FACSIMILE TRANSMISSION

BBB AUTO LINE
Council of Better Business Bureaus
4200 Wilson Blvd. Suite 800
Arlington, Va.22203

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

FROM:	Name:	Tina Watowa
	Fax Number:	(703) 247-9700
TO:	Name:	Wendy Bechtelheimer
	Fax Number:	18664393816

MESSAGES:

Date and time of transmission: Friday, December 30, 2005 4:00:34 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]

[redacted]

SERIAL NO. 1GNDT13SX423[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
JOELEHEFAWN@YAHOO.COM
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	E2745		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]
```

TO:Wendy Bechtelheimer COMPANY:

Line Code: P Seq#: 32 Comeback: N
Complaint: Z7911 SHUTTLE RIDE 2 WAY
Cause: -
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
34 4 ISPS Z7911 SHUTTLE RIDE 2 WAY
PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Press B, SH, ESTA, ?, or E to Exit:

[redacted]

[redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

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

INVOICE

PAGE 1

SERVICE ADVISOR: 34 CHARLES RAYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX423[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			
12/21/2005			
**********			
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.

REVISED ESTIMATE	LABOR	PARTS	TOTAL

APPROVED BY	NOTIFIED BY	TIME	A.M. P.M.

DATE ☐ PHONE ☐ IN PERSON

ACKNOWLEDGE NOTICE AND GRANT APPROVAL OF ALL PURCHASES AT 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]

INVOICE

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 [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]		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 included on that portion of an account which remains unpaid after the second monthly of the 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 on 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

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 # [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

[redacted]

YUBA CITY, CA
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 34 RAYMER, CHARLES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
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: ENG:4.2_Liter_MFI_DOHC
27JUL2005 07:47		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	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

LABOR PARTS TOTAL

DATE TIME A.M. P.M.

DATE PHONE IN PERSON

SAVE PARTS DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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]

CUSTOMER # [redacted]

WORKORDER

PAGE 1

[redacted]
YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL:

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 [illegible] 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 [illegible] MADE

[illegible] I agree to pay reasonable cost [illegible] 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.

I ACKNOWLEDGE THAT INTEREST AT THE RATE OF 18% PER ANNUM MAY BE CHARGE ON ALL UNPAID BALANCES OVER 30 DAYS.

SIGNED _____

CUSTOMER COPY

PRELIMINARY ESTIMATE			
LABOR	PARTS		TOTAL
LABOR	REVISED EST DATE PARTS		TOTAL
APPROVED	NOTIFIED BY	TIME	AMT. OUT
DATE	☐ PHONE ☐ IN PERSON	BY	

☐ SAVE PARTS ☐ DISCARD PARTS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

[redacted]

YUBA CITY, CA 9[redacted]
HOME:[redacted] BUS:
CELL:

Wheeler
CHEVROLET Oldsmobile Cadillac
GMC 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	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 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 [illegible] at an ANNUAL PERCENTAGE RATE of 18%. The FINANCE CHARGE [illegible]

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

ACKNOWLEDGE 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

[redacted]

[redacted]

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

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	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 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 period rate is 1.5% per month which is an ANNUAL PERCENTAGE RATE of 18%. There is no FINANCE CHARGE if you pay the total 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
GMC 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	1GNDT13SX[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] AUTHORIZATION TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE BOXES BELOW INDICATES ARE NECESSARY.

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

AUTHORIZATION FOR REPAIRS

TERMS: STRICTLY CASH UNLESS ARRANGED PRIOR TO SALE

[illegible] AUTHORIZATION TO OPERATE THE VEHICLE AND FOR ALL NECESSARY MATERIALS. I UNDERSTAND ANY COST QUOTED IS AN ESTIMATE ONLY. YOUR AUTHORIZED DEALERSHIP FOR INSPECTION, TESTING, AND DELIVERY OF THE VEHICLE. [illegible] AGREE TO PAY A REASONABLE WORKMANSHIP AND MATERIALS WARRANTY. [illegible] AUTHORIZATION THAT REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR ANY PERSONAL BELONGINGS LEFT IN VEHICLE. CUSTOMER GIVES [illegible] AUTHORIZATION TO RELEASE TO WHEELER CHEVROLET ANY INFORMATION CONCERNING THE CONDITION, REPAIRS TO EQUIPMENT, AND AGREE FOR USE OF CAR, USE OF OTHER TYPES OF PARTS, OR ACCEPTANCE OF ANY OTHER INCIDENTAL CHARGES.

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 | A.M. P.M.

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]
2015 LA RABYN WAY
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:

Year & Make	Vehicle Identification Number	Authorized Representative
2004 CHEV	1GNDT13SX[redacted]	

AUTO3821 R4 SEE IMPORTANT MESSAGE ON REVERSE SIDE

2676*

CALIFORNIA EVIDENCE OF FINANCIAL RESPONSIBILITY CARD

[redacted]

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
09/11/06

CARD EFFECTIVE DATE
09/11/05

CARD EXPIRATION DATE
09/11/06

Authorized Representative

Applicable with respect to the following vehicle

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2004	CHEV	TRAILBLA	1GNDT13SX4[redacted]

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

CUSTOMER #: [redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

[redacted]

WORKORDER

PAGE 1

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.

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

[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	1GNDT13SX4[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
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

[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]		33620/33620	[redacted]

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

[redacted]

CUSTOMER #: [redacted]

[redacted]

YUBA CITY, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

WORKORDER REPRINT
PAGE 1

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

SERVICE ADVISOR: 35 BARR, REX G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX42[redacted]		34022/	[redacted]

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.

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]

INVOICE

YUBA CITY CA 9[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	1GNDT13SX42[redacted]		34022/34128	[redacted]

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]

INVOICE

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 [redacted]

PAGE 2

HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 35 REX G BARR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SAND	04	CHEVROLET TRAILBLAZE	1GNDT13SX4[redacted]		34022/34128	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. 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.

December 30, 2005

Re:CAM07 CHV0590273 :Hamilton 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

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.

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The terms of the settlement are as follows:

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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

document Index - 1-320432823

Class - BRCSiebel Docs

RequestNum
1-320432823

MSXDocNum
KOE4427E9E

Last

First

Timestamp
2006-03-27-14.48.07.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

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

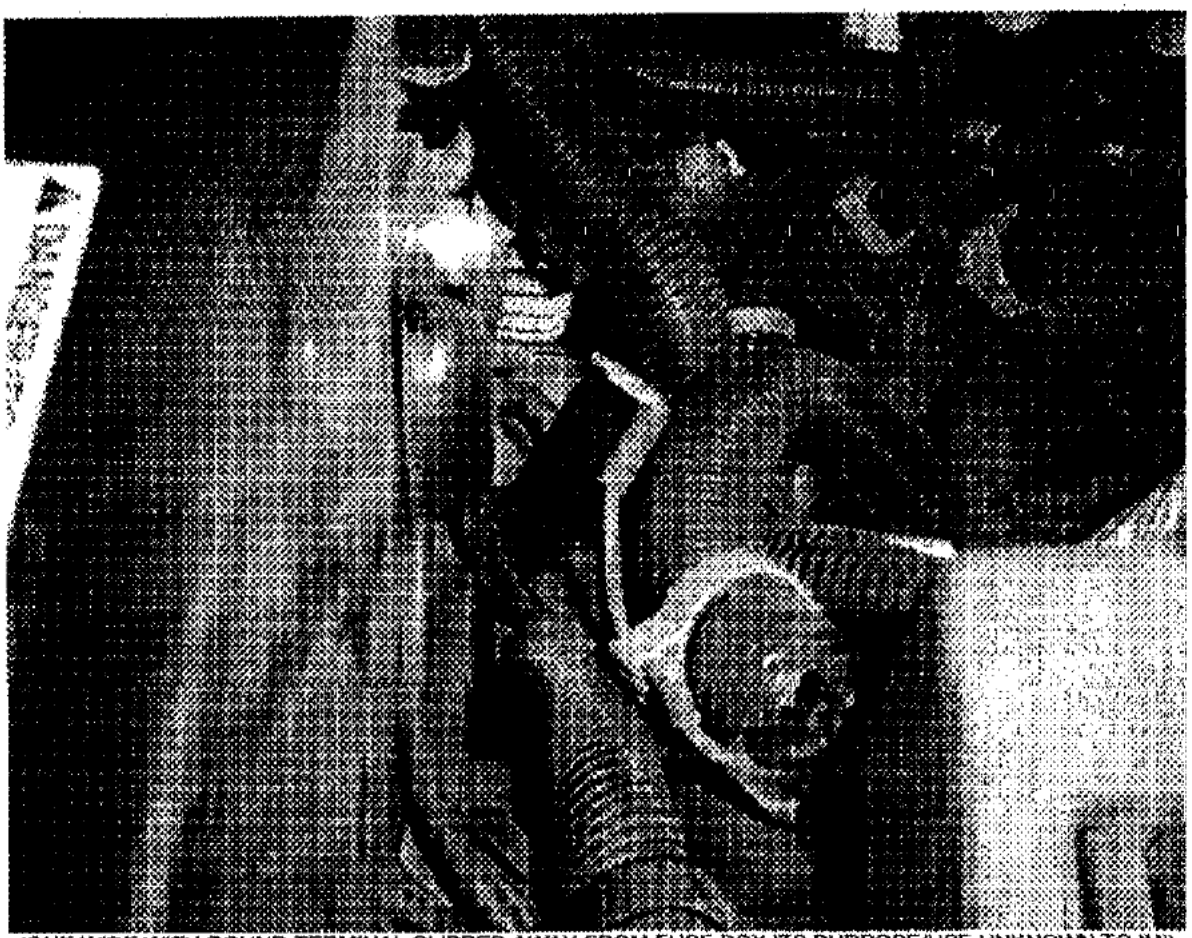
Areas of Certification

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_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_7200.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



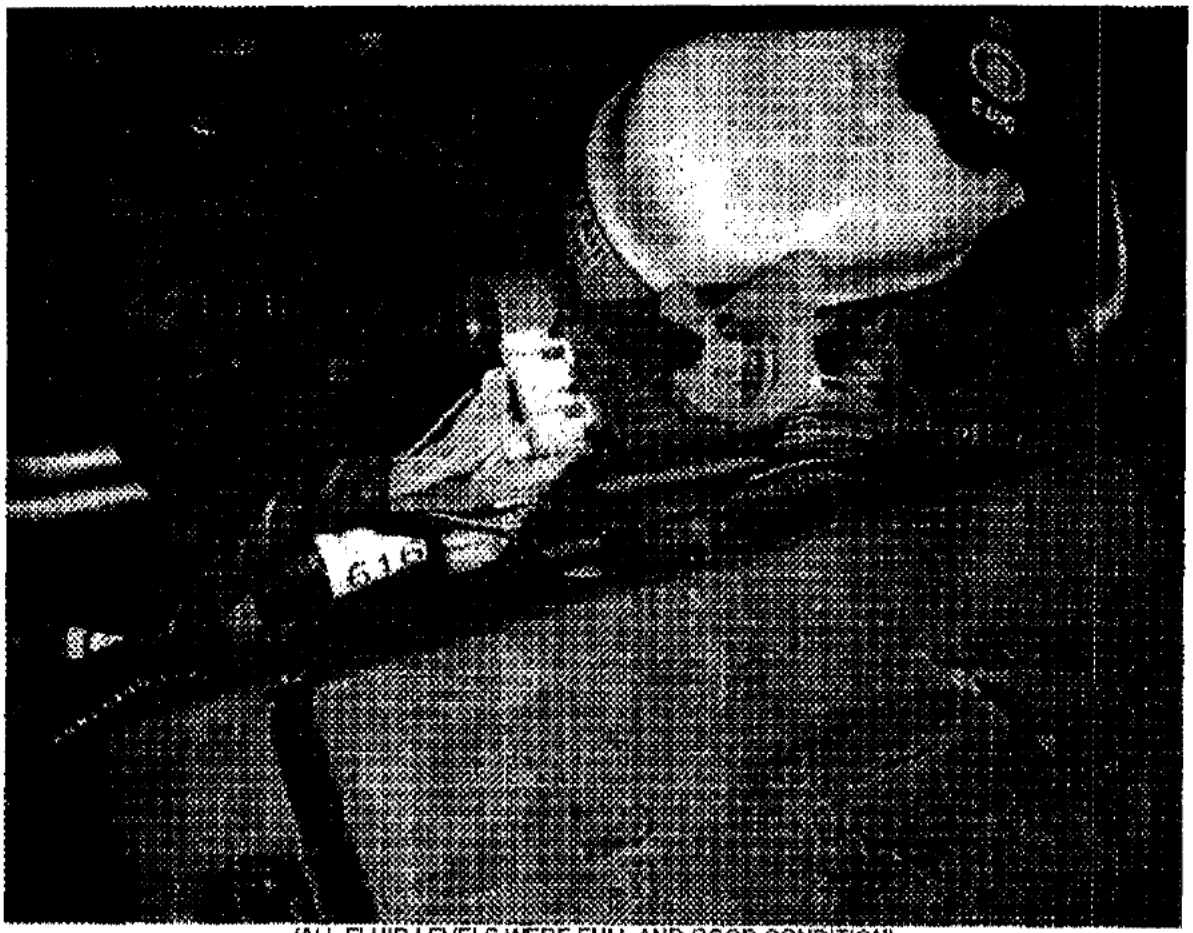
(ALL ELECTRICAL CONNECTORS WERE SECURE AND TIGHT)

Close Window



(FUSE BOX CLEAN AND ALL ITEMS SECURE)

Close Window



(ALL FLUID LEVELS WERE FULL AND GOOD CONDITION)

Close Window

GMPP Request for Processing

SR# [redacted]

New/Used: Used | Division: Chevrolet | Vehicle Style: Truck

Complete VIN: 1gndt13s442[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: 07/28/04 | Odometer Reading: 15000

Plan Purchase Date: 06/07/05 | Customer Ownership: Owner

Business Name:

Customer Name - Title: Mr. | (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: Wilbraham | State: MA | Zip: [redacted]

Plan Type: Value Guard | # of Months: 48 Months | Mileage: 48000

Plan Type: | # of Months: | Mileage:

GMPP MSRP: $1,535 | Deductible: $0

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: 06/07/05

☐ AVM Requested

WB 6/7/05

2004 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
47U DARK GREEN METALLIC /L6G — GENERAL MOTORS CORPORATION
95H MEDIUM PEWTER — 100 RENAISSANCE CENTER
ORDER NO. GSBW0M/TDC STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S4 422[redacted] — VEHICLE INVOICE [redacted]
**********13*32571S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	29595.00	26783.48	INVOICE 11/03/03
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 11/02/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 11/11/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	INT COM 11/12/03
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	PRC EFF 11/02/03
			KEYS S223F S223F
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-S QTR OPT-1
QRF P245/70R16 FOUR ALL-SEASON WOL TIRES - EXCLUDES SPARE	140.00	120.40	BANK: GMAC - 201
			CHG-TO 32-571
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	SHIP WT: 4459
* 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: 27753.58
* BODY SIDE MOLDING			SUPPLR: 29002.49
* TOW HOOKS			MRM: 31610.00
* LUGGAGE RACK CROSS-BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			DAN: 31610
* REMOTE KEYLESS ENTRY			MEMO 1473.00
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	30960.00	27957.38	ACT 237 27678.58
DESTINATION CHARGE	650.00	650.00	H/B 261 928.80
DEALER CO-OP ADVERTISING		309.60	ADV 261 309.60
TOTAL	31610.00	28916.98	PAY 310 28916.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27544.25

****

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.

CLASSIC CHEVROLET, LLC

REMIT TO GMAC NO. 201
VIN 1GNDT13S4422[redacted]
$ 28916.98 INV 1AD27680551
DUE 11/12/03 DEALER 32-571

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3334

THE ROSE LAW FIRM, PLLC

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VERONICA D. HIGGS
ATTORNEY AT LAW
GA

PETER M. DAMIN
ATTORNEY AT LAW
NY

DENNIS R. KURZ
ATTORNEY AT LAW
GA, NJ

TELECOPIER COVER SHEET

DATE:	March 21, 2005
TO:	Ms. Shannon Galford
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Douglas E. Galanek v. General Motors Corporation
Vehicle Type: 2004 Trailblazer
VIN: 1GNDT13S4[redacted]

As you may know, The Rose Law Firm, PLLC represents General Motors Corporation. We have received a seven-day "final opportunity" to repair letter from the above-named consumer.

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 29, 2005.**

Number of pages 2 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

IMPORTANT: THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR THE AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THE COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE UNITED STATES POSTAL SERVICE. THANK YOU

[redacted]
[redacted]
Wilbraham, M[redacted]
March 12, 2005

Mr. Keith B. Rose, Attorney-at-Law
The Rose Law Firm, PLLC
General Motors Corporation
504 New Karner Road
Albany, NY 12205

Dear Mr. Rose:

I believe that my car is a "lemon" under the Massachusetts Lemon Law (Massachusetts General Laws; c. 90 sec. 7N½). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, sec. 9).

I purchased a 2004 Trailblazer on July 29, 2004, from Central Cheverolet in West Springfield, MA. This vehicle bears the identification number or VIN 1GNDT13S[redacted] Since buying the vehicle, I have found it necessary to return it to the dealership a total of five times. My vehicle has been out of service for repairs a total of five business days and has been at Central Cheverolet for the stated defects on the following dates:

August 2, 2004	Squeaking noise when driving over bumps
	Check engine light on
August 5, 2004	Check engine light on
August 24, 2004	Check engine light on
	Clunking noise when shifting
January 25, 2005	Service four wheel drive light on
	Headlights flickering
	Interior lights flickering
February 1, 2005	Service four wheel drive light on

I am having the following problems with my vehicle at this time: The headlights and interior lights continue to flicker, and the vehicle shifts with great difficulty in cold weather. I have talked to the service manager three times regarding this situation on January 31, 2005, February 14, 2005, and February 16, 2005. I have received no satisfactory resolution and have repeatedly waited for a response that would provide information or instructions to remedy the situation. None has been forthcoming.

These remaining defects substantially impair the use, market value and/or safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of the receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law. Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages, as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,

[redacted]

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3334

THE ROSE LAW FIRM, PLLC

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PETER M. DAMIN
ATTORNEY AT LAW
NY

DENNIS R. KURZ
ATTORNEY AT LAW
GA, NJ

TELECOPIER COVER SHEET

DATE:	March 21, 2005
TO:	Ms. Shannon Galford
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Daniel Barscz v. General Motors Corporation
Vehicle Type: 2004 GMC Sierra
VIN: 1GTHK29224[redacted]

As you may know, The Rose Law Firm, PLLC represents General Motors Corporation. We have received a seven-day "final opportunity" to repair letter from the above-named consumer.

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 29, 2005.**

Number of pages 22 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

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[redacted]
Pittsfield, MA [redacted]

General Motors Corporation
The Rose Law Firm, PLLC
Attorneys at Law
501 New Karner Road
Albany, NY 12205
Attn: Mr. Keith B Rose

Dear Mr. Rose,

I believe that my truck is a "lemon" under the Massachusetts lemon law (Massachusetts General Law, c. 90 Sec. 7N1/2). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts Genera) Laws, c. 93A, Sec. 9)

I purchased a 2004 GMC Sierra on August 2, 2004 in Pittsfield, MA. The VIN # is 1GTHK29224E[redacted]. Since I bought the vehicle I have had to return it to the dealership a total of (4) four times to Southgate Motors in Pittsfield, MA. My vehicle has been out of service for repairs for a total of 4 business days. I am an independent contractor and my business relies on a vehicle that runs as advertised.

Attached please find the repair sheets for the times I took my vehicle for repairs.

These remaining defects substantially impair the use, market value and safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Law, c. 93A, and you may be subject to double or triple damages as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon. If you can not reach me by phone I give permission to speak with [redacted]

Sincerely,

[redacted]

February 27, 2005

In June 2004 I began having problems with my 2002 GMC Sierra. I took it to Southgate Motors, as they were the only dealer close that I would use in order to fix my truck. I noticed the brake pedal was hard to depress and it seemed as though the truck didn't want to stop at slow speeds. Southgate Motors cleaned the speed sensor. A couple of weeks later my brakes we still not right so I called Southgate Motors and they told me the problem was living in the northeast. I laughed and asked them to please fix my brakes. It went on and on, and then suddenly the steering started vibrating and Southgate Motors greased the steering shaft and told me it was fixed. Two weeks later the vibration returned and I went in to the shop and asked the mechanic how to grease the shaft and he laughed and said that you would need to have 20 years experience. I asked if there was an alternative and he replied that I needed a new steering shaft. I thanked him for his help and Southgate Motors replaced the steering shaft. Three weeks later the brakes stopped working again and I went back in the shop and talked with Kevin Liebenow. Kevin told me that I needed all news rotors around so I went inside and proceeded to talk to AnnMarie Palmer about the problem I was having with the brakes and she told me the brakes were fine and that they were not going to replace them because it was just the New England winters making the noise. I got quite a bit discouraged about this because I depend on my vehicle to be reliable for work and I was loosing unwarranted crucial time from my customers over this. When I went back to pick up my truck I asked Kevin why they wouldn't fix the rotors and he said, "because they are all full of crap there".

A week later I went in and talked with the salesperson, Bob Daley and asked him if there was a four-wheel drive truck on the lot that would not break. I depend on my vehicle and I was loosing time from work and this situation was becoming extremely frustrating for me as well. It was right around this time that I was informed the Kevin Lebenow was no longer employed there.

August 5, 2004 Southgate Motors sold me a 2004 Sierra 2500HD with the duramax diesel engine for $44,780.00 to which I financed $27,000 using my 2002 GMC Sierra for a trade in of $17,780. Bob Daley told me the truck would get at least 25mpg. I was three payments shy of paying off my other truck but I was extremely frustrated with the situation because I felt there was something seriously wrong with the truck but it seemed as though it was me because Southgate kept telling me there was nothing wrong.

Ten days after I bought the truck I noticed a rattling noise in the lower side of the engine. I took the truck back to Southgate Motors noticed my old truck on the hoist and I inquired with the mechanic about and he told me they were replacing all of the rotors and that the rear end had a broken seal. This was very upsetting to me because I was told there was nothing wrong with the truck and that was why I traded it in because I knew there was something wrong. Dave Agar listened to the noise and he put his hand over the exhaust pipe and told me to not worry about the noise until the truck falls apart. I was told to drive the truck to break it in.

I stopped the vehicle and went to put it in to park and it made a loud noise so I pulled it back out of park and wait a minute and put it back in to park at which time it made no noises. Several times I called Southgate Motors to complain in regards to the truck not performing right to which a response was to keep driving the truck so I would break it in.

I began noticing that I went from getting 18 mpg down to 14mpg as well as the power slowly dying. I then noticed a vibration in the gas pedal and it got worse so I brought the truck back to Southgate Motors and AnnMarie Palmer laughed and told me the driver is the one with all of the problems. I brought the truck in and told them it was consuming more fuel than before, that I was hearing a dragging noise from the transmission and that it was shifting rough.

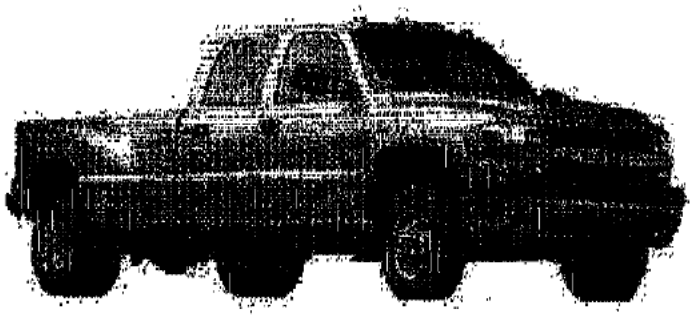
I then set up an appointment to which they kept my truck for 10 days because it was having difficulty starting sometimes and there was a grinding noise sometimes on startup. The truck lost 4 mpg and major power. Southgate noticed the rear differential fluid was low but told me there was nothing wrong with this vehicle and that I do not understand a diesel truck.

February 12, 2005 I then took my truck in to have the fuel filter changed.

End of February I went back to Southgate Motors and spoke with Bob Daley and I told him that I wanted to get back into a truck like the one I had and I asked regarding my old truck and he hesitated and gave me a quick answer that it was gone. I was given a figure of $23,725 for a trade in on mine after paying $44,780 just 4 months prior.

Date		Gallons	Mileage	MPG
11/19/04	$50.00	21.843	5139	
12/1/04	$48.00	20.969	5429	13.829
12/9/04	$50.00	22.233	5730	13.538
12/17/04	$49.00	22.800	6032	13.245
12/24/04	$46.50	21.241	6326	13.841
1/3/05	$20.05	9.116	6401	10.421
1/12/05	$43.01	19.647	6628	11.553
1/19/05	$46.00	20.824	6967	16.279
1/27/05	$40.01	18.111	7220	13.969
2/2/05	$38.00	17.204	7376	9.067
2/8/05	$50.00	22.633	7737	15.950
2/15/05	$46.00	21.013	8037	14.276
2/24/05	$45.00	20.371	8288	12.321
2/27/05	$40.06	17.811	8538	14.036





Duramax 6600 FAQ

Updated June 16, 2004

By Jim Bigley

Q: What are the GVW ratings for the new 2001-2004 HD pickup trucks?

A: The 2500HD pickup models have a GVWR of 9,200 pounds (4,173-kg), and payloads as high as 3,964 pounds (1,798-kg). The 3500 series pickup models have a GVWR of 11,400 pounds (5,171-kg) GVWR and payloads as high as 5,753-lbs (2,610 kg). The 3500 series pickup chassis cab models have an 11,400-lb (5,171-kg) GVWR for 2WD chassis cabs and 12,000-lb (5,443-kg) GVWR for 4WD chassis cabs. Chassis cab models provide payloads as high as 6,089-lbs (2,762-kg). Simply subtract the weight of your fully equipped truck (std cab, extended cab, crew cab, or chassis cab) from the above figures to find out how much weight (in cargo and people) your truck is factory rated to haul.

Q: What are the trailer weight (towing) ratings for the new 2001-2004 HD trucks?

A: Trailer weight rating for all 2500HD/3500 series pickup trucks is 12,000 lbs with a suitable weight-distributing hitch. The fifth-wheel tow rating can be computed by subtracting the weight of your chosen truck and cargo from the Gross Combination Vehicle Weight Rating (GCWR) of 22,000 lbs. This means a standard cab 2500HD is rated to tow a 5th-wheel of nearly 16,000 lbs. Extended cab and crew cab trucks are rated proportionally lower due to the increased weight of these trucks.

Q: Does the Duramax really offer "class-leading" performance?

A: Numerous loaded hill-climb performance comparison tests performed here in Montana with a 10,000-lb trailer on a 6% grade have proven GM's claim. The new Ford 6.0L Powerstroke has edged marginally above the Duramax in power, but the Duramax will regain the performance edge with the release of the new RPO code LLY Duramax 6600 sometime early in the 2004 calendar year.

Q: When will Duramax diesel Suburbans and Vans be produced?

A: GM has apparently withdrawn plans to introduce a Duramax 6600 powered Suburban or van. An unknown consumer demand and the ever tightening emissions regulations have GM reticent to invest in a new diesel powertrain offering in its top-end SUV line.

However, if and or when a Duramax Suburban does become available, we expect it'll be powered by a **5.0L V-6 Duramax**, which will produce enough power and fuel economy to satisfy nearly all SUV owners.

Other potential Duramax applications include GM's new Hummer H2 and the 2500 series Avalanche.

Q: What fuel economy can be expected for the Duramax 6600 2500HD/3500 trucks?

A: GM rates the Duramax fuel economy at 15-20% better than that of the retiring 6.5L turbo diesel. We now know this prediction is a little optimistic, but the 2500HD/3500 Duramax diesel trucks are producing 17-21 mpg when driven empty and 9-13 mpg while towing. Of course, fuel economy is highly dependent on load, speed, terrain and individual driving style.

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A: No, there is **absolutely no truth** to the plethora of head/gasket rumors that have circulated these past three years. There have been a few coolant leaks that developed because a leaking head gasket, but no head gasket has failed because of the aluminum heads. In fact, we believe the aluminum cylinder heads are the primary contributing factor in why the engine has become so successful and has developed a very good reliability record.

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A: Like most any currently produced computer controlled automatic transmission, there are lots of individual components that would disable the transmission should one of those parts fail or not function properly. So, yes, there have been a number of Allison problems reported. Most of these were due to minor issues such as fluid leaks, sticky solenoids, loose wiring connectors, and the like. However, no Allison 1000 Series 5-speed automatic has failed because of the load it was asked to pull. This transmission has proven itself to be virtually bulletproof for pulling max GCVW loads (22,000 lbs) in the hottest desert heat.

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Here is what we think: The Duramax 6600 operates with a high oil pressure, running somewhere in the 60 psi range when hot. This high oil pressure allows for more oil flow to cool the pistons and better lubricate other parts of the engine, which adds durability. Experts has suggested that this high volume and pressure can cause an occasional air bubble to pass through the crankshaft oil galleries, which then "pops" under compression loads in the rod and main bearings. We're told this condition has no short-term or longterm effect on engine durability.

Q: What performance options are available for the Duramax?

A: There are a few aftermarket companies offering "power modules" for the Duramax, which can produce a significant performance gain. The following ***Product Reviews*** discuss a couple of the better Duramax performance products. Please be aware that any performance modification also comes with a risk of losing your powertrain warranty coverage.

In closing: The new GM trucks and diesel drivetrains have been under intense scrutiny by the light-truck industry, as well as by owners of Ford, Dodge and GM light-trucks. The fact is, the new GM diesel trucks have exceeded (with the exception of fuel economy) every GM claim and ad hype for power, performance and driveability. Our own 2001 GMC 2500HD Duramax/Allison, after having owned it for 3-1/2 years and 40,000 miles, has never visited the dealer for any service work resulting from any sort of problem. This truck is superior in build quality, driveability and performance to the GM prototypes we tested in October of 1999.

TDP

For a complete story of the Duramax 6600, please visit the following link for a preview of the Duramax 6600 - 1999-2004 Volume.

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Document ID# 1442453
2004 GMC Truck GMC K Sierra - 4WD
1GTHK29224E389987

Information on Engine Ticking #[redacted] (01/26/2004)

Information on Engine Ticking

2001-2004 Chevrolet Silverado

2003-2004 Chevrolet Kodiak C4500/C5500 Series

2001-2004 GMC Sierra

2003-2004 GMC Topkick C4500/C5500 Series

with 6.6L Duramax™ Diesel Engine (VINs 1, 2 -- RPOs LB7, LLY)

This bulletin is being revised to update the engine information. Please discard Corporate Bulletin Number 02-06-01-022B (Section 06 -- Engine/Propulsion System).

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This noise is caused by the relationship of the engine cylinder block, crankshaft journals, bearing inserts and the oil film. This relationship may allow a vibration that resonates through the cylinder block and is heard as a metallic ticking noise. The noise could be described as an irregular ticking or clacking sound, [illegible] mechanical type [illegible]

This condition has been present in diesel engines produced for the last 20 or more years. The overall noise reduction in engines produced today makes this noise seem new when, in fact, it was masked by other noises in the past. Many manufacturers such as Isuzu, Hino, Mitsubishi, and Nissan report a similar condition in their diesel engines. Testing and engine teardowns with this condition reveal no condition that would affect reliability or durability of this engine.

Dealers should not attempt to compare any customer vehicles exhibiting this noise with other similar vehicles as the noise is different from vehicle to vehicle and this may lead to the incorrect conclusion that the vehicle has a condition. This noise is a normal operating characteristic of the engine. This noise has no short or long term effects on the engine. Do not attempt repairs for this noise.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

5/3/05

John McCarthy
Central Chevrolet
675 Memorial Ave
West Springfield, MA. 01089

Re: [redacted]
Siebel Request: [redacted]
2004 Chevrolet Trail[redacted]
VIN # 1GNDT13S44[redacted]

Dear Mr. McCarthy:

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,

Michael Board
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57201
FAX# 866-589-3982

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3334

THE ROSE LAW FIRM, PLLC

KEITH B. ROSE
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NY, MA, CT, NJ, GA

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ATTORNEY AT LAW
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ATTORNEY AT LAW
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VERONICA D. HIGGS
ATTORNEY AT LAW
GA

PETER M. DAMIN
ATTORNEY AT LAW
NY

DENNIS R. KURZ
ATTORNEY AT LAW
GA, NJ

TELECOPIER COVER SHEET

DATE:	March 21, 2005
TO:	Ms. Shannon Galford
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Douglas E. Galanek v. General Motors Corporation
Vehicle Type: 2004 Trailblazer
VIN: 1GNDT13S442[redacted]

As you may know, The Rose Law Firm, PLLC represents General Motors Corporation. We have received a seven-day "final opportunity" to repair letter from the above-named consumer.

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 29, 2005.**

Number of pages 2 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

IMPORTANT: THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR THE AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THE COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE UNITED STATES POSTAL SERVICE. THANK YOU

[redacted]

Wilbraham, MA[redacted]
March 12, 2005

Mr. Keith B. Rose, Attorney-at-Law
The Rose Law Firm, PLLC
General Motors Corporation
504 New Karner Road
Albany, NY 12205

Dear Mr. Rose:

I believe that my car is a "lemon" under the Massachusetts Lemon Law (Massachusetts General Laws; c. 90 sec. 7N½). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, sec. 9).

I purchased a 2004 Trailblazer on July 29, 2004, from Central Cheverolet in West Springfield, MA. This vehicle bears the identification number or VIN 1GNDT13S442[redacted] Since buying the vehicle, I have found it necessary to return it to the dealership a total of five times. My vehicle has been out of service for repairs a total of five business days and has been at Central Cheverolet for the stated defects on the following dates:

August 2, 2004	Squeaking noise when driving over bumps
	Check engine light on
August 5, 2004	Check engine light on
August 24, 2004	Check engine light on
	Clunking noise when shifting
January 25, 2005	Service four wheel drive light on
	Headlights flickering
	Interior lights flickering
February 1, 2005	Service four wheel drive light on

I am having the following problems with my vehicle at this time: The headlights and interior lights continue to flicker, and the vehicle shifts with great difficulty in cold weather. I have talked to the service manager three times regarding this situation on January 31, 2005, February 14, 2005, and February 16, 2005. I have received no satisfactory resolution and have repeatedly waited for a response that would provide information or instructions to remedy the situation. None has been forthcoming.

These remaining defects substantially impair the use, market value and/or safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of the receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law. Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages, as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,

[redacted]

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3334

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LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

[redacted] General Motors Corporation
Vehicle Type: 2004 GMC Sierra
VIN: 1GTHK29224[redacted]

As you may know, The Rose Law Firm, PLLC represents General Motors Corporation. We have received a seven-day "final opportunity" to repair letter from the above-named consumer.

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 29, 2005.**

Number of pages 22 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

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Daniel Barscz
12 Boison Street
Pittsfield, MA 01201
(413) 499-7819
(413) 328-5144

General Motors Corporation
The Rose Law Firm, PLLC
Attorneys at Law
501 New Karner Road
Albany, NY 12205
Attn: Mr. Keith B Rose

Dear Mr. Rose,

I believe that my truck is a "lemon" under the Massachusetts lemon law (Massachusetts General Law, c. 90 Sec. 7N1/2). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, Sec. 9)

I purchased a 2004 GMC Sierra on August 2, 2004 in Pittsfield, MA. The VIN # is 1GTHK29224[redacted]. Since I bought the vehicle I have had to return it to the dealership a total of (4) four times to Southgate Motors in Pittsfield, MA. My vehicle has been out of service for repairs for a total of 4 business days. I am an independent contractor and my business relies on a vehicle that runs as advertised.

Attached please find the repair sheets for the times I took my vehicle for repairs.

These remaining defects substantially impair the use, market value and safety of my vehicle. I am hereby allowing you one final repair opportunity. If these repairs are not completed within seven business days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Law, c. 93A, and you may be subject to double or triple damages as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon. If you can not reach me by phone I give permission to speak with Robin Litchfield at [redacted]

Sincerely,

[redacted]

February 27, 2005

In June 2004 I began having problems with my 2002 GMC Sierra. I took it to Southgate Motors, as they were the only dealer close that I would use in order to fix my truck. I noticed the brake pedal was hard to depress and it seemed as though the truck didn't want to stop at slow speeds. Southgate Motors cleaned the speed sensor. A couple of weeks later my brakes we still not right so I called Southgate Motors and they told me the problem was living in the northeast. I laughed and asked them to please fix my brakes. It went on and on, and then suddenly the steering started vibrating and Southgate Motors greased the steering shaft and told me it was fixed. Two weeks later the vibration returned and I went in to the shop and asked the mechanic how to grease the shaft and he laughed and said that you would need to have 20 years experience. I asked if there was an alternative and he replied that I needed a new steering shaft. I thanked him for his help and Southgate Motors replaced the steering shaft. Three weeks later the brakes stopped working again and I went back in the shop and talked with Kevin Liebenow. Kevin told me that I needed all news rotors around so I went inside and proceeded to talk to AnnMarie Palmer about the problem I was having with the brakes and she told me the brakes were fine and that they were not going to replace them because it was just the New England winters making the noise. I got quite a bit discouraged about this because I depend on my vehicle to be reliable for work and I was loosing unwarranted crucial time from my customers over this. When I went back to pick up my truck I asked Kevin why they wouldn't fix the rotors and he said, "because they are all full of crap there".

A week later I went in and talked with the salesperson, Bob Daley and asked him if there was a four-wheel drive truck on the lot that would not break. I depend on my vehicle and I was loosing time from work and this situation was becoming extremely frustrating for me as well. It was right around this time that I was informed the Kevin Lebenow was no longer employed there.

August 5, 2004 Southgate Motors sold me a 2004 Sierra 2500HD with the duramax diesel engine for $44,780.00 to which I financed $27,000 using my 2002 GMC Sierra for a trade in of $17,780. Bob Daley told me the truck would get at least 25mpg. I was three payments shy of paying off my other truck but I was extremely frustrated with the situation because I felt there was something seriously wrong with the truck but it seemed as though it was me because Southgate kept telling me there was nothing wrong.

Ten days after I bought the truck I noticed a rattling noise in the lower side of the engine. I took the truck back to Southgate Motors noticed my old truck on the hoist and I inquired with the mechanic about and he told me they were replacing all of the rotors and that the rear end had a broken seal. This was very upsetting to me because I was told there was nothing wrong with the truck and that was why I traded it in because I knew there was something wrong. Dave Agar listened to the noise and he put his hand over the exhaust pipe and told me to not worry about the noise until the truck falls apart. I was told to drive the truck to break it in.

I stopped the vehicle and went to put it in to park and it made a loud noise so I pulled it back out of park and wait a minute and put it back in to park at which time it made no noises. Several times I called Southgate Motors to complain in regards to the truck not performing right to which a response was to keep driving the truck so I would break it in.

I began noticing that I went from getting 18 mpg down to 14mpg as well as the power slowly dying. I then noticed a vibration in the gas pedal and it got worse so I brought the truck back to Southgate Motors and AnnMarie Palmer laughed and told me the driver is the one with all of the problems. I brought the truck in and told them it was consuming more fuel than before, that I was hearing a dragging noise from the transmission and that it was shifting rough.

I then set up an appointment to which they kept my truck for 10 days because it was having difficulty starting sometimes and there was a grinding noise sometimes on startup. The truck lost 4 mpg and major power. Southgate noticed the rear differential fluid was low but told me there was nothing wrong with this vehicle and that I do not understand a diesel truck.

February 12, 2005 I then took my truck in to have the fuel filter changed.

End of February I went back to Southgate Motors and spoke with Bob Daley and I told him that I wanted to get back into a truck like the one I had and I asked regarding my old truck and he hesitated and gave me a quick answer that it was gone. I was given a figure of $23,725 for a trade in on mine after paying $44,780 just 4 months prior.

Date		Gallons	Mileage	MPG
11/19/04	$50.00	21.843	5139	
12/1/04	$48.00	20.969	5429	13.829
12/9/04	$50.00	22.233	5730	13.538
12/17/04	$49.00	22.800	6032	13.245
12/24/04	$46.50	21.241	6326	13.841
1/3/05	$20.05	9.116	6401	10.421
1/12/05	$43.01	19.647	6628	11.553
1/19/05	$46.00	20.824	6967	16.279
1/27/05	$40.01	18.111	7220	13.969
2/2/05	$38.00	17.204	7376	9.067
2/8/05	$50.00	22.633	7737	15.950
2/15/05	$46.00	21.013	8037	14.276
2/24/05	$45.00	20.371	8288	12.321
2/27/05	$40.06	17.811	8538	14.036





Duramax 6600 FAQ

Updated June 16, 2004

By Jim Bigley

Q: What are the GVW ratings for the new 2001-2004 HD pickup trucks?

A: The 2500HD pickup models have a GVWR of 9,200 pounds (4,173-kg), and payloads as high as 3,964 pounds (1,798-kg). The 3500 series pickup models have a GVWR of 11,400 pounds (5,171-kg) GVWR and payloads as high as 5,753-lbs (2,610 kg). The 3500 series pickup chassis cab models have an 11,400-lb (5,171-kg) GVWR for 2WD chassis cabs and 12,000-lb (5,443-kg) GVWR for 4WD chassis cabs. Chassis cab models provide payloads as high as 6,089-lbs (2,762-kg). Simply subtract the weight of your fully equipped truck (std cab, extended cab, crew cab, or chassis cab) from the above figures to find out how much weight (in cargo and people) your truck is factory rated to haul.

Q: What are the trailer weight (towing) ratings for the new 2001-2004 HD trucks?

A: Trailer weight rating for all 2500HD/3500 series pickup trucks is 12,000 lbs with a suitable weight-distributing hitch. The fifth-wheel tow rating can be computed by subtracting the weight of your chosen truck and cargo from the Gross Combination Vehicle Weight Rating (GCWR) of 22,000 lbs. This means a standard cab 2500HD is rated to tow a 5th-wheel of nearly 16,000 lbs. Extended cab and crew cab trucks are rated proportionally lower due to the increased weight of these trucks.

Q: Does the Duramax really offer "class-leading" performance?

A: Numerous loaded hill-climb performance comparison tests performed here in Montana with a 10,000-lb trailer on a 6% grade have proven GM's claim. The new Ford 6.0L Powerstroke has edged marginally above the Duramax in power, but the Duramax will regain the performance edge with the release of the new RPO code LLY Duramax 6600 sometime early in the 2004 calendar year.

Q: When will Duramax diesel Suburbans and Vans be produced?

A: GM has apparently withdrawn plans to introduce a Duramax 6600 powered Suburban or van. An unknown consumer demand and the ever tightening emissions regulations have GM reticent to invest in a new diesel powertrain offering in its top-end SUV line.

However, if and or when a Duramax Suburban does become available, we expect it'll be powered by a **5.0L V-6 Duramax**, which will produce enough power and fuel economy to satisfy nearly all SUV owners.

Other potential Duramax applications include GM's new Hummer H2 and the 2500 series Avalanche.

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A: GM rates the Duramax fuel economy at 15-20% better than that of the retiring 6.5L turbo diesel. We now know this prediction is a little optimistic, but the 2500HD/3500 Duramax diesel trucks are producing 17-21 mpg when driven empty and 9-13 mpg while towing. Of course, fuel economy is highly dependent on load, speed, terrain and individual driving style.

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TDP

For a complete story of the Duramax 6600, please visit the following link for a preview of the Duramax 6600 - 1999-2004 Volume.

Send e-mail to: turbo@TheDieselPage.com
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www.TheDieselPage.com

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Document ID# 1442453
2004 GMC Truck GMC K Sierra - 4WD
1GTHK29224E389987

Print

Information on Engine Ticking #02-06-01-022C - (01/26/2004)

Information on Engine Ticking

2001-2004 Chevrolet Silverado

2003-2004 Chevrolet Kodiak C4500/C5500 Series

2001-2004 GMC Sierra

2003-2004 GMC Topkick C4500/C5500 Series

with 6.6L Duramax™ Diesel Engine (VINs 1, 2-- RPOs LB7, LLY)

This bulletin is being revised to update the engine information. Please discard Corporate Bulletin Number 02-06-01-022B (Section 06 -- Engine/Propulsion System).

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This noise is caused by the relationship of the engine cylinder block, crankshaft journals, bearing inserts and the oil film. This relationship may allow a vibration that resonates through the cylinder block and is heard as a metallic ticking noise. The noise could be described as an irregular ticking or clacking sound, like random typing on a mechanical typewriter.

This condition has been present in diesel engines produced for the last 20 or more years. The overall noise reduction in engines produced today makes this noise seem new when, in fact, it was masked by other noises in the past. Many manufacturers such as Isuzu, Hino, Mitsubishi, and Nissan report a similar condition in their diesel engines. Testing and engine teardowns with this condition reveal no condition that would affect reliability or durability of this engine.

Dealers should not attempt to compare any customer vehicles exhibiting this noise with other similar vehicles as the noise is different from vehicle to vehicle and this may lead to the incorrect conclusion that the vehicle has a condition. This noise is a normal operating characteristic of the engine. This noise has no short or long term effects on the engine. Do not attempt repairs for this noise.

Important

Replacing the engine or internal components for this noise will not reduce or eliminate the noise

Please share the information found in this bulletin with customers who inquire about this condition. In the event they have additional questions or concerns, please advise them to contact Customer Assistance at the numbers listed below for further information.

Division	Number	Deaf, Hearing Impaired or Speech Impaired*
Chevrolet	1-800-222-1020 8:00 AM - 11:00 PM (EST)	1-800-833-2438 8:00 AM - 11:00 PM (EST)
GMC	1-800-462-8782 8:00 AM - 11:00 PM (EST)	1-800-462-8583 8:00 AM - 11:00 PM (EST)
Canada	1-800-263-3777 (English) 1-800-263-7854 (French) 7:30 AM - 11:30 PM (EST) (Mon-Fri) 7:30 AM - 6:00 PM (EST) (Sat)	1-800-263-3830 7:30 AM - 11:30 PM (EST) (Mon-Fri) 7:30 AM - 6:00 PM (EST) (Sat)
*Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)		

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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SOUTHGATE MOTORS, INC.

25 W. HOUSATONIC STREET
PITTSFIELD, MA 01201
TELEPHONE: (413) 442-2716 OR (413) 445-5971

[redacted]

[redacted]
PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E[redacted]	4412	10/26/04	39566 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A39 3951	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
62.00	08/04/04	42	4412	10/26/04	08/04/04

CUSTOMER SATISFACTION IS OUR #1 PRIORITY

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP CODE	FAIL CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	CUSTOMER REQUESTS GREASE/OIL/FILTER CHECKOVER. SERVICE PERFORMED.					
	GOF		A73 2273		C	18.95
		88917036	FILTER	1	C	8.65
		1540G	MOTOR OIL	2	C	13.00
		1540	MOTOR OIL	2	C	3.12
			Line Total.....			43.72
B	CUSTOMER STATES CHECK TRANSMISSION, PUT VEHICLE INTO PARK AND DID NOT GO INTO GEAR.					
			Line Total.....			

Labor	18.95
Shop Supplies	.95
SalesTax	1.29
Parts-Other	8.65
Parts-Other	16.12
HAZ.MAT. OIL	3.00
TOTAL-AMOUNT	48.96

PAID
CK. NO. #1063
DATE 10/26/04

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

SOUTHGATE MOTORS, INC.

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TELEPHONE: (413) 442-2716 OR (413) 445-5971

[redacted]
PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E[redacted]	6029	12/17/04	40147 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A33 6433	CASH

CUST. LABOR RATE	PROM. DATE	PROM. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
62.00	08/04/04	42	6019	12/17/04	08/04/04	

CUSTOMER SATISFACTION IS OUR #1 PRIORITY

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
		88917036 FILTER		1	C	8.61
		1540G MOTOR OIL		2	C	13.74
		1540 MOTOR OIL		2	C	3.22
			Line Total.....			44.52
E	CUSTOMER STATES					
F		A24 5124				
		89021677 LUBRICANT		1	W	
			Line Total.....			

