.75

- The following collateral charges:

b Sales tax

1999.45

c License, registration, and official fees

461.75

- The following incidental damages, if any:

d Reasonable repair, towing, and rental car costs actually incurred by buyer

N/A

e Prepayment penalties

TBD

f Earned finance charges up to time of repurchase

TBD

g Other (Briefly describe - list cost)

h Reasonable use deduction, if any

1849.24

i TOTAL REPURCHASE AMOUNT

26131.99

Question 4

At the time of replacement/repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The manufacturer may deduct for any vehicle damage exceeding normal wear and tear that is not caused by the vehicle's nonconformities.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable time and location for the repurchase or replacement transaction.

CASE: [redacted]	Customer: Ms. [redacted]

CALIFORNIA
REASONS FOR DECISION

CASE: [redacted]	Customer: Ms. [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 03/07/06
Arbitrator: Stephen R Cameron	Date: 03/09/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Intermittent loss of electrical power (headlights)
2. Rear cup holder
3. Transmission

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

repurchase/replacement

a decision is a fair resolution of this dispute:

A BBB Autoline hearing was held in Sacramento, CA on March 7, 2006. Attending the hearing were the purchasers, [redacted] D[redacted], their daughter, [redacted] and a representative from Chevrolet, Ron Reed.

This was a reconvened hearing following a previous hearing held October 19, 2005.

History.

At the original hearing the purchasers primarily complained of an intermittent problem concerning loss of power to the electrical system. The symptoms were a complete loss of power to the headlights at night, the radio "auto volume" feature did not work, a loss of the radio time and presets, and a dimming of the dash lights when the electric windows were used.

Despite several attempts, the Chevrolet dealership could not reproduce the problem, and thus could not repair it. The Chevrolet representative for the October hearing was Andrew Stroman. Mr. Stroman suggested that an expert from Chevrolet, not from the dealership, could diagnose the problem. He further offered that Chevrolet could install a "video data recorder" which would capture the loss of power and vehicle functions whenever the intermittent problem occurred. Then Chevrolet technicians would be able to diagnose and fix it.

At the time of the October hearing there was a question as to whether the vehicle's electrical problems had already been fixed. Because of this question, and as a result of Mr. Stroman's suggestion, this arbitrator ordered a repair of the vehicle.

On November 19 and December 1, 2005, Mrs. [redacted] reported in letters to the BBB that the repair attempts were unsuccessful. Her letters reported that loss of headlights continued. Furthermore, the Chevrolet dealership did not install the data recorder because it knew it could not diagnose the problem. She further reported that the dealership told her not to bring the vehicle back until she could reproduce the problem in the shop.

As a result, a BBB Autoline Technical Expert was assigned to inspect the vehicle. The inspection was completed on January 13, 2005. The TE could not duplicate the headlight problem, but did note that the dash lights flickered when the windows were operated. He suspected a poor ground or excessive draw on the electrical system.

The TE further noted problems with the transmission shifting properly. This was not an original problem, and was not included in the BBB Autoline order for repair. Although a transmission problem was discussed at the March 2006 hearing, and a test drive was taken due to that complaint, the transmission issue is not a factor in the ultimate decision.

March 2006 hearing.

The reconvened hearing was conducted to determine if the electrical loss of power did in fact continue, and what efforts Chevrolet had undertaken to correct the problem. [redacted] testified that problem with the lights did continue to occur. The offered two notarized statements from Robert A. Hudson and Debra L. Hudson in support of their testimony.

The two statements were handwritten explanations of an event on February 10, 2006, traveling on Interstate 80 at 10:30 p.m. when the interior and exterior lights went out for approximately 10 seconds.

Note: Although the statements were notarized, the notary only determined that the Hudsons were in fact the people they said they were, and that they offered the attached documents. [redacted] did not in fact swear or affirm under penalty of perjury that the facts in the handwritten statements were true. Nevertheless, the arbitrator accepts the contents of the statements after corroboration by the testimony of [redacted] who were in the vehicle at the time of the event.