Labor	18.95
Shop Supplies	.95
SalesTax	1.33
Parts-Other	8.61
Parts-Other	16.96
HAZ.MAT. OIL	3.00
TOTAL-AMOUNT	49.80

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DATE 12/17/04

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1GTHK29224E[redacted]	6029	12/17/04	40147 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A33 6433	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. HELD	MILEAGE IN	DATE IN	IN SERV. DATE
62.00	08/04/04	42	6019	12/17/04	08/04/04

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SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT

A * CUSTOMER STATES VEHICLE CONSUMING MORE FUEL THAN WHEN NEW
ADVISED CUSTOMER WILL HAVE TO DOCUMENT FUEL/ie...FILL UP
TO HOW MAY GALLONS OF USAGE.
CUSTOMER CONCERN NOT DUPLICATED
J9992 9Z A24 5124 W
Auth: Claim Type: Complaint Cd: PM LaborHrs: 0.2 OtherHrs: 0.0
Line Total.....

B * CUSTOMER STATES HEARS DRAG NOISE FROM TRANSMISSION
ROAD TESTED WITH CUSTOMER/DID NOT HEAR ANYTHING OUT OF
ORDIANARY AT THIS TIME. CUST. TO KEEP US POSTED
F A32 4226
Line Total.....

C * CUSTOMER STATES FEELS VEHICLE SHIFTS ROUGH
ROAD TESTED WITH CUSTOMER/DID NOT FEEL ANYTHING UNUSAL CUSTOMER
TO KEEP US APPRAISED
F A32 4226
Line Total.....

D CUSTOMER REQUESTS GREASE/OIL/FILTER CHECKOVER.
SERVICE PERFORMED.
GOF A32 4226 C 18.95

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[redacted]
PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E3[redacted]	6029	12/17/04	40147 PART-CLOSE

KEPT	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A33 6433	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE	
62.00	08/04/04	42	6019	12/17/04	08/04/04	

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
		88917036 FILTER		1	C	8.61
		1540G MOTOR OIL		2	C	13.74
		1540 MOTOR OIL		2	C	3.22
			Line Total.....			44.52
E	CUSTOMER STATES					
	F		A24 5124			
		89021677 LUBRICANT		1	W	
			Line Total.....			

Labor	18.95
Shop Supplies	.95
SalesTax	1.33
Parts-Other	8.61
Parts-Other	16.96
HAZ.MAT. OIL	3.00
TOTAL-AMOUNT	49.80

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1GTHK29224E[redacted]	6029	12/17/04	40147 PART-CLOSE

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[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A33 6433	CASH

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ADVISED CUSTOMER WILL HAVE TO DOCUMENT FUEL/ie...FILL UP
TO HOW MAY GALLONS OF USAGE.
CUSTOMER CONCERN NOT DUPLICATED
J9992 9Z A24 5124 W
Auth: Claim Type: Complaint Cd: PM LaborHrs: 0.2 OtherHrs: 0.0
Line Total.....

B * CUSTOMER STATES HEARS DRAG NOISE FROM TRANSMISSION
ROAD TESTED WITH CUSTOMER/DID NOT HEAR ANYTHING OUT OF
ORDIANARY AT THIS TIME. CUST. TO KEEP US POSTED
F A32 4226
Line Total.....

C * CUSTOMER STATES FEELS VEHICLE SHIFTS ROUGH
ROAD TESTED WITH CUSTOMER/DID NOT FEEL ANYTHING UNUSAL CUSTOMER
TO KEEP US APPRAISED
F A32 4226
Line Total.....

) CUSTOMER REQUESTS GREASE/OIL/FILTER CHECKOVER.
SERVICE PERFORMED.
GOF A32 4226 C 18.95

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

Buzz Noise and Vibration in the Accelerator Pedal at Approx. 10 MPH on Start Up - kw 4.8 5.3 6.0 8.1 4L60E 4L65E 4L80E 4L85E accelerate Allison brake LCT1000 condition information instrument shift #PI00786A - (Dec 22, 2003)

Buzz Noise and Vibration in the Accelerator Pedal at Approx. 10 MPH on Start Up

When servicing the vehicle with the VIN you entered, the following diagnosis might be helpful if the vehicle exhibits the described symptoms.

Condition/Concern:

A buzz noise from the accelerator pedal area on the first acceleration after starting the vehicle can be heard and felt. This noise will occur at approximately 10 mph and will only occur the first time the vehicle reaches 10 mph after start-up. The condition will not occur again until the key is cycled off, then on. Based on the driving habits of the vehicle owner, the condition may occur at approximately the same time as the 1-2 shift of the automatic transmission.

Recommendation/Instructions:

This noise is caused by the SBA (Supplemental Brake Assist) performing a self-test. The SBA, which is mounted to the brake vacuum booster canister, is new for 2003 and provides vacuum for the brake booster in case of low vacuum or vacuum loss.

This is a normal condition, and no repair attempts should be made.

Note: The SBA (Supplemental Brake Assist) is only on vehicles equipped with vacuum brake boosters and is not used on vehicles equipped with Hydra-Boost brake systems.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance. This diagnostic approach was developed for the vehicle with the VIN you entered and should not be automatically be used for other vehicles with similar symptoms.

Models:

03, 04 Chevrolet Silverado

03, 04 Chevrolet Suburban

03, 04 Chevrolet Tahoe

03, 04 Chevrolet Avalanche

03,04 GMC Sierra

03, 04 GMC Yukon

03, 04 GMC Denali

03, 04 Cadillac Escalade

03, 04 Cadillac EXT

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

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[redacted]

[redacted]
PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E[redacted]	6665	01/12/05	40147 D

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST NO	[redacted]	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	389987	07/01/04	A33 6433	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE
62.00	08/04/04	42	6019	12/17/04	08/04/04

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SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE OP CODE FAIL-CD TECH. HOURS/CLK TYPE AMOUNT

A * CUSTOMER STATES VEHICLE CONSUMING MORE FUEL THAN WHEN NEW
ADVISED CUSTOMER WILL HAVE TO DOCUMENT FUEL/ie...FILL UP
TO HOW MAY GALLONS OF USAGE. CUSTOMER RETURNED WITH GAS SLIPS
CHECKED FOR BULLETINS FOUND DOC. #1564762 INSTALLED SCAN
CUSTOMER CONCERN NOT DUPLICATED
** TOOL FOR READINGS/MONITORED FUEL DELIVERY SYSTEM/OPERATING PROPERLY
PRESSURES ARE WITHIN SPEC. OF GM
COPY OF SNAP SHOT GIVEN TO CUSTOMER

J9992 9Z A24 5124 W
Auth: Claim Type: Complaint Cd: PM LaborHrs: 0.2 OtherHrs: 0.0
Line Total.....

B * CUSTOMER STATES HEARS DRAG NOISE FROM TRANSMISSION
ROAD TESTED WITH CUSTOMER/DID NOT HEAR ANYTHING OUT OF
ORDIANARY AT THIS TIME. CUST. TO KEEP US POSTED
F A32 4226
Line Total.....

C * CUSTOMER STATES FEELS VEHICLE SHIFTS ROUGH
ROAD TESTED WITH CUSTOMER/DID NOT FEEL ANYTHING UNUSAL CUSTOMER
TO KEEP US APPRAISED
HAD VEHICLE FROM 1/4/05 AND ROAD TESTED UNTIL 1/11/05
CUSTOMER CONCERN NOT DUPLICATED

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[redacted]

[redacted] PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E3[redacted]	6665	01/12/05	40147 D

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV/ADV	TERMS
[redacted]	2[redacted]	[redacted]	- -	1[redacted]	07/01/04	A33 6433	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
62.00	08/04/04	42	6019	12/17/04	08/04/04	

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SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE OP CODE FAIL-CD TECH HOURS/QTY TYPE AMOUNT

** NOT ABLE TO DUPLICATE CONCERN/DROVE WITH SCAN TOOL VEHICLE SHIFTING WITHIN SPECS.

K9995 9Z A32 4226 W
Auth: Claim Type: Complaint Cd: OT LaborHrs: 0.3 OtherHrs: 0.0
Line Total.....

E WHILE PERFORMING GREASE, OIL, FILTER SERVICE, FOUND THAT REAR DIFFERENTIAL FLUID WAS LOW, CORRECTED SAME.
CLOSEST LABOR OPERATION
COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - REPLACE

F2003 2N A24 5124 W
Auth: Claim Type: Complaint Cd: VO LaborHrs: 0.5 OtherHrs: 0.0
X 89021677 LUBRICANT 1 W
Line Total.....

F COURTESY USE OF SOUTHGATE LOANER ENVOY BY CUSTOMER.
NO CHARGE TO CUSTOMER.

ENVOY A39 3951 I
Line Total.....

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4 [redacted]

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PITTSFIELD MA [redacted]

VEHICLE IDENTIFI	MILEAGE OUT	DATE OUT	INVOICE NO.
1GTHK29224E3 [redacted]	6665	01/12/05	40147 D

YEAR	MAKE	MODEL	COLOR	TAG NO.
04	GMC	SIERRA	SILV BIRCH	00000

CUST NO.		HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]	[redacted]	[redacted]	- -	[redacted]	07/01/04	A33 6433	CASH

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62.00	08/04/04	42	6019	12/17/04	08/04/04	

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PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

G CUSTOMER STATES INTERM. START PROBLEMS, HEARD START GRIND NOISE DURING CRANKING.
CHECKED FOR BULLETINS FOUND DOC. #1540741/COMPARED ENGINE CODE WITH CODES SPECIFIED IN DOC. ENGINE #464910 DOES NOT APPLY
CUSTOMER CONCERN NOT DUPLICATED
J9993 9Z A32 4226 W
Auth: Claim Type: Complaint Cd: NG LaborHrs: 0.3 OtherHrs: 0.0
Line Total.....

TOTAL-AMOUNT NoCharge

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Title: Engine Data 1
1/10/2005 3:10:52pm

Parameter:	
Engine Speed	3102 RPM
ECT Sensor	183 °F
IAT Sensor	44 °F
MAF Sensor	395.40 g/s
BARO	98 kPa
Fuel Temperature Sensor	84 °F
Actual Fuel Rail Pressure	23129.8 psi
FRP Regulator Command	24 %
Glow Plug Relay	Off
APP Indicated Angle	100 %
APP Sensor 2	2.74 Volts
Main Injection Timing	10.0 °
Battery Voltage	14.40 Volts
TCC/Cruise Brake Pedal Switch	Released
Cruise On/Off Switch	Off
Cruise Resume/Accel. Switch	Off
Cam Signal Present *	Yes
Cam Reference Signal Missed	0 Counts
VTD Auto. Learn Timer	Inactive
VTD Fuel Disable Until Ign. Off	No
A/C Clutch Feedback Signal	Relay Off
MIL Command	Off
* 4WD Low Signal (If Equipped)	Disabled
Front Axle Switch	Unlocked
Water in Fuel	Off
Low Coolant Level	No
Engine Oil Life Remaining	91 %
* PTO Enable (If Equipped)	No
* PTO Feedback Signal (If Equip	Relay Off
ECM Reset	No
Vehicle Speed Sensor	36 mph

Parameter:	
Desired Idle Speed	800 RPM
Start Up ECT	59 °F
Start Up IAT	51 °F
MAF Sensor	4.65 Volts
Boost Pressure Sensor	31 psi
Calculated Fuel Rate	92 mm^3
Desired Fuel Rail Pressure	23055.0 psi
FRP Regulator Relay	On
Wait to Start	Off
APP Sensor 1	2.27 Volts
APP Sensor 3	3.04 Volts
Ignition 1 Signal	14.4 Volts
Stoplamp Pedal Switch	Released
Cruise Control Active	No
Cruise Set/Coast Switch	Off
Crank Signal Present	Yes
CKP Sensor Pulses Missed	0 Counts
VTD Fuel Disable	Inactive
PCM / VCM in VTD Fail Enable	No
A/C High Side Pressure	0.67 Volts
A/C Relay Command	Off
GEN L-Terminal Signal	Voltage
* 4WD Signal (If Equipped)	Disabled
PNP Switch	In Gear
Check Trans. Lamp	Off
Engine Oil Level Switch	OK
* High Idle Switch (If Equipped)	Off
* PTO Engage Relay Command	Off
* PTO Engine Shutdown Signal (	Yes
DTC Set This Ignition	No
Engine Run Time	00:28:01

Fuel supply Vacuum
with J-44638 7" HG
at WOT 3100 rpm

[redacted]

BERKSHIRE GMC TRUCK

Route 7 South PO Box 616
Great Barrington, MA 01230
TELEPHONE: (413) 528-3200
FAX PHONE: (413) 528-4736

[redacted]
PITTSFIELD MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	I
1GTHK2922[redacted]	7872	02/12/05	[redacted]

YEAR	MAKE	MODEL	COLOR	CAR NO
04	GMC	[redacted]	SILVER	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
		[redacted]	-		00/00/00	5 8179	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
62.00	00/00/00		7872	02/12/05	00/00/00

CUSTOMER LABOR RATE: LIGHT DUTY & AUTOMOBILES $64.00
MEDIUM DUTY & MOTORHOMES $70.00

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM
SAT 8:00AM - NOON

LINE	OP CODE	FAIL CD	DESCR	HOURS/QTY	TYPE	AMOUNT
M	CUSTOMER REQUEST CHANGE FUEL FILTER					
	REPLACE FUEL FILTER					
	05	A8	1955		C	24.95
	97385488		FILTER	1	C	36.74
				Line Total.....		61.69

Labor	24.95
Parts	36.74
Shop Supplies	1.00
SalesTax	1.89
TOTAL-AMOUNT	64.58

PAID
CK. NO. #1111
DATE 2-12-05

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

ne factory warranty constitutes all of the warranties with respect to the le of this item/items. The Seller hereby expressly disclaims all rranties either express or implied, including any implied warranty of rchantability or fitness for a particular purpose. Seller neither .ames nor authorizes any other person to assume for it any liability in nnection with the sale of this item/items

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

#186776

2005 Sierra XCab

$33920.00
29420.00
4500.00
rebate - 1500.00
3000.00
rebate - 2000.00
$1000.00

50.00
15.00
25.00
29.00
119.00
50.00
$169.00

THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
P.O. BOX 199100 BOSTON, MA 02119
www.mass.gov/rmv

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES

DUPLICATE
CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER	EXPIRES LAST DAY OF →	MONTH	YEAR
PAN	[redacted]		10	05

FEES:	
REGISTRATION	15.00
TITLE	0.00
SPECIAL PLATES	0.00
SALES TAX	0.00
TOTAL	15.00

NAME(S) OF OWNER(S) AND ADDRESS
[redacted]
PITTSFIELD, MA [redacted]

EFFECTIVE DATE 08/05/04

TRANSACTION NUMBER
[redacted]

Registrar 736 REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)

MFRS MODEL YEAR	MAKE	MODEL NAME	BODY STYLE/TYPE	COLOR
2004	GMC	SIERRA	SEDAN	GRAY

VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TITLE NUMBER
1GTHK29224E3[redacted]	COMMERCE INSURANCE	BA769965

IF VEHICLE CARRYING PASSENGERS FOR HIRE MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT.

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

Bed liner

1000.00 - Down
23725.00 - trade in
$24725.00

No Trade

32200 —
1500 - rebate
30700
2000 - rebate

Mar. 21. 2005 1:42PM

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)	$Supplier 31610.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$29002.49
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$2607.51

Trade Allowance (from dealer Bill of Sale)	$7680.00
Actual Cash Value Statement	$5000.00
Difference (if positive, this is the overallowance)	$2680.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0.00
Actual Cash Value Statement	$5000.00
Difference (if positive, this is the negative equity)	$-5000.00

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.)	$31610.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$5456.69
Overallowance and/or Negative Equity minus	$2680.00
Actual price of Vehicle that should be presented to BBB for ATA	$23473.31

December 12, 2017

[redacted]
Wilbraham, MA [redacted]

Service [redacted]
Customer Relationship Manager: Michael Board

Dear Mr. [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 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S442[redacted] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on 6/7/05 and ending on 6/7/09, and begins with 15,000 and ends with 63,000 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

Service Satisfaction Survey

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

_____

_____

_____

** Dissatisfied Customer **

[redacted]

Wilbraham MA

[redacted]

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 Central Chevrolet on January 25, 2005.** 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. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Central 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 25, 2005, 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?	☐	☐	☐	NOT SAT.

		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

1GNDT13S44[redacted]32148

021503482180 00000114952 143487 0581 CSI 102108

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?	☒	☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	Yes	No	Don't Know/ Not Sure
	☐	☒	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. **Based on this service visit, overall, how satisfied are you with Central 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 Central Chevrolet?

I am now filling paperwork out for the lemon law for Mass. ~~Car~~ Everytime I bring the blazer in for service

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!! It takes 2 visits to fix anything. ?

0299

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

1GNDT13S442[redacted]32148
021503482180 7379766413 143487 0582

CASE ASSESSMENT BY: Michael Board **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2004 **Make:** Chevrolet **Model:** Trailblazer **Current Mileage:** 13074

Vehicle ID No.: 1GNDT13S44[redacted] **In Service Date:** 7/28/04 **Purchased:** New

What is customer seeking: Repairs and Extended Service Contract

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlights

Date:	Mileage:	Days Out:	Description of Repair:
1/25/05	7116	1	Cust stated the headlights flicker. No problem found at this time.
3/29/05	11660	*	No problem found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Suspension

Date:	Mileage:	Days Out:	Description of Repair:
8/2/04	345	1	Cust complained of a squeak noise going over bumps. Dlr lubed the latch stops in hood area.
8/24/04	1958	*	Dlr could not duplicate the suspension noise.
3/29/05	11660	2	No problem found.

OTHER SYMPTOM/CONCERN: Check Engine Light

Date:	Mileage:	Days Out:	Description of Repair:
8/2/04	345	*	Cust stated the SES light has been on before getting gas. Dlr replaced the fuel tank cap.
8/5/04	483	1	Check engine light is on. Dlr re-secured the evap line connection.
8/24/04	1958	2	Cust stated the check engine light is on and the cruise control is inoperative for ½ hour and cools. No repairs performed.

OTHER SYMPTOM/CONCERN: 4 WD light on

Date:	Mileage:	Days Out:	Description of Repair:
1/25/05	7116	*	Dlr could not duplicate the 4 WD light coming on.
1/31/05	7418	2	Cust stated the 4 WD light is on. Dlr installed an actuator.

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Total Days Out of Service: __9__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** [ ] **NO:** [XXX]

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repairs/Repurchase/Relacement

AVM and/or DEALER RECOMMENDATION(s):

As of 5/12/05, the AVM has not responded to the CRM's initial contact.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM recommends offering repairs and a 48/48 GMPP Value Guard w/0 deductible.

Decision reached by CRM: **Arbitrate case:** [ ] **Settle case:** [XX]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

December 12, 2017

[redacted]
Wilbraham, MA [redacted]

Service Request [redacted]
RE: 93A
Customer Relationship Manager: Carl Speer

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

C E N T R A L C H E V R O L E T I N C.
675 Memorial Avenue
W E S T S P R I N G F I E L D, M A S S.

PHONE # 1-413-781-3400

OFFICE FAX# 1-413-737-9766
SALES FAX# 1-413-731-8827
BODY SHOP FAX # 1-413-781-2889

F A X C O V E R S H E E T

DATE 5-4-05

TO: Michael Board

Ref: [redacted] # [redacted]

COMMENTS: As you requested - Copies of Sales & Service -

FROM: Maria

PAGE 1 OF 18

CENTRAL CHEVROLET, Inc.

675 Memorial Avenue P.O. Box 479
WEST SPRINGFIELD, MASS. 01090
Telephone 781-3400

DEAL # 30480
CUST # 26149

SOLD TO [redacted]

ADDRESS [redacted]
WILLBRAHAM, MA [redacted]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2004	CHEV	CT15506 TRAILBLAZER	NEW	1GNDT13S4[redacted]

SALESMAN HENRY G KOLOSKI KEY NO9 S223F

D/R SM BUY SM LEASE TERMS RATE RVALUE PMILES

TYPE OF OWNER: R - RETAIL F - FLEET D - RETAIL/LEASE W - UNREG. FLT. ACCT.#

OWNER OF RECORD: I - INDIVIDUAL C - COMPANY O - OTHER

CODE MILEAGE 87 CNE

GSU

GM SUPPLIER PROGRAM GSU
AUTH#310510848
GM REBATE $5000 ASSIGNED
TO DLR CNE

IF PAID BY CHECK, TITLE TO PROPERTY DESCRIBED HEREIN RESERVED UNTIL PAYMENT THEREOF

MFR WAIVE ____ OTHER ____ DLR WTY. ____ DUPT TI ____
CO SIGN ____ REGIS PUR ____ PKG ____ M.O.T. ____
MILEAGE ____ BUY GUIDE ____ GMPP ____ PAYOFF ____
DLV REC ____ CONT ____ INS ____ TITLE TRADE ____
GOLD ____ INC ACK ____ INS. VERI. ____

MUTUAL FORD

PREVIOUS OWNER:

USED CAR TRADED 22230

1997 FORD F150 [redacted]

SALESMAN NEW ADD COMM ____ MFR ____ DIST ____
COMMISSION USED ADD COMM ____ GM ____ OTHER ____

DATE	INVOICE NO.	STOCK NO
07/28/04	[redacted]	1554

SOURCE 100 120 200 SALESMAN NUMBER C 8 8 5

DESCRIPTION	COST	KEY	ACCT NO.	SALE
IMPALA		C	400A	
		C	401	
MONTE CARLO		C	402A	
		C	403	
MALIBU/MAXX		C	404A	
CAMARO		C	405A	
CAVALIER		C	406A	
CORVETTE		C	407A	
PRIZM		C	408A	
AVEO		C	409A	
COBALT		C	410A	
USED CARS - RETAIL		C	446	
USED CARS - WHOLESALE		C	448	
USED TRUCKS - RETAIL		C	450	
USED TRUCKS - WHOLESALE		C	452	
ACCRUAL ACCT.		C	331A	
CASH PRICE		1		
OVER ALLOWANCE *		2		
TRADE ALLOWANCE	12680.00	3		
PAYOFF BALANCE (300B)	N/A	-		
OWED TO: NET TRADE	12680.00	4		
UNPAID BAL. OF CASH PRICE		5	1 MINUS 2 OR 4	
SALES TAX		6	220A	
REGISTRATION		7	220A	
TITLE PREPARATION/VSI		8	905A	
GMPP/MRP/WTY. TRANSFER		9		
TOTAL UNPAID BALANCE		10	5 PLUS 6,7,8,9	
DEPOSIT REC.# 37553		11	220B	
CASH ON DELIVERY		12	220A	
TOTAL IF CASH SALE		13	ADD 11, 12	19970.5
AMOUNT BEING FINANCED		14	205	
FINANCE CHARGES		15		
INSURANCE		16	264	
PAYMENTS MONTHS 1 DOLLARS 0 FIN. CO. N/A MONSANTO			EMPL	
TOTAL OF PAYMENTS		17	15 PLUS 15, 16	
DEFERRED PAYMENT PRICE		18	17 PLUS 4, 11, 12	
COMMISSION			111	
ACCRUED COMMISSION			321A	
RECONDITIONING - USED PASS.			647	
- USED COMM.			651	
COST OF SALES - USED PASS.			648	
- USED COMM.	1554.0		650	5000.0
VALUE OF TRADE STOCK NO. [redacted]		T	240	
		I	241	

675 Memorial Avenue Telephone 781-3400
WEST SPRINGFIELD, MASS. 01089

CHEVROLET

CUST. NO. [redacted]

PURCH [redacted] D.O.B. 8/19/66

PURCH [redacted] D.O.B.

DATE 7/27/04

STOCK # Locate 1554

SALES REP Hwy

PHONE: H 596-5104 B

SS # 015-48-6981

SS # S-944 39277

STREET [redacted] CITY Wilbraham STATE MA ZIP CODE 01095

ENTER MY ORDER FOR [ ] (QUANTITY) NEW [X] USED [ ] FORMER USE (if applicable) DEMONSTRATOR [ ] FORMER LEASED CAR [ ] POLICE CAR [ ] TAXICAB [ ] REBUILT INS. TOTAL [ ] FORMER DAILY RENTAL [ ]

Year	Make	Model	Body Type	Model No.	Transmission	Cyl.	Pass.	Doors
2004	Chevrolet	Trailblazer		LS	Standard [ ] Automatic [X] (Speeds) 4	6	5	4

Vehicle Identification No.	Color 1st / 2nd / 3rd	Interior 1st / 2nd / 3rd	Top	Odometer	Expected Delivery Date
1GNDT13S4 [redacted]	Green	Grey		87 Miles [ ] Kilometers [ ]	7/28/04

LIENHOLDER Monsanto [redacted] Empl.
Address 2002 Boston Rd
City/State/Zip Wilbraham MA [redacted]
INSURANCE CO. Commerce Ins
Agent/Branch Plowen Valley Ins
Address/City 388 Dickinson St Springfield MA 01108

TRADE-IN Year 1997 Make Ford Model Pickup Type F150 Color Black
V.I.N. 1FTDX17W0VN[redacted]
Odometer 89000 (mi.) [X] (km.) [ ]
Transmission [ ] Standards (Speeds) 4 [X] Auto
No. of Cyl. 8 Pass. 5 Doors 3
Salvage Title YES [ ] NO [X]
Previous Owner Mutual Fcd.
Address 2 Cottage street
City/State/Zip Springfield MA 01104

LIENHOLDER (TRADE)
Address
City/State/Zip
Acct. No. Check No.
Balance Due $

WARRANTY INFORMATION
[ ] This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.
[X] This vehicle does not carry an express warranty.
(Initial Appropriate Statement)

REGISTRATION FEE/TITLE FEE
SALES TAX
(2 checks required)
Application for Title [ ]
Application for Reg. [ ] New [ ] Transfer
Registration No.
Registration Fee $
Title Fee $
Mass. Sales Tax $
(Pay to Commonwealth of Massachusetts)

PURCHASER CONSENTS TO SELLING DEALER AFFIXING DEALERSHIP INSIGNIA, LOGO OR OTHER PLATE THAT ADVERTISES THE NAME OR THE SELLER ON THE ABOVE DESCRIBED MOTOR VEHICLE.

[ ] PURCHASER'S INITIALS

Price of Unit	$ 31880
788-0800	31610
GM Sup policy: CERTIFIED COMPANY POLICY: CASH, CERTIFIED CHECK, OR BALANCE BY BANK CHECKS NO PERSONAL CHECKS LOST TITLE FEE IS NON-REFUNDABLE	SU
GM	500
DEALER INSTALLED EQUIPMENT	
5234176607	
Striping	
Alarm GBU	
Rustproof	
Gloss Treatment	
Sound Shield	
Fabric Treatment	
1. Total Price	31610
2. Credit/Over Allowance $ 7687	
3. Trade-In Allowance $	
4. Rebate $ 5000	
5. Difference (line 1 - lines 2, 3 and 4)	18923
6. *Mass. Sales Tax (% of line 5)	947 50
7. Plate Fees	65
8. Title Preparation	5 00
9. Documentary Preparation (Itemize) Inspection Sticker Notary Public Electronic Storing & Archiving of Documents	29
10. Other	
11. TOTAL CONTRACT PRICE (total of lines 5, 6, 7, 8, 9 and 10)	19970 50
12. Balance Due on Trade-In	
13. Total lines 11 and 12	
14. Deposit 81853 $100 00	
15. Amount to be Financed	
16. Cash due on Delivery	
17. TOTAL PAYMENT (total of lines 14, 15 and 16) (line 17 must equal line 13)	

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of $ _____ may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

[ ]
Purchaser's Initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. Purchaser represents and warrants that no credit other than that stated above has been extended to him/her by dealer. Purchaser represents and warrants that s/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.
THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

*Sales Tax amount is based on [redacted]

X [redacted]
Purchaser's Signature

X
Co-Purchaser's Signature

X
APPROVED-AUTHORIZED DEALER REPRESENTATIVE

Reynolds and Reynolds RD6440 O (MA)

[redacted]
WILLBRAHAM MA

CUSTOMER INCENTIVE ACKNOWLEDGEMENT

AND/OR ASSIGNMENT FORM

2004 CHEV TRAILBLAZER 1GNDT13S442[redacted]
[redacted] KEY NOS. S223F

ODOMETER: 87

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 the final price with incentive applied) or (c) a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GM Supplier Program	$ 456.69	GSU
Complete Assigned Parts	$ 5000	CAE
	$	
	$	

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 recieve_____
in lieu of_____

or

b. I elect to recieve_____

-----CUSTOMER AND DEALER ACKNOWLEDGEMENT-----

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 7/28/04. I acknowledge receipt of incentive(s) as described in item#_____and release GM [redacted] aim or obliga-tion for incentive(s) on this [redacted]

Purchaser/Leassee Signature_____ Date:__/__/____

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and that 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: CENTRAL CHEVROLET, INC. DEALER CODE 32-148

04 TRAILBLAZER LS 4WD
J DARK GREEN METALLIC /L6G
H MEDIUM PEWTER
ORDER NO. GSBWOM/TDC STOCK NO. 1554
N 1GN DT13 S4 42[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD27680551

1204

1554
87 mi

DEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
15506 TRAILBLAZER LS 4WD	29595.00	26783.48	INVOICE 11/03/03
N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 11/02/03
6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 11/11/03
8 VORTEC 4200 SFI I6	0.00	0.00	INT CON 11/12/03
0 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	PRC EFF 11/02/03 KEYS S223F S223F
1 50-STATE EMISSIONS	N/C	N/C	WFP-S QTR OPT-1
5F P245/70R16 FOUR ALL-SEASON WBL TIRES - EXCLUDES SPARE	140.00	120.40	BANK: GMAC - 201 CHG-TO 32-571
03 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1B LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	SHIP WT: 4459
* 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: 27753.58
* BODY SIDE MOLDING			SUPPLR: 29002.49 ←
* TOW HOOKS			MRM: 31610.00
* LUGGAGE RACK CROSS-BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			DAN: 31610
* REMOTE KEYLESS ENTRY			MEMO 1473.00
* THEFT DETERRENT SYSTEM			

ENTERED NOV 12 2003

27,988.18

TOTAL MODEL & OPTIONS	30960.00	27957.38	ACT 237 ~~27678.58~~
DESTINATION CHARGE	650.00	650.00	H/B 261 928.80
DEALER CO-OP ADVERTISING		309.60	ADV 261 ~~309.60~~
TOTAL	31610.00	28916.98	PAY 310 28916.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27544.25	

****

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.

CLASSIC CHEVROLET, LLC

REMIT TO GMAC NO. 201
VIN 1GNDT13S44[redacted]
$ 28916.98 INV [redacted]
DUE 11/12/03 DEALER 32-571

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:28 P.06

[redacted]

WILLBRAHAM, MA [redacted]

[redacted]	COLOR: DK GREEN METALI/PE	DELIVERY DATE: 07/28/04	DELIVERY MILES: 87	SELLING DEALER NO.	R.O. DATE: 03/29/05
SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		ADVISOR: 1510
					CARD NO.: 968
					MILEAGE: 11660
					TRANS.
					AIR COND.
					TURBO
					P.S.

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 amount of repairs thereto.

X [redacted]

WAIVER - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED $ _____

X

RESI [redacted]	BUSINESS PHONE				
TIME RECEIVED: 08:09am	DATE/TIME PROMISED: 03/29/05 05:00pm	PRIORITY: 2			
		LABOR RATE: 80.00			
CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR.					

ORIGINAL EST. | ADD'L EST. | ADD'L ESTIMATE CKD BY | DATE | TIME | EMP.

ATTN. John SR

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X----------

COMMENTS : 5965164 OR 2040104

W 11CVZ TRANSMISSION
CSUT SAYS HAS A SHIFTING PROBELM???NEED MORE INFO
SHIFTING PROBLEM WHEN COLD OUTSIDE,SHIFTS HARD INTO GEAR
AFTER VEHICLE IS WARM VEHICLE IS OK,WHEN COLD ENGINE
ALSO KNOCKS

310 no problem found NPF

W 04CVBODY-ELECT BODY ELECTRICAL
CUST SYAS INTERIOR LITES FLICKER AT TIMES--ATTN JOHN SR
HEADLITES, INTERIOR LIGHTS AND CLUSTER LIGHTS FLICKER
HAPPENS INTERMITTENTLY,VOLT METER ALSO JUMPS AROUND
WHEN LIGHTS ARE FLICKERING

310 no problem found NPF

W 10CVZ SUSPENSION
CUSTOMER STATES THAT THERE IS A SQUEEK NOISE COMING FROM
FRONT OF VEHICLE OVER BUMPS,POSSIBLY FROM HOOD

310 no problem found NPF

W 15CVZRENTAL COURTESY RENTAL

2 days 48.00

9A PO 36066

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

Central CHEVROLET
675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

Service Performed By Factory Trained Personnel

NOTICE BODY DAMAGE: Front ☐ Rear ☐ L¼ ☐ R¼ ☐ L. Front ☐ R. Front ☐ L. Side ☐ R. Side ☐

1 OF 1 145670

MECHANICS COPY

ADDITIONAL MATERIAL USED

QUAN.	ITEM NO.	DESCRIPTION	PRICE

HENRY G KULOSKI 04 SERVICE

VEHICLE ID. NO. 1 G N D T 1 3 S 4 4 2 [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAI	PRODUCTION DATE	STOCK NO. [redacted]	LICENSE NO.	R.O. NO. [redacted]	
[redacted]	CUSTOMER NO. [redacted]	COLOR DK GREEN METALI/PE	DELIVERY DATE 07/28/04	DELIVERY MILES 87	SELLING DEALER NO.	R.O. DATE 01/31/05
	SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 1510	
WILLBRAHAM, M[redacted]	[redacted]				CARD NO. 635	
RESIDENCE PHONE [redacted]	BUSINESS PHONE				MILEAGE 7418 0	
TIME RECEIVED 03:44pm	DATE / TIME PROMISED 01/31/05 05:00pm	PRIORITY 2			TRANS.	
	LABOR RATE 80.00				AIR COND.	
CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR.					TURBO	
		ORIGINAL EST.	ADD'L EST.	ADD'L ESTIMATE OK'D BY	DATE / TIME / EMPL.	P.S.

X [redacted]

X

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X----------

COMMENTS : WAITER

W 17CVZ4X 4WHDR DIFF
CUSTOMER STATES THAT 4WD LIGHT IS ON

CHECKED FEB 0 1 2005

017 Install S/O Actuator

Four 3

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

Central CHEVROLET

675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

12471631

Service Performed By Factory Trained Personnel

NOTICE BODY DAMAGE: Front ☐ Rear ☐ L ¼ ☐ R ¼ ☐ L Front ☐ R Front ☐ L Side ☐ R Side ☐

MECHANICS COPY

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:51 P.09

ADDITIONAL MATERIAL USED

QUAN.	OPN. NO.	DESCRIPTION	PRICE

PERSON NO. 33 HENRY G KULUSKI 04 SERVICE

VEHICLE ID. NO. 1GNDT13S442[redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRA	PRODUCTION DATE	STOCK NO. [redacted]	LICENSE NO.	P.O. NO. [redacted]
[redacted]	CUSTOMER NO. [redacted]	COLOR DK GREEN METALLIC	DELIVERY DATE 07/28/04	DELIVERY MILES 87	SELLING DEALER NO.	R.O. DATE 01/25/05
		SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 1510
WILLBRAHAM, MA [redacted]	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation [illegible] vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or [illegible] cure the amount of repairs thereto. X [redacted]				CARD NO. 467
RESIDENCE PHONE [redacted]	BUSINESS PHONE					MILEAGE 7116
TIME RECEIVED 09:05am	DATE / TIME PROMISED 01/25/05 10:00am	PRIORITY 1	WAIVER - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED $ _____				TRANS.
	LABOR RATE 80.00		X				AIR COND.
CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR			ORIGINAL EST.	ADD'L EST.	ADD'L ESTIMATE OK'D BY	DATE	TIME	EMPL.	P.S.	TURBO

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

K9993 .3 (Tt Mary)

COMMENTS : WAITING

Scan t-sf 4wd sys

U 17GN24X 4WHDR DIFF
CUSTOMER STATES THAT SERVICE 4WD LIGHT IS ON

Ck Codes 80379 + Ck 4wd
Circuits OK + Ck 4wd operation
+ Close code OK at this time

22

U 04CVBODY-ELECT BODY ELECTRICAL
CUSTOMER STATES THAT HEADLIGHT FLICKER ON AND OFF

Ck Hdlts Lights circuits OK
No flicker OR problem at this time
N9995 .3

U 04CVBE BODY ELECTRICAL
CUSTOMER STATES WITH INTERIOR LIGHTS ON THEY WERE FLICKERING

Ck Canada Dupl-Free complaint

Central
CHEVROLET
675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

Service Performed By Factory Trained Personnel

NOTICE BODY DAMAGE: Front ☐ Rear ☐ L ¼ ☐ R ¼ ☐ L Front ☐ R Front ☐ L Side ☐ R Side ☐

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:31 P.10

ADDITIONAL MATERIAL USED

QUAN. | TOTAL | DESCRIPTION | PRICE

C0379 RST Vehicle Control
circuit Malfunction

1247631

TOTALS

ADDITIONAL MATERIAL USED

CLASS | ITEM NO. | DESCRIPTION | PRICE

TOTALS

LABOR RECORD

EMP NO.	OPER. NO.	COST	ELAPSED TIME	TIME CLOCK
				OFF 10 A JAN 75
				ON 09 9 JAN 75
				OFF 7
				ON
				OFF
				ON
				OFF
				ON
				OFF

SERVICE

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1 G N D T 1 3 S 4 4 2 [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/TRAI		[redacted]		[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	DK GREEN METALI/PE	07/28/04	57		08/24/04

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
				1212

[redacted]

WILLBRAHAM, MA [redacted]

I hereby authorize the repair work herein set forth to be done [redacted] ree that you are not responsible for loss or damage to vehicle or articles left in [redacted] y unavailability of parts or delays in parts shipments by the supplier or trans[redacted] ed on streets, highways or elsewhere for the purpose of testing and/or inspe[redacted] of repairs thereto.

X [redacted]

CARD NO. 740

MILEAGE 1958

TRANS.

AIR COND.

TURBO

P.S.

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 09:14am | DATE / TIME PROMISED 09/24/04 06:00pm | PRIORITY 2

LABOR RATE 70.00

CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR.

WAIVER - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED $ _____

X

ORIGINAL EST.	ADD'L EST.	ADD'L ESTIMATE OK'D BY	DATE	TIME	EMPL.

LABOR INSTRUCTIONS

RIGINAL CUSTOMER ESTIMATE: TOTAL

MMENTS : 596-5164

GTD ok John has History

21CVZCEL 410
CHECK ENGINE LITE
CUST SAYS "SES" LITE CAME ON AGAIN AND CRUISE CONTROL INOP
AND AFTER SITS FOR HALF TO 1 HR AND COOLS
IS OKAY--PREVIOUS MAD CODE P0445-EVAP--CLEARED ON 8-2 AND
THEN ON 8-05-04 FOUND LINE DISCNTED ON TOP OF TANK
REF RO 137252 1085

Scan test P0741
Road test clear all codes (See Back)

15CVZ-RENTAL
RENTAL VEHICLE
RENTAL VEHICLE FROM:
INFINITY RENTAL

Po# 33256 92A

11CVZALL1
CLUNK NOISE
CUSTOMER STATES THAT HE WAS TOWING A 1,000 POUND TRAILER AND
WHEN SHIFTED IN FIRST LOUD BANG/CLUNK NOISE

NRP
no problem found

Central CHEVROLET
675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

P0741

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

Service Performed By Factory Trained Personnel

ICE BODY DAMAGE: Front ☐ Rear ☐ L¼ ☐ R¼ ☐ L. Front ☐ R. Front ☐ L. Side ☐ R. Side ☐ MECHANICS COPY

OF 1

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:33 P.12

ADDITIONAL MATERIAL USED

QUANT	ITEM NO	DESCRIPTION	PRICE

TOTALS

ADDITIONAL MATERIAL USED

QUANT	ITEM NO	DESCRIPTION	PRICE

TOTALS

LABOR RECORD

EMP NO	OPER NO	COST	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

TOTALS

STRAIGHT TIME (HRS) 24

FLAT RATE PRICE 15

R.O. NO. 410 EMP NO. OPER NO. A1

TIME 137872

OFF 8/25

ON

Bumper for PO 74 (410)
✓ TCC OK at this time

8 14 2 AUG 34

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:33

[illegible] Auto Rental Inc.

Rental Statement

Galanek

No Driver Under the Age of 21

NO.	[illegible]
Type	1

Daily=1(100) Weekly=2(500) Monthly=3(100) Unlimited=4 Insurance=5(100)

RENTEE NAME: [redacted]

HOME ADDRESS: [illegible] VERIFIED

CITY: [illegible] STATE: [illegible] ZIP CODE: [illegible]

DRIVER'S LICENSE #: [illegible] STATE: [illegible] EXP. DATE: [illegible]

DATE OF BIRTH: [illegible] SOC. SEC. #: [illegible] HOME PHONE: [illegible] VERIFIED

LOCAL CONTACT: [illegible] ADDRESS: [illegible] PHONE: [illegible]

EMPLOYER: [illegible] POSITION: [illegible] VERIFIED

EMPLOYERS ADDRESS: [illegible] PHONE: [illegible]

CITY: [illegible] STATE: [illegible] ZIP CODE: [illegible] INSURED BY

INSURANCE COMPANY: [illegible] POLICY #: [illegible] AGENT: [illegible] PHONE: [illegible]

PIONEER VALLEY

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS.

IN NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY RENTEE.

NAME: [illegible] DATE OF BIRTH: [illegible]

DRIVER'S LICENSE #: [illegible] EXPIRES: [illegible]

Po# [redacted]

NAME: [illegible] DATE OF BIRTH: [illegible]

DRIVER'S LICENSE #: [illegible] EXPIRES: [illegible]

Po# 33256

37.00

VEHICLE DAMAGE WAIVER

$ AMOUNT OF LOSS/DAMAGE: [illegible] PER DAY: [illegible] PER WEEK: [illegible]

RATE: [illegible]

BY INITIALING, RENTEE ACCEPTS OR DECLINES VEHICLE DAMAGE WAIVER AT THE RATES LISTED ABOVE. BY DECLINING WAIVER, RENTEE ACCEPTS FULL RESPONSIBILITY FOR ALL LOSS/DAMAGE TO THE RENTED VEHICLE UP TO THE DOLLAR AMOUNT STATED ABOVE, PER OCCURRENCE, REGARDLESS OR CAUSE NOTICE. WAIVER DOES NOT COVER LOSS OR DAMAGE RESULTING FROM ANY VIOLATION OR PARAGRAPH 1 OR 2 ON PAGE 2 OF THE AGREEMENT, FOR MISSING VEHICLE PARTS OR FOR INTERIOR DAMAGE OTHER THAN NORMAL WEAR AND TEAR CAUSED BY VEHICLE OCCUPANTS INCLUDING ANIMALS.

VEHICLE DAMAGE WAIVER IS NOT INSURANCE

Po# 33256

ACCEPT

[redacted]

DECLINE

[illegible]

Vehicle Condition In:

I HAVE RECEIVED A COPY OF THE RENTAL AGREEMENT TERMS AND UNDERSTAND IT IS MY RESPONSIBILITY TO READ AND COMPLY WITH ALL OF ITS TERMS.

No Rental Agreement may exceed 30 days; if you wish to extend your Rental we will be happy to remake it for you.

ACCEPT

Attention Law Enforcement

IF THIS AUTO IS STOPPED FOR ANY REASON AND THE DRIVER IS NOT AUTHORIZED ON THIS RENTAL AGREEMENT, CONSIDER THIS AUTO STOLEN. PLEASE IMPOUND AUTO, TAKE NECESSARY ACTION AGAINST THE RENTAL DRIVER AND CALL OUR RENTAL OFFICE AT 413 766 [illegible] OR AFTER HOURS 413 687 [illegible]

CUSTOMER SIGNATURE: DATE:

VEHICLE #	VIN	[illegible]
1002	224814	[redacted]
YEAR CAR LINE	MODEL	COLOR
2004 Chevrolet	Aveo	Blue
ODOMETER IN	DATE IN	TIME IN
[illegible]	[illegible]	[illegible]
ODOMETER OUT	DATE OUT	TIME OUT
[illegible]	[illegible]	[illegible]
MILES DRIVEN	DAYS OUT	EXTRA HOURS
0	1	0
MILES ALLOWED	FUEL OUT	
100	[illegible]	Estimated Return
CHARGEABLE MILES	FUEL IN	
0		[illegible]
COST PER GALLON	CHARGEABLE FUEL	TOTAL GALLON TANK
	0.00	11.1

RENTAL RATE $ DO NOT INCLUDE FUEL		RATE	CHARGES
HOURS			
	0	$6.00	$0.00
DAYS			
	1	[illegible]	$32.88
WEEKS			
	0		$0.00
MONTHS			
	0		$0.00
MILES			
	0	$0.15	$0.00
UNLIMITED			
	0		$0.00
TOTAL MILEAGE AND RENTAL CHARGES			[illegible]
CHARGEABLE FUEL			
	0.00	$0.00	$0.00
PREPAID FUEL			$0.00
TOTAL FUEL CHARGES			[illegible]
DAMAGE CHARGE			$0.00
TOTAL DAMAGE CHARGES			[illegible]
MISCELLANEOUS CHARGES			
ADDITIONAL DRIVER FEE			$0.00
UNDERAGE DRIVER FEE			$0.00
UNAUTHORIZED DRIVER FEE			$0.00
EXCESSIVE CLEANING FEE			$0.00
KEY/LOCKOUT FEE			$0.00
DROP FEE			$0.00
PICKUP FEE			$0.00
PARKING			$0.00
TOWING/STORAGE			$0.00
OTHER			$0.00
TOTAL MISCELLANEOUS CHARGES			[illegible]
SALES TAX		5%	$1.64
EXCISE TAX		6%	$1.97
CITY SURCHARGE		$0.50	$0.50
LESS CREDITS			$-0.00
LESS DEPOSIT/PAYMENT			$-0.00
BALANCE DUE			$37.00
		INITIAL	
REFUND DUE			$0.00

37.00

ENTRY NO. 33 HENRY G KOLOSKI SERVICE

VEHICLE ID. NO. 1GNDT13S44[redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAI	PRODUCTION DATE	[redacted]	LICENSE NO.	R.O. N[redacted]	
[redacted]	[redacted]	COLOR DK GREEN METALLIC	DELIVERY DATE 07/28/04	DELIVERY MILES 87	SELLING DEALER NO.	R.O. DATE 08/05/04
		SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 1212
WILLBRAHAM, MA[redacted]						CARD NO. 379
RESIDENCE PHONE [redacted]	BUSINESS PHONE					MILEAGE 483
TIME RECEIVED 09:02am	DATE / TIME PROMISED 09/05/04 11:00am	PRIORITY 2				TRANS.
	LABOR RATE 70.00					AIR COND.
CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR.						TURBO

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. You are not responsible for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter or by strikes, accidents or any cause beyond your control. You are authorized to test operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree to pay for all repairs and maintenance made and agreed to by you and the amount of repairs thereto.

X [redacted]

WAIVER - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED $ _____

X

ORIGINAL EST.	ADD'L EST.	ADD'L ESTIMATE OK'D BY	DATE	TIME	EMPL.	P.S.

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS : 596-5164 OR 204-0104

21CVZCEL CHECK ENGINE LITE
CUSTOMER STATES THAT THE SES LIGHT CAME BACK ON WEDNESDAY
AND STAYED ON CONSTANTLY

* FOUND P0455. FOUND POOR EVAP LINE
CONNECTION @ TOP OF TANK. RESECURED
LINE. OR @ THIS TIME.

0455

$108.5

Central CHEVROLET
675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

Service Performed By Factory Trained Personnel

NICE BODY DAMAGE: Front ☐ Rear ☐

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:36 P.15

ADDITIONAL MATERIAL USED

QUAN	ITEM NO	DESCRIPTION	PRICE

SERVICE

VEHICLE ID NO. 1GNDT13S442[redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRA	PRODUCTION DATE	STOCK NO. [redacted]	LICENSE NO.	R.O. NO. [redacted]
CUSTOMER NO. [redacted]	COLOR DK GREEN METALI/PE	DELIVERY DATE 07/29/04	DELIVERY MILES 87	SELLING DEALER NO.	R.O. DATE 08/02/04
SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES		ADVISOR 1212
[redacted] WILLBRAHAN, MA [redacted]					CARD NO. 163
RESIDENCE PHONE [redacted]	BUSINESS PHONE				MILEAGE 345
TIME RECEIVED 09:13	DATE / TIME PROMISED 08/02/04 05:00	PRIORITY 2			TRANS.
CUSTOMER LABOR RATE IS BASED ON _____ PER HR. PER FLAT RATE HOUR.	LABOR RATE 70.00				AIR COND.
					TURBO
ORIGINAL EST.	ADD'L EST.	ADD'L ESTIMATE OK'D BY	DATE	TIME	EMPL. P.S.

I hereby [redacted] that you are not responsible for loss or damage to vehicle or articles left in [redacted] availability of parts or delays in parts shipments by the supplier or transp[redacted] on streets, highways or elsewhere for the purpose of testing and/or inspect[redacted] parts thereto.

X [redacted]

WAIVER - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED $ _____

X

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X----------

COMMENTS : ~~[redacted]~~ OR 204-0104

10CVZ SUSPENSION
CUSTOMER STATES THAT THERE IS A SQUEEK NOISE GOING OVER BUMPS MORE FROM FRONT PASS SIDE
B1500 .3
*. DROVE w/ CHASSIS EARS - HEARD NOISE FROM HOOD AREA. LUBED ~~[redacted]~~ LATCH - STOPS O.K @ THIS TIME.
#1085

21CVZCEL CHECK ENGINE LITE
CUSTOMER STATES THAT THE SES LIGHT HAS BEEN ON CONSTANT SINCE YESTERDAY LIGHT CAME ON BEFORE GETTING GAS
*. FOUND P0445 CODE (VALVE EVAP LEAK) CLEARED CODE & V.I.O.E.M.D. OPERATION O.K. DROVE O.K @ THIS TIME.
#1085
L1020 .5

Central
CHEVROLET
675 Memorial Avenue
WEST SPRINGFIELD, MASS. 01089
Telephone: 781-3400

RECOMMENDED REPAIRS

Service Performed By Factory Trained Personnel

THIS IS A WORK ORDER ONLY - THIS IS NOT AN INVOICE

NOTICE BODY DAMAGE: Front ☐ Rear ☐ L¼ ☐ R¼ ☐ L. Front ☐ R. Front ☐ L. Side ☐ R. Side ☐

PAGE 1 OF 1 13085

CENTRAL CHEVROLET INC Fax:413-737-9766 May 4 '05 11:38 P.01

CENTRAL CHEVROLET INC Fax:413-737-9766

ADDITIONAL MATERIAL USED

QUAN.	PART NO.	DESCRIPTION	PRICE

TOTALS

ADDITIONAL MATERIAL USED

QUAN.	PART NO.	DESCRIPTION	PRICE

TOTALS

LABOR RECORD

EMP. NO.	OPER. NO.	DEPT.	PLANNED HRS.	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

TOTALS

STRAIGHT TIME (HRS.) 4 | FLAT RATE PRICE 8 | R.O. NO. 13708 | DEPT. NO. 65 | TIME OFF 8½ ON

[redacted]

REASONS FOR DECISION FORM

CASE: CHV0568586	Customer: [redacted]
VIN: 1GNDT13S552[redacted]	Hearing Date: 05/25/05
Arbitrator: James J Baltz	Date: 05/26/05

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

denial

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

The condition described by the customer on the ATA does not currently exist according to the customer testimony and the vehicle inspection.

It cannot be determined at this time that the condition of the vehicle expressed by the consumer rises to the level of significant impairment to use, safety or value. The single repair order does not meet the Lemon Law presumption.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

1

Question 4

Was final notice given? (Yes / No / Not Applicable)

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

2,413

CASE: [redacted]	Customer: M[redacted]
Arbitrator: James J Baltz	Date: 05/26/05

[redacted]

DENIAL DECISION

BBB

CASE [redacted]	Customer: Mr [redacted]
VIN: 1GNDT13S5 [redacted]	Hearing Date: 05/25/05
Arbitrator: James J Baltz	Date: 05/26/05

Question 1

The customer's request (listed below) is denied.

repair

CASE: [redacted]	Customer: M [redacted]
Arbitrator: James J Baltz	Date: 05/26/05

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 21, 2005
Scheithauer Chevrolet
Attn Jeff Jones, Assistant Service Manager
Fax: 215-536-2980

Re: [redacted]
1GNDT13S55[redacted]
2005 Chevrolet Trailblazer

Dear Mr. Jones,

The above customer has filed with the Better Business Bureau and is currently seeking repairs or repurchase under the guidelines of the PA. Lemon Law. Mr. Davis will be requesting that an arbitration hearing date be set, therefore, the manufacturer is requesting the following:

SERVICE

- Copy of all repair orders (Customers copy) THIS IS VERY IMPORTANT and technicians notes

SALES

- Copy of final signed buyers order, signed incentive sheet and appraisal for any trade in the customer may have had

Please fax the above to the undersigned at 866-834 3546 **WITHIN 24 HOURS**
If you have an excessive amount of copies, please call for Fed Ex address.

If further assistance is needed, please contact me at (800) 231-1841, extension 57751 available Monday through Friday, 7:00 a.m. to 3:45 p.m., Eastern Standard Time.

Sincerely,

Nancy Nicastro
Alternative Dispute Resolution
Business Resource Center
General Motors Division
1464 John A. Papalas Drive, Lincoln Park MI 48146

2005 TRAILBLAZER LT 4WD
16U GRAYSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GN DT13 S5 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE 1[redacted]

**********13*15607S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31295.00	28321.98
CF5 ELECTRIC SUNROOF	800.00	688.00
C5N GVW RATING - 5750 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
G80 LOCKING DIFFERENTIAL	270.00	232.20
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
PCK ONSTAR PLUS PACKAGE	970.00	834.20
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND		
* CRUISE CONTROL		
PDB LUXURY PACKAGE	1805.00	1552.30
* LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR		
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS		
* DRIVER INFORMATION CENTER		
* AUTO CLIMATE CONTROL		
* RR SEAT RADIO & HVAC CONTROLS		
* REVERSABLE CARGO UTILITY MAT		
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES	140.00	120.40
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70
YC6 LT PACKAGE 2	915.00	786.90
* MEMORY: DRV SEAT,OSRV MIRROR		
* OSRV MIRRORS W/TURN SIGNAL		
* HEATED FRONT SEATS		
* ELECTRIC ADJUSTABLE PEDALS		
* ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)		
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80
1SZ PREFERRED EQUIPMENT SAVINGS	1650.00-	1419.00-

ADD
R7E DESCRIPTION NOT AVAILABLE

RETAIL - STOCK	
INVOICE	02/10/05
SHIPPED	07/23/04
EXP I/T	08/04/04
INT COM	02/17/05
PRC EFF	07/23/04
KEYS	S606K S606K
WFP-F QTR	OPT-1
CHG-TO	15-607
SHIP WT:	4609
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	31176.78
SUPPLR:	32576.36
MRM:	37285.00
NTR:	1/2
DAN:	LT1SE
MEMO	1672.50

** CONTINUED ON PAGE 2 **

[redacted]

SCHEITHAUER CHEVROLET, INC.

CNE
FFC
GPO
TDE

2005 TRAILBLAZER LT 4WD
16U GRAYSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. HJXSFD/TBE STOCK NO.
VIN 1GN DT13 S5 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]
**********13*15607S

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1125.00-
DEALER INVOICE	1040.62-
SPECIAL ACCT ADJ.	73.12
NET ADJUSTMENT	967.50-
TOTAL ADJUSTMENT	967.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	34950.00	31465.28	ACT 237	967.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		349.50		
LAM GROUP CONTRIBUTION		349.50		
TOTAL	35635.00	32849.28		967.50-

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31331.35

****

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.

****

SCHEITHAUER CHEVROLET, INC.

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 04/21/05

PROCESSING SOURCE: CHEVROLET 10:47:20

VIN: 1GNDT13S5 521[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: [redacted] PAGE NO: 1

ODATE: 06/11/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15607

DDATE: 03/12/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/14/05 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: JR DAVIS JR

TRD DOE: 5249 DE PUES RD

SRVC IN: BANGOR PA 18013

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNE	01	13 15607	[redacted]	03/15/05	2,000.00	OA	0.00	9
FFC	01	13 15607		03/15/05	32.73	OA	0.00	9
GPO	01	13 15607		03/15/05	1,500.00	OA	0.00	9
TDE	01	13 15607		03/16/05	1,000.00	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 04/21/05

START BROWSE PROCESSING SOURCE: CHEVROLET 10:47:50

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	188	REG 05 NER CONSUMER CASH PGM	06/02/04	08/02/05	P	04/21/05	574
_	CNE	181	REG 04 NER CONSUMER CASH PGM	07/08/03	04/03/05	P	04/21/05	2
_	CNE	157	REG 03 NER CONSUMER CASH PGM	07/02/02	09/30/04	P	03/31/05	1
_	CNR	006	REG 03 NCR CONSUMER INCREM* PGM	11/04/03	03/01/04	P	04/02/04	1
_	CNR	005	REG 04 NCR CONSUMER INCREM* PGM	11/04/03	04/02/04	P	12/30/04	1
_	CPF	003	IVC 05 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P	04/21/05	3
_	CPF	002	IVC 04 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P	03/08/05	1
_	CPF	001	MSC 03 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P		0
_	CPG	004	REG 03 NER INCREM* BONUS CASH	01/07/03	05/31/03	P	04/03/03	1
_	CPN	003	MSC 05 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	08/05/04	1
_	CPN	002	MSC 04 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	03/31/05	1
_	CPN	001	MSC 03 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	07/22/04	1

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 04/21/05

START BROWSE PROCESSING SOURCE: CHEVROLET 10:47:56

INCENTIVE CODE/LVL: FFC ___ PAGE NO: 1

FN CD	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME (S)
_	FFC	059	** FUEL FILL	09/26/95		P	04/21/05	4,971
_	FFE	006	FLT 03 FREE ABS EARLY BONUS(VX5	01/01/02		P	01/22/04	1
_	FFI	003	FLT 03 E-FLEET INVENTORY REDUCT	10/03/03		P	10/19/04	1
_	FFM	004	FLT 04 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/18/04	2
_	FFM	003	FLT 03 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/23/04	1
_	FGE	003	FLT 05 BUSINESS PARTNR GRP ASSO	02/01/05	03/06/06	P	04/21/05	6
_	FGE	002	FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	04/02/05	1
_	FGG	003	MSC 05 BUS CHOICE $150 DLR INC	01/04/05	08/28/05	P	04/07/05	62
_	FGG	002	MSC 04 BUS CHOICE $150 DLR INC	01/04/05	08/28/05	P	04/07/05	2
_	FGL	001	SMALL FLEET GROUP/ASSOCIA CASH	10/09/03		N		0
_	FGP	002	FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	04/15/04	10
_	FGR	002	FLT 05 BUSINESS PARTNR GRP ASSO	08/01/04	12/31/05	P	04/21/05	12

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINFF071 INCENTIVE PROGRAM CATALOG INQUIRY 04/21/05

START BROWSE PROCESSING SOURCE: CHEVROLET 10:48:01

INCENTIVE CODE/LVL: GPO ___ PAGE NO: 1

FN CD	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME (S)
_	GPO	007	BNS 05 *** INCREM* BONUS CASH	02/01/05	08/04/05	P	04/21/05	241
_	GPQ	002	BNS 05 LMG INCREM* BONUS CASH	02/19/05	05/28/05	P	03/23/05	1
_	GPR	003	BNS 05 LMG INCREM* BONUS CASH	02/24/05	05/28/05	P	04/19/05	2
_	GPR	002	BNS 04 LMG INCREM* BONUS CASH	02/24/05	05/28/05	P	03/30/05	1
_	GPS	003	BNS 05 LMG INCREM* BONUS CASH	02/27/05	06/07/05	P	04/20/05	6
_	GPS	002	BNS 04 LMG INCREM* BONUS CASH	02/27/05	06/07/05	P	04/15/05	1
_	GPT	003	BNS 05 LMG INCREM* BONUS CASH	02/20/05	05/28/05	P	03/24/05	1
_	GPT	002	BNS 04 LMG INCREM* BONUS CASH	02/20/05	05/28/05	P	03/03/05	1
_	GPU	003	BNS 05 LMG INCREM* BONUS CASH	02/16/05	05/24/05	P	04/21/05	1
_	GPU	002	BNS 04 LMG INCREM* BONUS CASH	02/16/05	05/24/05	P	03/30/05	1
_	GPV	003	IVC 05 NORTHEAST CONQUEST 3CERT	02/01/05	07/01/05	P	04/12/05	1
_	GPV	002	IVC 04 NORTHEAST CONQUEST 3CERT	02/01/05	07/01/05	P	03/29/05	1

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY

START BROWSE PROCESSING SOURCE: CHEVROLET 10:48:08

INCENTIVE CODE/LVL: TDE ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	VOLUME
_	TDE	007	BNS 05 *** INCREM* BONUS CASH	03/10/05	07/04/05	P	04/21/05	214
_	TDE	006	BNS 04 *** INCREM* BONUS CASH	03/10/05	07/04/05	P	04/21/05	21
_	TDF	003	BNS 05 *** INCREM* BONUS CASH	03/30/05	07/13/05	P	04/20/05	2
_	TDF	002	BNS 04 *** INCREM* BONUS CASH	03/30/05	07/13/05	P	04/16/05	1
_	TDH	003	BNS 05 LMG INCREM* BONUS CASH	04/22/05	07/30/05	P		0
_	TDH	002	BNS 04 LMG INCREM* BONUS CASH	04/22/05	07/30/05	P		0
_	TDI	003	BNS 05 LMG INCREM* BONUS CASH	03/23/05	07/01/05	P	04/21/05	1
_	TDI	002	BNS 04 LMG INCREM* BONUS CASH	03/23/05	07/01/05	P	04/02/05	1
_	TDK	004	GSL 05 GMAC 2005 SMARTBUY PGM	03/17/05	07/04/05	P	04/19/05	2
_	TDT	003	BNS 05 *** INCREM* BONUS CASH	03/25/05	07/08/05	P	04/21/05	6
_	TDT	002	BNS 04 *** INCREM* BONUS CASH	03/25/05	07/08/05	P	04/16/05	1
_	TEB	003	BNS 05 *** INCREM* BONUS CASH	04/09/05	07/25/05	T		0

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request #:** [redacted] **BBB#:** C[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)	$33,027.90
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$35,635.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-2607.10

Trade Allowance (from dealer Bill of Sale)	$1950.00
Actual Cash Value Statement	$1500.00
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)*	$NA
Actual Cash Value Statement	$NA
Difference (if positive, this is the negative equity)	$NA

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.)	$33,027.90
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$4500.00
Overallowance and/or Negative Equity minus	$450.00
Actual price of Vehicle that should be presented to BBB for ATA	$28.077.90

December 12, 2017

[redacted]
Bangor, PA 1[redacted]

Service Request [redacted]
Customer Relationship Manager: Gabriel Chatman

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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

2005 TRAILBLAZER LT 4WD
16U GRAYSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. HJXSFD/TRE STOCK NO.
VIN 1GN DT13 S5 5[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]
**********13*15607S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31295.00	28321.98	INVOICE 02/10/05
CF5 ELECTRIC SUNROOF	800.00	688.00	SHIPPED 07/23/04
C5N GVW RATING - 5750 LBS	N/C	N/C	EXP I/T 08/04/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	INT COM 02/17/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 07/23/04
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	KEYS S606K S606K
G80 LOCKING DIFFERENTIAL	270.00	232.20	WFP-F QTR OPT-1
LL8 VORTEC 4200 SFI I6	0.00	0.00	CHG-TO 15-607
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4609
PCK ONSTAR PLUS PACKAGE	970.00	834.20	HP: 32.1
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			GVWR: 5750
* CRUISE CONTROL			GAWR.FT: 2950
			GAWR.RR: 3200
PDB LUXURY PACKAGE	1805.00	1552.30	GMS: 31176.78
* LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR			SUPPLR: 32576.36
			MRM: 37285.00
			NTR: 1/2
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS			DAN: LT1SE
			MEMO 1672.50
* DRIVER INFORMATION CENTER			
* AUTO CLIMATE CONTROL			
* RR SEAT RADIO & HVAC CONTROLS			
* REVERSABLE CARGO UTILITY MAT			
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES	140.00	120.40	
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70	
YC6 LT PACKAGE 2	915.00	786.90	
* MEMORY: DRV SEAT,OSRV MIRROR			
* OSRV MIRRORS W/TURN SIGNAL			
* HEATED FRONT SEATS			
* ELECTRIC ADJUSTABLE PEDALS			
* ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)			
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80	
1SZ PREFERRED EQUIPMENT SAVINGS	1650.00-	1419.00-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

SCHEITHAUER CHEVROLET, INC.

CNE
FFC
GPO
TDE

2005 TRAILBLAZER LT 4WD
16U GRAYSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. [redacted] STOCK NO.
VIN 1GN DT13 S5 52[redacted]

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

**********13*15607S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1125.00-
DEALER INVOICE	1040.62-
SPECIAL ACCT ADJ.	73.12
NET ADJUSTMENT	967.50-
TOTAL ADJUSTMENT	967.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	34950.00	31465.28	ACT 237	967.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		349.50		
LAM GROUP CONTRIBUTION		349.50		
TOTAL	35635.00	32849.28		967.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31331.35		

****

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.

****

SCHEITHAUER CHEVROLET, INC.

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

PROCESSING SOURCE: CHEVROLET 10:47:20

VIN: 1GNDT13S5 52[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HJXSFD PAGE NO: 1

ODATE: 06/11/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15607

DDATE: 03/12/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/14/05 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: JR DAVIS JR

TRD DOE: 5249 DE PUES RD

SRVC IN: BANGOR PA 18013

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNE	01	13 15607	[redacted]	03/15/05	2,000.00	OA	0.00	9
FFC	01	13 15607		03/15/05	32.73	OA	0.00	9
GPO	01	13 15607		03/15/05	1,500.00	OA	0.00	9
TDE	01	13 15607		03/16/05	1,000.00	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:

RINPF07I INCENTIVE PROGRAM STATUS INQUIRY

START BROWSE PROCESSING SOURCE: CHEVROLET 10:47:50

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	188	REG 05 NER CONSUMER CASH PGM	06/02/04	08/02/05	P	04/21/05	574
_	CNE	181	REG 04 NER CONSUMER CASH PGM	07/08/03	04/03/05	P	04/21/05	2
_	CNE	157	REG 03 NER CONSUMER CASH PGM	07/02/02	09/30/04	P	03/31/05	1
_	CNR	006	REG 03 NCR CONSUMER INCREM* PGM	11/04/03	03/01/04	P	04/02/04	1
_	CNR	005	REG 04 NCR CONSUMER INCREM* PGM	11/04/03	04/02/04	P	12/30/04	1
_	CPF	003	IVC 05 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P	04/21/05	3
_	CPF	002	IVC 04 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P	03/08/05	1
_	CPF	001	MSC 03 INSTANT VALUE CERT PGM	07/01/04	04/30/05	P		0
_	CPG	004	REG 03 NER INCREM* BONUS CASH	01/07/03	05/31/03	P	04/03/03	1
_	CPN	003	MSC 05 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	08/05/04	1
_	CPN	002	MSC 04 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	03/31/05	1
_	CPN	001	MSC 03 E-MAIL RECONTACT OFFER	05/18/04	09/01/04	P	07/22/04	1

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

START BROWSE PROCESSING SOURCE: CHEVROLET 10:47:56

INCENTIVE CODE/LVL: FFC ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	FFC	059	** FUEL FILL	09/26/95		P	04/21/05	4,971
_	FFE	006	FLT 03 FREE ABS EARLY BONUS(VX5	01/01/02		P	01/22/04	1
_	FFI	003	FLT 03 E-FLEET INVENTORY REDUCT	10/03/03		P	10/19/04	1
_	FFM	004	FLT 04 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/18/04	2
_	FFM	003	FLT 03 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/23/04	1
_	FGE	003	FLT 05 BUSINESS PARTNR GRP ASSO	02/01/05	03/06/06	P	04/21/05	6
_	FGE	002	FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	04/02/05	1
_	FGG	003	MSC 05 BUS CHOICE $150 DLR INC	01/04/05	08/28/05	P	04/07/05	62
_	FGG	002	MSC 04 BUS CHOICE $150 DLR INC	01/04/05	08/28/05	P	04/07/05	2
_	FGL	001	SMALL FLEET GROUP/ASSOCIA CASH	10/09/03		N		0
_	FGP	002	FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	04/15/04	10
_	FGR	002	FLT 05 BUSINESS PARTNR GRP ASSO	08/01/04	12/31/05	P	04/21/05	12

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY

START BROWSE PROCESSING SOURCE: CHEVROLET 10:48:01

INCENTIVE CODE/LVL: GPO ___ PAGE NO: 1

FN CD	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME ($)
_	GPO	007	BNS 05 *** INCREM* BONUS CASH	02/01/05	08/04/05	P	04/21/05	241
_	GPQ	002	BNS 05 LMG INCREM* BONUS CASH	02/19/05	05/28/05	P	03/23/05	1
_	GPR	003	BNS 05 LMG INCREM* BONUS CASH	02/24/05	05/28/05	P	04/19/05	2
_	GPR	002	BNS 04 LMG INCREM* BONUS CASH	02/24/05	05/28/05	P	03/30/05	1
_	GPS	003	BNS 05 LMG INCREM* BONUS CASH	02/27/05	06/07/05	P	04/20/05	6
_	GPS	002	BNS 04 LMG INCREM* BONUS CASH	02/27/05	06/07/05	P	04/15/05	1
_	GPT	003	BNS 05 LMG INCREM* BONUS CASH	02/20/05	05/28/05	P	03/24/05	1
_	GPT	002	BNS 04 LMG INCREM* BONUS CASH	02/20/05	05/28/05	P	03/03/05	1
_	GPU	003	BNS 05 LMG INCREM* BONUS CASH	02/16/05	05/24/05	P	04/21/05	1
_	GPU	002	BNS 04 LMG INCREM* BONUS CASH	02/16/05	05/24/05	P	03/30/05	1
_	GPV	003	IVC 05 NORTHEAST CONQUEST 3CERT	02/01/05	07/01/05	P	04/12/05	1
_	GPV	002	IVC 04 NORTHEAST CONQUEST 3CERT	02/01/05	07/01/05	P	03/29/05	1

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM [illegible]

START BROWSE PROCESSING SOURCE: CHEVROLET 10:48:08

INCENTIVE CODE/LVL: TDE ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	TDE	007	BNS 05 *** INCREM* BONUS CASH	03/10/05	07/04/05	P	04/21/05	214
_	TDE	006	BNS 04 *** INCREM* BONUS CASH	03/10/05	07/04/05	P	04/21/05	21
_	TDF	003	BNS 05 *** INCREM* BONUS CASH	03/30/05	07/13/05	P	04/20/05	2
_	TDF	002	BNS 04 *** INCREM* BONUS CASH	03/30/05	07/13/05	P	04/16/05	1
_	TDH	003	BNS 05 LMG INCREM* BONUS CASH	04/22/05	07/30/05	P		0
_	TDH	002	BNS 04 LMG INCREM* BONUS CASH	04/22/05	07/30/05	P		0
_	TDI	003	BNS 05 LMG INCREM* BONUS CASH	03/23/05	07/01/05	P	04/21/05	1
_	TDI	002	BNS 04 LMG INCREM* BONUS CASH	03/23/05	07/01/05	P	04/02/05	1
_	TDK	004	GSL 05 GMAC 2005 SMARTBUY PGM	03/17/05	07/04/05	P	04/19/05	2
_	TDT	003	BNS 05 ***. INCREM* BONUS CASH	03/25/05	07/08/05	P	04/21/05	6
_	TDT	002	BNS 04 *** INCREM* BONUS CASH	03/25/05	07/08/05	P	04/16/05	1
_	TEB	003	BNS 05 *** INCREM* BONUS CASH	04/09/05	07/25/05	T		0

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

215 536 3967 P.01

SCHEITHAUER CHEVROLET

780 S. West End Boulevard / Quakertown, PA 18951

FAX COVER LETTER

FAX NUMBER 215-536-3967

ATTN: Nancy Nicastro

MESSAGE:

Requested paperwork for [redacted]

The Documents accompanying this fax transmission contain information from Scheithauer Chevrolet that is confidential and/or legally privileged. This information is intended only for the use of the individual or entity named on this transmission sheet. Disclosure, copying, distribution or the taking of any action in reliance on the contents of this faxed information is **STRICTLY PROHIBITED!!**

NUMBER OF PAGES TO FOLLOW 22 **INCLUDES THIS COVER LETTER**

If you do not receive all the pages, please call as at 215-536-2100

SCHEITHAULER CHEVROLET
APR-21-2005 10:00



GENERAL MOTORS BUSINESS RESOURCE CENTER

April 21, 2005
Scheithauer Chevrolet
Attn Jeff Jones, Assistant Service Manager
Fax: 215-536-2980

Re: Mr [redacted]
1GNDT13S55[redacted]
2005 Chevrolet Trailblazer

Dear Mr. Jones,

The above customer has filed with the Better Business Bureau and is currently seeking repairs or repurchase under the guidelines of the PA. Lemon Law. Mr. Davis will be requesting that an arbitration hearing date be set, therefore, the manufacturer is requesting the following:

SERVICE

- Copy of all repair orders (Customers copy) THIS IS VERY IMPORTANT and technicians notes

SALES

- Copy of final signed buyers order, signed incentive sheet and appraisal for any trade in the customer may have had

Please fax the above to the undersigned at 866-834 3546 **WITHIN 24 HOURS**
If you have an excessive amount of copies, please call for Fed Ex address.

If further assistance is needed, please contact me at (800) 231-1841, extension 57751 available Monday through Friday, 7:00 a.m. to 3:45 p.m., Eastern Standard Time.

Sincerely,

Nancy Nicastro
Alternative Dispute Resolution
Business Resource Center
General Motors Division
1464 John A. Papalas Drive, Lincoln Park MI 48146

** TOTAL PAGE.01 **

APR-21-2005 10:01 SCHEITHAULER CHEVROLET 215 536 3967 P.03

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S552[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	03/12/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	SCHEITHAUER CHEVROLET, INC. 780 S WEST END BLVD QUAKERTOWN , PA 18951-2628 (215) 536-2100	**Selling Source :**	13 - CHEVROLET
		Site Code :	15607
		Business Associate Code :	113813

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/12/2005	227 miles	03/12/2008	36227 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/12/2005	227 miles	03/12/2011	100227 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/12/2005	227 miles	03/12/2013	80227 miles
36/36000 FEDERAL EMISSION	03/12/2005	227 miles	03/12/2008	36227 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/28/2005	[redacted]	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	639 miles

APR-21-2005 10:02 SCHEITHAUER CHEVROLET 215 536 3967 P.04

03/22/2005	[redacted]	#	J9993 - CUSTOMER CONCERN NOT DUPLICATED	639 miles
08/16/2004		1	Z6999 - PDI RELATED FLUID ADDS	2 miles
07/23/2004		1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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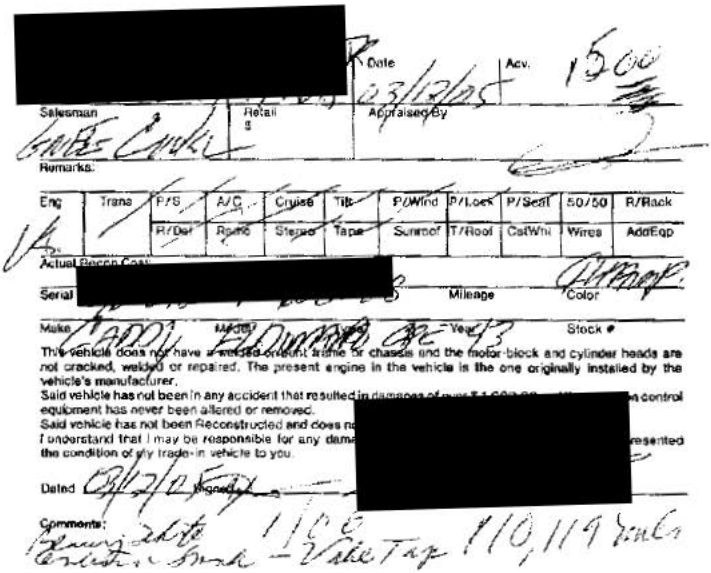

[redacted] Date 03/12/05 Acv. 1500

Salesman [illegible] Retail $ Appraised By

Remarks:

Eng	Trans	P/S	A/C	Cruise	Tilt	P/Wind	P/Lock	P/Seat	50/50	R/Rack
		R/Def	Radio	Stereo	Tape	Sunroof	T/Roof	CstWhl	Wires	AddEqp

Actual Recon Cost [redacted]

Serial [redacted] Mileage Color

Make ADD Model [illegible] Year 93 Stock #

This vehicle does not have a welded or bent frame or chassis and the motor-block and cylinder heads are not cracked, welded or repaired. The present engine in the vehicle is the one originally installed by the vehicle's manufacturer.

Said vehicle has not been in any accident that resulted in [redacted] control equipment has never been altered or removed.

Said vehicle has not been Reconstructed and does n[redacted]

I understand that I may be responsible for any dama[redacted] resented the condition of my trade-in vehicle to you.

Dated 03/12/05 Signed [redacted]

Comments: [illegible] 1100 Vehicle Tag 110,119 miles

APR-21-2005 10:02 SCHEITHAUER CHEVROLET 215 536 3967 P.06

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

CUSTOMER NAME: [redacted]

VIN: 1 G N D V 1 3 5 5 2 [redacted] (or see attached list*)

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) XX where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GM REBATE	$ 2000.00	CNE
GMAC BONUS CASH	$ 1500.00	GPD
MARCH MADNESS CASH	$ 1000.00	TDE
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 4500.00	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

a. I elect to receive _____

in lieu of _____ and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 03/12/05. I acknowledge receipt of incentive(s) as described in Item(s) _____ and release the GM Division from any future claim or obligation [redacted]

Purchaser/Lessee Signature: [redacted] Date: 03 12 2005

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: SCHEITHAUER CHEV. INC. Date: 03 12 2005

Dealership Name: _____ Dealer Code: 15607

* 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 GM3765 1101

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-[illegible]
FAX: 1-800-[illegible]

Exhibit i.1 - 1

LOW PRICES EVERYDAY
SCHEITHAUER CHEVROLET, INC.

780 S. West End Blvd. • Quakertown, PA 18951

Telephone – SALES – 215-536-2100
PARTS – 215-536-4848
SERVICE – 215-536-4080
NON-LOCAL – 1-800-304-7875
WEB SITE: WWW.SCHEITHAUER.COM

03/12/05 DATE

CDL# [redacted]

[redacted] ADDRESS

6278 BANGOR CITY PA STATE [redacted]

[redacted] NORTHAMPTON NORTHUMPTON COUNTY

GREGORY T COOKSON SALESPERSON'S NAME

CUSTOMER E-MAIL

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☐ CAR ☒ TRUCK ☐ R.V.

YEAR 2005 MAKE CHEVROLET

BODY TYPE S/W MODEL TRAILBLA COLOR GRAYSTO TRIM LT GRAY MILEAGE 227

DELIVERY DATE ____ TIME ____ AM PM VIN # 1GNDT13S552[redacted] STOCK # 50115

DELIVERED PRICE (including Freight)		33027.90
CHEVROLET REBATE		4500.00
ENE GM REBATE	$2000.00	
GPO GMAC BONUS CASH	$1500.00	
TDE MARCH MADNESS CAS	$1000.00	
TOTAL	$4500.00	

USED CAR TRADE-IN

MAKE CADILLAC MODEL ELDORADO
YEAR 1993 BODY TYPE CPE MILEAGE 110105
COLOR CHAMPAGNE VIN # 45923263102
IDENT. # 1G6EL12B1[redacted] EXPIRES 0000
TAG # [redacted] PAYOFF $ N/A DATE BY (name)
Name
Address
City, State
Phone Number ACC. #

INSURANCE INFORMATION

CO. NAME HARTFORD INS. C AGENTS NAME HARTFORD INS
EFFECTIVE DATES: FROM 12/03/04 ADDRESS PO BOX 2903
POLICY # [redacted] ORD CT 06104
VFIED WITH STEPHANIE PHONE # (800)423-6789

NOTES:

TOTAL VEH. AND OPTIONS	$ 28527.90	$
TRADE ALLOWANCE &OR REBATE IF APPLICABLE	1950.00	
NET DIFF OR NET COST	$ 26577.90	$
SALES TAX	1594.67	
STATE FEES, TITLE, REG. LIEN FEE	33.50	
TEMP TAG FEE	N/A	
DOC FEE	$ 54.50	$
ON-LINE REGISTRATION FEE	14.00	
ON-LINE DEALER SERVICE FEE	10.00	
PTA TAX $1.00 PER NEW TIRE	5.00	
BALANCE	$ 28289.57	$
USED CAR PAY OFF	N/A	
SER CONTRACT N/A Tax N/A =	$ N/A	$
BALANCE	$ 28289.57	$
DEPOSIT RECEIVED	N/A	
BALANCE	$ 28289.57	$
DOWN PAYMENT UPON DEL.	5000.00	
BALANCE DUE UPON DEL. OR FINANCE	23289.57	

WARRANTY INFORMATION

DISCLAIMER OF WARRANTIES– VEHICLE SOLD "AS IS"

I understand that you (the Dealer) expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and that you neither assume nor authorize any other person to assume for you any liability in connection with the sale of the vehicle, except as otherwise provided in writing by you in an attachment to this contract or in a document delivered to me when the vehicle is delivered.

The motor vehicle is sold "AS IS" without any warranty either express or implied. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle.

SIGNATURE ____

The contract price of the motor vehicle cannot be increased after this contract has been accepted by the dealer or the authorized dealer representative unless the increase is due to the passage of a law or regulation of the United States or the commonwealth which requires addition of new equipment to certain vehicles, changes in transportation or existing tax rates, or, in the case of foreign made vehicles, is due to a re-evaluation of the United States dollar vis-a-vis the currency of the country of manufacture.

This contract is not binding upon either [redacted] and expires a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative. Without [redacted]

I certify that I am of legal age or older an[redacted]

Signature of Vehicle Purchaser [redacted] Date 3-12-05

Signature of Authorized Dealer Re[redacted] Date ____

P.07 215 536 3967 APR-21-2005 10:03 SCHEITHAULER CHEVROLET

WE OWE

NAME [redacted] STK. NO. [illegible] NEW [illegible] USED

ADDRESS [redacted] YEAR 2005 MAKE CHEVROLET

CITY WINDSOR STATE PA ZIP [redacted] MODEL TRAILBLAZER

PHONE [redacted] VIN NO. 1GNET13S5 [redacted]

SALESPERSON GREGORY F COMPSON DEL DATE 12/05

SERVICE DEPT.

QTY.	NAME OF ITEM	PART	LABOR
	NOTHING ELSE TIMES		

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

DATE 12/12/05

CUSTOMER

APPROVED

MGR.

FORM SA-1505 REV. (1/95) Reynolds-Reynolds

APR-21-2005 10:03 SCHEITHAUER CHEVROLET 215 536 3967 P.08

SCHEITHAUER CHEVROLET

780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

[redacted]

10	VALERIE J LONDON 409		08/23/04 [redacted]
SCHEITHAUER CHEVROLET INC 780 S WEST END BLVD QUAKERTOWN, PENNSYLVANIA 18951		2	GRAYSTONE M 50115
	05/CHEVROLET TRUCK/TRAILBLAZER/LS/W		
	1GNDT13S552[redacted]		
	0		08/16/04

800-304-7875 215-536-2100

LABOR & PARTS

3 01CVZSIST ISSUE STICKER HOURS: TECH(S):429 10.00
ISSUE STATE INSPECTION STICKER

JOB # 3 TOTAL LABOR & PARTS 10.00

4 01CVZEX EXEMPTION STICKER HOURS: TECH(S):429 20.00
ISSUE VEHICLE EXEMPTION STICKER IF VEHICLE IS DRIVEN LESS
THAN 5,000 MILE PER YEAR, 1974 OR OLDER, OR OVER 9,000 GVW.

JOB # 4 TOTAL LABOR & PARTS 20.00

5 90CVZSEAL POLYSHIELD HOURS: TECH(S):409 52.00
DETAIL VEHICLE AND PERFORM PAINT SEAL.
ITAI 082104

JOB # 5 TOTAL LABOR & PARTS 52.00

ISC	CODE	DESCRIPTION	CONTROL NO	
OB # 5	MAT	DETAIL MATERIALS		5.00
			TOTAL - MISC	5.00

ECHNICIAN CERTIFICATION
429 WILLIAM G. STEPHEN 429

OTALS

ONTROL#	ACCOUNT#	AMOUNT
	13A	10.00
	13A	20.00
0115	237	57.00

TOTAL LABOR	82.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G,O,G	0.00
TOTAL MISC CHG	5.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**87.00**

APPROVED BY SIGNATURE

SCHEITHAUER CHEVROLET

130491

130491

SCHEITHAUER CHEVROLET
780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

STATE REG# 2592

SERVICE HISTORY

PDI

SALESPERSON NO.

VEHICLE ID NO. 1GNDT13S552[redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/S/W			STOCK NO. 50115	LICENSE NO.	R.O. NO. [redacted]	
SCHEITHAUER CHEVROLET INC	CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	MILLING DEALER NO.	P.O. DATE 08/16/04	
780 S WEST END BLVD QUAKERTOWN, PENNSYLVANIA 18951	COLOR GRAYSTONE METAL/L		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	TURBO	M / MC	AIR COND.	R.B.	TRANS	MILEAGE 0	ADVISOR NO. 409	PRODUCTION DATE

RESIDENCE PHONE 800-304-7875	TIME RECEIVED 09:07am
BUSINESS PHONE 215-536-2100	LABOR RATE
DATE / TIME / PROMISED 08/16/04 09:00pm	PRIORITY
APPOINTMENT ☐ YES ☒ NO	

Advisor: VALERIE J LONDON

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure any amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

2

1 W 90CVTBLA *TRAILBLAZER PDI*
PERFORM PDI MG/99 Z7000 .9 + .1 ADMIN
FOR EXT ADD - .2 / CARGO MANAGMENT - .1 / ASSIST STEP - 1.2
DVD PLAYER - .3

2 W 90CVZFLUID *PDI FLUID ADD*
PRE-DELIVERY INSPECTION FLUID ADD.
MG/99 Z6999 (NET AMT) "CLAIM TYPE "I"

3 I 01CVZSISI *ISSUE STICKER*
ISSUE STATE INSPECTION STICKER.

4 I 01CVZEX *EXEMPTION STICKER*
ISSUE VEHICLE EXEMPTION STICKER IF VEHICLE IS DRIVEN LESS THAN 5,000 MILE PER YEAR, 1974 OR OLDER, OR OVER 9,000 GVW.

5 I 90CVZSEAL *POLYSHIELD*
DETAIL VEHICLE AND PERFORM PAINT SEAL.

TIRE DEPTH
11/32

BRAKES
14B | 14B
14B | 14B

ANTI-FREEZE PROTECTION

RECOMMENDED SERVICES

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS DIED BY
$	$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE. h SAVE

SPECIFIC AUTHORIZATION GIVEN:

S/I STICKER # AI48366425
E/I STICKER # IM45876169
MECHANIC SIG.
PRIOR MILEAGE

APR-21-2005 10:04 SCHEITHAULER CHEVROLET 215 536 3967 P.10

1. PDI - charge battery
2. PDI fluid add
3. Issue SI
4. Issue OBD EX.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	
PDI	1.3	130491		OFF AUG 18 15.0
		EMP. NO. 429 OPER. NO. 60115		ON AUG 18 13.6

AUG 18 15.0

AUG 18 13.

[redacted]

SCHEITHAUER CHEVROLET

780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

10 VALERIE J LONDON 409 08/25/04 [redacted]

SCHEITHAUER CHEVROLET INC
780 S WEST END BLVD
QUAKERTOWN, PENNSYLVANIA 18951

05/CHEVROLET TRUCK/TRAILBLAZER/S/W
4GNDS13S752[redacted]

0 08/25/04

7875 2155362100

130813

130813

SCHEITHAUER CHEVROLET
780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/16/04	130491	2	409	429	W	90CVTBLA	TRAILBLAZER PDI
				429	W	90CVZFLUID	PDI FLUID ADD
				429	I	01CVZSISI	ISSUE STICKER
				429	I	01CVZEX	EXEMPTION STICKER
				409	I	90CVZSEAL	POLYSHIELD

SERVICE

SALESPERSON NO.

[redacted]

05/CHEVROLET TRUCK/TRAILBLAZER/S/W | STOCK NO. 50115 | LICENSE NO. [redacted]

SCHEITHAUER CHEVROLET INC
780 S WEST END BLVD
QUAKERTOWN, PENNSYLVANIA 1895[illegible]

CUSTOMER NO. 0 | SERVICE CONTRACT | PDI DELIVERY DATE | DELIVERABLES | SELLING DEALER NO. | DELIVERY DATE 08/25/04

CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

YEAR | MAKE | AIR COND. | P.S. | TRANS. | MILEAGE 0 | ADVISOR NO. 409 | PRODUCTION DATE

STATE REG# 2592

CUSTOMER PHONE 800-304-7875 | TIME PROMISED 12:30pm

BUSINESS PHONE 215-536-2100 | COLOR DATE

DATE PROMISED 08/25/04 09:00pm | RO PART #

APPOINTMENT ☐ YES ☒ NO
Advisor: VALERIE J LONDON

I hereby authorize the repair work therein and limits to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reasons that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control. That an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB | LABOR INSTRUCTIONS

HIGH JOHNSON- HANDPAINTED PINSTRIPE INSTALLATION

TIRE DEPTH

BRAKES

ANTI-FREEZE PROTECTION

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

ORIGINAL ESTIMATE | AUTHORIZED ADD'L REPAIRS | ADD'L REPAIRS OVER 10%

$ | $

DATE | TIME | EMPLOYEE APPROVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE. ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

SM STICKER #

EM STICKER #

MECHANIC SIG.

PRIOR MILEAGE

Reorder WH-RTAIT BUSINESS FORMS (800) 535-3698 131749

215 536 3967 P.13

SCHEITHAUER CHEVROLET

APR-21-2005 10:07

[redacted]

SCHEITHAUER CHEVROLET

780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

[redacted]

SCHEITHAUER CHEVROLET INC
780 S WEST END BLVD
QUAKERTOWN, PA 18951

KAREN ALLISON 718 02/18/05 [redacted]

223 GRAYSTONE M 30115

05/CHEVROLET TRUCK/TRAILBLAZER/S/W

1 G N D T 1 3 S 5 5 2 [redacted]

02/18/05

800-304-7875 215 536-2100

[redacted]

PERFORM PA STATE INSPECTION - "PASS OR FAIL" GOOD FOR ONE
VISIT ONLY
TIRES 12/32 ALL AROUND
BRAKES 10/8 ALL AROUND

[redacted]

ISSUE VEHICLE EXEMPTION STICKER IF VEHICLE IS DRIVEN LESS
THAN 5,000 MILE PER YEAR, 1974 OR OLDER FOR OVER 5,000 MILE

		TOTAL LABOR & PARTS	16.30
MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1		STICKER FEE	2.00
JOB # 2		MODEM FEE	4.15
		TOTAL MISC	6.15

TECHNICIAN CERTIFICATION
481 DAVID E PICO 481

TOTALS

CONTROL #	ACCOUNT#	AMOUNT
	134	43.44

TOTAL LABOR	37.29
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC.CHG.	6.15
TOTAL MISC.DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**43.44**

APPROVED BY SIGNATURE

135736

SCHEITHAUER CHEVROLET
780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/25/04	130813	0	409	409	I	91 CVZSTRIPE	PINSTRIPE
08/16/04	130491	2	409	429	W	90CVZTRUCK	TRAILBLAZER PDI
				429	W	90CVZFLUID	PDI FLUID ADD
				429	I	01CVZSIS	ISSUE STICKER
				429		01CVZEX	EXEMPTION STICKER
				409		90CVZSEAL	

SERVICE

SALESPERSON NO.

[redacted]
SCHEITHAUER CHEVROLET INC
780 S WEST END BLVD
QUAKERTOWN, PA 18951

05 CHEVROLET TRUCK TRAILBLAZER S/W — R.O. NO. 50715
CUSTOMER # 10 — DELIVERY DATE — BILL NO/DEALER NO. — P.O. DATE 02/18/05
COLOR GRAYSTONE METAL/L — CONTRACT — EXPIRATION DATE — EXPIRATION MILES — TAG NO.
TRANS — MAKE — MODEL & BODY — YEAR — VEH CODE — 0 — KEY CODE NO. 718 — PRODUCTION DATE

RESIDENCE PHONE 800-304-7875 — TIME WORK WAS OKD 08:11am
BUSINESS PHONE 215-536-2100
DATE/TIME PROMISED 02/18/05 11:00pm — TECH NO.
APPOINTMENT ☐ YES ☐ NO
Advisor: KAREN ALLISON

I hereby authorize the repair work shown set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any losses caused by unavailability or delayed availability of parts or material for any reason. that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control. that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

223
1-06

STATE REG# 2592

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / YR	TOTAL

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
DATE	TIME	EMPLOYEE PROVIDING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE. ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

SI STICKER # A453960131
EI STICKER # EM52980954
MECHANIC SIG.
PRIOR MILEAGE NEW

JOB — LABOR INSTRUCTIONS

PERFORM PA STATE INSPECTION - "PASS OR FAIL" GOOD FOR ONE VISIT ONLY

ISSUE VEHICLE EXEMPTION STICKER IF VEHICLE IS DRIVEN LESS THAN 5,000 MILE PER YEAR, 1974 OR OLDER, OR OVER 9,000 GVW.

OUT FRONT

TIRE DEPTH
12 D

BRAKES
10/8 | 10/8

ANTI-FREEZE PROTECTION

#481

①SI
②EI

STRAIGHT TIME (HRS.)	FLAT RATE (PRICE)	R.O. NO. 135736	TIME	OFF	TO
	0.8	EMP. NO. 481 TOWER NO. 50115		FEB 18	16.5
				FEB 18	16.0

[redacted]

SCHEITHAUER CHEVROLET

780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

[redacted]

BANGOR, PA [redacted]

[redacted]

KEVIN E KERNS 449	TAG NO.	03/22/05	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE 639	GRAYSTONE M 50115
05/CHEVROLET TRUCK/TRAILBLAZER/S/W		03/22/05	DELIVERY MILEAGE 227
1GNDT13S552[redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	03/22/05	
COMMENTS			

LABOR & PARTS
#1:26CVZDIAG CHECK & DIAGNOSE HOURS: 0.30 TECH(S):481 WARRANTY

CUSTOMER STATES HEADLIGHTS AND INTERIOR LIGHTS DIM WHILE DRIVING. VOLTMETER FLICKERS AROUND 14 VOLT LEVEL. CHECK ENTIRE CHARGING AND ELECTRICAL SYSTEM. ALTERNATOR AND BATTERY CHECK STRONG. ALL CONNECTIONS IN ELECTRICAL SYSTEM, BOTH GROUND AND POWER. CHECK TIGHT AND CLEAN. CONTACT GM FOR ANY BULLETINS. DID FIND BULLETIN PIT3317A, REFERENCING HIGH DRAW ITEMS SUCH AS HEATER BLOWER MOTOR AND AIR PUMP CAUSING DIMMING OF HEADLIGHTS. THE DIMMING OF THE HEADLIGHTS AND INTERIOR LIGHTS WILL NOT LEAD TO COMPLETE LIGHT OUTAGE. CONDITION IS NORMAL FOR THIS VEHICLE.