Relevant Law.

As expressed in the previous decision, the relevant laws governing this arbitration are the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods, and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

The Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer's written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide resolution of warranty disputes.

The California Legislature attempted to clarify the term "after a reasonable number of attempts." Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles of ownership either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the electrical problems, specifically the loss of all headlights while driving at night, have been brought to Chevrolet's attention for actual repairs at least four times. Despite Chevrolet's lack of success in replicating and diagnosing the problem, the arbitrator believes that it does in fact exist, and that it is a serious safety problem.

Chevrolet's offer that a "video data recorder" could diagnose the problem and would be installed was an appropriate attempt at a solution. However, Chevrolet should have taken some other significant action when it realized its representative's mistake. Chevrolet knew the previous arbitration decision relied on this offer.

The vehicle shall be repurchased or replaced.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

8633

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

None

CASE: [redacted]	**Custom** [redacted]
Arbitrator: Stephen R Cameron	**Date: 03/09/06**

[redacted]

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

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

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

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

[redacted]

REGISTRATION CARD VALID FROM: 02/20/2005 TO: 02/20/2006

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	AYR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2004	0000	FX	2005	170	11	[redacted]

BODY TYPE MODEL	MP	MD	VEHICLE ID NUMBER
UT	G	LR	1GNDT13SX42[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	04/25/05	51	04/25/05	8	C3750504

PR EXP DATE: 02/20/2006

REGISTERED OWNER
[redacted]

AMOUNT PAID
$NFEE

AMOUNT DUE
$ NONE

AMOUNT RECVD
CASH :
CHCK :
CRDT :

YUBA CITY
CA [redacted]

LIENHOLDER
JOHN L SULLIVAN CHEVROLET
700 AUTOMALL DR
PO BX 1028

ROSEVILLE
CA 95661

H00 562 16 0000000 0120 CS H00 042505 11 5MGB077 322

[redacted]

CALIFORNIA REPAIR DECISION

CASE [redacted]	Customer: [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 01/20/06
Arbitrator: Stephen R Cameron	Date: 01/25/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, repair the following components/symptoms in the "vehicle", leased owned or leased by the customer.

(List all components/symptoms to be repaired)

1

Diagnose and fix intermittent headlight problem

2

Diagnose and fix intermittent dash light problem

3

Diagnose and fix transmission shifting problem

4

5

6

7

8

9

Question 3

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:

Customer

CASE: chv0590273	Customer: Ms. Joelene F. Hamilton
Arbitrator: Stephen R Cameron	Date: 01/25/06

BBB CALIFORNIA REASONS FOR DECISION

CASE: [redacted]	Customer: Ms [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 01/20/06
Arbitrator: Stephen R Cameron	Date: 01/25/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Loss of electrical power to headlights
2. Flickering dash lights
3. Vehicle not shifting properly

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Repair

a decision is a fair resolution of this dispute:

A Better Business Bureau Autoline arbitration hearing was conducted on October 19, 2005 at the BBB office in Sacramento, California. Appearing at the hearing were the purchasers, [redacted] and [redacted] The manufacturer, Chevrolet Motor Division, was represented by Andrew Stroman who appeared by telephone.

Mr. and Mrs. H[redacted] purchased a used 2004 Chevrolet Trailblazer on February 15, 2005. At the time of purchase, the vehicle had 23,350 miles on the odometer. It is covered by a 3-year/36,000 mile manufacturer's warranty. Starting at approximately 24,331 miles, the vehicle began demonstrating electrical problems.

In all, the vehicle was in for repairs approximately four times prior to the arbitration hearing for at least nine days. The headlights turning off at night was the most serious problem. The arbitrator ordered the vehicle to be repaired.