OE/92 J9993 .3

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
481 DAVID E PICO 481

TOTALS

METHOD OF PAYMENT: CASH ( ) CREDIT CARD ( )
CHECK ( ) DEBIT ( ) INHOUSE CHARGE ( )

********** WE ACCEPT DEBIT CARDS **********

WE WANT YOU " COMPLETELY SATISFIED "
IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR SERVICE VISIT, PLEASE CONTACT TODD EGRY (SERVICE MANAGER)

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

[redacted]
CUSTOMER SIGNATURE

SCHEITHAULER CHEVROLET

136591

SCHEITHAUER CHEVROLET
780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/18/05	136736	223	718	481	I	01CVZSI	STATE INSP
				481	I	01CVZEX	EXEMPTION STICKER
08/25/04	130813	0	409	409	I	91CVZSTRIPE	PINSTRIPE
08/16/04	130491	2	409	429	W	90CVZLA	TRAILBLAZER PDI
				429	W	90CVZFLUID	PDI FLUID ADD
				429	I	01CVZSSI	ISSUE STICKER

SERVICE

SALESPERSON NO. 389
GREGORY T COOKSON

1GNDT13S952103753 | 05/CHEVROLET TRUCK TRAILBLAZER/S/W | STOCK NO. 50115 | LICENSE NO. [redacted] | R.O. NO.

[redacted]
BANGOR, PA [redacted]

CUSTOMER NO. 10219 | SERVICE CONTRACT NO. | DELIVERY DATE 03/12/05 | DELIVERY MILES 227 | 03/22/05

TO USE GRAYSTONE METAL/L | CONTRACT NO. | OPERATION DATE | OPERATION MILEAGE | TAG NO.

TURBO | ENG. | AIR COND. | P/S | BRAKES | MILEAGE 0 | PAYSON NO. 449 | PRODUCTION DATE

[redacted] | TIME RECEIVED 07:56am | DOOR RATE

I hereby authorize the repair work therein set forth to be done on you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repairs; that you shall not be responsible for loss or damage to the above vehicle or articles left therein in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto and for storage charges against the above vehicle; and hereby authorize the operation of the above vehicle on test, inspection and delivery thereof.

X [redacted]

DATE/TIME PROMISED 03/22/05 11:00pm | PRIORITY

APPOINTMENT [X] YES [ ] NO
Advisor: KEVIN E KERNS

JOB

1-06
639

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

ORIGINAL ESTIMATE $ | AUTHORIZED ADD'L REPAIRS $ | ADD'L REPAIRS ORD BY

DATE | TIME | EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE. ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

S/I STICKER #

E/I STICKER #

MECHANIC SIG.

PRIOR MILEAGE

For Reorder TRI-STATE BUSINESS FORMS (800) 370-3658 1004504

COMMENTS : CUSTOMER WAITING

CUSTOMER STATES HEADLIGHTS AND INTERIOR LIGHTS FLICKERING

Voltmeter flickers around 14 volts
No engine concern
Only happened Friday night
DE/RZ J9993 .3

TIRE DEPTH

BRAKES

ANTI-FREEZE PROTECTION

#481

ⓒCHECK LIGHTS + VOLTMOTER. CHECK ELECTRICAL SYSTEM ACT - 14.5 VOLTS, 92 AMPS. CHECK BAT CONNECTIONS. CHECK GROUND @ BLOCK. CHECK GENERATOR + STARTER CONNECTIONS. CHECK TSB'S - FOUND DOC ID# [redacted]. CHECK ITEMS + FOUND TO BE A NORMAL OPERATING CHARACTERISTIC.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 136591	TIME	OFF

[redacted]

SCHEITHAUER CHEVROLET

780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

[redacted]

[redacted]	VALERIE J LONDON 409	03/30/05	[redacted]
[redacted]		639 GRAYSTONE M	[redacted]
BANGOR, PA [redacted]	05 CHEVROLET TRUCK/TRAILBLAZER/S/W	03/12/05	227
	1 G N D 1 1 3 5 5 5 [redacted]		
		03/28/05	
610-498-3107	610-258-1720		

LABOR & PARTS

[illegible]	[illegible]	WARRANTY
GM WARRANTY K.O. CHEV K QUEST		
MD/00/77200 7.3 CLAIM TYPE [illegible]		
	300 # 1 TOTAL LABOR & PARTS	0.00

TOTALS

METHOD OF PAYMENT CASH ( ) CREDIT CARD ( )
CHECK ( ) DEBIT ( ) INHOUSE CHARGE ( )

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

********** WE ACCEPT DEBIT CARDS **********

WE WANT YOU COMPLETELY SATISFIED
IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR SERVICE VISIT, PLEASE CONTACT TODD EGRY (SERVICE MANAGER)

[redacted]

PAGE 1 OF 1 SERVICE FILE COPY END OF INVOICE 09:37am

136783

136783

SCHEITHAUER CHEVROLET
780 S. West End Blvd.
QUAKERTOWN, PA 18951
(215) 536-2100 or 1-800-304-7875

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/22/05	136591	639	449	481	W	26CVZDIAG	CHECK & DIAGNOSE
02/18/05	135736	223	718	481	I	01CVZSI	STATE INSP
				481	I	01CVZEX	EXEMPTION STICKER
08/25/04	130813	0	409	409	I	91CVZSTRIPE	PINSTRIPE
08/16/04	130491	2	409	429	W	90CVTBLA	TRAILBLAZER PDI
				429	W	90CVZFLUID	PDI FLUID ADD

SERVICE

SALESPERSON NO. 389
GREGORY T COOKSON

VEHICLE ID NO. 1GNDT13S5[redacted]
[redacted]
BANGOR, PA [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/S/W
STOCK NO.: 50115
LICENSE NO.: [redacted]
R.O. NO.: [redacted]
CUSTOMER NO.: 10219
SERVICE CONTRACT:
DELIVERY DATE: 03/12/05
DELIVERY MILES: 227
SELLING DEALER NO.:
R.O. DATE: 03/28/05
COLOR: GRAYSTONE METAL/L
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.:
TURBO | M / MG: CVZZ | AIR COND. | P.S. | TRANS | MILEAGE: 639 | ADVISOR NO.: 409 | PRODUCTION DATE:

[redacted]
TIME RECEIVED: 11:16am
[redacted]
LABOR RATE:
DATE / TIME PROMISED: 03/28/05 11:00pm
PRIORITY:
APPOINTMENT ☐ YES ☒ NO
Advisor: VALERIE J LONDON

I hereby authorize the repair work listed to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control. [redacted] is hereby acknowledged on the above vehicle to your employees may operate the above vehicle on one of testing and/or inspecting such vehicle.

STATE REG# 2592

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	R&O / AB	TOTAL

ORIGINAL ESTIMATE $ | AUTHORIZED ADD'L REPAIRS $ | ADD'L REPAIRS OK'd?
DATE | TIME | EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE. ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

SA STICKER #
EA STICKER #
MECHANIC SIG.
PRIOR MILEAGE

JOB | LABOR INSTRUCTIONS

[SI DUE DATE] JAN

W * 90CVZRO *RO REQUEST*
GM WARRANTY R.O. ONLY REQUEST.
MD/00 Z7200 .2 (CLAIM TYPE "F")

POSTAGE NET:

TIRE DEPTH
BRAKES
ANTI-FREEZE PROTECTION

215 536 3967 P.21
SCHEITHAULER CHEVROLET
APR-21-2006 10:19

****

WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 15607-CLAIM MEMO 572
ON ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW
FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

****
* WARRANTY PARTS CENTER *
* 45 NORTHPOINTE DRIVE *
* ORION, MI 48359 *
****

THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS
SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER(INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE
EMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.
CH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

QUEST NBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
8305565	N3565	031705	[redacted]	1GCDT13X44K1[redacted]

****

LOW ARE R.O. ONLY REQUESTS WHICH SHOULD BE RETURNED TO THE REQUESTOR V
E POST OFFICE USING THE MAILING LABEL PROVIDED. NO R.O. ONLY REQUESTS
OULD BE RETURNED TO THE WARRANTY PARTS CENTER.

BOR DE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
993	032205	[redacted]	1GNDT13S55[redacted]

: GM POWERTRAIN
MAIL CODE: 483-710-231
695 JOSLYN AVENUE
ATTN: PATRICIA WOMBWELL
PONTIAC MI
48340-2920

**********MAILING LABEL**********
* GM POWERTRAIN *
* MAIL CODE: 483-710-231 *
* 695 JOSLYN AVENUE *
* ATTN: PATRICIA WOMBWELL *
* PONTIAC MI *
* 48340-2920 *
****

**********END OF WPC TRANSMISSION**********

Purchase and Delivery Satisfaction Survey

CHEVROLET

[redacted]
Bangor PA
[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:

Dea[redacted]

Thank you for choosing Chevrolet! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of **Chevrolet** and **Scheithauer Chevrolet** toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for buying a 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 2005 Trailblazer, and return the questionnaire.

About Your Chevrolet Dealership's Facilities

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

About Your Sales Consultant

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

	Yes	No	Does Not Apply/Not Required
4. Were you offered a demonstration ride/drive in the model of your choice?	☒	☐	☐
5. When you picked up your 2005 Trailblazer, were you greeted with friendliness and enthusiasm?	☒	☐	☐
6. Were you offered...			
– An orientation tour of the dealership, including the Service Department?	☒	☐	☐
– An orientation drive at the time of delivery to become familiar with your new vehicle before taking it home?	☒	☐	☐

Please complete other side

About Your Sales Consultant - continued

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

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

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

About the Financial Process

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

Summing Up Your Experience

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

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

16. Based on your experience to date, how satisfied are you with your 2005 Trailblazer?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☒	☐	☐	☐	☐

17. Are you ... ☐ Male ☒ Female

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

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

20. Do you have any other comments/recommendations about Scheithauer Chevrolet?

Completely Satisfied w/ Scheithauer Chev. - Not Satisfied with Chevrolet Motor Division - Problem on 6th day with BLAZER - Lights Flickering. - Husband filed a Complaint w/ General Motors - CAH 610-258-1720

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!!

0399

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

1GNDT13S552[redacted] 15607 20050312

011510067264 2155367123 0192

CASE ASSESSMENT BY: **Nancy Nicastro** **Siebel/CARS Request No:** [redacted]

INITIAL CASE ASSESSMENT

Customer Name: [redacted]

Year of Vehicle:2005 Make: Chevrolet Model: Trailblazer Current Mileage: 1,000

Vehicle ID No.: 1GNDT13S5521[redacted] In Service Date: 3/12/2005

Purchased: New

What is customer seeking: repair the vehicle to his satisfaction

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEAD LIGHTS DIM WHEN HEATER IS ON

Date:	Mileage:	Days Out:	Description of Repair:
3/22/05	639	1	CND

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: _1___(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)? ALL REMEDIES

AVM and/or DEALER RECOMMENDATION(s): **AVM Bob Kramer has been notified of case**

CRM RECOMMENDATION & RATIONALE (EXPLAIN): crm recommends a 12/12 sc so the dealer can keep an eye on the vehicle.

Decision reached by CRM: Arbitrate case: ☐ **Settle case:** xx☐

Team Manager Approval: Date:

Revised by r.fick 09/28/04

December 12, 2017

[redacted]
Columbia, SC 2[redacted]

Service Request: [redacted]
Customer Relationship Manager: Morgan Womack

Dear Mr. [redacted]

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

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 35439, Monday through Friday during the hours of 10:30 a.m. to 7:00 p.m., Eastern 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 Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

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)	$37596.95
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$38735
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$(1138.05)

Trade Allowance (from dealer Bill of Sale)	$4500
Actual Cash Value Statement	$3500
Difference (if positive, this is the overallowance)	$1000

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$3500
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.)	$37596.95
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$5000
Overallowance and/or Negative Equity minus	$1000
Actual price of Vehicle that should be presented to BBB for ATA	$31596.95

Smedley's Chevrolet Sales, inc.
850 W. National Road
Vandalia, OH 45377-0516
(937) 898-5894 (937) 898-7641:Fax
SMEDLEYS@DNACO.NET

Putting Value On The Road Since 1955

Fax Cover Sheet

To: Linda Carr

From: Doug O'Shell

Date: 5-6 **Pages:** 8
Pages Sent Includes cover sheet

Notes: Ronnie Stewart
2004 Chevrolet Trailblazer
VIN # 1GNDT13S842[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 3, 2005

Doug O'Shell, Service Manager
Smedley Chevrolet
Vandalia, OH
FAX: 937-898-7641

Re: [redacted]
Siebel Request: [redacted]
2004 Chevrolet Trailblazer
VIN # 1GNDT13S842[redacted]

Dear Doug:

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,
Linda Carr
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57139
FAX# 866-249-2312

GM

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1 G N D T 1 3 S 8 4 2 [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)** ___ XX to the down payment of this vehicle, **(b)** ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or **(c)** ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
REBATE	$ 3000.00	CNC
BONUS	$ 1000.00	TFB
RET CERT	$ 1000.00	RCU
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 5000.00	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive _____

in lieu of _____

and/or

b. I elect to receive GMS

___ 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 /05/14/04. I acknowledge receipt of incentive(s) as described in Item # ____ and release the GM Division from any future claim or ob[redacted]

Purchaser/Lessee Signatu[redacted] Date: /05/14/04

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: [signature] Date: /05/14/04

Dealership Name: SMEDLEY'S CHEVROLET SALES, INC Dealer Code: 09563

*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

GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0990; fax 1-800-631-9066



Smedleys *Putting Value On The Road Since 1955*

CHEVROLET

5-0

850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894

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

ADDRESS [redacted] LIC. NO. _____

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

YEAR 03 MAKE Chev MODEL Blazer BODY 4Dr

V.I.N. 1GNDT13W23K2[redacted] COLOR Red

Questions to Customer LT

1. When did you purchase this vehicle? 1/02
2. Are you the original owner of the vehicle? ☐ Yes ☒ No
   2A. Are you the legal owner or agent for the above described vehicle? ☒ Yes ☐ No
3. In what state is this vehicle titled? OH
4. Does this vehicle have a warranty or service contract on it which is transferable? ☐ Yes ☒ No

TO THE BEST OF YOUR KNOWLEDGE:

5. Has this vehicle ever been in an accident? ☒ Yes ☐ No
   Dollar Amount $ _____
   Odometer Reading 111722 ☒ Actual ☐ Not Actual
   Mileage - Appraisal _____ Delivery _____
6. Has this vehicle ever been titled as a salvage, junk, rebuilt vehicle, or flood? (circle all that apply) ☐ Yes ☒ No
7. Has the odometer been repaired or replaced? ☐ Yes ☒ No
8. Are the emissions control equipment on this vehicle in good working order? ☒ Yes ☐ No
9. Has the air bag(s) ever been deployed? ☐ Yes ☒ No
10. Has the air bag(s) been disconnected? ☐ Yes ☒ No
11. Has t[redacted] ☐ Yes ☒ No
    daily [redacted]

Condition of Individual Components

ITEM	COMMENTS	ITEM	COMMENTS
Body R/F ☐ L/F ☐ R/R ☐ L/R ☐ Hood ☐ Bumper ☐ Grille ☐		Seat Belts	
Paint		Seats-Carpet Exc. ☐ Good ☐ Poor ☐ Carpet Good ☐ Bad ☐	
Glass W/S ☐ Sides ☐ Rear ☐		Gas Tank Restrictor Yes ☐ No ☐ Catalytic Converter Yes ☐ No ☐	
Tires (5 Wheels): Exc. ☐ Good ☐ Bad ☐ WSW ☐		Transmission Auto ☐ 3sp ☐ 4sp ☐ 5sp ☐ 6sp ☐ 4X4 ☐ AWD ☐	
Trunk Spare Tire Yes ☐ No ☐ Jack ☐ Yes ☐ No ☐		Turbo	
Motor 6 ☐ 8 ☐ 4 ☐ Diesel ☐ 12 ☐ 5 ☐		Exhaust System	
Front End		Brakes Power ☐ Disc ☐ Std ☐ Steering: Power ☐ Std ☐	
Rear End		Electrical	
Frame		Heater-Air Conditioner Yes ☐ No ☐ Working Yes ☐ No ☐	
Odometer Working - Yes ☐ No ☐		Radio - AM ☐ FM ☐ Stereo ☐ Tape ☐ CB ☐ CD ☐	
Power Equipment		Left Door Frame	
Wheel Covers: Std. ☐ Full ☐ Wire ☐ Mag ☐		Glove Box	

ADDITIONAL COMMENTS: New Engine & Lift on!

Overall Vehicle Condition: Exc. ☐ Good ☐ Fair ☐ Whsl ☐

Appraisal Value Retail $ _____ Wholesale $ ~~3250~~ 3500

This Appraisal is valid for 30 days from the above-listed date.

Trade-In Allowance $ _____

Revised Trade-In Allowance $ _____

APPRAISED BY: _____ DATE: 5/14

IT IS THE RESPONSIBILITY OF THE DELIVERING SALESMAN TO CHECK ALL EQUIPMENT OF AND IN THIS TRADE, TO CORRESPOND WITH CONDITIONS AT TIME OF APPRAISAL

STOCK NO. DEAL NO. DESK MGR:

PURCHASED BY & TITLE TO [redacted] (PRINT)

ENGLEWOOD OH [redacted] ADDRESS

MONTGOMERY ([redacted] COUNTY BUS. PHONE RES. PHONE

ORDER DATE 05 14 04

SALES BUS. MGR. JAMES E

PLEASE ENTER MY ORDER FOR THE FOLLOWING: DEMO ☒ NEW ☐ FACTORY OFFICIAL CAR ☐ RENTAL VEHICLE ☐ USED ☐ VAN OR ☐ TRUCK

Smedleys Putting Value On The Road Since 1955

HART CHEVROLET 66194

P.O. Box 516 • Vandalia, Ohio 45377-0516

850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894

MAKE	MODEL	TYPE
2004 CHEVROLET TRUCK	CT15506 BLAZER 4WD TRAILB	

COLOR DK GRAY MET TRIM GRAY TRIM SERIAL NO. 1GNDT13S84[redacted]

STOCK NO. 8942 SALESMAN RICK G BROWN DELIVERY DATE 05/14/2004

NEW MILES 20 USED MILES 115122

DESCRIPTION OF TRADE IN

YEAR 1995 MAKE AND MODEL CHEVROLET TRUCK TYPE BLAZER 4 DOOR U STOCK NO. 9112A

ACV SERIAL NO. 1GNDT13W2S2[redacted]

DEALER INSTALLED OPTIONS

XXXXXXXXXXXXXX Cash Price of Vehicle 33789.15

1475.00

60 MONTHS/ 75000 MILES

GM OPTION AUTHOR.[redacted]

The following items are pertinent to the terms of this sales agreement and have a separate disclosure page attached if checked.

- ☒ XX We Owe Agreement
- ☒ XX Spot Delivery Agreement
- ☐ Other

20 Mileage Appearing on Odometer

- ☒ XX Odometer Mileage is Accurate
- ☐ Odometer Mileage is not Accurate

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

CUST. # 46648
N/A

CREDIT SALE - DISCLOSURE STATEMENT

1. TOTAL CASH PRICE (INCLUDING ANY ACCESSORIES, SERVICES, FEES, AND TAXES IMPORTED ON CASH SALE)			37596.96
2. CASH DOWN PAYMENT	DEPOSIT ON ORDER REC. NO.	N/A	
	OPTION 1/OPTION 2	N/A	
	FACTORY REBATE	5000.00	
	DEALER REBATE	N/A	
3.	TRADE IN	4500.00	
	LESS LIEN PAYOFF	N/A	
	BALANCE OWING TO		
4. TOTAL DOWN PAYMENT (2 + 3)			9500.00
5. UNPAID BALANCE OF CASH PRICE (1 – 4)	REC. NO.		28096.96
6. OTHER CHARGES	PHYSICAL DAMAGE INSURANCE		N/A
	CREDIT LIFE INSURANCE		N/A
	DISABILITY INSURANCE		N/A
7. UNPAID CASH BALANCE Due On Delivery (5 + 6)			28096.96

CHASE MANHATTAN BANK 72 @ 453.01

IF PURCHASE OF VEHICLE IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT - SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION.

MECHANICAL REPAIR PROTECTION RECISION

THIS WILL ACKNOWLEDGE THAT THE MECHANICAL REPAIR PROTECTION HAS BEEN EXPLAINED TO ME AND THAT THE OFFER TO PURCHASE PROTECTION HAS BEEN MADE IN CONNECTION WITH THE NEW OR USED CAR PURCHASE BEING CONSIDERED.

I ELECT NOT TO PURCHASE THIS MECHANICAL REPAIR PROTECTION COVERAGE AT THIS TIME.

DATE 05/14/2004 CUSTOMER

I UNDERSTAND THE "CASH PRICE" OF VEHICLE WAS RAISED $ _____ TO COVER NEGATIVE EQUITY IN THE TRADE VEHICLE.

(Buyer) (Date)

(Co-Buyor) (Date)

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

1. + Total SELLING PRICE		35264.15
2. + DOCUMENT CHARGE	+	N/A
(1 + 2) SUBTOTAL		35264.15
SUBTOTAL	35264.15	
TRADE IN ALLOWANCE-	4500.00	
TAXABLE AMOUNT	30764.15	
3. + 7.5 TAX %	+	2307.31
4. + GAS	+	N/A
5. + TITLE AND FILING FEES	+	25.50
TOTAL CASH PRICE (INCLUDING ANY ACCESSORIES, SERVICES, FEES AND TAXES IMPORTED ON CASH SALE)		37596.96

CREDIT APPRD. LENDING INSTITUTION CHASE MANHATTAN BANK

BY DATE

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 AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that I am 18 years of age and able to execute binding contracts in this state and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

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

[redacted] 5-14-04 PURCHASER'S SIGNATURE 291-40-6630 DATE CO-PURCHASER'S SIGNATURE DATE

ACCEPTED (DEALER OR AUTHORIZED REPRESENTATIVE)

[redacted]

SERVICE DEPARTME HOURS

Monday thru F
7:00 a.m. to 6:0

Phone (937) 85

Smedleys Putting Value On The Road Since 1955

CHEVROLET

FEDERAL TAX I [redacted]

PO Box 516 • Vandalia, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO. [redacted]	ADVISOR JESSICA WHITTLE 9835	TAG NO. 8942	INVOICE DATE 03/03/04	[redacted]	
SMEDLEYS CHEVROLET SALES, INC. 850 WEST NATIONAL RD VANDALIA, OHIO 45377-0516	LABOR RATE 50.00	LICENSE NO.	MILEAGE 1	COLOR GRAY/PEWTER	STOCK NO. 8942
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/BLAZER 4WD/TRAILB		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S8423 [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R.O. DATE 03/02/04		
RESIDENCE PHONE 937-898-5894	BUSINESS PHONE 937-898-5894	COMMENTS			

JOB# 2 CHARGES

LABOR

J# 2 80CPHT ETCH GLASS HOURS: 0.20 TECH(S):9415 10.00
ETCH WINDOW
EC1231194

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		ETCH	ETCH LABE	4.00	4.00
				TOTAL - PARTS		4.00

JOB# 2 TOTALS

LABOR	10.00
PARTS	4.00
JOB# 2 JOURNAL PREFIX CTIP JOB# 2 TOTAL	14.00

COMMENTS
STOCK - PDI, ETCH

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..
8942	237	14.00

TOTAL LABOR....	10.00
TOTAL PARTS....	4.00
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 $	**14.00**

GENUINE CHEVROLET

APPROVED BY SIGNATURE

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

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

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[redacted]

SERVICE DEPARTMENT HOURS [redacted]

Monday thru [redacted]
7:00 a.m. to [redacted]

Phone (937) 8[redacted]

Smedleys Putting Value On The Road Since 1955

CHEVROLET

FEDERAL TAX I.D. 31-0716801

PO Box 516 • Vandalia, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	JON BOESENBERG 370		05/14/04	[redacted]

SMEDLEYS CHEVROLET SALES, INC.
850 WEST NATIONAL RD
VANDALIA, OHIO 45377-0516

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
50.00		2	GRAY/PEWTER	8942

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/BLAZER 4WD/TRAILB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 8 4 2 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		05/14/04

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
937-898-5894	937-898-5894	

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

LABOR----------

J# 1 85C [illegible] WASH [illegible] HOURS [illegible] TECH [illegible] 18.50

CLEAN FOR SPOT DELIVERY RICK BROWN.
NEEDS WASH
WASH, CLEAN WINDOWS, VACUUM INTERIOR/TRUNK, DRESS TIRES

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

LABOR	18.50
JOB# 1 JOURNAL PREFIX CTIS JOB# 1 TOTAL	18.50

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..
296629	13A	18.50

TOTAL LABOR....	18.50
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 $	**18.50**

APPROVED BY SIGNATURE

LIMITED WARRANTY

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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

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SHOP COPY-I

[END OF INVOICE] 01:29pm

[redacted]

SERV[redacted]
DEPART[redacted]
HOU[redacted]

Monday th[redacted]
7:00 a.m. to [redacted]
Phone (937)[redacted]

Smedleys Putting Value On The Road Since 1955

CHEVROLET

FEDERAL TAX I.D. 31-0716801

PO Box 516 • Vandalia, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	EARNIE HOLT 9469	263	08/25/04	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	69.95		3,640	GRAY/PEWTER	8942

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
ENGLEWOOD, OH [redacted]	04/CHEVROLET TRUCK/BLAZER 4WD/TRAILB	05/14/04	20

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 8 4 [redacted]	09563	

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/25/04

[redacted]

COMMENTS

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

LABOR----------

J# 1 24CTZ ELECTRICAL HOURS: 0.50 TECH(S):9505 WARRANTY

CUST STATES WHEN DRIVING HEADLAMPS SEEM TO FLICKER, HAS HAPP
END 3-4 TIMES SINCE DELIVERY.
EXCESSIVE PULSE WIDTH CHARGING MODULATION
REPLACE FOUR-WAY GENERATOR CONNECTOR, PER TSB PI02010

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15306009	CONNECTOR 2.530 R		
				TOTAL - PARTS	0.00

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

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

COMMENTS----------
THANK YOU. ADAM VALENTINE
ZACK MUSIC

TOTALS----------

METHODS OF PAYMENT:
[ ]-CASH [ ]-CHECK # [ ]-CHARGE #

[ ]-MASTERCARD [ ]-VISA [ ]-DISCOVER
[ ]-AMERICAN EXPRESS

[redacted]

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

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

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

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SHOP COPY

[END OF INVOICE] 04:55pm

[redacted] 4

SERVICE DEPARTMENT HOURS
Monday thr
7:00 a.m. to
Phone (937) [redacted]

Smedleys Putting Value On The Road Since 1955

CHEVROLET

FEDERAL TAX I.D. 31-0716801

PO Box 516 • Vandalia, Ohio 45377-0516 • (937) 898-5894

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DOUGLAS L O'SHELL 9475	162	04/01/05	[redacted]
[redacted]	LABOR RATE 74.95 / LICENSE NO. / MILEAGE 7,609		COLOR GRAY/PEWTER	STOCK NO. 8942
ENGLEWOOD, OH [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/BLAZER 4WD/TRAILB		DELIVERY DATE 05/14/04	DELIVERY MILES 20
	VEHICLE I.D. NO. 1 G N D T 1 3 S 8 4 2 [redacted]		SELLING DEALER NO. 09563	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 03/16/05	
RES [redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 24CTZ ELECTRICAL HOURS: TECH(S):67 0.00

CUST STATES THE HEAD LIGHTS ARE FLICKERING
CHECK AND ADVISE
ROAD TEST OVER 300 MILES WHILE TECH DROVE BACK AND FORTH TO SHOP. CALLED TECH ASST AND NO OTHER LIKE COMPLAINTS
NO SERVICE BULLITENS AND COULD NOT DUPLICATE CONCERN

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

COMMENTS
CALL-898-6032

TOTALS

METHODS OF PAYMENT:
[ ]-CASH [ ]-CHECK # [ ]-CHARGE #
[ ]-MASTERCARD [ ]-VISA [ ]-DISCOVER
[ ]-AMERICAN EXPRESS

[redacted]

CUSTOMER SIGNATURE

4-1-05

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

LIMITED WARRANTY

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Thank You

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SHOP COPY

[END OF INVOICE] 10:47am

Privileged and Confidential Information

CASE ASSESSMENT BY: Linda Carr **Siebel/CARS Request No** [redacted]

Customer Name [redacted]

Year of Vehicle: 2004 Make: Chevrolet Model: Trailblazer Current Mileage: 8534

Vehicle ID No.: 1GNDT13S84 [redacted] **n Service Date: 5/14/04 Purchased: New**

What is customer seeking: replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: headlights flicker

Date:	Mileage	Days Out	Description of Repair:
3/16/05	**7609**	**16**	**RO** [redacted] **c/s headlamps flickering** **road test over 300 mi, contacted TAC, no like complaints, no TSB, unable to dup**
8/25/04	**3640**	**1**	**RO302500** **c/s when driving headlamps flicker happened 3-4 times** **excessive pulse w/charging modulation** **replaced 4-way generator per TSB PI02010**

Total Days Out of Service: _17 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:☐ NO:xxxxxx

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? All remedies

AVM and/or DEALER RECOMMENDATION(s):
AVM Gerald Wright has no other info. Svc Mgr Doug O'Shell has never duplicated concern after first repair when connector was replaced

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Dlr has driven veh over 300 mi & never duplicated, cust drove to KY over the weekend & lights did not flicker. Cust has 60/75 ext svc contract, to restore cust confidence offer comparable GMPP

Decision reached by CRM: Arbitrate case:☐ Settle case: xxxxxx

Team Manager Approval: Date:

Revised by r.fick 09/28/04

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 3, 2005

Doug O'Shell, Service Manager
Smedley Chevrolet
Vandalia, OH
FAX: 937-898-7641

Re: [redacted]
Siebel Reques[redacted]
2004 Chevrolet Trailblazer
VIN # 1GNDT13S84[redacted]

Dear Doug:

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,
Linda Carr
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57139
FAX# 866-249-2312

December 12, 2017

[redacted]
Englewood, OH 45[redacted]

Service Request: [redacted]
Customer Relationship Manager: Gabrielle Donaldson

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

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)	$37596.95
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$38735
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$(1138.05)

Trade Allowance (from dealer Bill of Sale)	$4500
Actual Cash Value Statement	$3500
Difference (if positive, this is the overallowance)	$1000

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$3500
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.)	$37596.95
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$5000
Overallowance and/or Negative Equity minus	$1000
Actual price of Vehicle that should be presented to BBB for ATA	$31596.95

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 866.255.3848

RE: [redacted]

FROM:
- [X] **Ronald L. Burdge, Esquire**
- [ ] **Amy L. Wells, Esquire**
- [ ] **Elizabeth A. Wells, Esquire**
- [ ] **Linda Montgomery, Business Manager**
- [ ] **Estella Gibbs, Paralegal**
- [ ] **Elizabeth Nijak, Legal Assistant**
- [ ] **Shelley Mahle, Legal Assistant**
- [ ] **Susan Harris, New Client Coordinator**
- [ ] **Melanie Robison, New Client Coordinator**

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
- [ ] Regular Mail
- [ ] Overnight Delivery
- [ ] Hand Delivery
- [ ] Other

COMMENTS: Current Repair Order

No. of pages including cover sheet: 2

Time: 03:07 pm

Date: 08.01.05

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KERNS

CHEVY Oldsmobile PONTIAC BUICK Cadillac

NEW CAR CENTER
218 S. Walnut
Celina, OH
1-419-586-2385

www.kernschevyolds.com
kerns@bright.net

USED CAR CENTER
1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

ATT. Linda Montgomery

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		07/20/05	[redacted]

	LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
[redacted]			29435	INDIGO BLUE	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S	06/27/03	295

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNET16P836 [redacted]		

F.T.E. NO	P.O. NO.	R.O. DATE
		07/18/05

FT RECOVERY, OH [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 29440

LABOR & PARTS

J# 1 51CVZ05 HEADLIGHTS TECH(S):26 WARRANTY

CUSTOMER STATES THAT THE OTHER NIGHT WHEN WAS SITTING AT AN
LIGHT THE HEADLAMPS GOT DIM HE PUT IN NEUTRAL AND REV UP AND
LIGHTS GOT BRIGHTER
PERFORM CHARGING SYTEM TEST FOUND BATTERY AND ALTS PUTTING
OUT ENOUGH AMPAGE CHK FOR PARASTIC DRAWS NONE FOUND.

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

J# 2 10CVZ DRIVEABILITY TECH(S):26 WARRANTY

CUSTOMER STATES THAT WAS AT WALMART TRIED TO START TRUCK
HAD NO CRANK HE CALLED CUSTOMER ASSISTANCE WAS GETTING
READY TO SEND TOW TRUCK BILL SAID WAIT LET ME TRY IT
AND IT STARTED.
CHK AND DIA FOUND CODE V1016 IN BCM HVAC IPC RADIO DIA A5
INTERNIAL PCM FAILURE
MODULE, PCM/VCM - REPLACE
ADD.
: DIAGNOSIS TIME: YOU MAY CLAIM UP TO THE ALLOWABLE
LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING
DIAGNOSIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	12582605	PCM	WARRANTY
JOB # 2	1	12582605	CORE RETURN	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS

* [ ] CASH [ ] CHECK NO. [ ] [ ] OTHER *	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE *	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE $	0.00

THANK YOU FOR YOUR BUSINESS ! !
In the next few weeks you may receive a SERVICE SATISFACTION
SURVEY from General Motors If you cannot answer
"COMPLETELY SATISFIED" please call Steve, Rose, Dave or
Chris At 800-686-2234 or 800-982-4389

CUSTOMER SIGNATURE

The seller, KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

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GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

July 15, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P836[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

This is to advise that General Motors is in receipt of the above referenced case dated July 8, 2005. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Other: Lien Holder

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc:

RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

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

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

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006-T
Rev 10/27/2004

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 866. 255. 3848

RE: [redacted]

FROM:
- [ ] **Ronald L. Burdge, Esquire**
- [ ] **Amy L. Wells, Esquire**
- [ ] **Elizabeth A. Wells, Esquire**
- [ ] **Linda Montgomery, Business Manager**
- [ ] **Estella Gibbs, Paralegal**
- [ ] **Elizabeth Nijak, Legal Assistant**
- [ ] **Shelley Mahle, Legal Assistant**
- [X] **Susan Harris, New Client Coordinator**
- [ ] **Melanie Robison, New Client Coordinator**

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
- [ ] Regular Mail
- [ ] Overnight Delivery
- [ ] Hand Delivery
- [ ] Other

COMMENTS: Current Registration

No. of pages including cover sheet: 2

Time: 11:28am

Date: 08.25.05

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OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

ELECTRONIC POA

REGISTRATION CARD BICENTENNIAL

APPLICATION NO. [redacted]

TYPE / VEH CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG DATE	LATE	OFFLINE	GVW
PASSENGER	PC	R				03/20/05	N	N	

WEIGHT	DATE VEH PURCHASED	TAX DIST	AGENCY NO	ISSUE DATE (M D Y)	EXPIRATION DATE (M D Y)	VALIDATION NO	LICENSE NO.
	06/27/03	5478	5498	03 19 05	03 20 06	[redacted]	[redacted]

FEE	REFL/CO FEE	OWNER NAME	VEH YR.	MAKE	TYPE (VEH.)	CODE (2)	CODE (3)
31.00	0.00	GENERAL MOTORS ACCEPTANCE COR	03	CHEV	SW	NV	PC

COUNTY OLD / NEW	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
ME54 / ME54	[redacted]	1GNET16F8362[redacted]	DK95826

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

LOCAL TAX	INSIDE CORP. LIMIT?	Y/N		STATE	ZIP	RESTRICTION CODE-APV ONLY	TOTAL STATE FEE
10.00		N	FORT RECOVERY	OH	[redacted]	1. DAY 2. NIGHT 6 DAY	41.00

	Y/N				EQUIPMENT STANDARDS MET? APV ONLY	OLD APP NO.
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	N	8101 N HIGH ST			Y/N BRAKES MUFFLER SYSTEM Y/N	89661XQ
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y	COLUMBUS	OH	43235	DEPUTY NAME JAMES L RUTSCHILLING	
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y	[redacted]	ODOMETER READING 295		DEPUTY TOWN CELINA CB	

ATTENTION

Linda Montgomery

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 866.255.3848

RE: [redacted]

FROM:
- [X] **Ronald L. Burdge, Esquire**
- [ ] **Amy L. Wells, Esquire**
- [ ] **Elizabeth A. Wells, Esquire**
- [ ] **Linda Montgomery, Business Manager**
- [ ] **Estella Gibbs, Paralegal**
- [ ] **Elizabeth Nijak, Legal Assistant**
- [ ] **Shelley Mahle, Legal Assistant**
- [ ] **Susan Harris, New Client Coordinator**
- [ ] **Melanie Robison, New Client Coordinator**

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
- [ ] Regular Mail
- [ ] Overnight Delivery
- [ ] Hand Delivery
- [ ] Other

COMMENTS: Signed Offer and Release

No. of pages including cover sheet: 5

Time: 2:05pm

Date: 08.23.05

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 22, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P83[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2003 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 8,500.00.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0014 T
Rev 6/2/2004

Attach.

31674
Odometer

[redacted]
William Wenning

8-23-2005
Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 8,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET16P83[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 31674 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 8-23-2006

[redacted]

Ft. Recovery, Oh [redacted]
City, State, Zip Code

[redacted]
Social Security Number

STATE OF OHIO

COUNTY OF MERCER

Sworn to (or affirmed) and subscribed before me this 23rd day of August, 2005 by William Wenning.

Roderick L. Hey
Signature of Notary Public

RODERICK L. HEY
Notary Public • State of Ohio
My Commission Expires:
September 8, 2009

Print, type or stamp Commissioned Name of Notary Public

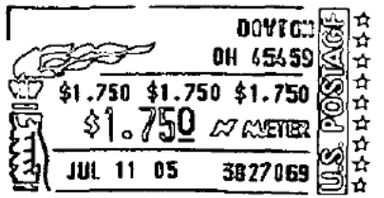
Personally Known ✓ OR Produced identification

Type of identification _____

My commission expires: Sept 8, 2009

CC: File

LG0074-T
Rev. 9/09/2004



First Class Mail

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd.
Dayton, OH 45459-3817
"Consumer Law Attorneys Helping People Help Themselves"

JUL 14 2005

8

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

Serving Ohio and Kentucky
www.ohiolemonlaw.com
www.kentuckylemonlaw.com

July 8, 2005

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: [redacted] 2003 Chevrolet Trailblazer, VIN No. 1GNET16P8[redacted]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] who leased a 2003 Chevrolet Trailblazer from Kerns Chevrolet in Celina, Ohio on June 27, 2003. Mr. [redacted] paid $3,972.35 down for the vehicle. Mr. [redacted] financed the vehicle through a GMAC SmartLease, whereby he incurs monthly lease payments of $320.65, which began June 27, 2003. When the vehicle was leased, it had 295 miles on it. The vehicle now has about 27,000 miles on it. For your convenience, I have enclosed a copy of the lease agreement, and several of the repair orders.

Since leasing the Trailblazer, Mr[redacted] has experienced a host of ongoing problems. Consequently, Mr. [redacted] has taken his vehicle in for service at least ten times, yet the problem persist. Mr. [redacted]'s vehicle's defects include engine malfunctions that resulted in at least three repair attempts; a recall for a defective tail lamp, which was followed by further tail lamp malfunctions, resulting in another trip into the shop for repairs. The head lamps have also repeatedly malfunctioned, resulting in at least two repair attempts.

The mysterious and erratic electrical issues do not end there. This Trailblazer's mechanical functions operate absent human programming or direction. On several occasions the vehicle was put in park, and while idle, the seat moved forward, the radio shut off, and the outside mirrors changed position. Additional defects include a kinked cable holding the spare tire, causing difficulty when my client experienced a flat tire and needed access to the spare. Most recently, the Trailblazer's engine has started to surge while idle. This resulted in a repair attempt just this week.

As a result, this vehicle has been out of service by reason of repairs approximately 46 days. As a result, my client has been displaced from his vehicle, and forced to rely on alternate means of transportation. And to add insult to injury, Mr[redacted] has worked for this General Motors dealership for 17-years. Suffice to say, my client is extremely disappointed that despite his tenure, General Motors has still not taken the steps to honor its obligations to him.

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

Serving Ohio and Kentucky
www.ohiolemonlaw.com
www.kentuckylemonlaw.com

As you probably know, there are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: (1) three or more attempts to fix the same problem; or (2) no more than 30 days out of service; or (3) no more than 8 substantial defects; or (4) no more than one attempt to fix a defect that is so serious that it may cause death or serious injury. This vehicle was out of service for repair attempts three separate times during my client's first year, and first 18,000 miles of ownership, totaling three weeks; further, Mr. [redacted] Trailblazer was in the shop just this week for repair work to the vehicle's engine. Accordingly, this vehicle is a presumed "lemon" under the law.

Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts, and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts, and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. M[redacted] has absolutely lost all trust and confidence in this vehicle, and the ability of your dealers to ever fix this vehicle's problems.

Although Mr. [redacted] has complained directly to the dealership, I urged my client to allow me contact you to see if we could get this matter resolved without having to file a lawsuit.

What Mr. [redacted] wants is simple: he wants rid of this vehicle and his money back, and his legal costs paid. Please advise at your earliest convenience. Thank you.

Sincerely,

Amy L. Wells for Ronald L. Burdge

ALW/ba
cc: [redacted]
Enclosure: Lease Agreement, Repair Orders

Z:\data\Wenning\Settlement\Corr General Motors Re Representation and Settlement 070805.wpd

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] FT RECOVERY OH [redacted]	Principal driver (if business use)	KERNS CHEV OLDS PONT BUICK CAD 218 SOUTH WALNUT STREET CELINA OH 45822

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

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

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

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

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

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2003	CHEVROLET TR TRAILBLAZER LTRAILBLAZE		1GNET16P836[redacted]	295	☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Dealer Installed Options: GVW (if truck) ☐ Agricultural Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (itemized Below)*: $ 6417.35

2. Monthly Payments
Your first monthly payment of $ 320.65 is due on 06/27/2003, followed by 35 payments of $ 320.65 due on the 27th of each month.
The total of your monthly payments is $ 11543.40

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) N/A $ N/A
$ N/A
Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.) $ 17315.10

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 5445.00
b. First monthly payment	$ 320.65
c. Refundable security deposit	$ 325.00
d. Title fees	$ N/A
e. Registration fees	$ N/A
f. Sales/use tax	$ 326.70
g. N/A	$ N/A
h. N/A	$ N/A
i. N/A	$ N/A
j. Total	$ 6417.35

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

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 2445.00
c. Amount to be paid in cash	$ 3972.35
d. Total	$ 6417.35

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 34722.50) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 36439.10
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 5445.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 30990.10
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	+	$ 22725.90
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 8264.20
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	$ 3279.20
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	$ 11543.40
h. Lease payments. The number of payments in your lease	÷	36
i. Base monthly payment	=	$ 320.65
j. Monthly sales/use tax (estimated)	+	$ N/A
k. N/A	+	$ N/A
l. Total monthly payment	=	$ 320.65

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 24000 miles per year at the rate of $ 0.20 per mile.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 22725.90, plus official fees and taxes.

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

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle		$ 34722.50
b. GMAC administrative fee	+	$ 595.00
c. License/registration/title fees	+	$ N/A
d. Sales tax	+	$ 621.60
e. Other tax (describe) N/A	+	$ N/A
f. Optional service contract	+	$ N/A
g. Optional maintenance contract	+	$ N/A
h. Optional life insurance	+	$ 140.20

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end (month) 06 (day) 27 (year) 2006. You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 38.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name:

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle		$ 19722.50
b. GMAC administrative fee	+	$ 595.00
c. License/registration/title fees	+	$ N/A
d. Sales tax	+	$ 621.56
e. Other tax (describe) N/A	+	$ N/A
f. Optional service contract	+	$ N/A
g. Optional maintenance contract	+	$ N/A
h. Optional life insurance	+	$ 140.28
i. Optional disability insurance	+	$ 355.75
j. N/A	+	$ N/A
k. N/A	+	$ N/A
l. Gross Capitalized Cost	=	$ 36435.10

12. THE VEHICLE YOU ARE TRADING. ____ (year) ____ (make) ____ (model)

Gross trade-in value		$ N/A
Payoff	-	$ N/A
Net trade-in value	=	$ N/A

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1083.28 / 948.28

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

a. Title/lien fees	$ N/A
b. Registration fees/taxes	$ N/A
c. License fees/taxes	$ 135.00 N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 326.78
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) N/A	$ N/A
h. Other (describe) N/A	$ N/A
i. Other (describe)	$ 621.56

14. MILEAGE.

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

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

Total Allowed Mileage on the Odometer at Lease End Is 36295 miles.

Starting odometer mileage		295 miles
Base mileage allowance	+	36000 miles
Purchased extra miles	+	N/A miles

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

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, *you will pay a late charge of 5% of the part of the payment that is late.*

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 06 (month) 26 (day) 2006 (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 38.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name: BUCKEYE MUTUAL
Insurance agency name: EUEGERS INS
Agency address: 7990 STATE RD 119 MARIA STEIN OH
Agency phone no.: (419)925-4511
Agent's name: N/A
Policy no.: XX ☐Liability ☐Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

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

Insurer name: FINANCIAL AMERICAN LIFE ?
Address: 5900 MONONA DR.
MADISON WI 53716

☒ Life insurance (☒ Lessee ☐ Co-Lessee ☐ Both) Premium $ 140.28
Coverage limit $ 11222.75

☒ Disability insurance (Lessee only) Premium $ 355.75
Monthly coverage limit $ 320.65

LESSEE'S SIGNATURE: x William R. Wenning Age 57

CO-LESSEE'S SIGNATURE: X ____ Age N/A

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

☒ Standard manufacturer's warranty
☐ N/A

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: x William R. Wenning BY: X ____ CO-LESSEE: X ____

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

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT [redacted] CELINA OH (city) (state) ON 06 (month) 20 (day) 2005

LESSEE: X [redacted] CO-LESSEE: X ____

LESSOR: KERNS CHEV OLDS PONT BUICK CAD SIGNATURE AND TITLE: X Rick Sprague

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: KERNS CHEV OLDS PONT BUICK CAD BY: X Rick Sprague TITLE: ____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS, INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

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KERNS

NEW CAR CENTER
218 S. Walnut
Celina, OH
1-419-586-2385

CHEVY Oldsmobile PONTIAC BUICK Cadillac

www.kernschevyolds.com
kerns@bright.net

USED CAR CENTER
1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BOSE		04/07/04	[redacted]
	LABOR RATE 60 LICENSE NO.	MILEAGE 8000	COLOR INDIGO BLUE	STOCK NO 53274
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/		DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE ID NO. 1GNET18P836 [redacted]	P.T.C. NO.	SELLING DEALER NO.	PRODUCTION DATE
			P. O. DATE 04/06/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 8002	

LABOR & PARTS

J# 1 10CVZ08 WONT START HOURS 0.30 TECH(S) 12 WARRANTY

CUSTOMER STATES ENGINE WONT START.