After the ordered repair, the consumers complained that the vehicle still exhibited intermittent loss of power to the headlights. Chevrolet maintained they could find nothing wrong with the vehicle and they could not duplicate the problem, nor could they find any trouble codes to show the problem actually occurred.

Based on the consumer's subsequent complaint, the arbitrator ordered the vehicle to be inspected by a BBB appointed Technical

Expert (TE). The Technical Expert's opinion of January 16, 2006 indicates that he could not find a problem with the vehicle's lights, but he did find a problem with both the electrical system itself and with the transmission.

Chevrolet has been unable to diagnose and fix the consumer's complaints about intermittent loss of exterior lights. The testimony at the hearing, and confirmed by the BBB TE, was that the vehicle computer does not show failure codes dealing with the lighting system and no other problem with the exterior lights can be found.

However, the BBB TE did find a problem with the consumer's complaint about the dash lights flickering and a new problem with the transmission not shifting properly.

The relevant laws governing this arbitration are the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

As applied to new automobile purchases and leases, the Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer's written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide non-binding resolution of warranty disputes pursuant to oversight by the Department of Consumer Affairs.

The term "after a reasonable number of attempts" is imprecise, so the California Legislature attempted to clarify the standards. Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the documented electrical problems have been brought

to the dealer's attention for actual repairs four times. The [redacted] testified have brought the vehicle in more times, but service records were not written for any additional trips. The vehicle has not been out of service for warranty repairs for 30 days.

However, there is a problem with the interior lights, which the TE attributes to an improper ground. It is possible that the intermittent headlight problem is caused by the same type of ground. Chevrolet should again check for a problem with the headlight ground, fix the problem with the dash lights flickering and fix the new problem with the transmission shifting.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

N/A

b **Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.**

None

CASE: [redacted]	**Customer: Ms** [redacted]
Arbitrator: Stephen R Cameron	**Date: 01/25/06**

CALIFORNIA REPAIR DECISION

CASE [redacted]	Customer: Ms. [redacted]
VIN: 1GNDT13SX4[redacted]	Hearing Date: 01/20/06
Arbitrator: Stephen R Cameron	Date: 01/25/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

The manufacturer shall, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, repair the following components/symptoms in the "vehicle", leased owned or leased by the customer.

(List all components/symptoms to be repaired)

1

Diagnose and fix intermittent headlight problem

2

Diagnose and fix intermittent dash light problem

3

Diagnose and fix transmission shifting problem

4

5

6

7

8

9

Question 3

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:

Customer

CASE: [redacted]	Customer: Ms [redacted]
Arbitrator: Stephen R Cameron	Date: 01/25/06

BBB CALIFORNIA

REASONS FOR DECISION

CASE: [redacted]	Customer: Ms. [redacted]
VIN: 1GNDT13SX42[redacted]	Hearing Date: 01/20/06
Arbitrator: Stephen R Cameron	Date: 01/25/06

Question 1

Vehicle (Year, Make, Model)

2004 Chevrolet Trailblazer

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Loss of electrical power to headlights
2. Flickering dash lights
3. Vehicle not shifting properly

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Repair

a decision is a fair resolution of this dispute:

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Mr. and Mrs. [redacted] purchased a used 2004 Chevrolet Trailblazer on February 15, 2005. At the time of purchase, the vehicle had 23,350 miles on the odometer. It is covered by a 3-year/36,000 mile manufacturer's warranty. Starting at approximately 24,331 miles, the vehicle began demonstrating electrical problems.

In all, the vehicle was in for repairs approximately four times prior to the arbitration hearing for at least nine days. The headlights turning off at night was the most serious problem. The arbitrator ordered the vehicle to be repaired.

After the ordered repair, the consumers complained that the vehicle still exhibited intermittent loss of power to the headlights. Chevrolet maintained they could find nothing wrong with the vehicle and they could not duplicate the problem, nor could they find any trouble codes to show the problem actually occurred.