HAPPEN COUPLE OF NIGHTS AGO AND NOW WONT START.
TRUCK WAS TOWED IN. WENT OUT AND TRUCK STARTED. CHK FOR CODES.
NONE WAS PRESENT.
STARTED TRUCK SEVERAL TIMES STARTED EVERY TIME. DROVE TRUCK
HOME LET SIT FOR 5 MINUTES WENT OUT AND STARTED TRUCK.
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. CHK FOR
TSB NONE PERTAINING TO THIS PROBLEM.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 70CVZ05 TOWING HOURS TECH(S) 60 WARRANTY

HOME SERVICE TOWED TRUCK IN.
TOWING

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	34281A	124163	04/05/04	TOW IN	
				TOTAL SUBLET	WARRANTY 0.00

TOTALS

* NEXT RECOMMENDED SERVICE *
* 10/13/2004 / 15002 MI 00CVZZ02 TIRE ROTATION *

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER	TOTAL LABOR	0.00
	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE	TOTAL G.O.G.	0.00
	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE $	0.00

THANK YOU FOR YOUR BUSINESS
In the next few weeks you may receive a SERVICE SATISFACTION SURVEY from General Motors. If you cannot answer "COMPLETELY SATISFIED" please call Steve, Rose, Dave or Chris At 800-686-2234 or 800-982-4389.

CUSTOMER SIGNATURE

The seller, KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

COPY

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KERNS

CHEVY Oldsmobile PONTIAC BUICK Cadillac

NEW CAR CENTER
218 S. Walnut
Celina, OH
1-419-586-2385

www.kernschevyolds.com
kerns@bright.net

USED CAR CENTER
1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		04/26/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 11488	COLOR INDIGO BLUE	53274
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/T		DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 04/26/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 11488	

LABOR & PARTS
J# 1 10CVZ DRIVEABILITY HOURS 1.20 TECH(S) 26 66.11
CUSTOMER STATES THAT WAS AT PARKING LOT ENGINE STARTED ACTED
LIKE ONLY 4 CYLINDERS FIRING TRIED TO DRIVE IT SEVERAL INCHE
AND ACTED LIKE NO POWER SHUT IT OFF NO CRANK CALLED ON
START AND STARTED A CASE THEY SAID FUEL SUPPLY PROBLEM
WAITED 15-20 MINUTES STRATED UP OKAY AND CHK ENGINE LIGHT
CAME ON.
VERIFIED CONCERN OF NO START MOVED WIRE TO IGNITION AND
TRUCK WOULD START. DIA AS FAULTY IGNITION SWITCH
SWITCH - REPLACE
IGNITION/KEY WARNING
ADD:
- DIAGNOSIS TIME: YOU MAY CLAIM 0.0 TO 0.3 HOURS
DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	O/PRICE	
JOB # 1	1	12450251	SWITCH 2.188	16.02	16.02	22.43	22.43
			JOB # 1 COST TOTAL	16.02			
			JOB # 1 TOTAL PARTS				22.43
			JOB # 1 TOTAL LABOR & PARTS				88.54
			R/O TAX				0.00
			R/O TOTALS				88.54

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
34908	88.54
CLAIM TOTALS	88.54

[redacted]

DCS AUDIT SLIP
DCS DATA FILE GMGMWF 701
04/26/2004 WARRANTY NEW CLAIM
1746

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
034908	04/26/2004	1GNET16P836200253	3	09364	11488	287 66 4010

CUSTOMER NAME: FIRST: WILLIAM MIDDLE: N
LAST: WENNING PHONE WORK: 419-586-5131 HOME: 419-942-1440

LN	JOB CT	CC	PC	PART-NO	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
1	01	PG	1	12450251	22.43	6C	N2328	1.2			66.11
LN TOT		88.54		TECH SSN	285 70 2022	AUTH CODE			AUTH AUTHOR		

R.O. TOTAL 88.54

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1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BOSE 50		04/26/04	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE		COLOR	
		11488	INDIGO BLUE	53274
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LT/T		06/27/03	795
FT RECOVERY, OH 4[redacted]	VEHICLE I.D. NO. 1GNET16P836[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.E.E. NO. / P.O. NO.		R.O. DATE	
			04/26/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		
			MI: 11488	

LABOR & PARTS

J# 1 10CVZ DRIVEABILITY HOURS: 1.20 TECH(S): 26 WARRANTY

CUSTOMER STATES THAT WAS AT PARKING LOT, ENGINE STARTED, ACTED LIKE ONLY 4 CYLINDERS FIRING, TRIED TO DRIVE IT SEVERAL INCHE AND ACTED LIKE NO POWER, SHUT IT OFF, NO CRANK, CALLED ON START AND STARTED A CASE THEY SAID FUEL SUPPLY PROBLEM WAITED 15-20 MINUTES, STRATED UP OKAY AND CHK ENGINE LIGHT CAME ON.
VERIFIED CONCERN OF NO START, MOVED WIRE TO IGNITION AND TRUCK WOULD START, DIA AS FAULTY IGNITION SWITCH.
SWITCH - REPLACE
IGNITION/KEY WARNING
ADD
- DIAGNOSIS TIME, YOU MAY CLAIM 0.0 TO 0.3 HOURS DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12450251	SWITCH 2.188		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+00CVZ01 OIL CHANGE SERVICE HOURS TECH(S): 70 11.15

LUBE OIL, FILTER, FILL ALL FLUIDS, CHECK AIR PRESSURE, LUBE DOOR HINGES
COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PK44	LOF	12.65	12.65
JOB # 2	1	88984215	FILTER 1.836	****	****
JOB # 2	1	333	VALVOLINE	****	****
			JOB # 2 TOTAL PARTS		12.65
			JOB # 2 TOTAL LABOR & PARTS		23.80

J# 3+00CVZ02 ROTATE TIRES HOURS TECH(S): 70 11.95

CUSTOMER REQUEST ROTATE TIRES
COMPLETED
FRONT AND REAR BRAKES HAVE 90% LIFE LEFT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		11.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		1.16
JOB # 1	03	15.95 LOF		6.00
			TOTAL MISC	4.84

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRSE 80		04/26/04	[redacted]
[redacted]	DASH PLATE	LICENSE NO.	MILEAGE 11488	COLOR INDIGO BLUE
FT RECOVERY, O[redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LT2/T		DELIVERY DATE 06/27/03	DELIVERY MILES 295
	VEHICLE I.D. NO. 1GNET16P836[redacted]		SECOND DEALER NO.	PRODUCTION DATE
			R. O. DATE 04/26/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MO: 11488

TOTALS.....

***

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		05/12/04	[redacted]
	LICENSE NO.	MILEAGE 11789	COLOR INDIGO BLUE	STOCK NO. 53274
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/T		DELIVERY DATE 06/27/03	DELIVERY MILES 285
FT RECOVERY, OH 4[redacted]	VEHICLE ID NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.E. NO.	P.O. NO.	R.O. DATE 05/10/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MI: 11739

LABOR & PARTS

J# 1 00CVZ19 CHECK ENGINE LIGHT HOURS: 1.20 TECH(S): 26 66.11

CHECK ENGINE LIGHT
HOOKED UP SCAN TOOL FOUND VARIOUS CODES IN VARIOUS MODULES
CALLED TAC FOR ASSISTANCE WAS ADVISE TO CHK GROUNDS G108,109
OK TOLD TO REPLACE PCM CASE#7352915 FILE#211954239
MODULE PCM/VCM - REPLACE
COVERAGE CODE: EMISSION E E2
ADD:
DIAGNOSIS TIME: YOU MAY CLAIM 0.0 TO 0.3 HOURS,
DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	O/PRICE	
JOB # 1	1	12582605	PCM 3.67D	281.60	281.60	394.24	394.24
			JOB # 1 COST TOTAL		281.60		
			JOB # 1 TOTAL PARTS				394.24
			JOB # 1 TOTAL LABOR & PARTS				460.35

J# 2+72CVZZ7910 SHUTTLE HOURS: TECH(S): 60 0.00

SHUTTLE
SHUTTLE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 2	R10	SHUTTLE Z7910		5.00
			TOTAL MISC	5.00
			R/O TAX	0.00
			R/O TOTALS	465.35

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
35293	465.35

CLAIM TOTALS 465.35

[redacted]

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[redacted]	CHRIS 54		05/13/04	[redacted]
	SALES RATE / LICENSE NO.	MILEAGE	COLOR	
		11789	INDIGO BLUE	53274
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/T		06/27/03	295
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, OH 4[redacted]	1GNET18P836[redacted]		R. O. DATE	
			05/10/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]		MO: 11789	

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.200
05/13/2004 WARRANTY NEW CLAIM
1439

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
035293	05/10/2004	1GNET16P836200253	3	09364	11789	271-80-5901

CUSTOMER NAME: FIRST [redacted] MIDDLE [redacted]
LAST [redacted] PHONE: WORK [redacted] HOME: 419-942-1440

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01		MG	1	12582605	394 24	6C	J6360	1.2			66.11
LN-TOT:			460.35		TECH SSN: 285-70-2022		AUTH CODE:				AUTH AUTHOR:	

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	02		MJ				9R	Z7910			5.00	
LN-TOT:			5.00		TECH SSN: 287-66-4010		AUTH CODE:				AUTH AUTHOR:	

R O TOTAL: 465.35

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		05/27/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11789	INDIGO BLUE	53274
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LT2/T		06/27/03	295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. DATE 05/10/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 11789	

LABOR & PARTS

J# 1 00CVZ19 CHECK ENGINE LIGHT HOURS 1.20 TECH(S) 26 WARRANTY

CHECK ENGINE LIGHT
HOOKED UP SCAN TOOL FOUND VARIOUS CODES IN VARIOUS MODULES
CALLED TAC FOR ASSISTANCE, WAS ADVISE TO CHK GROUNDS G108,109
OK TOLD TO REPLACE PCM CASE#7352915 FILE#211954239
MODULE PCM/VCM REPLACE
COVERAGE CODE: EMISSION E E2
ADD:
- DIAGNOSIS TIME YOU MAY CLAIM 0.0 TO 0.3 HOURS
DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12582605	PCM 3.67D		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 72CVZZ7910 SHUTTLE HOURS TECH(S) 60 WARRANTY

SHUTTLE
SHUTTLE

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R10	SHUTTLE 27910		WARRANTY
			TOTAL MISC	0.00

TOTALS

***

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		01/14/05	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		21773	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET18P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. DATE 01/14/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 21773	

LABOR & PARTS

J# 1 00CVZ01 OIL CHANGE SERVICE TECH(S): 12 12.15
LUBE OIL, FILTER, FILL ALL FLUIDS, CHECK AIR PRESSURE, LUBE DOOR HINGES, CHECK LIGHTS, CHECK AIR FILTER
COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK44335	LOF	16.65	16.65
JOB # 1	1	88984215	FILTER 1 835	****	****
JOB # 1	6	335	5W30 VALV	****	****

JOB # 1 TOTAL PARTS 16.65

JOB # 1 TOTAL LABOR & PARTS 28.80

J# 2 46CVZ06 TIRE REPAIR TECH(S): 12 32.21
FIX TIRE IN TRUCK AND PUT WHERE SPARE WAS, CHK TIRE PSI IN OTHER TIRES
REPAIRED FLAT, REHUNG SPARE AND REINSTALLED JACK AND OTHER EQUIPMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 32.21

J# 3 71CVZ04087 TAIL LAMP RECALL TECH(S): 12 WARRANTY
RECALL 04087 INSPECT BOTH TAILLAMP CURCUIT BOARDS AND REPLACE AS NEEDED
INSPECT ONLY NO REPLACEMENT LOP# V1264 0 2
REPLACE ONE OR BOTH LOP # V1265 0 3
REPAIR AS NEEDED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	12450108	BULB 2 679		WARRANTY
JOB # 3	2	16532713	BOARD 2 69A		WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 00CVZ02 ROTATE TIRES TECH(S): 12 11.95
CUSTOMER REQUEST ROTATE TIRES
COMPLETED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 11.95

J# 5 51CVZ01 BODY ELECT CONCERN TECH(S): 12 WARRANTY
CUSTOMER STATES THAT AUX CIG OUTLET IN OP
CHK AND DIA. FOUND THAT THE FUSE WAS BLOWN
FUSE REPLACE
TESTED WITH CIRCUIT BREAKER OK

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CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO.	INVOICE DATE 01/14/05	INVOICE NO. C[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 21773	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET18P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.I.C. NO.	P.O. NO.	R.O. DATE 01/14/05	
RESIDENCE PHONE 4[redacted]	BUSINESS PHONE	COMMENTS MO: 21773		

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.268
01/14/2005 WARRANTY NEW CLAIM
1349

RO NUMBER	RO DATE	P	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
043127	01/14/2005		1GNET16PB36200253	3	09364	21773	287-66-4010

CUSTOMER NAME: FIRST: WILLIAM MIDDLE: N
LAST: WENNING PHONE: WORK 419-586-5131 HOME 419-942-1440

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
1	03		MA	3	16532713	43.33	96	V1265	.3			16.53
LN TOT		59.86	TECH SSN	282 54 9188		AUTH CODE			AUTH	AUTHOR		
MEMO PART NUMBERS: 12450108												

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
2	05		OJ	1	12004008	1.83	66	N1720	.2			11.02
LN TOT		12.85	TECH SSN	282 54 9188		AUTH CODE			AUTH	AUTHOR		

R.O. TOTAL 72.71

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		01/14/05	C [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 21773		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 285
FT RECOVERY, O [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 01/14/05	
[redacted]	BUSINESS PHONE: [redacted]	COMMENTS: MO: 21773		

LABOR & PARTS

J# 3 71CVZ04087 TAIL LAMP RECALL HOURS 0.30 TECH(S) 12 16.53

RECALL 04087 INSPECT BOTH TAILLAMP CURCUIT BOARDS AND REPLACE AS NEEDED
INSPECT ONLY NO REPLACEMENT LOP # V1264 0.2
REPLACE ONE OR BOTH LOP # V1265 0.3
REPAIR AS NEEDED

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	12450108	BULB 2 679	1.59	1.59	2.23	2.23
JOB # 3	2	16532713	BOARD 2 694	14.68	29.36	20.55	41.10
			JOB # 3 COST TOTAL		30.95		
			JOB # 3 TOTAL PARTS				43.33
			JOB # 3 TOTAL LABOR & PARTS				59.86

J# 5+51CVZ01 BODY ELECT CONCERN HOURS 0.20 TECH(S) 12 11.02

CUSTOMER STATES THAT AUX CIG OUTLET IN DP
CHK AND DTA FOUND THAT THE FUSE WAS BLOWN
FUSE REPLACE
TESTED WITH CIRCUIT BREAKER OK

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1	12004008	FUSE 8 965	1.31	1.31	1.83	1.83
			JOB # 5 COST TOTAL		1.31		
			JOB # 5 TOTAL PARTS				1.83
			JOB # 5 TOTAL LABOR & PARTS				12.85

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 72.71

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
43127	72.71
CLAIM TOTALS	72.71

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		01/14/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 21773		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 01/14/05	
[redacted]	BUSINESS PHONE: [redacted]	COMMENTS: MI: 21773		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	12004008	FUSE 8 965		
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	03	15.95 LOF		11.00
			TOTAL MISC	11.00

COMMENTS
NEED MILES

TOTALS

TOTAL LABOR	56.31
TOTAL PARTS	16.65
TOTAL SUBLET	0.00
TOTAL G.O.G.	11.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	11.00
TOTAL TAX	4.34
TOTAL INVOICE $	66.30

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

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Celina, OH
1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		02/21/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE		COLOR	STOCK NO.
		21992	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GNET16P836 [redacted]			
	F.T.E. NO. / P.O. NO.		R.O. DATE	
			02/14/05	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			
[redacted]			MO: 21995	

LABOR & PARTS
J# 1 51CVZ01 BODY ELECT CONCERN TECH(S) 12 WARRANTY
PUT IT IN PARK SITTING AT AN IDLE THE SEATS WENT FORWARD
RADIO TURNED OFF OUTSIDE MIRRORS WENT DOWN TO REV MODE AND
THERE NOT PROGRAMED TO DO THIS HAS HAPPENS SEVERAL TIMES
CHK AND DIA FOUND LIFT GATE MODULE FAULTY
MODULE - REPLACE
LIFT GATE CONTROL
ADD
DIAGNOSIS TIME: YOU MAY CLAIM UP TO THE ALLOWABLE
LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING
ELECTRICAL DIAGNOSIS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15135616	BCM RR 2.560		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+61CVZ01 EXT TRIM CONCERN TECH(S) 12 WARRANTY
REAR TAILGATE MOLDING LOOSE
CHK AND DIA FOUND MOLDING TABS BROKE
APPLIQUE, CENTER HIGH MOUNT STOP LAMP - REPLACE
ADD
TO COLOR/CLEAR COAT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	88979821	MLDG KIT 16.475		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 2	43994A	17914	02/21/05	PAINT RR WIN MOLD	
				TOTAL SUBLET	0.00

COMMENTS
NEED MILES

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1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18	ROSE 60		02/21/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 21992		COLOR: INDIGO BLUE	STOCK NO.
FT RECOVERY, OH [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. & I. NO.	P.O. NO.	R. O. DATE: 02/14/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS: MO: 21995		

TOTALS

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

[ ] CASH [ ] CHECK NO: [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE*

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RDSE 60		02/21/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 21992		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, O[redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE: 02/14/05	
RESIDENCE PHONE: 419-942-1440	BUSINESS PHONE: 419-586-5131	COMMENTS: MO: 21995		

LABOR & PARTS

J# 1 51CVZ01 BODY ELECT CONCERN HOURS 1.00 TECH(S) 12 56.68
PUT IT IN PARK SITTING AT AN IDLE THE SEATS WENT FORWARD
RADIO TURNED OFF OUTSIDE MIRRORS WENT DOWN TO REV MODE AND
THERE NOT PROGRAMED TO DO THIS HAS HAPPENS SEVERAL TIMES
CHK AND DIA FOUND LIFT GATE MODULE FAULTY
MODULE REPLACE
LIFT GATE CONTROL
ADD
DIAGNOSIS TIME YOU MAY CLAIM UP TO THE ALLOWABLE
LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING
ELECTRICAL DIAGNOSIS

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15135616	REM RR Z 560	92.90	92.90	130.06	130.06
			JOB # 1 COST TOTAL		92.90		
			JOB # 1 TOTAL PARTS				130.06
			JOB # 1 TOTAL LABOR & PARTS				186.74

J# 2 61CVZ01 EXT TRIM CONCERN HOURS 0.50 TECH(S) 12 28.34
REAR TAILGATE MOLDING LOOSE
CHK AND DIA FOUND MOLDING TABS BROKE
APPLIQUE CENTER HIGH MOUNT STOP LAMP REPLACE
ADD
TO COLOR/CLEAR COAT

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	88979821	MLDG KIT TG 4/5	169.90	169.90	237.86	237.86
			JOB # 2 COST TOTAL		169.90		
			JOB # 2 TOTAL PARTS				237.86
			JOB # 2 TOTAL LABOR & PARTS				266.20

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	43994A	17914	02/21/05	PAINT RR WIN MOLD	100.60
				TOTAL SUBLET	100.60

COMMENTS
NEED MILES

R/O TAX	0.00
R/O TOTALS	553.54

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
43994	553.54
CLAIM TOTALS	553.54

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[redacted]	ROSE 60		02/21/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 21992		COLOR: INDIGO BLUE	STOCK NO.
FT RECOVERY, OH [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 285
	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/14/05	
RESIDENCE PHONE [redacted]	COMMENTS		MO: 21985	

DCS AUDIT SLIP

DCS DATA FILE: GMGMF 087
02/21/2005 WARRANTY NEW CLAIM
1500

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
D43994	02/14/2005	1GNET16P836200253	C	09364	21992	287 56 4010

CUSTOMER NAME: FIRST WILLIAM MIDDLE N
LAST WENNING PHONE WORK 419 586 5131 HOME 419 942 1440

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
1	01	01	1		15135616	130.06	6C	14853	1.0			56.68
LN TOT	186.74	TECH SSN	282 54 9188	AUTH CODE					AUTH	AUTHOR		

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
2	02	ON	1		8897982	237.86	ID	88698	.5		100.50	28.34
LN TOT	366.80	TECH SSN	282 54 9188	AUTH CODE	P				AUTH	AUTHOR	0090	

R O TOTAL 593.54

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		03/22/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 24084		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 285
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 03/11/05	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS: MO: 24085			

LABOR & PARTS

J# 1 51CVZ BODY ELECTRICAL TECH(S) 26 WARRANTY

HEADLIGHTS SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS WERE ON. HAPPENED ONCE. REFERED TO TSB#05-08-42-001 IS TO FOLLOW FLOW CHART. CHK AND DIA FOUND FAULTY ALTERNATOR. GENERATOR ASSEMBLY - REPLACE. ENGINE CODE P. PER TSB:05-08-42-001

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10464476	GEN REM		WARRANTY
JOB # 1	1	10464476	CORE RETURN		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+72CVZZ7910 SHUTTLE TECH(S) 60 WARRANTY

SHUTTLE
SHUTTLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # 2	RIO	SHUTTLE Z7910			WARRANTY

TOTAL MISC 0.00

COMMENTS
NEED MILES

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 OTSL	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER

[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		03/22/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 24084	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 285
FT RECOVERY, [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/11/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS MO: 24085		

LABOR & PARTS

J# 1 51CVZ BODY ELECTRICAL HOURS: 0.40 TECH(S): 26 22.67
HEADLIGHTS SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS
WERE ON - HAPPENED TWICE
REFERED TO TSB#05-08-42-001 IS TO FOLLOW FLOW CHART. CHK AND
DIA FOUND FAULTY ALTERNATOR
GENERATOR ASSEMBLY - REPLACE
ENGINE CODE P
PER TSB:05-08-42-001

PARTS	QTY	FP NUMBER	DESCRIPTION	O/COST	E/COST	U/PRICE	
JOB # 1	1	10464476	GEN RCM	227.03	227.03	281.84	281.84
JOB # 1	-1	10464476	CORE RETURN	-90.00	-90.00	-90.00	-90.00
			JOB # 1 COST TOTAL		137.03		
			JOB # 1 TOTAL PARTS				191.84
			JOB # 1 TOTAL LABOR & PARTS				214.51

J# 2 72CVZZ7910 SHUTTLE HOURS: TECH(S): 60 0.00
SHUTTLE
SHUTTLE
JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R10	SHUTTLE Z7910		5.00
			TOTAL MISC	5.00

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 219.51

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
44813	219.51

CLAIM TOTALS 219.51

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CUSTOMER NO.	ADVISOR / TAG NO.	INVOICE DATE / INVOICE NO.
[redacted]	CHRIS 54	03/22/05 [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 24084	COLOR: INDIGO BLUE / [redacted]
FT RECOVERY, O[redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S	DELIVERY DATE: 06/27/03 / DELIVERY MILES: 295
	VEHICLE I.D. NO.: 1GNET16P836[redacted]	SELLING DEALER NO. / PRODUCTION DATE
	F. I. E. NO. / P. O. NO.	R. O. DATE: 03/11/05
[redacted]	COMMENTS: MO: 24085	

LABOR & PARTS
J# 1 51CVZ BODY ELECTRICAL TECH(S) 26 WARRANTY
HEADLIGHTS SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS
WERE ON. HAPPENED TWICE.
REFERED TO TSB#05-08-42-001 IS TO FOLLOW FLOW CHART - CHK AND
DIA FOUND FAULTY ALTERNATOR
GENERATOR ASSEMBLY - REPLACE
ENGINE CODE P
PER TSB 05-08-42-001

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10464476	GEN-REM		WARRANTY
JOB # 1	1	10464476	CORE RETURN		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 7ZCVZZ7910 SHUTTLE TECH(S) 60 WARRANTY
SHUTTLE
SHUTTLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R1P	SHUTTLE Z7910		WARRANTY

TOTAL MISC 0.00

COMMENTS
NEED MILES

TOTALS

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

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

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Celina, OH
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CUSTOMER NO	ADVISOR	TAC NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		03/22/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 24084		COLOR: INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, O[redacted]	VEHICLE I.D. NO: 1GNET16P836[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		P.O. DATE: 03/11/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 24085	

LABOR & PARTS

J# 1 51CVZ BODY ELECTRICAL HOURS: 0.40 TECH(S): 26 22.67
HEADLIGHTS SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS WERE ON HAPPENED TWICE
REFERED TO TSB#05-08-42-001 IS TO FOLLOW FLOW CHART CHK AND DIA FOUND FAULTY ALTERNATOR
GENERATOR ASSEMBLY REPLACE
ENGINE CODE P
PER TSB-05-08-42-001

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10464476	GEN REM	227.03	227.03	281.84	281.84
JOB # 1	1	10464476	CORE RETURN	90.00	90.00	90.00	90.00
			JOB # 1 COST TOTAL		137.03	JOB # 1 TOTAL PARTS	191.84
						JOB # 1 TOTAL LABOR & PARTS	214.51

J# 2 72CVZZ7910 SHUTTLE HOURS: TECH(S): 60 0.00
SHUTTLE
SHUTTLE
JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R1D	SHUTTLE ZZ910		5.00
			TOTAL MISC	5.00

COMMENTS
NEED MILES

R/O TAX	0.00
R/O TOTALS	219.51

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
44813	219.51
CLAIM TOTALS	219.51

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1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

CUSTOMER NO. [redacted]	ADVISOR CHRIS 54	TAG NO.	INVOICE DATE 03/22/05	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 24084	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295	
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/11/05		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 24085			

DCS AUDIT SLIP

DCS DATA FILE: GMGMF 713
03/22/2005 WARRANTY NEW CLAIM
1153

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
044813	03/11/2005	1GNET16P836200253	3	09364	24084	XXX XX 5901

CUSTOMER NAME: FIRST: WILLIAM MIDDLE: N
LAST: WENNING PHONE: WORK: 419 586 5131 HOME: 419 942 1440

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01		OL	1	10464476	191.84	6C	34100	.4			22.67
LN TOT:		214.51	TECH SSN:	XXX XX 2022	AUTH CODE:		AUTH. AUTHOR:					

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	02		MJ			98	77910				5.00	
LN TOT:		5.00	TECH SSN:	XXX XX 4010	AUTH CODE:		AUTH. AUTHOR:					

R.O. TOTAL: 219.51

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CUSTOMER NO. [redacted]	ADVISOR ROSE 60		TAG NO.	INVOICE DATE 03/25/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 24185	COLOR INDIGO BLUE	STOCK NO.
FT RECOVERY, OH [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S			DELIVERY DATE 06/27/03	DELIVERY MILES 285
	VEHICLE I.D. NO. 1GNET16P836 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R. O. DATE 03/25/05	
[redacted]	[redacted]	COMMENTS MO: 24185			

LABOR & PARTS
J# 2 51CVZ01 BODY ELECT CONCERN TECH(S): 26 WARRANTY
BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG HAS NO TAILLIGHT BUT HAS ALL OTHER SIGNALS IS NOT IN TRAILER WIRING HE CHK TRAILER WITH OTHER VEHICLE AND HAD TAILLIGHTS
CHK AND DIA FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDER NEATH BACK SEAT
FUSE REPLACE
REPLACED TRAILER PARK FUSE#42

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12004007	FUSE,B 965		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

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		03/25/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 24195		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P838 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		P.O. DATE: 03/25/05	
[redacted] BUSINESS PHONE [redacted]	COMMENTS: MO: 24195			

LABOR & PARTS

J# 1 51CVZ01 BODY ELECT CONCERN HOURS 0.20 TECH(S) 26 11.34

BILL SAYS THAT HAS NO JUICE TO TRAILER PEDG HAS NO TAILLIGHT
BUT HAS ALL OTHER SIGNALS IS NOT IN TRAILER WIRING NE CHK
TRAILER WITH OTHER VEHICLE AND HAD TAILLIGHTS
CHK AND DTA FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDER
NEATH BACK SEAT
FUSE REPLACE
REPLACED TRAILER PARK FUSE#42

PARTS	QTY	P/P NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12004007	FUSE 8.965	1.15	1.15	1.61	1.61
			JOB # 1 COST TOTAL		1.15		
			JOB # 1 TOTAL PARTS				1.61

JOB # 1 TOTAL LABOR & PARTS 12.95

R/O TAX 0.00
R/O TOTALS 12.95

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45254	12.95

CLAIM TOTALS 12.95

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: G4GMF 793
03/25/2005 WARRANTY NEW CLAIM
1514
RO NUMBER: 045254 RO DATE: 03/25/2005 VIN: [redacted] DEALER: 09364 ODOMETER: 24195 SERVICE ADVISOR #: XXX-XX-4010
CUSTOMER NAME - FIRST: [redacted] MIDDL
LAST: [redacted] PHONE WORK: [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	CHRS	NET AMT	LAB TOT
1	01	OJ	1		12004007	1.61	66	N17Z0	.2			11.34
LN TOT					12.95	TECH SSN: XXX-XX-2022		AUTH CODE: B			AUTH AUTHOR: 0090	

R.O. TOTAL 12.95

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		03/25/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 24195		COLOR: INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 08/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 03/25/05	
RESIDENCE PHONE [redacted]	COMMENTS: MO: 24195			

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

J# 1 51CVZ01 BODY ELECT CONCERN TECH(S) 26 WARRANTY

BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG HAS NO TAILLIGHT
BUT HAS ALL OTHER SIGNALS. IS NOT IN TRAILER WIRING. HE CHK
TRAILER WITH OTHER VEHICLE AND HAD TAILLIGHTS.
CHK AND DIA FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDER
NEATH BACK SEAT.
FUSE - REPLACE
REPLACED TRAILER PARK FUSE#42.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12004007	FUSE 8 965		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.D.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE*

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		03/25/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 24195	COLOR INDIGO BLUE	STOCK NO.
FT RECOVERY, OH [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
	VEHICLE I.D. NO. 1GNET16P83[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R. O. DATE 03/25/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 24195		

LABOR & PARTS

J# 1 51CVZ01 BODY ELECT CONCERN ; HOURS: 0.20 TECH(S): 26 11.34
BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG HAS NO TAILLIGHT
BUT HAS ALL OTHER SIGNALS IS NOT IN TRAILER WIRING HE CHK
TRAILER WITH OTHER VEHICLE AND HAD TAILLIGHTS
CHK AND DIA FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDER
NEATH BACK SEAT
FUSE REPLACE
REPLACED TRAILER PARK FUSE #42

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12004007	FUSE 8.965	1.15	1.15	1.61	1.61
			JOB # 1 COST TOTAL	1.15			
					JOB # 1 TOTAL PARTS		1.61
					JOB # 1 TOTAL LABOR & PARTS		12.95
					R/O TAX		0.00
					R/O TOTALS		12.95

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45254	12.95

CLAIM TOTALS 12.95

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMF.793
03/25/2005 WARRANTY NEW CLAIM
1514
RO NUMBER RO DATE VIN DLR DEALER ODOMETER SERVICE ADVISOR #
045254 03/25/2005 1GNET16P836200[redacted] 09364 24195 XXX XX 4010
CUSTOMER NAME: FIRST [redacted] MIDDLE I: N
LAST [redacted] PHONE: WORK [redacted] ZIP [redacted]

LN	JOB	CT	GC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01	OJ	I		12004007	1.61	6G	N1720	.2		11.34	
LN TOT			12.95		TECH SSN: XXX-XX-2022	AUTH CODE: B		AUTH AUTHOR 0090				
										R/O TOTAL	12.95	

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	ROSE 60		04/05/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE		COLOR	STOCK NO.
		24685	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GNET16P836 [redacted]			
	F.T.E. NO.		R. O. DATE	
			04/05/05	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			
[redacted]			MO: 24680	

LABOR & PARTS

J# 1 51CVZ01 BODY ELECT CONCERN HOURS 0.30 TECH(S) 26 17.00
CUSTOMER STAES THAT HEADLIGHTS STILL FLICKER FOR A SECOND
WHEN HAS T/S ON CRUISE DIDNT RESUME TILL HE STOPPED AND
TURN TRUCK OFF AND RESTARTED WORKED FINE THEN
WENT ON TEST DRIVE HAD TECH 2 HOOKED UP CHK CRUISE CONTROL
OPERAITON IS OK CHK HEADLIGHTS TURNSIGNALS ALL WORKING TO
GM DESIGN INTENT
COULD NOT DUPLICATE CUSTOMER CONCERN

JOB # 1 TOTAL LABOR & PARTS 17.00

R/O TAX 0.00
R/O TOTALS 17.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45558	17.00

CLAIM TOTALS 17.00

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE GMGMF 935
04/05/2005 WARRANTY NEW CLAIM
1609

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
04555B	04/05/2005	1GNET16P836200253	3	09364	24375	XXX-XX-4010

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

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	EAB TOT
1	01			01			97	N9995	.3			17.00

LN TOT 17.00 TECH SSN XXX-XX-2022 AUTH CODE AUTH AUTHOR

R/O TOTAL 17.00

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CUSTOMER NO.	ADVISOR	DMS NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		04/05/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 24685		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/05/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS: MO: 24690		

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

J# 1 51CVZ01 BODY ELECT CONCERN TECH(S) 26 WARRANTY

CUSTOMER STAES THAT HEADLIGHTS STILL FLICKER FOR A SECOND WHEN HAS T/S ON CRUISE DIDNT RESUME TELL HE STOPPED AND TURN TRUCK OFF AND RESTARTED WORKED FINE THEN WENT ON TEST DRIVE HAD TECH 2 HOOKED UP CHK CRUISE CONTROL OPERATION IS OK CHK HEADLIGHTS TURNSIGNALS ALL WORKING TO GM DESIGN INTENT COULD NOT DUPLICATE CUSTOMER CONCERN

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

[ ] CASH [ ] CHECK NO [ ] [ ] OTHER

[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE*

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CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO.	INVOICE DATE 04/05/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 24685		COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 08/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. V. E. NO. / P. O. NO.		P. O. DATE 04/05/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 24690		

LABOR & PARTS
J# 1 51CVZ01 BODY ELECT CONCERN HOURS: 0.30 TECH(S): 26 17.00
CUSTOMER STAES THAT HEADLIGHTS STILL FLICKER FOR A SECOND
WHEN HAS T/S ON CRUISE DIDNT RESUME TILL HE STOPPED AND
TURN TRUCK OFF AND RESTARTED WORKED FINE THEN
WENT ON TEST DRIVE HAD TECH 2 HOOKED UP CHK CRUISE CONTROL
OPERAITON IS OK CHK HEADLIGHTS TURNSIGNALS ALL WORKING TO
GM DESIGN INTENT
COULD NOT DUPLICATE CUSTOMER CONCERN
JOB # 1 TOTAL LABOR & PARTS 17.00

R/O TAX 0.00
R/O TOTALS 17.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45558	17.00

CLAIM TOTALS 17.00

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DCS AUDIT SLIP
DCS DATA FILE GMGMF.935 WARRANTY NEW CLAIM
04/05/2005
1609

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
045558	04/05/2005	1GNET16P836 [redacted]	3	09364	24375	XXX XX 4010

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

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOR HRS	OPRS	NET AMT	LAB TOT
1	01		01				9Z	N9995	3		17.00

LN TOT 17.00 TECH SSN XXX-XX-2022 AUTH CODE AUTH AUTHOR

R O TOTAL 17.00

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Celina, OH
1-419-586-5131

CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO.		INVOICE DATE 04/28/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25395	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S			DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/28/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 25395	

LABOR & PARTS

J# 1 46CVZ01 WHEEL/TIRE CONCERN HOURS 0.40 TECH(S) 26 22.67

CUSTOMER HAD A FLAT TIRE TRIED TO LOWER SPARE TIRE AND CABLE WAS KINKED TOOKED OFF SPARE TIRE ASSEMBLY CHK AND DIA FOUND THAT THE SPARE TIRE HOIST CABLE WAS KINKED HOLD DOWN, SPARE TIRE R&R OR REPLACE UNDERNEATH VEHICLE THIS IS CLOSES LABOR OR

PARTS	QTY	PN NUMBER	DESCRIPTION	O/COST	E/COST	U/PRICE	
JOB # 1	1	10367115	HOIST ASY	55.24	55.24	77.34	77.34

JOB # 1 COST TOTAL 55.24
JOB # 1 TOTAL PARTS 77.34
JOB # 1 TOTAL LABOR & PARTS 100.01
R/O TAX 0.00
R/O TOTALS 100.01

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
46269	100.01
CLAIM TOTALS	100.01

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE - GMSMF 373
04/28/2005 WARRANTY NEW CLAIM
1118

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE	ADVISOR #
046269	04/28/2005	1GNET16P836 [redacted]	9	09364	25395	XXX XX	4010

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

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
1	01	VB	1		10367115	77.34	25	1	E0600	0.4		22.67

LN TOT 100.01 TECH SSN XXX-XX-2022 AUTH CODE AUTH AUTHOR

R.O. TOTAL 100.01

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218 S. Walnut
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kerns@bright.net

USED CAR CENTER
1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO.	INVOICE DATE 04/28/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 25395	COLOR INDIGO BLUE	STOCK NO.
FT RECOVERY, OH [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER L'TZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
	VEHICLE I.D. NO. 1GNET16P836 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.B. NO.	P.O. NO.	P.O. DATE 04/28/05	
RESIDENCE PHONE 4[redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 25395	

LABOR & PARTS.....

J# 1 46CVZ01 WHEEL/TIRE CONCERN TECH(S): 26 WARRANTY

CUSTOMER HAD A FLAT TIRE TRIED TO LOWER SPARE TIRE AND CABLE WAS KINKED TOOKED OFF SPARE TIRE ASSEMBLY CHK AND OTA FOUND THAT THE SPARE TIRE HOIST CABLE WAS KINKED, HOLD-DOWN SPARE TIRE R&R OR REPLACE UNDERNEATH VEHICLE THIS IS CLOSES LABOR OP.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10367115	HOIST 7-629		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

****

* [ ] CASH [ ] CHECK NO [ ] [ ] OTHER *

* [ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE *

****

THANK YOU FOR YOUR BUSINESS !!

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[redacted]

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[redacted]	ADVISOR: ROSE 60	TAG NO.	INVOICE DATE: 04/28/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 25395	COLOR: INDIGO BLUE
	YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 04/28/05	
RES/DAYTIME PHONE: [redacted]	BUSINESS PHONE	COMMENTS: MO: 25395		

LABOR & PARTS
J# 1 46CVZ01 WHEEL/TIRE CONCERN TECH(S): 26 WARRANTY
CUSTOMER HAD A FLAT TIRE TRIED TO LOWER SPARE TIRE AND CABLE WAS KINKED-TOOKED OFF SPARE TIRE ASSEMBLY. CHK AND DIA FOUND THAT THE SPARE TIRE HOIST CABLE WAS KINKED HOLD-DOWN SPARE TIRE R&R OR REPLACE UNDERNEATH VEHICLE-THIS IS CLOSES LABOR OP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10367115	HOIST-7629		

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

[ ] CASH [ ] CHECK NO [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE*

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[redacted]

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CUSTOMER NO.	ADVISOR / TAG NO.	INVOICE DATE / INVOICE NO.
[redacted]	ROSE 60	04/28/05 [redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25395	COLOR: INDIGO BLUE / STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S	DELIVERY DATE: 06/27/03 / DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]	SELLING DEALER NO. / PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: 04/28/05
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS: MO: 25395	

LABOR & PARTS
J# 1 46CVZ01 WHEEL/TIRE CONCERN HOURS: OK 40 TECH(S): 26 22.67
CUSTOMER HAD A FLAT TIRE TRIED TO LOWER SPARE TIRE AND CABLE
WAS KINKED TOOKED OFF SPARE TIRE ASSEMBLY
CHK AND DIA FOUND THAT THE SPARE TIRE HOIST CABLE WAS KINKED
HOLD DOWN SPARE TIRE C R&R OR REPLACE
UNDERNEATH VEHICLE THIS IS CLOSES LABOR OP

PARTS JOB #	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10367115	HOIST 7.629	55.24	55.24	77.34	77.34
			JOB # 1 COST TOTAL		55.24		
			JOB # 1 TOTAL PARTS				77.34
			JOB # 1 TOTAL LABOR & PARTS				100.01
			R/O TAX				0.00
			R/O TOTALS				100.01

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
46269	100.01
CLAIM TOTALS	100.01

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE GMGNWF1373
04/28/2005 WARRANTY NEW CLAIM
1118

RO NUMBER	RO DATE	VIN	DLR	DEALER	ODOMETER	SERVICE ADVISOR #
046269	04/28/2005	1GNET16P836 [redacted]	3	09364	25395	XXX XX 4010

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

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOR HRS	OURS	NET AMT	LAB TOT
1	01	S	VB	T	10367115	77.34	25	E0600			22.67
LN TOT		100	01		TECH SSN	XXX XX 2022	AUTH CODE		AUTH	AUTHOR	

R O TOTAL 100.01

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[redacted]

[redacted]

FT RECOVERY, OH [redacted]

ADVISOR: CHRIS 54	TAG NO.		INVOICE DATE: 07/07/05	INVOICE NO.: [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 28806	COLOR: INDIGO BLUE	STOCK NO.
YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S			DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
VEHICLE I.D. NO.: 1GNET16P836 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F. & I. I.O.	P.O. NO.		R. O. DATE: 07/06/05	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS: MO: 28806		

LABOR & PARTS

J# 1 10CV2 DRIVEABILITY TECH(S): 66 WARRANTY

SURGE IN IDLE
VERIFIED CONCERN CHK FOR TSB ON THIS CONCERN NONE FOUND
LOOKED ON TECH LINE AND FOUND TO REPROGRAM PCM
MODULE - POWERTRAIN CONTROL - TRANSMISSION
REPROGRAMMING
ADD
DIAGNOSIS TIME - YOU MAY CLAIM UP TO THE ALLOWABLE LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMED
DIAGNOSIS

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

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER

[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

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Melanie

Here is another Repair order from this week -

Thank you

[redacted]

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1-419-586-5131

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NO. 6624
NO. 18
GMAC

NAME _____ S.S.# _____ DATE 06/27/03

TITLED TO: _____ S.S.# _____ KEY NO: DOOR _____ IGN. _____

PURCHASER'S ADDRESS 8101 N HIGH ST, SUITE 200 PHONE _____ D.O.B. _____

CITY COLUMBUS COUNTY _____ STATE OH ZIP 43235 SALESPERSON HOUSE

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2003	CHEVROLET TRUCK	TRAILBLAZER	TRAILBLAZER	INDIGO BLUE	

VIN 1GNET16P83[redacted] TOWNSHIP STOCK NO. 53274

REMARKS:

☐ SEE SPOT DELIVERY AGREEMENT BELOW

[redacted]

FT RECOVERY OH [redacted]

Has anything been promised or told to you that has not been put in writing?
_____ YES _____ NO.
IF "YES" PLEASE EXPLAIN _____
I understand that representatives of Dealer are not authorized to make oral promises _____
Purchaser's Initials

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

X _____

CASH PRICE OF VEHICLE	$ 34722.50
PROTECTION PACKAGE: ☐ RUST INHIBITOR ☐ FABRIC ☐ PAINT ☐ QUIET	
FIRST MONTH PAYMENT	320.65
SECURITY DEPOSIT	325.00
	N/A
CASH CAP REDUCTION	3000.00
REBATE	2445.00
CAP REDUCTION TAX	326.70
	N/A
☐ PRICE INCLUDES ALL GM REBATES AND INCENTIVES IF APPLICABLE	
DOCUMENTARY FEES →	
← SELLING PRICE →	
X 6.00 = SALES TAX	
COUNTY	
TITLE & FILING FEES	
OTHER	
TOTAL	
TOTAL CREDIT	
BALANCE DUE	
	N/A

TRADE-IN AND OTHER CREDITS

TRADE-IN ALLOWANCE	N/A	
BALANCE OWED ON TRADE	N/A	
BALANCE OWED TO:		
NET EQUITY		
DEPOSIT		
CASH ON DELIVERY		
OTHER		
TOTAL CREDIT		

TAXABLE TOTAL

ODOMETER MILEAGE STATEMENT

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

TRADE-IN STOCK NO. YEAR MAKE MOD.
BODY TYPE VIN MILEAGE

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

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.

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

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

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

APPROVED: KERNS CHEV OLDS PONT BUICK CAD _____ 03
DEALER OR AUTHORIZED REPRESENTATIVE DATE

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

[redacted]

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CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
18	ROSE 60		[redacted]	[redacted]
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 9000		COLOR: INDIGO BLUE	
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 08/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE: 04/05/04	MO: 9002
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 10CVZ08 WONT START HOURS: 0.30 TECH(S):12 16.53

CUSTOMER STATES ENGINE WONT START
HAPPEN COUPLE OF NIGHTS AGO AND NOW WONT START.
TRUCK WAS TOWED IN. WENT OUT AND TRUCK STARTED.CHK FOR CODES
NONE WAS PRESENT.
STARTED TRUCK SEVERAL TIMES.STARTED EVERY TIME.DROVE TRUCK
HOME LET SIT FOR 5 MINUTES WENT OUT AND STARTED TRUCK.
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.CHK FOR
TSB NONE PERTAINING TO THIS PROBLEM.

JOB # 1 TOTAL LABOR & PARTS 16.53

J# 2 70CVZ05 TOWING HOURS: TECH(S):60 0.00

HOME SERVICE TOWED TRUCK IN.
TOWING

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	34281A	124163	04/05/04	TOW IN	60.00
				TOTAL - SUBLET	60.00
				R/O TAX	0.00
				R/O TOTALS	76.53

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
34281	76.53
CLAIM TOTALS	76.53

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CHEVY Oldsmobile PONTIAC BUICK Cadillac

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	ROSE 80		[redacted]	[redacted]
[redacted]	LABOR RATE / LICENSE NO	MILEAGE	COLOR	
		9000	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
	VEHICLE I.D. NO		SELLING DEALER NO.	PRODUCTION DATE
	1GNET16P836 [redacted]			
FT RECOVERY, OH [redacted]	F.T.E. NO.		P. O. DATE	
			04/05/04	MO: 8002
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.391
04/07/2004 WARRANTY NEW CLAIM
1557

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
034281	04/05/2004	1GNET16P836[redacted]	3	09364	9000	287-66-4010

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT
	01			PN			9Z	J9993	.3			16.53
LN-TOT:		16.53	TECH SSN: 282-54-9188		AUTH CODE:				AUTH. AUTHOR.:			
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT
	02			PN			9Z	T2020			60.00	
LN-TOT:		60.00	TECH SSN: 287-66-4010		AUTH CODE:				AUTH. AUTHOR.:			

R.O. TOTAL: 76.53

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

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1-419-586-5131

CUSTOMER NO [redacted]	ADVISOR CHRIS 54	TAG NO.	INVOICE DATE [redacted]	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 11789	[redacted] INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295	
	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
FT RECOVERY, OH [redacted]	F.T.E. NO.		R.O. DATE 05/10/04	MO: 11799	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 00CVZ19 CHECK ENGINE LIGHT HOURS: 1.20 TECH(S):26 66.11

CHECK ENGINE LIGHT
HOOKED UP SCAN TOOL FOUND VARIOUS CODES IN VARIOUS MODULES,
CALLED TAC FOR ASSISTANCE WAS ADVISE TO CHK GROUNDS G108,109
ON.TOLD TO REPLACE PCM.CASE#7352915,FILE#211954239
MODULE, PCM/VCM - REPLACE
COVERAGE CODE: EMISSION E, E2
ADD:
- DIAGNOSIS TIME: YOU MAY CLAIM 0.0 TO 0.3 HOURS
DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12582605	PCM 3.670	281.60	281.60	394.24	394.24
			JOB # 1 COST TOTAL		281.60		
					JOB # 1 TOTAL PARTS		394.24
					JOB # 1 TOTAL LABOR & PARTS		460.35

J# 2+72CVZZ7910 SHUTTLE HOURS: TECH(S):60 0.00

SHUTTLE
SHUTTLE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R10	SHUTTLE Z7910		5.00
			TOTAL - MISC	5.00
			R/O TAX	0.00
			R/O TOTALS	465.35

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
35293	465.35
CLAIM TOTALS	465.35

APPROVED BY SIGNATURE

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Celina, OH
1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	CHRIS 54		[redacted]	C[redacted]
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 11789		COLOR: INDIGO BLUE	STOCK NO
4780 INDIANA OHIO LINE ROAD	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO: 1GNET16P836 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE: [redacted]	F.T.E. NO.		R.O. DATE: 05/10/04	MO: 11799
	BUSINESS PHONE: [redacted]	COMMENTS		

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.200
05/13/2004 WARRANTY NEW CLAIM
439

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
035293	05/10/2004	1GNET16P836[redacted]	3	09364	11789	273-80-5901

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

N	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
	01		WG	1	12582605	394.24	6C	36360	1.2			66.11
N-TOT:			460.35		TECH SSN: 285-70-2022		AUTH CODE:				AUTH. AUTHOR.:	

N	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
	02		MJ				98	27910			5.00	
N-TOT:			5.00		TECH SSN: 287-66-4010		AUTH CODE:				AUTH. AUTHOR.:	

R.O. TOTAL: 465.35

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CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO	INVOICE DATE [redacted]	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 21773	COLOR INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295	
	VEHICLE I.D. NO. 1GNET16P836[redacted]		SELLING DEALER NO	PRODUCTION DATE	
FT RECOVERY, OH [redacted]	R.T.E. NO		R.O. DATE 01/14/05	MO: 21773	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 3 71CVZ04087 TAIL LAMP RECALL HOURS: 0.30 TECH(S):12 16.53

RECALL 04087 INSPECT BOTH TAILLAMP CURCUIT BOARDS AND
REPLACE AS NEEDED
INSPECT ONLY NO REPLACEMENT LOP # V1264 0.2
REPLACE ONE OR BOTH LOP # V1265 0.3
REPAIR AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	12450108	BULB 2.679	1.59	1.59	2.23	2.23
JOB # 3	2	16632713	BOARD 2.694	14.68	29.36	20.55	41.10
			JOB # 3 COST TOTAL		30.95		
			JOB # 3 TOTAL PARTS				43.33
			JOB # 3 TOTAL LABOR & PARTS				59.86

J# 5+51CVZ01 BODY ELECT CONCERN HOURS: 0.20 TECH(S):12 11.02

CUSTOMER STATES THAT AUX CIG OUTLET IN-OP
CHK AND DIA FOUND THAT THE FUSE WAS BLOWN.