Based on the consumer's subsequent complaint, the arbitrator ordered the vehicle to be inspected by a BBB appointed Technical

Expert (TE). The Technical Expert's opinion of January 16, 2006 indicates that he could not find a problem with the vehicle's lights, but he did find a problem with both the electrical system itself and with the transmission.

Chevrolet has been unable to diagnose and fix the consumer's complaints about intermittent loss of exterior lights. The testimony at the hearing, and confirmed by the BBB TE, was that the vehicle computer does not show failure codes dealing with the lighting system and no other problem with the exterior lights can be found.

However, the BBB TE did find a problem with the consumer's complaint about the dash lights flickering and a new problem with the transmission not shifting properly.

The relevant laws governing this arbitration are the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (15 U.S.C. 2301 et seq.) and the Song-Beverly Consumer Warranty Act (California Civil Code section 1790 et al.)

Under Song-Beverly, where a manufacturer has made an express warranty with respect to consumer goods and the goods do not conform to the applicable express warranty "after a reasonable number of attempts, the manufacturer shall either replace the goods or reimburse the buyer in an amount equal to the purchase price paid by the buyer, less that amount" attributable to use by the buyer prior to the discovery of the nonconformity. Civil Code section 1793.2(d)(1).

As applied to new automobile purchases and leases, the Song-Beverly Consumer Warranty Act gives consumers the right to sue a manufacturer for the repurchase or replacement of a vehicle with one or more substantial problems covered by the manufacturer's written warranty. It also permits third party dispute resolution programs, such as the Better Business Bureau, to provide non-binding resolution of warranty disputes pursuant to oversight by the Department of Consumer Affairs.

The term "after a reasonable number of attempts" is imprecise, so the California Legislature attempted to clarify the standards. Under the Tanner Consumer Warranty Act (Civil Code section 1793.22), the presumption is that within the first 18 months or 18,000 miles either the same problem has been subject to repair four or more times by the manufacturer or its agent (two or more times if it is a serious safety issue), or the vehicle has been out of service for more than 30 calendar days.

Decision

In this case, the documented electrical problems have been brought

to the dealer's attention for actual repairs four times. The Hamiltons testified have brought the vehicle in more times, but service records were not written for any additional trips. The vehicle has not been out of service for warranty repairs for 30 days.

However, there is a problem with the interior lights, which the TE attributes to an improper ground. It is possible that the intermittent headlight problem is caused by the same type of ground. Chevrolet should again check for a problem with the headlight ground, fix the problem with the dash lights flickering and fix the new problem with the transmission shifting.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

N/A

b **Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.**

None

CASE: chv0590273	**Customer: Ms. Joelene F. Hamilton**
Arbitrator: Stephen R Cameron	**Date: 01/25/06**

GM RDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Tuesday, December 12, 2017

Joelene F. Hamilton
2015 Larayn Way
Yuba City, CA 95993

BBB Arbitration Decision - Straight

Subject: **Repurchase of** 2004 Chevrolet TrailBlazer
VIN: 1GNDT13SX4[redacted]
REF SR[redacted]

Dear[redacted]:

We regret that you are dissatisfied with your 2004 Chevrolet TrailBlazer, VIN 1GNDT13SX4[redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for **$32,917.40.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$32,917.40
Base Price	$25,704.75
Reg/Lic/Title Fees	$ 461.75
Sales Tax	$ 1,999.45
Finance Charges Reimbursed	$ 5,753.88
Prepayment Penalties	$ 846.81
Less Usage	$ 1,849.24
Less Payoff of Original Vehicle-Good until 4/20/2006	**$26,792.27**
Total Amount to Customer	**$ 6,125.13**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien on this vehicle, a free and clear title must be provided at time of repurchase.



Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

⇒ **Cash backs rebates or incentives–** no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 X 1186 if you have any questions or concerns.

Please return this signed document to fax number ***866-802-6668*** *by* Tuesday April 11, 2006

Sincerely,

Christin Vyvyan
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)