FUSE - REPLACE
TESTED WITH CIRCUIT BREAKER-OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1	12004008	FUSE 8.965	1.31	1.31	1.83	1.83
			JOB # 5 COST TOTAL		1.31		
			JOB # 5 TOTAL PARTS				1.83
			JOB # 5 TOTAL LABOR & PARTS				12.85

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 72.71

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
43127	72.71
CLAIM TOTALS	72.71

CHEVY Oldsmobile

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PONTIAC

Cadillac

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CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		[redacted]	[redacted]
V [redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO
4		21773	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GNET16P836 [redacted]			
FT RECOVERY, O[redacted]	F.T.E. NO.		R.O. DATE	
			01/14/05	MO: 21773
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.268
01/14/2005 WARRANTY NEW CLAIM
1349

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
043127	01/14/2005	1GNET16P836[redacted]	3	09364	21773	287-66-4010

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		MA	3	16532713	43.33	96	V1265	.3			16.53
LN-TOT:			59.86		TECH SSN: 282-54-9188			AUTH CODE:			AUTH. AUTHOR.:	

MEMO PART NUMBERS: 12450108

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	05		OJ	1	12004008	1.83	6G	N1720	.2			11.02
LN-TOT:			12.85		TECH SSN: 282-54-9188			AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 72.71

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		[redacted]	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 21982		COLOR: INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
	VEHICLE I.D. NO: 1GNET16P836[redacted]		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, O[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/14/05	MO: 21895
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

LABOR & PARTS

J# 1 51CVZ01 BODY ELECT CONCERN HOURS: 1.00 TECH(S):12 56.68

CUST IT IN PARK SITTING AT AN IDLE.THE SEATS WENT FORWARD.
RADIO TURNED OFF.OUTSIDE MIRRORS WENT DOWN TO REV MODE AND
THERE NOT PROGRAMED TO DO THIS.HAS HAPPENS SEVERAL TIMES.
CHK AND DIA FOUND LIFT GATE MODULE FAULTY.
MODULE - REPLACE
LIFT GATE CONTROL
ADD:
DIAGNOSIS TIME: YOU MAY CLAIM UP TO THE ALLOWABLE
LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING
ELECTRICAL DIAGNOSIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15135616	BCM RR 2.560	92.90	92.90	130.06	130.06
			JOB # 1 COST TOTAL	92.90			
					JOB # 1 TOTAL PARTS		130.06
					JOB # 1 TOTAL LABOR & PARTS		186.74

J# 2+61CVZ01 EXT TRIM CONCERN HOURS: 0.50 TECH(S):12 28.34

REAR TAILGATE MOLDING LOOSE
CHK AND DIA FOUND MOLDING TABS BROKE.
APPLIQUE, CENTER HIGH MOUNT STOP LAMP - REPLACE
ADD:
TO COLOR/CLEAR COAT

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	88979821	MLDG KIT 16.475	169.90	169.90	237.86	237.86
			JOB # 2 COST TOTAL	169.90			
					JOB # 2 TOTAL PARTS		237.86
					JOB # 2 TOTAL LABOR & PARTS		266.20

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 2	43994A	17914	02/21/05	PAINT RR WIN MOLD	100.60	100.60
				TOTAL - SUBLET		100.60

COMMENTS
NEED MILES

R/O TAX	0.00
R/O TOTALS	553.54

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
43994	553.54
CLAIM TOTALS	553.54

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CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		02/21/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		21992	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
	VEHICLE I.D. NO		SELLING DEALER NO	PRODUCTION DATE
	1GNET16P836 20 [redacted]			
FT RECOVERY, OH 45[redacted]	F.T.E. NO.		R.O. DATE	
			02/14/05	MO: 21995
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.087
02/21/2005 WARRANTY NEW CLAIM
1500

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
043994	02/14/2005	1GNET16P836[redacted]	3	09364	21992	287-66-4010

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE;WORK: [redacted] OME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		03	1	15135616	130.06	6C	N4863	1.0			56.68
LN-TOT:		186.74	TECH SSN: 282-54-9188			AUTH CODE:				AUTH. AUTHOR.:		
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		ON	1	88979821	237.86	1D	B8698	.5		100.60	28.34
LN-TOT:		366.80	TECH SSN: 282-54-9188			AUTH CODE: P				AUTH. AUTHOR.: 0090		

R.O. TOTAL: 553.54

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CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	CHRIS 54		03/22/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 24084		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
	VEHICLE I.D. NO: 1GNET16P836[redacted]		SELLING DEALER NO	PRODUCTION DATE
FT RECOVERY, OH[redacted]	F.T.E. NO / P.O. NO		R.O. DATE: 03/11/05	MO: 24085
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

LABOR & PARTS

J# 1 51CVZ BODY ELECTRICAL HOURS: 0.40 TECH(S):26 — 22.67

HEADLIGHTS SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS WERE ON - HAPPENED TWICE
REFERED TO TSB#05-08-42-001 IS TO FOLLOW FLOW CHART. CHK AND DIA FOUND FAULTY ALTERNATOR.
GENERATOR ASSEMBLY - REPLACE
ENGINE CODE P
PER TSB:05-08-42-001.

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10464476	GEN REM	227.03	227.03	281.84	281.84
JOB # 1	-1	10464476	CORE RETURN	90.00	-90.00	90.00	-90.00

JOB # 1 COST TOTAL 137.03
JOB # 1 TOTAL PARTS 191.84

JOB # 1 TOTAL LABOR & PARTS 214.51

J# 2+72CVZZ7910 SHUTTLE HOURS: TECH(S):60 — 0.00

SHUTTLE
SHUTTLE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	R10	SHUTTLE Z7910		5.00

TOTAL - MISC 5.00

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 219.51

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
44813	219.51
CLAIM TOTALS	219.51

CHEVY Oldsmobile

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PONTIAC

Cadillac

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CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	CHRIS 54		[redacted]	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE: 24084		COLOR: INDIGO BLUE	STOCK NO
[redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
	VEHICLE I.D. NO.: 1GNET16P836 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, O[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 03/11/05	MO: 24085
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.713
03/22/2005 WARRANTY NEW CLAIM
1153

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
044813	03/11/2005	1GNET16P836[redacted]	3	09364	24084	XXX-XX-5901

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE;WORK: [redacted] OME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	01		OL	1	10464476	191.84	6C	J4100	.4			22.67
LN-TOT:		214.51	TECH SSN: XXX-XX-2022		AUTH CODE:				AUTH. AUTHOR.:			
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
2	02		NJ				98	Z7910			5.00	
LN-TOT:		5.00	TECH SSN: XXX-XX-4010		AUTH CODE:				AUTH. AUTHOR.:			

R.O. TOTAL: 219.51

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CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[redacted]	ROSE 60		[redacted]	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE			
		11488	INDIGO BLUE	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03 CHEVROLET TRUCK/TRAILBLAZER LTZ/S		06/27/03	295
	VEHICLE ID NO		SELLING DEALER NO.	PRODUCTION DATE
	1GNET16P836 [redacted]			
FT RECOVERY, OH [redacted]	R.O. NO.		R.O. DATE	
			04/26/04	MO: 11488
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]				

LABOR & PARTS

J# 1 10CVZ DRIVEABILITY HOURS: 1.20 TECH(S):26 66.11

CUSTOMER STATES THAT WAS AT PARKING LOT ENGINE STARTED ACTED
LIKE ONLY 4 CYLINDERS FIRING.TRIED TO DRIVE IT SEVERAL INCHE
AND ACTED LIKE NO POWER.SHUT IT OFF NO CRANK CALLED ON
START AND STARTED A CASE.THEY SAID FUEL SUPPLY PROBLEM
WAITED 15-20 MINUTES STRATED UP OKAY AND CHK ENGINE LIGHT
CAME ON.
VERIFIED CONCERN OF NO START.MOVED WIRE TO IGNITION AND
TRUCK WOULD START. DIA AS FAULTY IGNITION SWITCH.
SWITCH - REPLACE
IGNITION/KEY WARNING
ADD:
DIAGNOSIS TIME: YOU MAY CLAIM 0.0 TO 0.3 HOURS
DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12450251	SWITCH 2.188	16.02	16.02	22.43	22.43
			JOB # 1 COST TOTAL		16.02		
					JOB # 1 TOTAL PARTS		22.43
					JOB # 1 TOTAL LABOR & PARTS		88.54
					R/O TAX		0.00
					R/O TOTALS		88.54

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
34908	88.54
CLAIM TOTALS	88.54

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.701
04/26/2004 WARRANTY NEW CLAIM
1746

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
034908	04/26/2004	1GNET16P836 [redacted]	3	09364	11488	287-66-4010

CUSTOMER NAME: FIRST: [redacted] MIDDL[redacted]
LAST: [redacted] PHONE:WORK: [redacted] OME: [redacted]

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	01		PG	1	12450251	22.43	6C	N2328	1.2			66.11

LN-TOT: 88.54 TECH SSN: 285-70-2022 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 88.54

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1-419-586-5131

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	ROSE 60		[redacted]	[redacted]
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 24195		COLOR: INDIGO BLUE	STOCK NO
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 295
	VEHICLE I.D. NO.: 1GNET16P836[redacted]		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, [redacted]	F.T.E. NO.		R.O. DATE: 03/25/05	MO: 24195
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

LABOR & PARTS
J# 1 51CVZ01 BODY ELECT CONCERN HOURS: 0.20 TECH(S):26 11.34
BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG-HAS NO TAILLIGHT
BUT HAS ALL OTHER SIGNALS. IS NOT IN TRAILER WIRING HE CHK
TRAILER WITH OTHER VEHICLE AND HAD TAILLIGHTS.
CHK AND DIA FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDER
NEATH BACK SEAT.
FUSE - REPLACE
REPLACED TRAILER PARK FUSE#42.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12004007	FUSE 8.965	1.15	1.15	1.61	1.61
			JOB # 1 COST TOTAL		1.15		
			JOB # 1 TOTAL PARTS				1.61
			JOB # 1 TOTAL LABOR & PARTS				12.95
			R/O TAX				0.00
			R/O TOTALS				12.95

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45254	12.95
CLAIM TOTALS	12.95

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.793
03/25/2005 WARRANTY NEW CLAIM
1514

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
045254	03/25/2005	1GNET16P836[redacted]	3	09364	24195	XXX-XX-4010

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	EHRS	OHRS	NET-AMT.	LAB-TOT
1	01		0J	1	12004007	1.61	6G	N1720	.2			11.34

LN-TOT: 12.95 TECH SSN: XXX-XX-2022 AUTH CODE: B AUTH. AUTHOR.: 0090

R.O. TOTAL: 12.95

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PONTIAC

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1-419-586-5131

CUSTOMER NO [redacted]	ADVISOR ROSE 60	TAG NO	INVOICE DATE [redacted]	INVOICE NO [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 24685	COLOR INDIGO BLUE	
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, O [redacted]	F.T.E. NO		R.O. DATE 04/05/05	MO: 24690
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS
J# 1 51CVZ01 BODY ELECT CONCERN HOURS: 0.30 TECH(S):26 17.00
CUSTOMER STAES THAT HEADLIGHTS STILL FLICKER FOR A SECOND
WHEN HAS T/S ON,CRUISE DIDNT RESUME TILL HE STOPPED AND
TURN TRUCK OFF AND RESTARTED.WORKED FINE THEN.
WENT ON TEST DRIVE HAD TECH 2 HOOEKD UP.CHK CRUISE CONTROL
OPERAITON IS OK.CHK HEADLIGHTS,TURNSIGNALS,ALL WORKING TO
GM DESIGN INTENT.
COULD NOT DUPLICATE CUSTOMER CONCERN.
JOB # 1 TOTAL LABOR & PARTS 17.00

R/O TAX 0.00
R/O TOTALS 17.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
45558	17.00
CLAIM TOTALS	17.00

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.935
04/05/2005 WARRANTY NEW CLAIM
1609

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
045558	04/05/2005	1GNET16P836[redacted]	3	09364	24375	XXX-XX-4010

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT
1	01		01				9Z	N9995	3			17.00

LN-TOT: 17.00 TECH SSN: XXX-XX-2022 AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 17.00

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		04/28/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25395		COLOR: INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL: 03 CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 06/27/03	DELIVERY MILES: 296
	VEHICLE I.D. NO.: 1GNET16P836 [redacted]		SELLING DEALER NO	PRODUCTION DATE
FT RECOVERY, O[redacted]	F.T.E. NO		R.O. DATE: 04/28/05	MD: 25395
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

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

J# 1 46CVZ01 WHEEL/TIRE CONCERN HOURS: 0.40 TECH(S):26 22.67

CUSTOMER HAD A FLAT TIRE-TRIED TO LOWER SPARE TIRE AND CABLE
WAS KINKED-TOOKED OFF SPARE TIRE ASSEMBLY.
CHK AND DIA FOUND THAT THE SPARE TIRE HOIST CABLE WAS KINKED
HOLD-DOWN, SPARE TIRE - R&R OR REPLACE
UNDERNEATH VEHICLE-THIS IS CLOSES LABOR OP.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10367115	HOIST 7,629	55.24	55.24	77.34	77.34
			JOB # 1 COST TOTAL		55.24		
					JOB # 1 TOTAL PARTS		77.34
					JOB # 1 TOTAL LABOR & PARTS		100.01
					R/O TAX		0.00
					R/O TOTALS		100.01

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

CLAIM#	TOTAL
46269	100.01
CLAIM TOTALS	100.01

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMGMWF.373
04/28/2005 WARRANTY NEW CLAIM
1118

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
046269	04/28/2005	1GNET16P836[redacted]	3	09364	25395	XXX-XX-4010

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

LN	OPC	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB-TOT
1	01			VB	10367115	77.34	25	20600	4			22.67

LN-TOT: 100.01 TECH SSN: XXX-XX-2022 AUTH-CODE: AUTH. AUTHOR.:

R.O. TOTAL: 100.01

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	ROSE 60		[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 27706		COLOR: INDIGO BLUE
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE: 08/27/03 — DELIVERY MILES: 295
	VEHICLE I.D. NO.: 1GNET16P836[redacted]		SELLING DEALER NO / PRODUCTION DATE
FT RECOVERY, OH [redacted]	F.T.E. NO. / R.O. NO.		R.O. DATE: 06/20/05 — MD: 27706
RESIDENCE PHONE: 41[redacted]	BUSINESS PHONE	COMMENTS	

LABOR & PARTS
J# 3 10CVZ01 DRIVEABILITY CONCERN HOURS: 0.30 TECH(S):26 17.00
CUSTOMER STATES SAID HAD HARD TIME STARTING TRUCK TODAY AND
HAS STALLED OUT ON THEM ONE TIME
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.CHK FOR
CODES-NONE FOUND.CHK FOR TSB FOR THIS CONCERN ALLREADY
REPLACED IGNITION SWITCH EARLIER.
JOB # 3 TOTAL LABOR & PARTS 17.00

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 17.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
47848	17.00
CLAIM TOTALS	17.00

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF 528
06/23/2005 WARRANTY NEW CLAIM
0901
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
047848 06/20/2005 1GNET16P836[redacted] 3 09364 27706 XXX-XX-4010
CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE: WORK: [redacted] HOME: [redacted]
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOR-HRS OHRS NET-AMT LAB-TOT
1 03 PN 9Z J9991 .3 17.00
LN-TOT 17.00 TECH SSN: XXX-XX-2022 AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 17.00

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

PONTIAC

Cadillac

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CUSTOMER NO. [redacted]	ADVISOR ROSE 60	TAG NO.	INVOICE DATE [redacted]	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 27706	COLOR INDIGO BLUE / STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836-2[redacted]	F. I. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	R. O. DATE 06/20/05	MO: 27706

LABOR & PARTS

J# 3 10CVZ01 DRIVEABILITY CONCERN HOURS: 0.30 TECH(S) 26 17.00

CUSTOMER STATES SAID HAD HARD TIME STARTING TRUCK TODAY AND HAS STALLED OUT ON THEM ONE TIME
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.CHK FOR CODES-NONE FOUND.CHK FOR TSB FOR THIS CONCERN ALREADY REPLACED IGNITION SWITCH EARLIER.

JOB # 3 TOTAL LABOR & PARTS 17.00

COMMENTS
NEED MILES

R/O TAX 0.00
R/O TOTALS 17.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
47848	17.00
CLAIM TOTALS	17.00

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.528
06/23/2005 WARRANTY NEW CLAIM
0901
RO NUMBER RO DATE VIN [redacted] DIV DEALER ODOMETER SERVICE ADVISOR #
047848 06/20/2005 1GNET16P836 3 09364 27706 XXX-XX-4010

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

LN	JOB	GT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	03		PN			9Z	J9991		3			17.00

LN-TOT 17.00 TECH SSN: XXX-XX-2022 AUTH CODE: AUTH. AUTHOR:

CHEVY Oldsmobile R.O. TOTAL: 17.00

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

PONTIAC

BUICK Cadillac

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CUSTOMER NO. [redacted]	ADVISOR CHRIS 54	TAG NO.	INVOICE DATE [redacted]	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 28806	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
	VEHICLE ID NO 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
FT RECOVERY, OH [redacted]	F.T.E. NO.		R.O. DATE 07/06/05	MO: 28806
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 10CVZ DRIVEABILITY HOURS: 0.70 TECH(S):66 39.68

SURGE IN IDLE
VERIFIED CONCERN CHK FOR TSB ON THIS CONCERN NONE FOUND.
LOOKED ON TECH LINE AND FOUND TO REPROGRAM PCM.
MODULE POWERTRAIN CONTROL - TRANSMISSION
REPROGRAMMING
ADD:
DIAGNOSIS TIME: YOU MAY CLAIM UP TO THE ALLOWABLE
LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING
DIAGNOSIS.

JOB # 1 TOTAL LABOR & PARTS 39.68

R/O TAX 0.00
R/O TOTALS 39.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
48369	39.68
CLAIM TOTALS	39.68

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.802
07/07/2005 WARRANTY NEW CLAIM
1657

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
048369	07/06/2005	1GNET16P836 [redacted]	3	09364	28806	XXX-XX-5901

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB TOT
1	01		PV				3L	J6355	.7			39.68

LN TOT: 1 39.68 TECH SSN: XXX-XX-3483 AUTH CODE: [redacted] AUTH. AUTHOR.:

R.O. TOTAL 39.68

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PONTIAC

Cadillac

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December 12, 2017

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted] v. General Motors Corporation
Service Request [redacted] 15
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P836[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

Enclosed please find a check in the amount of $ 8,500.00 made payable to [redacted] & Burdge Law Office to settle the above-referenced case.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0062-T
Rev. 6/29/2004

Revised 6/06/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: VICTORIA NELSON State: OH

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

Vehicle ID No.: 1GNET16P83[redacted] In Service Date: 06/27/2003 Vehicle is: NEW BAC Code: 112790
Year, Make & Model: 1GNET16P8362[redacted]

VEHICLE REPAIR HISTORY

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

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-5-04	[redacted]	3	8,000	CUSTOMER STATES ENGINE WON'T START, HAPPEN A COUPLE OF NIGHTS AGO AND NOW WON'T START. – TRUCK WAS TOWED IN, WENT OUT AND TRUCK STARTED, CHECK FOR CODES – NONE PRESENT – STARTED TRUCK SEVERAL TIMES, STARTED EVERY TIME. DROVE TRUCK HOME, LET SIT FOR 5 MINUTES, WENT OUT AND STARTED TRUCK, - COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. CHECK FOR TSB, NONE PERTAINING TO THIS PROBLEM.
4-26-04		1	11,488	CUSTOMER STATES THAT WAS AT PARKING LOT, ENGINE STARTED ACTED LIKE ONLY 4 CYLINDERS FIRING, TRIED TO DRIVE IT SEVERAL INCHES AND ACTED LIKE NO POWER, SHUT IT OFF, NO CRANK, CALLED ON TAC AND STARTED A CASE, THEY SAID FUEL SUPPLY PROBLEM. WAITED 15 20 MINUTES, STARTED UP OKAY AND CHECK ENGINE LIGHT CAME ON. – VERIFIED CONCERN OF NO START, MOVED WIRE TO IGNITION AND TRUCK WOULD START, DIAGNOSE AS FAULTY IGNITION SWITCH, - SWITCH REPLACE.
5-10-04		4	11,789	CHECK ENGINE LIGHT – HOOKED UP SCAN TOOL, FOUND VARIOUS CODES IN VARIOUS MODULES – CALLED TAC FOR ASSISTANCE, WAS ADVISED TO CHECK GROUNDS G1081109 OK. – TOLD TO REPLACE PCM. CASE #7352915, FILE 21954239, MODULE PCM/VCM REPLACED.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-14-05	[redacted]	1	21,773	CUSTOMER STATES THAT AUX CIG OUTLET INOP – CHECK AND FOUND THAT THE FUSE WAS BLOWN. – REPLACED FUSE
2-14-05		8	21,992	PUT IT IN PARK SITTING AT AN IDLE, THE SEATS WENT FORWARD, RADIO TURNED OFF, OUTSIDE MIRRORS WENT DOWN TO REV MODE AND THERE NOT PROGRAMMED TO DO THIS HAS HAPPENS SEVERAL TIMES. – CHECK AND DIAGNOSE FOUND LIFT GATE MODULE FAULTY. – REPLACED MODULE.
3-11-05		12	24,084	HEADLIGHT SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS WERE ON, HAPPENED TWICE – REFERRED TO TSB 05-08-42-001 TO FOLLOW FLOW CHART. CHECK AND FOUND FAULTY ALTERNATOR. GENERATOR ASSEMBLY REPLACED.
3-25-05		1	24,185	BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG, HAS NO TAIL LIGHT BUT HAS ALL OTHER SIGNALS, IS NOT IN TRAILER WIRING, HE CHECK TRAILER WITH OTHER VEHICLE AND HAD TAIL LIGHTS, CHECK AND FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDERNEATH BACK SEAT, REPLACED TRAILER PARK FUSE #42.
4-5-05		1	24,685	CUSTOMER STATES THAT HEADLIGHTS STILL FLICKER FOR A SECOND WHEN HAS T/S ON. CRUISE DIDN'T RESUME TILL TE STOPPED AND TURN TRUCK OFF AND RESTARTED, WORKED FINE THEN. WENT ON TEST DRIVE HAD TECH 2 HOOKED UP, CHECK CRUISE CONTROL OPERATION IS OK, CHECK HEADLIGHTS, TURN SIGNALS, ALL WORKING TO GM DESIGN INTENT – COULD NOT DUPLICATE CUSTOMER CONCERN.
6-20-05		4	27,706	CUSTOMER STATES HAD HARD TIME STARTING TRUCK TODAY AND HAS STALLED OUT ON THEM ONE TIME. – COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME, CHECK FOR CODES NONE FOUND CHECK FOR TSB FOR THIS CONCERN ALREADY – REPLACED IGNITION SWITCH EARLIER.
7-6-05		2	28,806	SURGE IN IDLE – VERIFIED CONCERN, CHECKED FOR TSB ON THIS CONCERN, NONE FOUND, LOOKED ON TECH LINE AND FOUND TO REPROGRAM PCM MODULE, POWERTRAIN CONTROL, TRANSMISSION REPROGRAMMING.
7-18-05		3	28,435	CUSTOMER STATES THAT THE OTHER NIGHT WHEN WAS SITTING AT AN LIGHT, LIGHT THE HEADLAMPS GOT DIM, HE PUT IN NEUTRAL AND REV UP AND LIGHTS GOT BRIGHTER – PERFORM CHARGING SYSTEM TEST, - FOUND BATTERY AND ALTERNATOR PUTTING OUT ENOUGH AMPS, CHECK FOR PARASITIC DRAWS. NONE FOUND. ALSO: C/S THAT WAS AT WAL-MART, TRIED TO START TRUCK, HAD NO CRANK, HE CALLED CUSTOMER ASSISTANCE, WAS GETTING READY TO SEND TOW TRUCK, BILL SAID WAIT LET ME TRY IT AND IT STARTED – CHECK AND FOUND CODE V1016 IN BCM HVAC, IPC RADIO. DIAGNOSE AS INTERNAL PCM FAILURE – REPLACED PCM / VCM MODULE.

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-28-05	[redacted]	1	25,395	CUSTOMER HAD A FLAT TIRE, TRIED TO LOWER SPARE TIRE AND CABLE WAS KINKED, TOOK OFF SPARE TIRE ASSEMBLY. – CHECK AND FOUND THAT THE SPARE TIRE HOIST COBLE WAS KINKED, HOLD DOWN SPARE TIRE R&R OR REPLACE.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-14-05	[redacted]	*	21,773	RECALL 04087 INSPECT BOTH TAIL LAMP CIRCUIT BOARDS AND REPLACE AS NEEDED.

Criteria for the state lemon law presumption period:
Days out of service: 30
Repairs 4 / **Time period** 12 MONTHS/18,000 MILES
If applicable, safety-related repairs {# of repair attempts} / **Time period** {# of months}

Number of repair attempts in the presumption period:	2
Total days out of service during the presumption period:	8
Total days out of service during customer's ownership:	41

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

BASED ON THE REPAIRS TO THE VEHICLE, LEGAL CRM RECOMMENDS A SMALL CASH OFFER OF $5,500.00.

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: CYNTHIA COSTELLO Date: 7-27-05



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 28, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P83[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2003 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 5,500.00.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 6/2/2004

Attach.

_____
Odometer

_____ [redacted] _____

_____
Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 5,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET16P8[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____
William Wenning

_____
Address

_____
City, State, Zip Code

_____
Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by William Wenning.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024-T
Rev. 9/09/2004

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO: **866.255.3848**

RE: [redacted] 2003 Chevrolet Trailblazer, VIN No. 1GNET16P836[redacted] ***Settlement***

FROM:
[XX] Ronald L. Burdge, Esquire
[ ] Elizabeth A. Wells, Esquire
[ ] Amy L. Wells, Esquire
[ ] Linda Montgomery, Business Manager
[ ] Estella Gibbs, Paralegal
[ ] Elizabeth Nijak, Legal Assistant
[ ] Shelley Mahle, Legal Assistant
[ ] Susan Harris, New Client Coordinator
[ ] Melanie Robison, New Client Coordinator

[XX] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS: _____

No. of pages including cover sheet: 3

Time: _____

Date: August 1, 2005

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

Serving Ohio and Kentucky
www.ohiolemonlaw.com
www.kentuckylemonlaw.com

August 1, 2005

Via Fax Only
Victoria Nelson
General Motors Legal-Tampa
866.255.3848

Re: [redacted]2003 Chevrolet Trailblazer, VIN No. 1GNET16P836[redacted] ***Settlement***

Dear Ms. Nelson:

My clients appreciate the cash only settlement offer of $5,500 that you made on July 28th, but they find it not adequate.

He wants me to be certain that you realize he had the vehicle back in the shop again on July 6th for engine surging. They reprogrammed the transmission at that time. He also had it back in the shop on July 18th for a "no start" condition which was diagnosed as an internal "PCM" failure. He also had problems with the headlights dimming at idle, but the dealership said that they could not determine any cause for that. This weekend the head lamps went out again and now operate on "dim" only, which affects the use and safety of this vehicle. The vehicle is scheduled to taken back into the dealership on Wednesday.

Mr. and Mrs. [redacted] are terribly frustrated with this vehicle. They wonder if some of the electric problems they have had relate to the September 2004 service bulletin dealing with electric problems, or any of the engine service bulletins that were issued in July 2004 (two), or June 2004 (two), or either of the engine service bulletins issued in May 2004, or the one in April 2004, or the one in March 2004, or the one in November 2003, or the one in October 2003. Other service bulletins exit for other problems, including the lighting problem that he just recently complained of and which the dealership (Kerns) could not do anything about.

When my clients acquired this vehicle, they had intended to keep it for family use for a very long time. They were not planning on getting rid of the vehicle at the end of the lease, but actually thought they would consider buying it at that time. Of course, they now have no intention of doing that. My clients want GM to get the vehicle out of their hands right now and repurchase it.

Alternatively, my clients are willing to accept a cash approach to settlement, so that they can get enough money to dispose of the vehicle on their own. They recognize the inconvenience and financial burden that GM will face if it has to "brand" the title to this

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

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www.kentuckylemonlaw.com

vehicle as a "lemon" and send the vehicle to the auction yard. They are willing to save them the trouble.

We have also expended even more time on the file now than before. To compromise all of this, my clients are willing to take a "cash only" settlement of $10,184, if GM will also provide a 100,000 mile "GMPP" transferable extended warranty on the vehicle so that the unlucky future owner will have some assurance of reliability.

Please consider both of these alternatives and advise. Thank you.

Sincerely,

Ronald L. Burdge

RLB:en
cc: Mr. & Mrs. [redacted]

\\Server01\Data\data\Wenning\Settlement\Corr GM Rep Re Cash Only Settlement 080105.wpd

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

GM

CHECK **No.** 900784657

50-937
213

DATE		AMOUNT
08/30/05	**********8,500 DOLLARS ****00 CENTS	**********8,500.00

PAY TO THE ORDER OF

[redacted] &BURDGE LAW OF
FICE
4780 OHIO INDIANA STATE LINE R
D
FORT RECOVERY OH 45846-9407

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900784657

PAYMENT DATE 08/30/05

VENDOR DUNS NO. BB [redacted] 1

VENDOR NAME WILLIAM WENNING &BURDGE LAW OF

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]	08/29/05	VM 1-5XFR0B	00.0000	8,500.00	.00	8,500.00
	.1-325580015.1-5XFR0B					

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

W3

	TOTAL	8,500.00	.00	8,500.00

MP1XX

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 16, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P83[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2003 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 7,500.00.

A 60 month/75,000 mile (which ever comes first) Electrical component letter, from the warranty start date and original in-service miles. Coverage includes: Electrical – Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 6/2/2004

Attach.

_____
Odometer

_____
[redacted]

_____
Date

RELEASE OF CLAIM

I, W[redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 7,500.00 and a 60 month/ 75,000 mile (which ever comes first) Electrical Component letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET16P83[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____

[redacted]

_____
Address

_____
City, State, Zip Code

_____
Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by William Wenning.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024-T
Rev. 9/09/2004

CHECK LIST- GOODWILL APPROVAL – BRC Legal

REQUIRED ITEMS FOR FINAL APPROVAL:

Revised 5/24/2005

Siebel SR # [redacted]

GOODWILL – All firms except Special Handling

- ☐ 1) If Lawsuit, a copy of the Settlement Letter to Local Counsel advising that GM has settled the case
- ☐ 2) If Lawsuit, Complaint (and demand letter if matter started as a NISM), and copy of CT notice.
- ☑ 3) Signed Offer Letter or Acceptance Letter
- ☑ 4) If NISM, Complete & Signed Release
- ☑ 5) If NISM, demand letter is needed
- ☑ 6) Case assessment
- ☑ 7) Valid registration showing proof of vehicle ownership.
- ☐ 8) Confirmation that case will be dismissed. (Small Claims only)

GOODWILL – Special Handling Firms

- ☐ 1) If Lawsuit, a copy of the Settlement Letter to Local Counsel advising that GM has settled the case
- ☐ 2) If Lawsuit, Complaint (and demand letter if matter started as a NISM), and copy of CT notice.
- ☐ 3) If Lawsuit, Signed Offer Letter or Acceptance Letter or email from GM Legal confirming final offer and acceptance
- ☐ 4) If NISM, Complete & Signed Release
- ☐ 5) If NISM, demand letter is needed
- ☐ 6) Case assessment

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 22, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P83[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2003 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 3,500.00.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 6/2/2004

Attach.

31674
Odometer

[redacted]
William Wenning

8-23-2005
Date

RELEASE OF CLAIM

I, [redacted] hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 8,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET16P836200253 ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 31674 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 8-23-2005

[redacted]

Address

Ft. Recovery, Oh [redacted]

City, State, Zip Code

[redacted]

Social Security Number

STATE OF Ohio

COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 23rd day of August, 2005 by William Wenning.

RODERICK L. HEY
Notary Public • State of Ohio
My Commission Expires:
September 8, 2009

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification

Type of identification _____

My commission expires: Sept 8, 2009

CC: File

LG0024-T
Rev 9/09/2004

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

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www.kentuckylemonlaw.com

July 8, 2005

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: [redacted] 2003 Chevrolet Trailblazer, VIN No. 1GNET16P83[redacted]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] who leased a 2003 Chevrolet Trailblazer from Kerns Chevrolet in Celina, Ohio on June 27, 2003. Mr. [redacted] paid $3,972.35 down for the vehicle. Mr. [redacted] financed the vehicle through a GMAC SmartLease, whereby he incurs monthly lease payments of $320.65, which began June 27, 2003. When the vehicle was leased, it had 295 miles on it. The vehicle now has about 27,000 miles on it. For your convenience, I have enclosed a copy of the lease agreement, and several of the repair orders.

Since leasing the Trailblazer, Mr. [redacted] has experienced a host of ongoing problems. Consequently, Mr. [redacted] has taken his vehicle in for service at least ten times, yet the problem persist. Mr. [redacted]'s vehicle's defects include engine malfunctions that resulted in at least three repair attempts; a recall for a defective tail lamp, which was followed by further tail lamp malfunctions, resulting in another trip into the shop for repairs. The head lamps have also repeatedly malfunctioned, resulting in at least two repair attempts.

The mysterious and erratic electrical issues do not end there. This Trailblazer's mechanical functions operate absent human programming or direction. On several occasions the vehicle was put in park, and while idle, the seat moved forward, the radio shut off, and the outside mirrors changed position. Additional defects include a kinked cable holding the spare tire, causing difficulty when my client experienced a flat tire and needed access to the spare. Most recently, the Trailblazer's engine has started to surge while idle. This resulted in a repair attempt just this week.

As a result, this vehicle has been out of service by reason of repairs approximately 46 days. As a result, my client has been displaced from his vehicle, and forced to rely on alternate means of transportation. And to add insult to injury, Mr. [redacted] has worked for this General Motors dealership for 17-years. Suffice to say, my client is extremely disappointed that despite his tenure, General Motors has still not taken the steps to honor its obligations to him.

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

Serving Ohio and Kentucky
www.ohiolemonlaw.com
www.kentuckylemonlaw.com

As you probably know, there are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: (1) three or more attempts to fix the same problem; or (2) no more than 30 days out of service; or (3) no more than 8 substantial defects; or (4) no more than one attempt to fix a defect that is so serious that it may cause death or serious injury. This vehicle was out of service for repair attempts three separate times during my client's first year, and first 18,000 miles of ownership, totaling three weeks; further, Mr. [redacted] Trailblazer was in the shop just this week for repair work to the vehicle's engine. Accordingly, this vehicle is a presumed "lemon" under the law.

Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts, and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts, and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. Mr [redacted] has absolutely lost all trust and confidence in this vehicle, and the ability of your dealers to ever fix this vehicle's problems.

Although Mr [redacted] has complained directly to the dealership, I urged my client to allow me contact you to see if we could get this matter resolved without having to file a lawsuit.

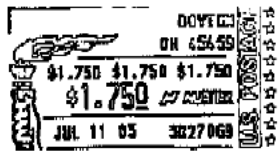
What Mr. [redacted] wants is simple: he wants rid of this vehicle and his money back, and his legal costs paid. Please advise at your earliest convenience. Thank you.

Sincerely,

Amy L. Wells FOR Ronald L. Burdge

ALW/ba
cc: W[redacted]
Enclosure: Lease Agreement, Repair Orders

Z:\data\[redacted] Settlement\Corr General Motors Re Representation and Settlement 070805.wpd



First Class Mail

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd.
Dayton, OH 45459-3817
"Consumer Law Attorneys Helping People Help Themselves"

JUL 14 2005

8

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Revised 6/06/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: VICTORIA NELSON State: OH

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

Vehicle ID No.: 1GNET16P8362[redacted] In Service Date: 06/27/2003 Vehicle is: NEW BAC Code: 112790
Year, Make & Model: 1GNET16P83[redacted]

VEHICLE REPAIR HISTORY

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

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-5-04	[redacted]	3	8,000	CUSTOMER STATES ENGINE WON'T START, HAPPEN A COUPLE OF NIGHTS AGO AND NOW WON'T START. – TRUCK WAS TOWED IN, WENT OUT AND TRUCK STARTED, CHECK FOR CODES – NONE PRESENT – STARTED TRUCK SEVERAL TIMES, STARTED EVERY TIME. DROVE TRUCK HOME, LET SIT FOR 5 MINUTES, WENT OUT AND STARTED TRUCK, - COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. CHECK FOR TSB, NONE PERTAINING TO THIS PROBLEM.
4-26-04		1	11,488	CUSTOMER STATES THAT WAS AT PARKING LOT, ENGINE STARTED ACTED LIKE ONLY 4 CYLINDERS FIRING, TRIED TO DRIVE IT SEVERAL INCHES AND ACTED LIKE NO POWER, SHUT IT OFF, NO CRANK, CALLED ON TAC AND STARTED A CASE, THEY SAID FUEL SUPPLY PROBLEM. WAITED 15 20 MINUTES, STARTED UP OKAY AND CHECK ENGINE LIGHT CAME ON. – VERIFIED CONCERN OF NO START, MOVED WIRE TO IGNITION AND TRUCK WOULD START, DIAGNOSE AS FAULTY IGNITION SWITCH, - SWITCH REPLACE.
5-10-04	[redacted]	4	11,789	CHECK ENGINE LIGHT – HOOKED UP SCAN TOOL, FOUND VARIOUS CODES IN VARIOUS MODULES – CALLED TAC FOR ASSISTANCE, WAS ADVISED TO CHECK GROUNDS G1081109 OK. – TOLD TO REPLACE PCM. CASE #7352915, FILE 21954239, MODULE PCM/VCM REPLACED.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-14-05	[redacted]	1	21,773	CUSTOMER STATES THAT AUX CIG OUTLET INOP – CHECK AND FOUND THAT THE FUSE WAS BLOWN. – REPLACED FUSE
2-14-05		8	21,992	PUT IT IN PARK SITTING AT AN IDLE, THE SEATS WENT FORWARD, RADIO TURNED OFF, OUTSIDE MIRRORS WENT DOWN TO REV MODE AND THERE NOT PROGRAMMED TO DO THIS HAS HAPPENS SEVERAL TIMES. – CHECK AND DIAGNOSE FOUND LIFT GATE MODULE FAULTY. – REPLACED MODULE.
3-11-05		12	24,084	HEADLIGHT SHUT OFF FOR A BRIEF MOMENT WHILE TURN SIGNALS WERE ON, HAPPENED TWICE -- REFERRED TO TSB 05-08-42-001 TO FOLLOW FLOW CHART. CHECK AND FOUND FAULTY ALTERNATOR. GENERATOR ASSEMBLY REPLACED.
3-25-05		1	24,185	BILL SAYS THAT HAS NO JUICE TO TRAILER PLUG, HAS NO TAIL LIGHT BUT HAS ALL OTHER SIGNALS, IS NOT IN TRAILER WIRING, HE CHECK TRAILER WITH OTHER VEHICLE AND HAD TAIL LIGHTS, CHECK AND FOUND TRAILER PARK FUSE #42 BLOWN THAT IS UNDERNEATH BACK SEAT, REPLACED TRAILER PARK FUSE #42.
4-5-05		1	24,685	CUSTOMER STATES THAT HEADLIGHTS STILL FLICKER FOR A SECOND WHEN HAS T/S ON. CRUISE DIDN'T RESUME TILL TE STOPPED AND TURN TRUCK OFF AND RESTARTED, WORKED FINE THEN. WENT ON TEST DRIVE HAD TECH 2 HOOKED UP, CHECK CRUISE CONTROL OPERATION IS OK, CHECK HEADLIGHTS, TURN SIGNALS, ALL WORKING TO GM DESIGN INTENT – COULD NOT DUPLICATE CUSTOMER CONCERN.
6-20-05		4	27,706	CUSTOMER STATES HAD HARD TIME STARTING TRUCK TODAY AND HAS STALLED OUT ON THEM ONE TIME. – COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME, CHECK FOR CODES NONE FOUND CHECK FOR TSB FOR THIS CONCERN ALREADY – REPLACED IGNITION SWITCH EARLIER.
7-6-05		2	28,806	SURGE IN IDLE – VERIFIED CONCERN, CHECKED FOR TSB ON THIS CONCERN, NONE FOUND, LOOKED ON TECH LINE AND FOUND TO REPROGRAM PCM MODULE, POWERTRAIN CONTROL, TRANSMISSION REPROGRAMMING.
7-18-05		3	28,435	CUSTOMER STATES THAT THE OTHER NIGHT WHEN WAS SITTING AT AN LIGHT, LIGHT THE HEADLAMPS GOT DIM, HE PUT IN NEUTRAL AND REV UP AND LIGHTS GOT BRIGHTER – PERFORM CHARGING SYSTEM TEST, - FOUND BATTERY AND ALTERNATOR PUTTING OUT ENOUGH AMPS, CHECK FOR PARASITIC DRAWS. NONE FOUND. ALSO: C/S THAT WAS AT WAL-MART, TRIED TO START TRUCK, HAD NO CRANK, HE CALLED CUSTOMER ASSISTANCE, WAS GETTING READY TO SEND TOW TRUCK, BILL SAID WAIT LET ME TRY IT AND IT STARTED – CHECK AND FOUND CODE V1016 IN BCM HVAC, IPC RADIO. DIAGNOSE AS INTERNAL PCM FAILURE – REPLACED PCM / VCM MODULE.

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-28-05	[redacted]	1	25,395	CUSTOMER HAD A FLAT TIRE, TRIED TO LOWER SPARE TIRE AND CABLE WAS KINKED, TOOK OFF SPARE TIRE ASSEMBLY. – CHECK AND FOUND THAT THE SPARE TIRE HOIST COBLE WAS KINKED, HOLD DOWN SPARE TIRE R&R OR REPLACE.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-14-05	[redacted]	*	21,773	RECALL 04087 INSPECT BOTH TAIL LAMP CIRCUIT BOARDS AND REPLACE AS NEEDED.

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

ELECTRONIC POA

REGISTRATION CARD BICENTENNIAL **APPLICATION NO.** [redacted]

TYPE / VEH. CLASS	CODE	CODE (1)	TYPE / RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW
PASSENGER	PC	R			03/20/05	N	P	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE		LICENSE NO.
	06/27/03	5478	5498	03 M 19 D 05 Y	03 M 20 D 06 Y	[redacted]	[redacted]

FEE	REFL/CO FEE	OWNER NAME	VEH. YR	MAKE	TYPE (VEH.)	CODE (2)	CODE (3)
31.00	0.00	GENERAL MOTORS ACCEPTANCE COR	03	CHEV	SW	NV	PC

COUNTY OLD	COUNTY NEW	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
ME54	ME54	[redacted]	1GNET16F83[redacted]	DK958Z6

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEAT CAP.	OLD LIC. NO.
WASHINGTON	[redacted]	L	[redacted]		DX32ZN

LOCAL TAX	INSIDE CORP. LIMIT?	Y/N	POST OFFICE	STATE	RESTRICTION CODE-APV ONLY 1. DAY 2. NIGHT 6 DAY	TOTAL STATE FEE*
10.00		N	FORT RECOVERY	OH [redacted]		41.00

IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	Y/N				EQUIPMENT STANDARDS MET? APV ONLY Y/N BRAKES MUFFLER SYSTEM Y/N	OLD APP. NO.
	N	8101 N HIGH ST				89661XQ
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y/N				DEPUTY NAME	
	Y	COLUMBUS	OH	43235	JAMES L RUTSCHILLING	
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y/N	[redacted]	ODOMETER READING		DEPUTY TOWN	
	Y		295		CELINA CB	

ATTENTION

Linda Montgomery

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 866.255.3848

RE: [redacted]

FROM:
- [X] Ronald L. Burdge, Esquire
- [ ] Amy L. Wells, Esquire
- [ ] Elizabeth A. Wells, Esquire
- [ ] Linda Montgomery, Business Manager
- [ ] Estella Gibbs, Paralegal
- [ ] Elizabeth Nijak, Legal Assistant
- [ ] Shelley Mahle, Legal Assistant
- [ ] Susan Harris, New Client Coordinator
- [ ] Melanie Robison, New Client Coordinator

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
- [ ] Regular Mail
- [ ] Overnight Delivery
- [ ] Hand Delivery
- [ ] Other

COMMENTS: Current Repair Order

No. of pages including cover sheet: 2

Time: 9:20 am

Date: 07.26.05

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

KERNS

NEW CAR CENTER
218 S. Walnut
Celina, OH
1-419-586-2385

CHEVY Oldsmobile PONTIAC BUICK Cadillac

www.kernschevyolds.com
kerns@bright.net

USED CAR CENTER
1000 W. Logan P.O. Box 27
Celina, OH
1-419-586-5131

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ROSE 60		07/20/05	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE 29435	COLOR INDIGO BLUE	
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/TRAILBLAZER LTZ/S		DELIVERY DATE 06/27/03	DELIVERY MILES 295
FT RECOVERY, OH [redacted]	VEHICLE I.D. NO. 1GNET16P836 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE 07/18/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 29440	

LABOR & PARTS

J# 1 51CVZ05 HEADLIGHTS TECH(S): 26 WARRANTY

CUSTOMER STATES THAT THE OTHER NIGHT WHEN WAS SITTING AT AN LIGHT THE HEADLAMPS GOT DIM HE PUT IN NEUTRAL AND REV UP AND LIGHTS GOT BRIGHTER.
PERFORM CHARGING SYTEM TEST FOUND BATTERY AND ALTS PUTTING OUT ENOUGH AMPAGE. CHK FOR PARASTIC DRAWS NONE FOUND.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10CVZ DRIVEABILITY TECH(S): 26 WARRANTY

CUSTOMER STATES THAT WAS AT WALMART TRIED TO START TRUCK HAD NO CRANK HE CALLED CUSTOMER ASSISTANCE WAS GETTING READY TO SEND TOW TRUCK BILL SAID WAIT LET ME TRY IT AND IT STARTED.
CHK AND DIA FOUND CODE V1016 IN BCM HVAC IPC RADIO DIA'S. INTERNIAL PCM FAILURE.
MODULE, PCM/VCM - REPLACE
ADD:
DIAGNOSIS TIME: YOU MAY CLAIM UP TO THE ALLOWABLE LABOR HOURS DEPENDING ON ACTUAL TIME PERFORMING DIAGNOSIS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12582605	PCM		WARRANTY
JOB # 2	-1	12582605	CORE RETURN		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 0 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

[ ] CASH [ ] CHECK NO. [ ] [ ] OTHER
[ ] VISA [ ] CREDIT CARD [ ] [ ] CHARGE

THANK YOU FOR YOUR BUSINESS ! !
In the next few weeks you may receive a SERVICE SATISFACTION SURVEY from General Motors If you cannot answer "COMPLETELY SATISFIED" please call Steve, Rose, Dave or Chris At 800-686-2234 or 800-982-4389

CUSTOMER SIGNATURE

The seller, KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. KERNS CHEVY-OLDS-PONTIAC-BUICK-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 22, 2005

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Requ[redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16P836[redacted]
Customer Relationship Manager: Victoria Nelson

Dear Mr. Burdge:

We regret that your client(s) is dissatisfied with his 2003 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 8,500.00.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 6/2/2004

Attach.

_____
Odometer

_____ [redacted] _____

_____
Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 8,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2003 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET16P836[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____
[redacted]

_____
Address

_____
City, State, Zip Code

_____
Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024-T
Rev. 9/09/2004

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE LAW OFFICE CO. LPA

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September 27, 2005

General Motors Business Resource Center
C/O MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Schmitt Huelsman Auto Mall
1001 N. Broad Street
Fairborn, OH 45324

Re: [redacted] 2005 Chevrolet Trailblazer, VIN No. 1GNDT13S552193874, Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] who leased a 2005 Chevrolet Trailblazer from Schmitt Huelsman Auto Mall in Fairborn, Ohio on March 24, 2005. Mr. [redacted] did not have a down-payment, but he did have a trade-in vehicle, and he received a trade-in allowance of $898.00. The dealer arranged for the financing through a GMAC SmartLease in monthly payments of $328.52, which began on the date of sale. In addition, Mr. [redacted] has made improvements to the vehicle, including window tinting and graphics that have been applied to the vehicle. These improvements have cost Mr. [redacted] $625.56.

When the vehicle was purchased, it had 37 miles on it. The vehicle now has about 9,900 miles on it. A copy of the retail lease agreement, SmartLease agreement, vehicle registration, receipts for aftermarket improvements, and several of the repair orders are enclosed.

Mr. [redacted] has experienced repeated problems with his Trailblazer, which began less than one month after he bought it. These defects include: (1) defective lighting, which causes the interior lights, the headlamps and the tail lamps to flash on and off erratically. This defect has been the subject of three repair attempts, so far. Despite the existence of a service bulletin addressing this issue which predated Mr. [redacted] s very first complaint, the necessary update was not performed on his vehicle until late August. Due to the intermittent nature of this non-conformity, and Mr. [redacted] hesitation to drive the vehicle any more than necessary, given all of its problems, he is unsure if this problem remains at this point; (2) engine defects also plague this Trailblazer. This non-conformity has been the subject of two repair attempts so far, and has not been resolved. The problem causes a loud "knocking" noise from the vehicle's engine. While the first authorized dealer expressed concern regarding this defect, and told Mr [redacted] this issue should be looked into, the servicing

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

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dealerships now contend that this is how the Trailblazer is designed. Mr. [redacted] is understandably not convinced, and plans to take his vehicle in for further repair attempts to resolve the engine's defects.

In addition, the Trailblazer has also undergone repairs for a defective transmission, misaligned doors, inoperable OnStar, and discolored sealing strips. In sum, the vehicle has been out of service for two weeks in the six short months that my client has leased it. During the time that Mr. Klein has been displaced, he has been forced to rely on alternate means of transportation.

As you probably know, there are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: (1) three or more attempts to fix the same problem; or (2) no more than 30 days out of service; or (3) no more than 8 substantial defects; or (4) no more than one attempt to fix a defect that is so serious that it may cause death or serious injury.

Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts, and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts, and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. Mr[redacted]has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle's problems.

In addition to the mechanical defects that plague Mr[redacted]vehicle, and the legal implications related thereto, a cursory analysis of the selling process evinces additional violations by Schmitt Huelsman Auto Mall in this case. At the time the vehicle was delivered to Mr[redacted]and he got into the vehicle and drove away, he justifiably believed it was a "done d[redacted]nly after Mr.[redacted]returned home with what he was led to believe was ***his*** new vehicle, did he receive a telephone call from the dealership telling him that something happened with the financing, and that he would have to return the vehicle, or pay about $60.00 more each month if he wanted to keep it.

Ohio law requires that motor vehicle dealerships, like Schmitt Huelsman Auto Mall, advise Ohio consumers if a sale is contingent upon financing through a ***written agreement.***[1] Further, this written agreement must state "the parties' obligations should financing not

[1] O.A.C. 109:4-3-16(B)(30).

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

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be obtained."[2] Here, Mr. [redacted] was not provided with any agreement advising him that the deal was contingent upon financing at all. This is a violation of the Motor Vehicle Sales Rule. This practice by Schmitt Huelsman Auto Mall is also an unfair and deceptive act, in violation of the Ohio Consumer Sales Practices Act.[3]

Although Mr. [redacted] has complained repeatedly both GM, and to one or more GM dealers, I urged Mr [redacted] o let me contact you to see if we could get this matter resolved without having to file a lawsuit. What Mr. [redacted] vants is simple: he wants rid of the vehicle, and his money back, including the investment he made for improvements to the Trailblazer. He also wants his legal costs paid.

Please advise at your earliest convenience. Thank you.

Sincerely,

FOR RLB

Amy L. Wells

ALW/ba
cc: [redacted]
Enclosure: Purchase Order, Finance Agreement, Vehicle Registration, Repair Orders

Z:\dat [redacted] Settlement\Corr General Motors Re Representation and Settlement 092605 alw.wpd

[2] *Id.*

[3] R.C. 1345.02 *et seq.*

h. Lease payments. The number of payments in your lease

i. Base monthly payment . . . . . = $ N/A

j. Monthly sales/use tax (estimated) + $ N/A

k. N/A + $ N/A

l. Total monthly payment = $ 320.52

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of $ .20 per mile

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 16427.50 plus official fees and taxes.

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

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	$	28431.50
b. GMAC administrative fee	+ $	595.00
c. License/registration/title fees	+ $	N/A
d. Sales tax	+ $	1000.44
e. Other tax (describe) CAP REDUCTION	+ $	280.00
f. Optional service contract	+ $	N/A
g. Optional maintenance contract	+ $	N/A
h. Optional life insurance	+ $	N/A
i. Optional disability insurance	+ $	N/A
j.	+ $	N/A
k.	+ $	N/A
l. Gross Capitalized Cost	= $	30586.94

12. THE VEHICLE YOU ARE TRADING. 2003 (year) MAZDA (make) PROTEGE (model)

Gross trade-in value	$	10500.00
Payoff	− $	9602.00
Net trade-in value	= $	898.00

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1500.44

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

a. Title/lien fees	$	N/A
b. Registration fees/taxes	$	N/A
c. License fees/taxes	$	220.00
d. Sales/use taxes (including tax on capitalized cost reduction)	$	1280.44
e. Excise taxes	$	N/A
f. Property taxes	$	N/A
g. Other (describe)	$	N/A
h. Other (describe)	$	N/A
i. Other (describe)	$	N/A

14. MILEAGE.

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

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

15. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end MAR (month) 23 (day) 2009 (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 07.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name: STATE FARM INS
Insurance agency name: DOUG MCDERMOTT
Agency address:
Agency phone no.: 937-890-8484
Agent's name: DOUG MCDERMOTT
Policy no.: [redacted] ☐ Liability ☐ Physical damage
Deductibles: Collision $ Comprehensive $ 100.00

Insurance company name: N/A
Insurance agency name:
Agency address
Agency phone no.
Agent's name
Policy no. ☐ Physical damage
Deductibles: Collision $ Comprehensive $

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

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

☐ Life Insurance ☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: X Age

CO-LESSEE'S SIGNATURE: X Age

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

AB: Standard [illegible] warranty

Warranty [illegible] separate from this lease state any coverage limits

RETAIL LEASE ORDER

SCHMITT HUELSMAN AUTO MALL

1001 N. BROAD ST.
1127 N. BROAD ST.
1045 N. CENTRAL AVE.
FAIRBORN, OHIO 45324
937-878-3471
FAX: 937-[redacted]

LESSEE'S NAME [redacted] DATE 03/24/2005 STOCK NO. [redacted]

ADDRESS TIPP CITY MIAMI PHONE [redacted]

CITY _____ COUNTY _____ STATE OH ZIP [redacted] SALESPERSON EIERMANN, MICHAEL P

Pursuant to the terms and conditions listed below, the undersigned lessee hereby agrees to lease the listed vehicle from or through a third party if Dealer can obtain third party approval.

ENTER MY ORDER FOR ONE ☐ NEW ☐ USED / ☐ CAR ☐ TRUCK / ☐ DEMONSTRATOR ☐ RENTAL VEHICLE

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2005	CHEVROLET	TRAILBLAZER	UT	SUMMIT WHIT	

VIN OR SERIAL NO. 1GNDT13S55 [redacted] TO BE DELIVERED ON OR ABOUT 03/24/2005 STOCK NO. [redacted]

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

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. The number of months this closed-end lease is for:	48
2. The number of miles you may drive per year is:	12,000
And over the entire lease without an additional charge is:	48,000
Charge you will pay for each mile over the amount listed:	$ .20
3. Your approximate monthly payment will be:	$ 328.52
4. The approximate capitalized cost will be:	$ 25408.94

NEGATIVE EQUITY DISCLOSURE

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the capitalized cost be increased $ _____ to cover the negative equity from my trade-in vehicle.

X _____

DEPOSIT RECEIPT

Dealer hereby acknowledges receipt of a total of $ 4898.00 as Deposit(s)/Partial Payment(s) for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days. The Deposit(s)/Partial Payment(s) ☐ ARE ☐ ARE NOT refundable subject to the following conditions: _____

ODOMETER MILEAGE STATEMENT

The odometer of the above-described vehicle now reads 27 miles/kilometers and is accurate unless checked below. ☐ Odometer mileage is not accurate. Refer to the Federal Mileage Statement for full disclosure.

TRADE-IN VEHICLE			DUE AT DELIVERY	AMOUNT
YEAR 2003 MAKE MAZDA			CAPITALIZED COST REDUCTION	4898.00
MODEL PROTEGE			FIRST PAYMENT	328.52
VIN 1GNDT13S552 [redacted]			SECURITY DEPOSIT	N/A
MILEAGE			TITLE FEE	N/A
PAYOFF TO:			LICENSE FEE	55.00
PAYOFF GOOD THRU:			TAX ON CAPITAL COST REDUCTION	N/A
ACCOUNT NO.:			LUXURY TAX	N/A
TRADE IN ALLOWANCE		10500.00	N/A	N/A
	PAYOFF AMOUNT	9602.00	N/A	N/A
	NET TRADE IN ALLOWANCE	898.00		N/A
REBATE		4000.00	N/A	N/A
DEPOSIT		383.52	TOTAL DUE AT DELIVERY	5281.52
TOTAL CREDIT		5281.52	LESS CREDITS	5281.52
			BALANCE	0.00

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

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

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.

APPROVED: _____ ACCEP[redacted] 3/24/2005 DATE

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

"Where People Say, I Never Knew It Was So Easy To Buy A Car"

D/L 4231 STOCK# L5623

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

[redacted]

[redacted] CITY, [redacted]

Garaging address (if different)

Principal driver (if business use)

LESSOR (Retailer)
JEFF SCHMITT AUTO GROUP
1001 N. BROAD ST.
FAIRBORN, OH 45324

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

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

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

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

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

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	CHEVROLET TRAILBLAZE	UT	1GNDT13S55[redacted]	37	☒ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Dealer Installed Options: ____ GVW (If truck) ____ ☐ Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 5281.52

2. Monthly Payments
Your first monthly payment of $ 328.52 is due on 03/24/2005, followed by 47 payments of $ 328.52 due on the 24TH of each month.
The total of your monthly payments is $ 15760.96

3. Other Charges (not part of your monthly payments)
Disposition fee (If you do not purchase the vehicle) $ N/A
$ N/A
Total $ N/A

4. Total of Payments
(The amount you will have paid by the end of the lease.)
$ 20721.96

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 4098.00
b. First monthly payment	$ 328.52
c. Refundable security deposit	$ N/A
d. Title fees	$ 55.00
e. Registration fees	$ N/A
f. Sales/use tax	$ N/A
g.	$ N/A
h.	$ N/A
i.	$ N/A
j. Total	$ 5281.52

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

a. Net trade-in allowance	$ 898.00
b. Rebates and noncash credits	$ ~~4000.00~~ 3327.48
c. Amount to be paid in cash	$ ~~383.52~~ 55.00
d. Total	$ 5281.52

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 28431.50) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 30306.94
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- $ 4898.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= $ 25408.94
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- $ 15927.50
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ ~~9481.44~~ 9481.44
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ $ ~~6279.52~~ 6279.52
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= $ ~~15760.96~~ 15760.96
h. Lease payments. The number of payments in your lease	÷ 48
	= $ 328.52 N/A

14. MILEAGE.

Base Mileage Allowance. ☒ 15,000 miles/year ☐ One million 12,000 miles/year.
☐ Medium-duty truck (gasoline) 21,000 miles/year
☐ Medium-duty truck (diesel) 25,000 miles/year

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

Total Allowed Mileage on the Odometer at Lease End is 48,037 miles.

Starting odometer mileage	37	miles
Base mileage allowance	48,000	miles
Purchased extra miles	N/A	miles

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

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

CO-LESSEE'S SIGNATURE: X Age

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

☒ Standard manufacturer's warranty

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS. N/A N/A
Name N/A Term N/A months, N/A miles
Name Term months, miles
If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to this lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: [redacted] BY: X CO-LESSEE: X

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

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED A COPY AT PATTERSON (city) (state) ON MAR (month) 24 (day) 2005 (year)

LESSEE: [redacted] BY: X CO-LESSEE: X

LESSOR: JEFF SCHMITT AUTO GROUP SIGNATURE AND TITLE: X [redacted] DOC AGT

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: JEFF SCHMITT AUTO GROUP BY: X [redacted] TITLE: DOC AGT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

621 MONTHLY 11/2001
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

QUADRUPLICATE ORIGINAL - LESSEE

[redacted]

[redacted]

INVOICE

PAGE 1

Dave ARBOGAST BUICK-PONTIAC-GMC TRUCK TROY, OH
3540 South County Rd. 25-A
Troy, Ohio 45373
Sales: (937) 335-0068 * Service: (937) 335-0068
Parts: (937) 440-5773 * Toll Free: 800-860-6673

[redacted]

TIPP CITY, OH [redacted]

HOME [redacted]

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG
	05	CHEVROLET BLAZER	1GNDT13S552[redacted]		2409/2409	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR05 IS			17:00 21APR05		72.00	CASH	26APR05

R.O. OPENED	READY	OPTIONS: DLR:41381
08:58 19APR05	15:40 26APR05	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES WHILE DRIVING THE VEHICLE ALL THE INTERIOR AND EXTERIOR LIGHTS STARTED FLASHING FOR APPROX A HALF HOUR

CAUSE: NPF

N9995 CUSTOMER CONCERN NOT DUPLICATED
596 ANDERSON,CHRIS LIC#: 4707
WT94 (N/C)

2409 NPF SCAN FOR TROUBLE CODES AND TEST DRIVE TO VERIFY CONCERN. NO TROUBLE CODES WERE FOUND,COULD NOT DUPLICATE CONCERN AT THIS TIME,NO PROBLEMS FOUND. #596

****

B CUSTOMER STATES THERE IS A TICKING NOISE AT THE FRONT OF THE VEHICLE

CAUSE: NOISE

J1308 PISTON, ROD AND/OR RINGS ONE CYL REPLACE
461 BLOCHER,DAVE LIC#: 6245
WT94 (N/C)
14 12568079 BOLT (N/C)
1 12585784 PISTON (N/C)
1 88984228 GASKET KI (N/C)
1 24577212 F-ROD (N/C)
1 12378521 SEALANT (N/C)
1 12482716 BEARING K (N/C)
1 14041989 RING (N/C)
1 MISC PRIC/DIFF (N/C)
1 89017342 FILTER (N/C)
6 12345621 GOODWRENCH OIL (N/C)

J1308 PISTON, ROD AND/OR RINGS ONE CYL REPLACE
461 BLOCHER,DAVE LIC#: 6245
WT94 (N/C)

ST TIME,STRAIGHT *
461 BLOCHER,DAVE LIC#: 6245
WT94 (N/C)

FC: PART#: COUNT:

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR ( ) MONTHS OR THOUSAND (000) WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR ( ) DAYS OR THOUSAND (000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

Dave ARBOGAST
BUICK-PONTIAC-GMC TRUCK
TROY, OH
3540 South County Rd. 25-A
Troy, Ohio 45373
Sales: (937) 335-0068 * Service: (937) 335-0068
Parts: (937) 440-5773 * Toll Free: 800-860-6873

[redacted]

TIPP CITY OH [redacted]

HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG
	05	CHEVROLET BLAZER	1GNDT13S552[redacted]		2409/2409	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
25MAR05 IS			17:00 21APR05		72.00	CASH	26APR05

R.O. OPENED	READY	OPTIONS:
08:58 19APR05	15:40 26APR05	DLR:41381

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:
AUTH CODE:

MISC OVERNIGHT FREIGHT
WT94 (N/C)
FC:
MISC OVERNIGHT FREIGHT
WT94 (N/C)
FC:
2409 #6 PISTON AND CONN. ROD CLEARANCE EXCESSIVE.... (REQUEST 2.0 STRAIGHT TIME FOR CALLING TAC AND MEASURING PISTON BORES)..... DIAGNOSE FOR TAPPING NOISE. LET ENGINE COOL OFF AND RUN.FOUND NOISE HA PPENED 2-3 MIN. AFTER START UP AND LASTED APROX . 15 MIN. CONNECT SCAN TOOL AND PERFORM CYL. BA L. TEST.NOISE ALMOST WENT AWAY WHEN #6 CYL. WAS CANCELLED..CALLED TECH ASSIST.(CASE #8133978 W AS SET UP.THEY ALSO RECOM. CHECKING OIL PSI WIT H A MANUAL GAUGE BEFORE TEAR DOWN..CHECKED OIL PRESSURE.(40 PSI@1000 RPM.OK)..REMOVE ENGINE AN D DISASSEMBLE FOR INSPECTION.MEASURE ALL CYL. F OR TAPER AND OUT OF ROUND.(ALL CYLINDER .0005" OR LESS ON TAPER AND O.O.R....CHECK RO BEARING CLEARANCES.OK.(ALL BETWEEN .001-.002")(SPEC=.00 08-.025")...REPLACED #6 PISTON AND ROD ASSEMBLY .REPLACED #6 ROD BEARING..REASSEMBLE ENGINE.REF ILL COOLANT AND CHANGE OIL AND FILTER..ROAD TES T.

****

C** WARRANTY RENTAL 4/19/05 4:40PM
CAUSE: RENTAL
27907 RENTAL
461 BLOCHER,DAVE LIC#: [redacted]
WT94 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

LUBE RENTAL

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR ( ) MONTHS OR THOUSAND .000), WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR ( ) DAYS OR THOUSAND (.000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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]

[redacted]

TIPP CITY, OH [redacted]
HOME: [redacted]

INVOICE

PAGE 3

Dave ARBOGAST
BUICK·PONTIAC·GMC TRUCK
TROY, OH
3540 South County Rd. 25-A
Troy, Ohio 45373
Sales: (937) 335-0068 * Service: (937) 335-0068
Parts: (937) 440-5773 * Toll Free: 800-860-6673

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG
	05	CHEVROLET BLAZER	1GNDT13S55[redacted]		2409/2409	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
25MAR05 IS			17:00 21APR05		72.00	CASH	26APR05

R.O. OPENED	READY	OPTIONS:
08:58 19APR05	15:40 26APR05	DLR:41381

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL (N/C)
			WT94				

2409 S#32119

****









WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR ( ) MONTHS OR THOUSAND(.000), WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR ( ) DAYS OR THOUSAND (.000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP, EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 BAID PARTS OR THIS REPAIR.

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SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

937 253 5888 ID 9456956

AUG 22 2005 15:45 FR DAYTON MFG CO

Customer Copy

JEFF SCHMITT AUTO GROUP
P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1045 N. Central Ave.
Fairborn, OH 45324
(937) 878-2471

JEFF SCHMITT BUICK GMC
106 N. Main Street
New Carlisle, OH 45344
(937) 845-9456

JEFF SCHMITT NISSAN
725 Alpha Rd.
Beavercreek, OH 45
(937) 291-2277

VIN# 1GNDT138552 [redacted] STOCK# [redacted] RO# [redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
23MAY2005	4320	SUMMITWHIT	18:00 23MAY05	CASH	

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

# A	11	CUST STATES ENGINE NOISE/KNOCK AFTER COLD START
# B	16	CUST STATES TRANS WONT DOWNSHIFT PROPERLY AT LOW SPEEDS, HARSH DOWNSHIFT
# C	07	CLUNK NOISE WHEN PUT INTO DRIVE FROM REVERSE
# D	73	LEFT FRONT DOOR CLOSE TO LEFT FRONT FENDER
# E	31	CUST STATES HEADLIGHTS/TAILLIGHTS FLICKER/FLASH WHILE DRIVING AT TIMES

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE AGREED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT WANT AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS	DATE _____ TIME _____
$ _____	BY _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY This warranty warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service will be done during the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are held solely by the manufacturer or supplier of such parts. Except as may be limited expressly shown above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. A copy of this repair order invoice must be presented. This warranty expires 12 days or three thousand (3,000) miles, whichever comes first.

ALL PARTS ARE NEW OR FACTORY REPAIR UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ OTHERWISE

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD IN LIEU WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPAIR) DOES NOT COVER replacement vehicle while your car is being serviced. Your new GENUINE PONTIAC LEMANS and Sunfire parts, Oldsmobile Cutlass and Ciera, Buick Century and Regal, Chevrolet Cavalier and Lumina, Geo Prizm and Saturn parts are available by Appointment.

I hereby authorize the repair work and/or use parts as set forth by you, together with the furnishing of any of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason. I/we also further authorize or authorize any other person to operate for you any facility or combination with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control. And in consideration thereof I/we do hereby acknowledge on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and inspecting such vehicle.

X _____ CUSTOMER SIGNATURE

Pursuant to Ohio Revised Code 4513.63 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

RO NUMBER	DATE CLOSED	MILEAGE	W/W	S/E/H	I/P	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

Copyright 2005 ADP, Inc. Rev. 5.01.10 Patent 5,826,1

937 253 5888 TO 94329503

AUG 22 2005 15:45 FR DAYTON MFG CO

Customer Copy

JEFF SCHMITT AUTO GROUP

P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

VIN# 1GNDT13S552[redacted] STOCK# [redacted] RO# 1[redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
23MAY2005	4320	SUMMITWHIT	18:00 23MAY05	CASH	

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH[redacted]	

R F	46	ONSTAR NOT WORKING
R G	56	OUTER SEALING STRIPS ON ALL 4 DOORS DISCOLORED

JEFF SCHMITT MITSUBISHI
1045 N. Carnival Ave.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
105 N. Main Street
New Carlisle, OH 45344
(937) 845-9465

JEFF SCHMITT NISSAN
728 Alpha Rd.
Beavercreek, OH 45301
(937) 781-2277

ESTIMATE

UNDER OHIO LAWS YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN PRINTED HERE DEMANDS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE

AUTHORIZED ADDITIONS	DATE / TIME / BY
$ _____	DATE _____ TIME _____ BY _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reasonable all partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY The dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new, original equipment manufacturer parts are solely made by the manufacturer or supplier of such parts. Except for any special warranty given herein, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and/or accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. In case of any repair order, notice must be given within 10 days of completion of repair or time for delivery 10 days as given (30,000 miles, which is earlier).

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE PERFORMED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (GENERALLY) DOES NOT COVER replacement vehicles which you are being serviced. Extensions PROMPT LENDING Jeff Schmitt Auto Group Center and Used Cars. Daily rental cars Available by Appointment.

I authorize performance of the repair work listed on this form by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control. Such are covered exclusively by a bailee acknowledged on the above vehicle to secure the amount of repairs thereto. Oil and lubricants may consist the above vehicle or items, however or elsewhere for the purpose of doing said repairing to the vehicle.

X_____
CUSTOMER SIGNATURE

Pursuant to Ohio Revised Code 4513.61 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

RO NUMBER	DATE CLOSED	MILEAGE	L W R	V C R	T P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

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Customer Copy

JEFF SCHMITT AUTO GROUP
P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1045 N. Central Ave.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
106 N. Main Street
New Carlisle, OH 45344
(937) 845-9456

JEFF SCHMITT NISSAN
725 Alpha Rd.
Beavercreek, OH 45301
(937) 291-2777

VIN# 1GNDT13S5521[redacted] STOCK# [redacted] RO# [redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
112113			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
26MAY2005	4386	SUMMITWHIT	18:00 26MAY05	CASH	

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS	DATE _____ TIME _____ BY _____
$ _____	

In the event that you, the customer, authorize correction/work but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or costs involved in the inspection, repair or service.

LIMITED WARRANTY: This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal working order during this period, this dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of our parts and services. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. In case of this repair order, parts may be unmounted. This dealership warrants all labor for ninety (90) days or three thousand (3,000) miles, whichever comes first.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THIS GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROBLEM (ENDING) Jeff Schmitt Auto Group Demos and Used Cars. Daily rental and Availability Appointment.

I hereby authorize the repair work therein and agree to be there for you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you maintain insurance or protection any other person as I assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the said vehicle, or articles left therein, in case of fire, theft or other cause beyond your control. I/we do expressly WARRANT that I/we is/are the owner(s) of the above vehicle or I/we have the consent of the above owner that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____ CUSTOMER SIGNATURE

Pursuant to Ohio Revised Code 4513.60 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

5% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

# A	46 CUST STATES ON STAR CALLING FEATURE NOT WORKING

RO NUMBER	DATE CLOSED	MILEAGE	S	M	T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
123519	26MAY05	4320	78	99		GMJ999L 73	INSPECT BY TEC BODY DOORS	J6354 31	MODULE, POWERT INSPECT TO PIN	9999 R5140	SUBLET REPAIRS MODULE, VEHICL	07 56	INSPECT OX AFT CONDITION SEAL

AUG 22 2005 15:46 FR DAYTON MFG CO 937 253 5888 TO 94329503 P.15/20

112113

[redacted]

TIPP CITY, OH [redacted]

HOME [redacted] BUS:

EMAIL:

Combine Chevrolet · Buick · Mitsubishi · GMC

CHEVROLET
[redacted]

BUICK GMC
[redacted]

MITSUBISHI
[redacted]

NISSAN
[redacted]

JEFF SCHMITT AUTO GROUP
P.O. Box 152
Fairborn, OH 45324
(877) 800-JEFF

TAG#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S5521[redacted]		4320	4320

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
			18:00 23MAY05		0.00	CASH	25MAY05	08:51 23MAY05	12:16 25MAY05

OPTIONS: STK C6623

A CUST STATES ENGINE NOISE/KNOCK AFTER COLD START
J9991 INSPECT BY TECH AND SER MGR, WORKING AS DESIGNED AT THIS TIME
99 WGM (N/C)

****

B CUST STATES TRANS WONT DOWNSHIFT PROPERLY AT LOW SPEEDS, HARSH DOWNSHIFT

CAUSE:
J6354 MODULE, POWERTRAIN CONTROL ENGINE REPROGRAMMING
99 WGM (N/C)

SUBL RENTAL
WGM (N/C)

****

C CLUNK NOISE WHEN PUT INTO DRIVE FROM REVERSE
07 INSPECT OK AFTER JOB B REPAIR
99 CP 0.00 0.00

****

D LEFT FRONT DOOR CLOSE TO LEFT FRONT FENDER
73 BODY DOORS
999 CP 0.00 0.00

****

E CUST STATES HEADLIGHTS/TAILLIGHTS FLICKER/FLASH WHILE DRIVING AT TIMES
31 INSPECT TO FIND WORKING AS DESIGNED AT THIS TIME
99 CP 0.00 0.00

****

F ONSTAR NOT WORKING
CAUSE:

LIMITED WARRANTY

s dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand :,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a tibular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the s of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or nmercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership rants all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

DUPLICATE 1

THANK YOU!

R.O.#: [redacted]

AUG 22 2005 15:47 FR DAYTON MFG CO 937 253 3888 ID 9435295343 P.16/20

112143

[redacted]

HOME [redacted] BUS:

EMAIL:

GENUINE CHEVROLET · BUICK · MITSUBISHI · GMC

CHEVROLET
BUICK GMC
MITSUBISHI
NISSAN

JEFF SCHMITT AUTO GROUP
P.O. Box 152
Fairborn, OH 45324
(877) 800 JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	06	CHEVROLET TRAILBLAZE	1GNDT13S5521[redacted]		4320	4320

DEL DATE	PROD DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 23MAY05		0.00	CASH	25MAY05	08:51 23MAY05	12:16 25MAY05

OPTIONS: STKIC5023

R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM
REPLACE
99 WGM (N/C)

****

G OUTER SEALING STRIPS ON ALL 4 DOORS DISCOLORED
56 CONDITION SEALING STRIPS
99 CP 0.00 0.00

****

LIMITED WARRANTY

his dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand 2,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership ill replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this ealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a articular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the ale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or ommercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership arrants all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE:
X

THANK YOU!

TAG#:

R.O.#: [redacted]

937 253 5888 TO 94329503

AUG 22 2005 15:49 FR DAYTON MFG CO

TAG#:

R.O.#: 1[redacted]

112113

[redacted]

TIPP CITY, OH [redacted]

HOME [redacted] BUS.

EMAIL [redacted]

GENUINE CHEVROLET · BUICK · MITSUBISHI · GMC

CHEVROLET
1001 N. Broad St., Fairborn, OH 45324
(937) 878-9477

BUICK GMC
108 N. Main Street, New Carlisle, OH 45344
(937) 845-6429

MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-3471

SUBARU
725 Agler Rd., Beavercreek, OH 45301
(937) 291-2277

JEFF SCHMITT AUTO GROUP
P.O. Box 1157
Fairborn, OH 45324
(877) 800-JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S552[redacted]		4386	4386

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 26MAY05		0.00	CASH	26MAY05	11:21 26MAY05	12:17 26MAY05

OPTIONS: STAR/C6B23

A CUST STATES ON STAR CALLING FEATURE NOT WORKING
46 ACCESSORIES
99 CP 0.00 0.00
,,,,INSPECT ON STAR SYSTEM, CONTACT ON STAR FOR REP AIR PROCEDURES,
,,,,CUST HAD MODULE REPLACED ON 5-2 5-05 AND DEALER WAS INFORMED BY ON STAR
,,,,SET UP COMPLETED, CUST RETURNED ON 5-26-05 WITH CONCER N, DEALER
,,,,CONTACTED ONSTAR AND WAS INFORMED NOT ALL STEPS FOR SET UP NOT
,,,,COMPLETED BY ONSTAR, ONSTAR SET UP COMPLETE
****

LIMITED WARRANTY

ia dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand ,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership l replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this alership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a ticular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the e of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or nmercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership erranes all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE
X

THANK YOU!

112113

[redacted]
CELINA OH
HOME: [redacted] BUS:
EMAIL:

GENUINE CHEVROLET · BUICK · MITSUBISHI · GMC

CHEVROLET
500 S. N. Broad St., Fairborn, OH 45324
(937) 878-3671
BUICK GMC
108 N. Main Street, New Carlisle, OH 45344
(937) 845-9456
MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-3471
NISSAN
725 Alpha Rd., Beavercreek, OH 45301
(937) 291-2277

JEFF SCHMITT AUTO GROUP
P.O. Box 152
Fairborn, OH 45324
(877) 800-JEFF

TAG#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S552[redacted]		9868	9868

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 22AUG05		0.00	CASH	23AUG05	15:55 22AUG05	12:12 23AUG05

OPTIONS: STK:C5623

A CUST STATES ENGINE KNOCK AFTER COLD START-OCCURS FOR ABOUT 30-40 SECONDS
11 ROAD TEST AND INSPECT BY SHOP FOREMAN, WORKING AS DESIGNED AT THIS TIME
999 IN (N/C)
****

B CUST STATES TAILLIGHTS/DASH LIGHTS WILL FLASH AFTER ON A WHILE
31 INSPECT AND REFLASH PCM WITH UPDATE
999 IN (N/C)
****

LIMITED WARRANTY

This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership warrants all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

CUSTOMER SIGNATURE:
X

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

DO NOT DUPLICATE

R.O.#: [redacted]

(419)586-4421 Pat Johnson Sep 09 05 10:42a

Customer Copy

VIN# 1GNDT13S5521[redacted] STOCK# [redacted] RO# 1[redacted] TAG#

JEFF SCHMITT AUTO GROUP
P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1040 N. Central Ave.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
108 N. Main Street
New Carlisle, OH 45344
(937) 845-8458

JEFF SCHMITT NISSAN
725 Alpha Rd.
Beavercreek, OH 4630[redacted]
(937) 291-3277

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE &TIME	PAYMENT TYPE	RATE
22AUG2005	9868	SUMMITWHIT	18:00 22AUG05	CASH	

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

# A	11	CUST STATES ENGINE KNOCK AFTER COLD START-OCCURS FOR ABOUT 30-40 SECONDS
# B	31	CUST STATES TAILLIGHTS/DASH LIGHTS WILL FLASH AFTER ON A WHILE

ESTIMATE
UNDER OHIO LAW, YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES WHEN IT IS MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	INITIAL HERE

AUTHORIZED ADDITIONS	DATE / TIME / BY
$ _____	DATE _____ TIME _____ BY _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR EXCHANGED BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

LIMITED WARRANTY: This dealership warrants all new factory parts have the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part be found to be defective in normal service within that period, this dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not made or supplied by this dealership manufacturer pertains made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of used parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. A copy of this repair order invoice must be presented. This dealership warrants all labor for ninety (90) days or three thousand (3,000) miles, whichever comes first.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING Jeff Schmitt Auto Group Buicks and Used Cars. Daily rental cars Available by appointment.

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by circumstances or events beyond your control. You are not responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

ALL PARTS ARE NEW OR FACTORY RESALT UNLESS SPECIFIED OTHERWISE

X _____
CUSTOMER SIGNATURE

Pursuant to Ohio Revised Code 4513.69 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

6% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T E C H	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
123726	26MAY05	4386	78	99		CP46	ACCESSORIES						
123519	26MAY05	4320	78	99		GMJ9991	INSPECT BY TEC	J6354	MODULE, POWERT	9999	SUBLET REPAIRS	07	INSPECT CK APT
						73	BODY DOORS	31	INSPECT TO FIN	25140	MODULE, VEHICL	56	CONDITION SEAL

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OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES ELECTRONIC TO

499 HANDICAP FEE $ 0.00 REGISTRATION CARD [illegible]NBURST

VEH. CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG. DATE	FATE	OFFLINE	CVW	
PASSENGER	PC	T	SPECIAL		9		N	N		[redacted]

DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.
04/04/05	5510	2919	M 04 D 12 Y 05	M 12 D 27 Y 0	[redacted]	[redacted]

FEE	REFL/CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH.)	CODE (2)	CODE
1.00	0.00	GENERAL MOTORS ACCEPT CORP	05	CHEV	SW	NV	PC

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
MISS NEW MISS	[redacted]	1GNDT13S552[redacted]4	DH5[illegible]

TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.
TIPP CITY	[redacted]	L	[redacted]		784[illegible]

TAX	INSIDE CORP. LIMIT?	Y/N	POST OFFICE	STATE	ZIP	RESTRICTION CODE/APV ONLY 1. DAY 2. NIGHT & DAY	TOTAL STATE FEE
0.00		Y	TIPP CITY	OH	[redacted]		1.00

LICENSE PLATE REGISTRATION SUSPENSION OR REVOCATION UNDER FINANCIAL RESPONSIBILITY LAW?	Y/N		EQUIPMENT STANDARDS MET? APV ONLY Y/N BRAKES MUFFLER SYSTEM Y/N	OLD APP. NO.
	N	26000 GRT NRTHN CORP		BC8146[illegible]

MOTOR VEHICLE BEING REGISTERED OPERATED BY THE OWNER ON PUBLIC HIGHWAYS PRIOR TO DATE OF REGISTRATION?	Y/N				DEPUTY NAME
	Y	N OLMSTED	OH	44070	LEONARDO A ARGUETA

BY THE OWNER ON PUBLIC HIGHWAYS PRIOR TO THIS DATE REQUIRED REGISTRATION OR [illegible]	Y/N		ODOMETER READING	DEPUTY TOWN
	Y	[redacted]	37	FAIRBORN FF

05/27/2005 at 10:01 AM
27519

Job Number:

ATTN:
MELANIE ROBISON

CARSTAR WILMINGTON
Federal ID #: [redacted]
DBA:CARSTAR of Wilmington
P.O.Box 974
1850 Rombach Ave
Wilmington, OH 45177
(937)655-8285 Fax: (937)382-1250

[redacted]

Written By:
Adjuster:

Insured: [redacted]
Owner:
Address:
CELINA, OH
Day: [redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect Location:

Insurance Company:

Days to Repair

2005 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:
VIN: Lic: Prod Date: Odometer: 450

Air Conditioning	Tilt Wheel	Intermittent Wipers
Rear Wiper	Dual Mirrors	Luggage/Roof Rack
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	4 Wheel Disc Brakes	Cloth Seats
Bucket Seats	Rear Step Bumper	Trailering Package
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#	Subl	GRAPHICS ON ENTIRE VEHICLE +25%	1	343.75		
2#	Subl	Vent Visor All 4 Doors +25%	1	62.44		
3#	Subl	Bug Shield +25%	1	87.44		
4#	Subl	Tint Front Windows 2 Door GLASS +25%	1	93.75		
		Subtotals ==>		587.38	0.0	0.0

Estimate Notes:
WORK SUBLET TO STRIPE SHOP

09/27/2005 at 10:01 AM Job Number:
27519

[redacted]

2005 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV WHITE Int:

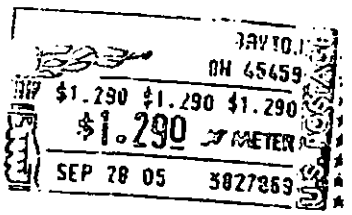
Parts		587.38
SUBTOTAL		$ 587.38
Sales Tax	$ 587.38 @ 6.5000%	38.18
GRAND TOTAL		$ 625.56
ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		$ 0.00
INSURANCE PAY		$ 625.56

[]

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GN02 Database Date 09/2005, CCC Data Date 09/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) parts are OEM parts that may be provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.





First Class Mail

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd.
Dayton, OH 45459-3817
"Consumer Law Attorneys Helping People Help Themselves"

General Motors Business Resource Center
C/O MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

MSX-426 483262001 1805 10 10/05/05
NOTIFY SENDER OF NEW ADDRESS
:MSX INTERNATIONAL
1919 CONCEPT DR
WARREN MI 48091-6013



1956 Concept Dr.
Warren
[redacted]

msx INTERNATIONAL



047J82009143
$02.670
10/07/2005
Mailed From 48091
US POSTAGE

Janet Maxwell
General Motors - Legal Dept.
300 Renaissance Center
MC: 482-C25-A36
Detroit, MI 48265-3000



GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

October 13, 2005

Linda Montgomery
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted] [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S55[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

This is to advise that General Motors is in receipt of the above referenced case dated September 27, 2005. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- ☒ Copy of owner's current title and/or registration
- ☐ Other:
- ☐ Finance agreement
- ☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

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

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

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006-T
Rev 10/27/2004

JEFF SCHMITT AUTO GROUP

Chevrolet · Nissan · Oldsmobile · Mitsubishi

Where people say "I never knew it was so easy to buy a car!"

FAX COVER SHEET

DATE: 10/13/05

TO: 18662140874 FAX# _____

ATTN: Will Shephard

FROM: Jeff Frank

PAGES W/COVER 9

COMMENTS: [redacted]

Vin Last 8 / 52[redacted]

File [redacted]

1001 North Broad Street • Fairborn, Ohio 45324
(937) 878-3471 • 1-877-800-JEFF • Fax (937) 879-7998
Internet: www.schmittautomall.com • E-Mail: automall@schmittautomall.com

JEFF SCHMITT AUTO GROUP

P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1048 N. Central Ave
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
106 N. Main Street
New Carlisle, OH 45344
(937) 845-9456

JEFF SCHMITT NISSAN
725 Alpha Rd
Beavercreek, OH 45301
(937) 291-2277

VIN# 1GNDT13S552[redacted] STOCK#[redacted] RO#[redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
23MAY2005	4320	SUMMITWHIT	18:00 23MAY05	CASH	0.00

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ _____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS	DATE _____ TIME _____
$ _____	BY _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY The dealership warrants all new factory parts (not the original equipment manufacturer) for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor that is covered under this warranty proves defective in workmanship or material within that period, the dealership will replace the defective parts and/or repair the defect, at no charge. Any warranty on parts or accessories which are not new, original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor does it authorize any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial loss arising out of such purchase. A copy of this written limited warranty must be presented to the dealership when any claim under this warranty is made. For parts purchased 12000 miles, whichever comes first.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT REPEAT DOES NOT COVER replacement vehicles while your car is being serviced. Insurance Citations PROBATE LENDING Jeff Schmitt Auto Group Demos and Used Cars. Daily rental cars Available by Appointment.

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto and storage thereof.

[redacted]

Pursuant to Ohio Revised Code 4513.68 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

# A	11	CUST STATES ENGINE NOISE/KNOCK AFTER COLD START Not observed road test ROAD TESTED - COMPARED TO A NEW STOCK UNIT -
# B	16	CUST STATES TRANS WONT DOWNSHIFT PROPERLY AT LOW SPEEDS, HARSH DOWNSHIFT J6354 .4 .3 .7 Software change for harsh downshift WORKING AS DESIGNED ERRATIC
# C	07	CLUNK NOISE WHEN PUT INTO DRIVE FROM REVERSE OK AFTER REFLASH WORKING AS DESIGNED
# D	73	LEFT FRONT DOOR CLOSE TO LEFT FRONT FENDER SEE BULLETIN COMPARED TO STOCK UNIT - WITHIN GM SPECS
# E	31	CUST STATES HEADLIGHTS/TAILLIGHTS FLICKER/FLASH WHILE DRIVING AT TIMES SEE BULLETIN

RO NUMBER	DATE CLOSED	MILEAGE	S/W	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

JEFF SCHMITT AUTO GROUP

P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1055 N. Central Ave.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
105 N. Main Street
New Carlisle, OH 45344
(937) 845-9456

JEFF SCHMITT NISSAN
725 Alpha Rd.
Beavercreek, OH 45301
(937) 291-2277

VIN# 1GNDT13S55[redacted] STOCK#[redacted] RO#[redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE &TIME	PAYMENT TYPE	RATE
23MAY2005	4320	SUMMITWHIT	18:00 23MAY05	CASH	0.00

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

F 46 ONSTAR NOT WORKING

R5 $40 ea Entune w/ bt mic mirror unit + tax + parts

.6

.3

.9

Replace w/ mirror unit

G 56 OUTER SEALING STRIPS ON ALL 4 DOORS DISCOLORED

Condition mildly as noted.

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

$ _____

CUSTOMER'S ACCEPTANCE

_____ INITIAL HERE

AUTHORIZED ADDITIONS

$ _____

DATE _____

TIME _____

BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE RESOLD OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY: This dealership warrants all new factory parts from the engine equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails within this period, the dealership will replace the defective parts and/or labor, at dealership's discretion. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any written warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of said purchase. (A copy of the repair order invoice must be presented.) This warranty excludes all labor for ninety (90) days or three thousand (3000) miles, whichever comes first.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason(s) that you make, assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

CUSTOMER'S SIGNATURE

Pursuant to Ohio Revised Code 4513.68 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

RO NUMBER	DATE CLOSED	MILEAGE	S W	T C O	T P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

112113

[redacted]

TIPP CITY, OH [redacted]

BUS:

EMAIL:

Service Advisor:78 TOM ALEXANDER

CHEVROLET
1001 N. Broad St., Fairborn, OH 45324
(937) 878-3471

BUICK GMC
106 N. Main Street, New Carlisle, OH 45344
(937) 845-9158

MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-3471

NISSAN
725 Alpha Rd., Beavercreek, OH 45301
(937) 291-2277

JEFF SCHMITT AUTO GROUP

P.O. Box 152
Fairborn, OH 45324
(877) 800-JEFF

TAG#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S55[redacted]		4320	4320

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 23MAY05		0.00	CASH	25MAY05	08:51 23MAY05	12:16 25MAY05

OPTIONS: STK:C5623

A CUST STATES ENGINE NOISE/KNOCK AFTER COLD START
J9991 INSPECT BY TECH AND SER MGR, WORKING AS DESIGNED AT THIS TIME
99 WGM (N/C)

****

B CUST STATES TRANS WONT DOWNSHIFT PROPERLY AT LOW SPEEDS, HARSH DOWNSHIFT
CAUSE: .
J6354 MODULE, POWERTRAIN CONTROL ENGINE REPROGRAMMING
99 WGM (N/C)

SUBL RENTAL
WGM (N/C)

****

C CLUNK NOISE WHEN PUT INTO DRIVE FROM REVERSE
07 INSPECT OK AFTER JOB B REPAIR
99 CP 0.00 0.00

****

D LEFT FRONT DOOR CLOSE TO LEFT FRONT FENDER
73 BODY DOORS
999 CP 0.00 0.00

****

E CUST STATES HEADLIGHTS/TAILLIGHTS FLICKER/FLASH WHILE DRIVING AT TIMES
31 INSPECT TO FIND WORKING AS DESIGNED AT THIS TIME
99 CP 0.00 0.00

****

F ONSTAR NOT WORKING
CAUSE: .

Service File Copy

LIMITED WARRANTY

This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership warrants all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

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

CUSTOMER SIGNATURE:
X

R.O.#: [redacted]

THANK YOU!

DUPLICATE 1

X3312.370 1

TAG#:

112113

[redacted]

TIPP CITY, OH [redacted]

BUS:

EMAIL: |

Service Advisor:78 TOM ALEXANDER

CHEVROLET
1001 N. Broad St., Fairborn, OH 45324
(937) 878-3471

BUICK GMC
106 N. Main Street, New Carlisle, OH 45344
(937) 845-9455

MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-3471

NISSAN
725 Alpha Rd., Beavercreek, OH 45301
(937) 291-2277

JEFF SCHMITT AUTO GROUP

P.O. Box 152,
Fairborn, OH 45324
(877) 600-JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S55[redacted]		4320	4320

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 23MAY05		0.00	CASH	25MAY05	08:51 23MAY05	12:16 25MAY05

OPTIONS: STK:C5623

R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM
REPLACE
99 WGM (N/C)

****
G OUTER SEALING STRIPS ON ALL 4 DOORS DISCOLORED
56 CONDITION SEALING STRIPS
99 CP 0.00 0.00
****

Service File Copy

LIMITED WARRANTY

his dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand 2,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership ill replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this ealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a articular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the ale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or ommercial losses arising ou[redacted]nted.] This dealership arrants all labor only repairs [redacted]st.

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

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE [redacted]
X

[redacted]LICATE 1

THANK YOU!

R.O.#: 123519

X3912.270 1

Technician Copy

JEFF SCHMITT AUTO GROUP

P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1045 N. Central Ave.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
106 R. Main Street
New Carlisle, OH 45344
(937) 845-9456

JEFF SCHMITT NISSAN
725 Alpha Rd.
Beavercreek, OH 45301
(937) 291-2277

VIN# 1GNDT13S5521 [redacted] STOCK# [redacted] RO# [redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
[redacted]			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
26MAY2005	4386	SUMMITWHIT	18:00 26MAY05	CASH	0.00

NAME	HOME PHONE	BUSINESS PHONE	CELL PHONE
[redacted]	[redacted]		

ADDRESS	EMAIL ADDRESS
[redacted]	

CITY / STATE / ZIP	OPTIONS:
TIPP CITY OH [redacted]	

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS	DATE _____ TIME _____
$ _____	BY _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturers parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. A copy of this repair order/ invoice must be presented. This dealership warrants all labor for ninety (90) days or three thousand (3000) miles, whichever comes first. [redacted]

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT [REPEAT] DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING Jeff Schmitt Auto Group Dealer and Used Cars. Only rental cars Available by Appointment.

I hereby authorize the repair work therein set forth to be done to you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or

Pursuant to Ohio Revised Code 4513.69 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

A 46 CUST STATES ON STAR CALLING FEATURE NOT WORKING

10 97 Cust states that when he tries to [illegible] the radio [illegible] the radio [illegible] system but when he goes to [illegible] the system [illegible] the system [illegible] DO NOT WASH

RO NUMBER	DATE CLOSED	MILEAGE	S W R	C L S	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
123519	26MAY05	4320	76	99		GMJ9992	INSPECT BY TEC	J6354	MODULE, POWERT	9999	SUBLET REPAIRS	07	INSPECT OK APT
						73	BODY DOORS	51	INSPECT TO PIN	R5140	MODULE, VEHICL	56	CONDITION SEAL

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05-193874

TAG#:

112113

[redacted]

TIPP CITY, OH [redacted]

BUS:

EMAIL:

Service Advisor:78 TOM ALEXANDER

CHEVROLET
1001 N. Broad St., Fairborn, OH 45324
(937) 878-7471

BUICK GMC
105 N. Main Street, New Carlisle, OH 45344
(937) 845-9456

MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-3471

NISSAN
725 Alpha Rd., Beavercreek, OH 45501
(937) 291-7277

JEFF SCHMITT AUTO GROUP
P.O. Box 152
Fairborn, OH 45324
(877) 800-JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S5[redacted]		4386	4386

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
			18:00 26MAY05		0.00	CASH	26MAY05	11:21 26MAY05	12:17 26MAY05

OPTIONS: STK:C5523

A CUST STATES ON STAR CALLING FEATURE NOT WORKING
46 ACCESSORIES
99 CP 0.00 0.00
,,,,INSPECT ON STAR SYSTEM, CONTACT ON STAR FOR REP AIR PROCEDURES,
,,,,CUST HAD MODULE REPLACED ON 5-2 5-05 AND DEALER WAS INFORMED BY ON STAR
,,,,SET UP COMPLETED, CUST RETURNED ON 5-26-05 WITH CONCER N, DEALER
,,,,CONTACTED ONSTAR AND WAS INFORMED NOT ALL STEPS FOR SET UP NOT
,,,,COMPLETED BY ONSTAR, ONSTAR SET UP COMPLETE
****

Service File Copy

LIMITED WARRANTY

This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand 12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership vill replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this ealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a articular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the ale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or ommerc[redacted] repair order invoice must be presented.) This dealership arrants [redacted] nd (3000) miles, whichever comes first.

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

CUST[redacted]
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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

R.O.#: [redacted]

Technician Copy

JEFF SCHMITT AUTO GROUP

P.O. Box 152
1001 N. Broad St.
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT MITSUBISHI
1045 N. Central Ave
Fairborn, OH 45324
(937) 878-3471

JEFF SCHMITT BUICK GMC
306 N. Main Street
New Carlisle, OH 45344
(937) 845-3455

JEFF SCHMITT NISSAN
726 Alpha Rd.
Beavercreek, OH 45301
(937) 291-2277

VIN# 1GNDT13S552[redacted] STOCK#[redacted] RO#[redacted] TAG#

CUST. NUMBER	DELIVERY DATE	LICENSE	WRITTEN BY	YEAR	MAKE AND MODEL
112113			78	05	CHEVROLET TRAILBLAZER

DATE	MILEAGE IN/OUT	COLOR	PROMISED DATE & TIME	PAYMENT TYPE	RATE
22AUG2005	9868	SUMMITWHIT	18:00 22AUG05	CASH	0.00

NAME	HOME PHONE	BUSINESS PHONE
[redacted]	~~937-335-1213~~	[redacted]

ADDRESS	EMAIL ADDRESS
~~255 WOODLAWN DRIVE~~ [redacted]	

CITY / STATE / ZIP	OPTIONS:
~~TIPP CITY OH 45371~~ Celina, Ohio	[redacted]

ESTIMATE

RIDERS OHIO LAW(S) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIR OR SERVICE WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE

AUTHORIZED ADDITIONS	DATE / TIME / BY
$ _____	DATE _____ TIME _____ BY _____

I do agree that you, the customer, authorize the above repair work. Please do not authorize any repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be limited to the actual amount of labor or parts involved in the inspection, repair or service.

MFTEC WARRANTY: This dealership warrants all genuine factory parts from the original equipment manufacturer for 2 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, this dealership will replace the defective parts and/or labor and correct the workmanship. Any warranty on parts or labor not provided by this dealership or supplier of such parts. Except for the limited warranty given above, this dealership disclaims all warranties, 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 parts and/or labor. This dealership shall not be liable for any incidental or consequential damages or commercial loss arising out of such purchase. A copy of this repair invoice must be presented. This warranty becomes void after ninety (90) days or three thousand (3000) miles, whichever comes first.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD

PARTS REPLACED UNDER WARRANTY OR TO BE EXCHANGE OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance permitting, PROMPT LENDING Jeff Schmitt Auto Group Demos and Used Cars. Daily rental cars Available by Appointment.

I hereby authorize the repair work to be set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or reasons for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employee may operate the above vehicle on streets, highways or elsewhere for the purpose of testing, and to

[redacted]

Pursuant to Ohio Revised Code 4513.68 all vehicles left at Jeff Schmitt Auto Group 30 days after contact with dealership, will be assessed a $15.00 per day storage fee.

6% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL

CUSTOMER LABOR CHARGES ARE BASED ON A VARIABLE RATE RANGING FROM $40.00 TO $80.00 PER FLAT RATE HOUR.

# A	11	CUST STATES ENGINE KNOCK AFTER COLD START-OCCURS FOR ABOUT 30-40 SECONDS	Road test Normal Condition Working per G.M. Spec's See Attached TSB
# B	31	CUST STATES TAILLIGHTS/DASH LIGHTS WILL FLASH AFTER ON A WHILE	9PV Vehicle Reprogramming

D NUMBER	DATE CLOSED	MILEAGE	SWR	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
123726	26MAY05	4386	78	99		CP46	ACCESSORIES						
123819	26MAY05	4320	78	99		GK39991	INSPECT BY TEC	J6354	MODULE, POWERT	9999	SUBLET REPAIRS	07	INSPECT OR ATT
						73	BODY DOORS	31	INSPECT TO FIN	R5140	MODULE, VEHICL	56	CONDITION SEAL

OPEN DATE:22AUG2005

112113

[redacted]

CELINA OH [redacted]

BUS:

EMAIL:]

CHEVROLET
1001 N. Broad St., Fairborn, OH 45324
(937) 878-3431

BUICK GMC
106 N. Main Street, New Carlisle, OH 45344
(937) 845-8456

MITSUBISHI
1045 N. Central Ave., Fairborn, OH 45324
(937) 878-9471

NISSAN
725 Alpha Rd., Beavercreek, OH 45321
(937) 291-2277

JEFF SCHMITT AUTO GROUP
P.O. Box 152
Fairborn, OH 45324
(877) 800-JEFF

[redacted]

TAG#:

Service Advisor:78 TOM ALEXANDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SUMMITWHIT	05	CHEVROLET TRAILBLAZE	1GNDT13S552[redacted]		9868	9868

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
			18:00 22AUG05		0.00	CASH	23AUG05	15:55 22AUG05	12:12 23AUG05

OPTIONS: ST8:C5623

A CUST STATES ENGINE KNOCK AFTER COLD START-OCCURS FOR ABOUT 30-40 SECONDS
31 ROAD TEST AND INSPECT BY SHOP FOREMAN, WORKING AS DESIGNED AT THIS TIME
999 IN (N/C)
****

B CUST STATES TAILLIGHTS/DASH LIGHTS WILL FLASH AFTER ON A WHILE
31 INSPECT AND REFLASH PCM WITH UPDATE
999 IN (N/C)
****

Service File Copy

R.O.#: [redacted]

LIMITED WARRANTY

This dealership warrants all new factory parts from the original equipment manufacturer for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.) This dealership warrants all labor only repairs for ninety (90) days or three thousand (3000) miles, whichever comes first.

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

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

X [redacted]

THANK YOU!

December 12, 2017

Linda Montgomery, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S55[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

Enclosed please find a check in the amount of $ 7,000.00 made payable to Larry Klein and Burdge Law Office to settle the above-referenced case.

A 60 month/ 100,000 mile (whichever comes first) Engine Component Letter will be sent directly to Larry Klein after processing.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0008T



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 17, 2005

Linda Montgomery, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S552[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 7,000.00.

A 60 month/ 100,000 mile (whichever comes first) Engine Component Letter, from the warranty start date and original in-service miles. Coverage includes: Engine - Cylinder block, heads, crankshaft and bearings, crankshaft seals - front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts..

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 7,000.00 and a 60 month/ 100,000 mile (whichever comes first) Engine Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S5[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. This release signed by [redacted] and in favor of General Motors and its independent dealers does not in any way release the dealership, Schmitt Huelsman Auto Mall, for any causes of actions and/or claims involving directly or indirectly or arising from or related to any improper, unfair, deceptive and fraudulent acts, practices, conduct and/or omissions by Huelsman Auto Mall which occurred prior to, at the time of, or during the sale transaction for the sale of the 2005 Chevrolet Trailblazer bearing Vehicle Identification Number 1GNDT13S55[redacted] to [redacted]. This release does include, but is not limited to any claims against the released parties and Schmitt Huelsman Auto Mall for breach of any and all express and/or implied warranties and/or claims. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____ _____

Claimant's Signature Claimant's Signature

_____ _____

Address Address

City, State, Zip Code

City, State, Zip Code

Social Security Number

Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted].

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024-T
Rev. 9/09/2004

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Will Sheppard

FAX NO.: 866.214.9874

RE: [redacted]

FROM:
[ ] **Ronald L. Burdge, Esquire**
[ ] **Amy L. Wells, Esquire**
[ ] **Elizabeth A. Wells, Esquire**
[X] **Linda Montgomery, Business Manager**
[ ] **Estella Gibbs, Paralegal**
[ ] **Elizabeth Nijak, Legal Assistant**
[ ] **Shelley Mahle, Legal Assistant**
[ ] **Susan Harris, New Client Coordinator**
[ ] **Melanie Robison, New Client Coordinator**

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS: Signed Offer

No. of pages including cover sheet: 3

Time: 4:43p

Date: 11.17.05

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 17, 2005

Linda Montgomery, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S552[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 7,000.00.

A 60 month/ 100,000 mile (whichever comes first) Engine Component Letter, from the warranty start date and original in-service miles. Coverage includes: Engine - Cylinder block, heads, crankshaft and bearings, crankshaft seals - front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts..

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

14 355 [redacted]

Client's Signature

Client's Signature

11-17-05

Date

Date

December 12, 2017

[redacted]
Tipp City, OH [redacted]

Service Request: [redacted]
Customer Relationship Manager: Kim Drew

Dear [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Will Sheppard

FAX NO.: 866.214.9874

RE: [redacted]

FROM:
[ ] **Ronald L. Burdge, Esquire**
[ ] **Amy L. Wells, Esquire**
[ ] **Elizabeth A. Wells, Esquire**
[X] **Linda Montgomery, Business Manager**
[ ] **Estella Gibbs, Paralegal**
[ ] **Elizabeth Nijak, Legal Assistant**
[ ] **Shelley Mahle, Legal Assistant**
[ ] **Susan Harris, New Client Coordinator**
[ ] **Melanie Robison, New Client Coordinator**

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS: Signed Offer & Release too 4:49pm

No. of pages including cover sheet: 3

Time: 4:43p

Date: 11.17.05

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

RELEASE OF CLAIM

[redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 7,000.00 and a 60 month/ 100,000 mile (whichever comes first) Engine Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. This release signed t[redacted] and in favor of General Motors and its independent dealers does not in any way release the dealership, Schmitt Huelsman Auto Mall, for any causes of actions and/or claims involving directly or indirectly or arising from or related to any improper, unfair, deceptive and fraudulent acts, practices, conduct and/or omissions by Huelsman Auto Mall which occurred prior to, at the time of, or during the sale transaction for the sale of the 2005 Ch[redacted]lazer bearing Vehicle Identification Number 1GNDT13S[redacted]4 to [redacted]. This release does include, but is not limited to any claims against the released parties and Schmitt Huelsman Auto Mall for breach of any and all express and/or implied warranties and/or claims. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 14,355 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

[redacted]

Claimant's Signature

Claimant's Signature

[redacted]

Address

XENIA OH [redacted]
City, State, Zip Code

City, State, Zip Code

[redacted]
Social Security Number

Social Security Number

STATE OF OH
COUNTY OF GREENE

Sworn to (or affirmed) and subscribed before me this 17TH day of November 2005, by Larry J. Klein.

Wanda L Everman
Signature of Notary Public

WANDA L. EVERMAN
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification DR License

My commission expires: 06/09/2008

NOTARIAL SEAL STATE OF OHIO

CC: File

LG0024-T
Rev. 9/09/2004

Revised 10/27/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Will Sheppard State: OH

Customer Name: [redacted] Service Request [redacted] GM Legal File No.: {Number}

Vehicle ID No.: 1GNDT13S55[redacted] In Service Date: 3/25/2005 Vehicle is: New BAC Code: 112794
Year, Make & Model: 2005 Chevy Trailblazer

VEHICLE REPAIR HISTORY

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

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

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/19/05	[redacted]	*	2409	C/S there is a ticking noise at the front of the vehicle. **Dealer replaced piston rod and/or rings.**
05/23/05		3	4320	C/S engine has a knock noise after cold start up. **Dealer reprogrammed the engine power train control module.**
08/22/05		1	9868	C/S engine knock after cold start up**. Dealer road tested vehicle and vehicle is operating to specs and design**.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/23/05	[redacted]	*	4320	C/S transmission won't downshift properly at low speeds and harsh shifts during downshifts and also has a clunk noise while putting vehicle in reverse. **Dealer CND.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/19/05	[redacted]	8	2409	C/S while driving the vehicle all the interior and exterior lights started flashing for approximately a half hour. **Dealer scanned vehicle for trouble codes and test drove vehicle and CND.**
05/23/05		*	4320	C/S the headlights/taillights in vehicle flicker and flash while driving at times. **Dealer replaced VIU/VCIM interface module.**
08/22/05		*	9868	C/S tail lights and dash lights will flash after they have been on for a while. **Dealer reflashed PCM with an update.**

Criteria for the state lemon law presumption period:
Days out of service: 30 or more calendar days
Repairs 3 or more repair attempts to same non-conformity / **Time period** 1 year or 18,000 miles
If applicable, safety-related repairs 1 or more repair attempts to non conformity that is likely to cause death or serious bodily injury / **Time period** {# of months}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	12
Total days out of service during customer's ownership:	12

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

CRM recommends minimal cash for settlement. Vehicle does not appear to meet presumption.

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: {Name} Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 10, 2005

Linda Montgomery, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S55[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 5,000.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

December 12, 2017

Linda Montgomery, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted] v. General Motors Corporation
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S55[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Montgomery:

Enclosed please find a check in the amount of $ 7,000.00 made payable to [redacted] and Burdge Law Office to settle the above-referenced case.

A 60 month/ 100,000 mile (whichever comes first) Engine Component Letter will be sent directly [redacted] after processing.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0008T

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

CHECK **No.** 900808539

50-937
213

DATE		AMOUNT
12/02/05	**********7,000 DOLLARS ****00 CENTS	**********7,000.00

PAY TO THE ORDER OF

[redacted] ANDBURDGE LAW OFFI*
CE
[redacted]
XENIA OH [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 000080331 1

CHECK NO 900808539

VENDOR NAME LARRY KLEIN ANDBURDGE LAW OFFI

PAYMENT DATE 12/02/05

REGISTER NO DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S552[redacted]	12/01/05	VM 1-68LS9B	00.0000	7,000.00	.00	7,000.00
	1-3296431	92.1-68LS9B				

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

W3

	TOTAL	7,000.00	.00	7,000.00

AP32X

December 12, 2017

[redacted]
Acworth, GA [redacted]

[redacted]
Customer Relationship Manager: Veronica Lopez

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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]
Three Rivers, MA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Susan Weinstein

Dear [redacted]

We would like to discuss your request for assistance regarding your 2004 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 1-866 932-4368 extension 35275 on Monday, Tuesday, Friday during the hours of 10:15 a.m. to 9:00 p.m. , and Saturday during the hours of 8:00 a.m. to 6:45 p.m., Eastern 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

December 12, 2017

[redacted]
Albuquerque, NM [redacted]

Service Request: [redacted]
Executive Office: Deborah Palmer

Dear Mrs [redacted]

Thank you for your support of Buick. 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 Buick Rainier, Vehicle Identification Number 5GADS13S7422[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 06/10/05 and ending on 06/10/06 and begins with 24,263 and ends with 36,263 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 Buick customer.

If you have any future questions, please feel free to contact our Buick Customer Assistance Center at 1-800-521-7300 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]14
Albuquerque, NM [redacted]

Service Request: [redacted]
Customer Relationship Manager: Kevin Kirkpatrick

Dear Mrs. [redacted]

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

[redacted]

ALBUQUERQUE NM [redacted]

48243+1114



JUN 0 0 2005

Personal & Confidential

RICHARD WAGONER
C/O GMC
100 RENAISSANCE CENTER
DETROIT MI 48243-7301

RECEI
JUN 0 1
G.R. WAGONER

May 23, 2005

Richard Wagoner
100 Renaissance Center
Detroit, MI 48243-7301

Service Request: [redacted]

Dear Mr. Wagoner,

Today, I received a letter from Buick Customer Relationship Manager Kevin Kirkpatrick regarding the problem with my Buick Rainier headlights flickering off and on. Much to my surprise I was informed that Buick's decision regarding this problem is; Buick can not assist me with this problem and there is nothing Buick is going to do about it.

This has left me completely speechless and dumb founded, that GMC has no regard for my safety nor anyone else. When I purchased my Rainier, I did so with good faith and assumed GMC did like wise.

I have been told so many different stories from GMC Customer Service that my head is still spinning. I took my Rainier to Pitre Buick, Pontiac, GMC on May 3, 2005 regarding this and the seatbelt sticking, and a rattle in the rear of the car. The part for the seatbelt was ordered that day, but, with the headlamp problem I was told "GM is currently working on a fix". I called Buick that evening and spoke to Kevin. Kevin stated he would note the problem in the record, and would call back with a resolution. Apparently at that time Buick was not aware they had a problem with the headlamps flickering.

I checked the National Highway Traffic Safety Administration web site www.nhsta.dot.gov/hotline, and there has been other complaints filed last year. One of the consumers received the same response that I have received.

I have requested on several different occasions to speak with someone outside of customer service that could possibly help me with this. Your customer service department refuses to allow me to contact anyone outside of their department. Tonight I again spoke with Buick's customer service department with the same request. The gentlemen I spoke with told me he would leave a message for Chris Rock (the area manager) with my request. He told me that he can not guarantee the Mr. Rock will call me, that Mr. Rock is aware of my problem and it is up to Mr. Rock whether he wants call me or not. I hope this is not GMC's normal policy.

I have owned GMC vehicles most of my life, and I have had a few problems with some of those vehicles. GMC has always worked with me to resolve any problems I had. I have always received great service from GMC, but since I purchased my Rainier this has not been the case.

I hope this letter reaches you Mr. Wagoner, and that you will be able to assist me .

Sincerely,

[redacted]

[redacted]

Albuquerque, NM [redacted]

[redacted]

December 12, 2017

[redacted]
er
Peculiar, MO [redacted]

Service Request: [redacted]
Customer Relationship Manager: Nathan Rendon

Dear [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."

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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]
Alpharetta, GA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Michelle Bishop

Dear Mr. [redacted]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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."

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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

Revised 8/20/04

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: DANIELLE GARVIN State: OHIO

Customer Name: [redacted] Service Reque[redacted] GM Legal File No.: {Number}

Vehicle ID No.: 1GNDS13S84[redacted] In Service Date: 9/11/04 Vehicle is: new BAC Code: 112793
Year, Make & Model: 2004 Chevrolet TrailBlazer {ATTORNEY NAME}

VEHICLE REPAIR HISTORY

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

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

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/7/05	[redacted]	1	4703	SOMETIMES WHEN HEADLIGHTS ARE ON CUST CAN SEE A POWER SURGE THROUGH HEAD LIGHTS **CUST COULD NOT WAIT ON REPAIR**
2/21/05		1	6812	THERE SEEMS TO BE A POWER FLUCTUATION HE NOTICES IN THE HEADLIGHTS SEEN AS A FLUX IN BRIGHTNESS BUT NOTICES HEADLIGHTS AT TIMES **LOAD TEST ALTERNATOR AND BATTERY TESTED GOOD FOUND DIMMER SWITCH ON LOW**
2/28/05		1	7187	WHEN YOU FIRST START THE VEHICLE COLD THE HEADLAMPS FLICKER AND IF YOU POINT AT A WALL YOU NOTICE IT **COULD NOT DUPLICATE CONCERN CHECK STATE OF THE BATTERY AND ALTERNATOR NO PROBLEMS FOUND**
3/7/05		*	7462	ON A COLD START THE LIGHTS WILL FLICKER LIKE LOSING POWER **CHECKED OUT STARTED COLD WITH SERVICE ADVISOR COULD NOT DUPLICATE. CALLED TAC ASSISTANCE EXPLAINED CUST CONCERN THEY STATED CONCERN IS CHARACTERISTIC OF THE TRAILBLAZER NOT TO TRY AND REPAIR CONCERN. TAC EXPLAINED THAT THE COLDER IT IS THE MORE THE AIR PUMP WORKS WHICH WOULD DIM THE LIGHTS UNTIL THE ALTERNATOR COMES BACK UP. ALSO EXPALINED THAT WHILE DRIVING IF AIR PUMP OR ABS PUMP MOTOR COMES ON LIGHTS MAY FLICKER UNTIL ALTERNATOR BRINGS AMPS BACK UP**

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/7/05	[redacted]	2	7462	OIL DRIPPING FROM UNDER VEHICLE **FOUND OIL TRAPPED BETWEEN SKID PLATE AND FRAME** **REMOVED SKID PLATE AND CLEANED, NO LEAKS FOUND**
4/12/05		2	9031	AFTER DRIVING THERE IS A BURNING SMELL **UNABLE TO DUPLICATE**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/04	[redacted]	4	1001	Repair estimate for $791.35 to refinish hood

Do the number of repair attempts meet the lemon law requirement: YES
Is the lemon law requirement of 30 days out of service met? NO
Total days out of service: 11+
Does the case meet the criteria for any federal/state law or code? YES
If yes, which one: M/M

CRM FINAL OFFER: {CASH/REP/TRADE}: **OFFER TO CUST: $**{Amount} **ATTORNEY FEES: $**{Amount}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

CRM WOULD RECOMMEND A DENIAL SINCE THE CUST DOES NOT HAVE A CONCERN PAST STARTING THEIR VEHICLE WITH THE LIGHTS ON NEAR A WALL. NO OTHER COMPLAINTS ABOUT ENGINE TRANSMISSION PERFORMANCE

REASON FOR REMOVAL

{TEXT}

Last offer: {Text}
Last offer date: {Text}

TEAM MANAGER APPROVING: {Name} Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

May 24, 2005

Tammy Nortman, Esq.
Holzfaster Cecil
1105 Wilmington Ave
Dayton, OH 45420-1684

RE: [redacted]
Service Request: [redacted]3
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S84[redacted]
Customer Relationship Manager: Danielle Garvin

Dear Ms. Nortman:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- Your clients concern with the exterior lights flickering is a common occurrence with Trailblazers and other vehicles on the road. Why the flickering occurs was explained in repair order number [redacted] dated March 7, 2005. At this time it is General Motors position to deny this claim.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0007-T
Rev. 6/29/2004

Holzfaster, Cecil, McKnight & Mues

A LEGAL PROFESSIONAL ASSOCIATION
1105 WILMINGTON AVENUE
DAYTON, OHIO 45420-4108

General Motors Business Resource Center
c/s MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

MAY 13 2005

4822641371 06

Holzfaster, Cecil, McKnight & Mues

ROBERT L. MUES
JOSEPH E. BALMER III

TAMMY C. NORTMAN

A LEGAL PROFESSIONAL ASSOCIATION

BYRON E. HOLZFASTER †
THOMAS C. CECIL †
DANIEL H. McKNIGHT (1951-2002)

†RETIRED

April 22, 2005

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: [redacted], 2004 Chevrolet Trailblazer, VIN 1GNDS13[redacted]

Dear Ladies and Gentlemen:

I represent [redacted] who purchased a 2004 Chevrolet Trailblazer from Lang's Chevrolet in Beavercreek, Ohio on September 11, 2004. The vehicle was financed through GMAC with $13,108.83 down, and monthly payments of approximately $367.12 per month. When the vehicle was purchased, it had 36 miles on it. A copy of the purchase agreement, loan agreement and several of the repair orders are enclosed. The vehicle now has about 7600 miles on it.

Mr[redacted] has had repeated problems with a power fluctuation in his interior and exterior lights. In total, Mr.[redacted] has brought his vehicle in for repair of this problem four different times in just five short months of ownership. Yet, the fluctuation continues to occur today. The fluctuation has occurred both while the car is idling and while Mr[redacted] was driving down the road, creating a dangerous hazard to both him and his fiancé who were in the vehicle at the time. Under the Ohio Lemon Law, a manufacturer's authorized dealer only gets one chance to fix any "deadly defect" and three chances to fix any defect which substantially impairs the use, safety or value of the vehicle. Put simply, GM has run out of chances to fix this vehicle's electrical and other defects.

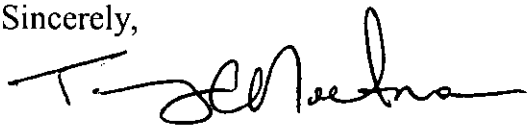
Mr.[redacted] is fed up with having to go to the dealer's for repair nearly every month and he simply feels this vehicle was not built properly. He has complained to the Dealer repeatedly about this problem. What Mr.[redacted] wants is for Chevrolet to repurchase this vehicle and pay his attorney fees and costs.

I would appreciate your prompt review of this file. Mr[redacted] has lost patience with the Dealer's ability to ever get this vehicle running right and because he began having problems a few short months after the date of purchase, he just wants to be rid of the

vehicle.

Please advise at your earliest convenience. Thank you.

Sincerely,



Tammy C. Nortman

Enclosure: Purchase Order/Finance Agreement/Repair Orders

V:\TCN\CASES\ZELIK.WPD

71592 GMAC

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

Contract Number

Borrower (and Co-Borrower)-Name and address (include county and zip code)	Creditor (name and address) General Motors Acceptance Corporation, North America
[redacted] DAYTON OH [redacted] MONTGOMERY COUNTY	635 ORCHARD LANE BEAVERCREEK, OH 45434

Promise to pay. You, the borrower (and any co-borrower), promise to pay us, the creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge will be the prepaid finance charges shown below plus interest on the unpaid balance of the Amount Financed. We will figure the interest on a daily basis at the Base Rate of _____% per year.

The word "contract" means this Promissory Note and Security Agreement.

Description of Vehicle

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use
NEW	2004	CHEVROLET TRAILBLOZER	1GNDS13S042[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
3.75 %	$ 5608.27	$ 18621.65	$ 24229.92

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 367.12	Monthly beginning 25 OCT 2004	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle described above.

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

ITEMIZATION OF AMOUNT FINANCED

1 Amount given to you directly $ N/A (1)

2 Amount paid on your Account $ N/A (2)

3 To LOAN CHEVROLET (Seller) (3A+B+C+D+E+F+G+H+I+J) $ 18621.65 (3)
(The Seller may be keeping part of the amounts shown as paid to others.)

A Net vehicle cost
(1) Vehicle (including sales tax) $ 30329.48 (1)
(2) Less down payment
(a) Net trade-in allowance $(5120.83) (a)
(b) Cash down payment $(10000.00) (b)
(c) Rebate $(7000.00) (c)
(d) Other _____ $(N/A) (d)
Total down payment $(12208.83) (2) $17211.65 (A)
(If total down payment is negative, enter "0" and see 3J below)

B Cost of optional credit life insurance paid to the insurance company or companies $ N/A (B)

C Cost of optional credit disability insurance paid to the insurance company or companies $ N/A (C)

D Cost of other insurance paid to the insurance company or companies $ N/A (D)

E Government agency fees (describe) _____
[redacted] $ 5.00 (E)

F Government taxes not included above (describe) _____
_____ $ N/A (F)

G Government license and/or registration fees (itemize)
(1) _____ $ N/A (1)
(2) _____ $ N/A (2) $ N/A (G)

H Government certificate of title fees $ 10.00 (H)

I Other amounts (identify who will receive payment and describe purpose)
(1) to DET EXTENDED for WAR $ 1295.00 (1)
(2) to _____ for _____ $ N/A (2)
(3) to _____ for _____ $ N/A (3)
(4) to _____ for _____ $ N/A (4) $ 1295.00 (I)

J Net trade-in payoff to _____ $ N/A (J)

4 Plus: Loan origination fee paid to creditor $ 125.00 (4)

5 Less: Prepaid finance charge $([redacted]) (5)

6 Total Amount financed (1+2+3+4-5) $ [redacted] (6)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Borrower ☐ Co-Borrower ☐ Both

☐ Credit Disability (Borrower Only)

Premium:
Credit Life $ N/A
Credit Disability $ N/A

_____
(Insurance Company)

_____
(Home Office Address)

Credit life and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability obtained at your request in connection with this contract. If you cancel this insurance within the twenty-five days, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to us and return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.

Other Insurance.

☐ _____ _____
Type of Insurance Term

Premium $ _____

_____
(Insurance Company)

_____
(Home Office Address)

I want the insurance checked above.

_____
Borrower Signature Date

_____
Co-Borrower Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding. Borrower (and any Co-Borrower) initials _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

You authorize us to disburse funds as specified above in the Itemization of Amount Financed.

You agree to the terms of this contract and confirm that you received a completely filled-in copy when you signed it.

Borrower Signs _____ Date 1 SEP 2004 Co-Borrower Signs _____ Date

b. **How we will apply payments.** We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge and Total of Payments shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge and Total of Payments will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security interest.** You give us a security interest in:
1. The vehicle and all parts or goods installed in it;
2. All money or goods received (proceeds) for the vehicle;
3. All insurance, maintenance, service, or other contracts we finance for you; and
4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, we will subtract the refund from what you owe except refunds for credit insurance you cancel that we pay to you directly.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
1. You do not pay any payment on time;
2. You start a proceeding in bankruptcy or one is started against you or your property; or
3. You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we sue to collect what you owe, you will pay the costs, fees, and disbursements to which we are entitled by law.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

h. **Dishonored Check Charge.** If you try to pay any portion of an amount you owe with a check that is dishonored, you will have to pay a charge of $20.

5. APPLICABLE LAW

Federal law and Ohio law apply to this contract.

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 WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Borrower/Co-Borrower (debtor) will not assert against any subsequent holder or assignee of this contract any claims or defenses the Borrower/Co-Borrower (debtor) may have against the seller or manufacturer of the goods or equipment which are provided as security under this contract.

CUSTOMER #: [redacted]

[redacted]

DAYTON, OH [redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 1

LAWS
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TONER, TERRY LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S84[redacted]		4703/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07JAN05		0.00	CASH	

R.O. OPENED	READY
07JAN2005 09:34	

OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	A	INT	GM 'A' SVC. INSPECT & LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC. INS.BELTS,HOSES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C .V.JOINTS,AXLE.CHANGE OIL & FILTER,CHK.VITAL FLUID LEVELS.
# B		W94	C/S THAT SOMETIMES WHEN HEDLIGHTS ARE ON HE CAN SEE A POWER SERGE THROUGH HEAD LIGHTS BECAUSE THE FLICKER CHECK AND ADVISE

WOULD CUSTOMER LIKE CAR WASHED?
NO_____ YES_____

We're in Business to Make You Smile

COPY

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME BY

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.

Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer o those products. Seller hereby expressly disclaims all warranties, either express or implied, including an implied warranty of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nc authorizes any other person to assume for it any liability in connection with the sale of said products c services. This disclaimer by the dealership in no way affects the terms or performance of th manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

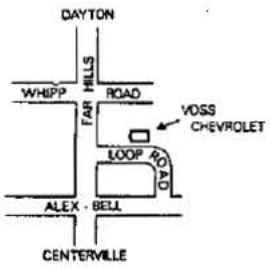
TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material an agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fir theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays i parts shipments by the supplier or transporter. I hereby grant you/or your employees permission to operat vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. A express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereat and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____



CHEVROLET PARTS

Goodwrench

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444
www.vossauto.com

COPY

CUSTOMER NO. [redacted]	ADVISOR James C Jones 87028	TAG NO. 470w	INVOICE DATE 02/21/05 [redacted]		
[redacted] dayton, OH [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 6,812	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 2004/Chevrolet/TrailBlazer			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDS13S842 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R.O. DATE 02/21/05	
R [redacted]	BUSINESS PHONE	COMMENTS			0

SI 1 CUSTOMER(C) Charges

LABOR HOURS: TECH(S): DR $0.00

EECD Electronic Engine Control Diagnosis - All

COMPLAINT Customer states their seems to be a power fluctuation, he notices it in the headlights, mostly by seeing a fluctuate in brightness, but also notices with dash lights at times.

CORRECTION LOAD TEST ALTERNATOR-GOOD; BATTERY TESTED-GOOD; FOUND DIMMER SWITCH ON LOW SYSTEM CHECKS GOOD(DR)

TOTALS

LABOR	$0.00
PARTS	$0.00
MISC	$0.00
MATERIALS	$0.00
SUBLET	$0.00
SI 1 TOTAL	$0.00

SI 2 CUSTOMER(C) Charges

LABOR HOURS: TECH(S): DR $16.95

ROT Rotate Tires - All

COMPLAINT Perform tire rotation.

CORRECTION COMPLETE(DR)

TOTALS

LABOR	$16.95
PARTS	$0.00
MISC	$0.00
MATERIALS	$0.00
SUBLET	$0.00
SI 2 TOTAL	$16.95

MISC CODE	DESCRIPTION	CTRL. NO	CHARGE
SS	Shop Supplies		$1.36

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $152.50 (+TAX)

TOTALS

TOTAL LABOR	$16.95
TOTAL PARTS	$0.00
TOTAL SUBLET	$0.00
TOTAL MATERIALS	$0.00
TOTAL MISCCHG	$1.36
TOTAL TAX	$1.37
TOTAL INVOICE	**$19.68**

INVOICE MESSAGE

MASTERCARD [ ] VISA [ ] AMEX [ ] DISCOVER [ ]

GM CARD [ ] CAR CARE [ ] CASH [ ] CHECK#

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

Convenient Service Dept. Hours

Monday thru Thursday	7:00 a.m. - 7:00 p.m.
Friday	7:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Parts Dept. Hours

Monday thru Thursday	8:00 a.m. - 7:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.
Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERAINTS914E CG918214 (02/03)

VOSS AUTO NETWORK
Chevrolet-Cadillac-Oldsmobile-BMW-
and Rover-Dodge-Honda-Hyundai-Toyota

CUSTOMER #[redacted]

[redacted]

DAYTON, OH [redacted]

HOME[redacted] BUS[redacted]

[redacted]

WORKORDER

PAGE 1

LANG'S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TONER, TERRY LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7187/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
28FEB2005 15:04		STK[redacted] DLR:? ENG:LL8 TRN:M30

LINE OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	W94	C/S THAT WHEN YOU FRIST START VEH ON A COLD START THEY START TO FLICKER .C/S THAT YOU SHOULD HAVE THEN POINTED AT A WALL TO SEE THEM CHECK AND ADVISE

WOULD CUSTOMER LIKE CAR
WASHED?
NO _____ YES _____

Rental
1501

COPY

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME BY

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.

Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer c those products. Seller hereby expressly disclaims all warranties, either express or implied, including an implied warranty of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes nc authorizes any other person to assume for it any liability in connection with the sale of said products c services. This disclaimer by the dealership in no way affects the terms or performance of th manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material an agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fir theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays parts shipments by the supplier or transporter. I hereby grant you/or your employees permission to operat vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. A **express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs there and related expenses including, but not limited to, the charges for a rental vehicle.**

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____

[redacted]

[redacted]

INVOICE

LANG'S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

[redacted]

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

PAGE 1

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842206134		7187/7187	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	01MAR05

R.O. OPENED	READY	OPTIONS:
15:04 28FEB05	09:10 01MAR05	STK: [redacted] DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S THAT WHEN YOU FRIST START VEH ON A COLD START THEY START TO
FLICKER .C/S THAT YOU SHOULD HAVE THEN POINTED AT A WALL TO SEE
THEM CHECK AND ADVISE
CAUSE: LOOSE
N6602 SS
179 W94 (N/C)
FC: 6N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

7187 CK OUT COULD NOT DUPLICATE A CONCERN. CK STATE OF BATTERY AND
ALTERNATOR AND NO PROBLEMS FOUND. CUSTOMER SHOULD SEE PRINTED MATERIAL
ON DASH OF VEHICLE.
****
B** GM 'B' SVC.INC.INS.&LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC.INSP.BELTS,H
OSES,LIGHTS,HORN,TIRES,P/STRNG,C.V.JOINTS,WIPERS,A/CLEANER,BRAK
E SYST.COMPLETE,EXHAUST.CHNG.OIL & FILTER,ROTATE TIRES,CHECK &
TOP-OFF VITAL FLUID LEVELS.
B GM 'B' SVC.INC.INS.&LUBE SUSP,D/LINE,STRNG.LINK
AGE,ETC.INSP.BELTS,HOSES,LIGHTS,HORN,TIRES,P
/STRNG,C.V.JOINTS,WIPERS,A/CLEANER,BRAKE
SYST.COMPLETE,EXHAUST.CHNG.OIL &
FILTER,ROTATE TIRES,CHECK & TOP-OFF VITAL
FLUID LEVELS.
29 CPT 73.00 73.00
7187 .8 B SERVICE COMPLETED BRAKES 10% WORN ALL AROUND ROTATED TIRES
****
C** LUBE, OIL AND FILTER CHANGE PART OF SERVICE PACKAGE
001 LUBE, OIL AND FILTER CHANGE PART OF SERVICE
PACKAGE
97 INT (N/C)
1 89017342 FILTER (N/C)

COPY

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

651599

INVOICE

PAGE 2

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

[redacted]
DAYTON, OH 4[redacted]
HOME:[redacted] BUS [redacted]

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7187/7187	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	01MAR05

R.O. OPENED	READY	OPTIONS:
15:04 28FEB05	09:10 01MAR05	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 5W30 MOTOR OIL			(N/C)
2 5W30S QT OIL			(N/C)
7187 LOF COMPLETED			

****

LANG CHEVROLET
635 ORCHARD LANE RT35
BEAVERCREEK OH 45434
(937) 426-6066

2:48 PM 03/01/05

MC *********[redacted] ****
STEPHEN M ZELIK JR

SALE TERM# 0001

AMOUNT $ 78.11

REF #015 AP 379954
BATCH #586
RO [redacted]

CUSTOMER COPY

Happyface Place
We're in business to make you smile

COPY

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	73.00
LESS INSURANCE	0.00
SALES TAX	5.11
PLEASE PAY THIS AMOUNT	78.11

CUSTOMER COPY

CUSTOMER #: [redacted]

STEPHEN M ZELIK JR
1315 ASHLAND AVE
DAYTON, OH 45420
HOME: [redacted] BUS [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

LANGE/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 101 BROWN, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7462/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07MAR05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
07MAR2005 14:54		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			IS	CUST STATES THAT THERE IS OIL DRIPPING FROM UNDER VEH AFTER LOF
# B	*	25	W94	CUST STATES THAT ON COLD START THE LIGHTS WILL FLICKER LIKE LOSING POWER PREV HIST
# C	*Z7901		WREN	ONE DAY RENTAL

WOULD CUSTOMER LIKE CAR WASHED?
NO ____ YES ____

We're in business to make you smile

COPY

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME / BY

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

____ WRITTEN ESTIMATE
____ ORAL ESTIMATE
____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer o those products. Seller hereby expressly disclaims all warranties, either express or implied, including an implied warranty of merchantability or fitness for a particular purpose (regarding any products or service provided, unless otherwise indicated on the service repair order). This dealership neither assumes no authorizes any other person to assume for it any liability in connection with the sale of said products o services. This disclaimer by the dealership in no way affects the terms or performance of th manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material an agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fir theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays i parts shipments by the supplier or transporter. I hereby grant you/or your employees permission to operat vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. A **express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs theret and related expenses including, but not limited to, the charges for a rental vehicle.**

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____

[redacted] [redacted]

[redacted]

INVOICE

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

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

PAGE 1

SERVICE ADVISOR: 101 JAMES BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S8[redacted]		7462/7462	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07MAR05		0.00	CASH	08MAR05

R.O. OPENED	READY	OPTIONS:
14:54 07MAR05	12:03 08MAR05	STK [redacted] DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT THERE IS OIL DRIPPING FROM UNDER VEH AFTER LOF
SS SEE STORY
97 CW 0.00 0.00
7462 FOUND OIL TRAPPED BETWEEN SKID PLATE AND FRAME REMOVED SKID PLATE
AND CLEANED NO LEAKS FOUND
****

B** CUST STATES THAT ON COLD START THE LIGHTS WILL FLICKER LIKE LOSING
POWER PREV HIST
SS SEE STORY
25 INT (N/C)
7462 CK OUT STARTED COLD WITH SERVICE ADVISOR. COULD NOT DUPL A
CONCERN. CALLED TAC FOR ASSISTANCE. EXPLAINED TO TAC CUSTO COMMENTS.
SAID CONCERN IS CHARACTERISTIC OF TRAILBLAZER NOT TO TRY AND REPAIR
CONCERN. TAC EXPLAINED THAT THE CAOLDER IT IS THE MORE THE AIR PUMP
WORKS WHICH WOULD DIM THE LIGHTS UNTIL THE ALTERNATOR COMES BACK UP.
ALSO EXPLAINED THAT WHILE DRIVING IF AIR PUMP OR ABS PUMP MOTOR COMES
ON LIGHTS MAY FLICKER UNTIL ALTERNATOR BRINGS AMPS BACK UP.
****

C** ONE DAY RENTAL
SS SEE STORY
101 INT (N/C)
****

COPY

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Business Resource Center

GM

Repurchase Department

To: Ms. Tina Christman	From: Amanda Fields
Fax:	Fax: 866-827-1127
Pages: 6	Phone: 800-231-1841 X 57011

What you will need to do will take 10-30 minutes (sign one form and make up a new bill of sale) and the rest of the items on this fax is when and how you will receive YOUR money and things that can or cannot be done for a trade repurchase.

Please return the 2 documents (listed Below) by 9-12 If they cannot be returned by this date, please let me know. Even if you do not have the collateral paper work approved from GMAC you can still fax the 2 docs I need back to me so I may continue with the repurchase. Sometimes it takes a few days to receive approval from GMAC on the collateral swap.

*THESE FORMS BETWEEN THE DEALERSHIP AND GENERAL MOTORS….**not for customer to SEE or SIGN**.

Attached is the Dealer Confirmation Letter—Please sign an fax back to me along with a new BILL OF SALE (Dealer Sign ONLY) from the EXACT figures on the right side of the worksheet.
Please include on the NEW Bill of Sale:

- Cash on Delivery(see worksheet for this)/hand write PAID BY GM beside the figure
- Include old vehicle in the trade in section: year, make, model, vin



**GM will make the payoff on the OLD VEHICLE.
**Customer CANNOT RECEIVE any REBATES on the NEW Vehicle but can use Interest Rate Incentives and GM Card Points.
**Once the New Vehicle is reported sold to General Motors the hold back and advertising will be credited to the dealers OPEN account//just like normal when you report any vehicle sold.

THE DEALER to do the COLLATERAL PAPER WORK WITH CUSTOMER LIEN HOLDER: GMAC, Trey Harvey 800-514-6378 then 7, Fax 432-688-6292. Please Start Collateral Forms TODAY since sometimes takes a while to get approved.

** IF APPLICABLE
** PLEASE VERIFY THAT CUSTOMER QUALIFIES FOR REFINANCING**
** DO NOT RELEASE THE NEW VEHICLE PRIOR TO CHECK DELIVERY**



Once I receive the SIGNED Dealer Confirmation Letter and the SIGNED New Bill of Sale (ONLY DEALER SIGN) BACK TO ME…….I will send the customer an Offer Letter. Once I receive it back I will contact the Dealership with the date the FINAL REPURCHASE will arrive by overnight Federal Express. You can then make an appointment with the customer (best after 1pm since the Federal Express Package arrives late sometime) to sign the documents.

Once you Federal Express the Final Repurchase package back to the Processing Center you should get YOUR CHECK for $33,457.03 in 20 business days or sooner depending upon when the processing center receives the TITLE from the current lien holder.

YOUR CHECK WILL COME FROM THE PROCESSING CENTER AND IF YOU SEEK THE STATUS OF YOUR CHECK (when repurchase is completed) YOU CAN CALL THEM AT 888-567-3234 PROMPT 1.

Thank You
Amanda Fields
REPURCHASE

Dealer Confirmation Letter- Collateral Exchange
CHEVROLET DIVISION

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Amanda Fields Extension 57011

Collateral Exchange Agreement between **Chevrolet** and its dealer partner **Kunes s Country Chevrolet-Cadillac, Inc.**

Customer's Name: [redacted]
Case Number:

Thank you for assisting **Chevrolet** in the collateral exchange for our mutual customer. Please return this document **signed** and a copy of the **SIGNED NEW BUYERS ORDER** to fax number 866-827-1127 **by 9-12-05**.

General Motors will issue a check in the amount of **$33,457.03** made payable to **Kunes s Country Chevrolet-Cadillac, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNDT13S3621[redacted]
New Vehicle Sales Price:	$33,552.03
Used Vehicle Trade Value:	$33,457.03
Trade Difference:	$95.00
Taxes:	$4.75
Rebates:	**[Not Applicable]**
Lien on old vehicle, good only until (10-31-05)	$18,080.69 (Customer Responsibility)
Miscellaneous State Fees:	$58.50
Document Fees:	**[Not paid by either party]**
Dealer Processing Fee:	**[$200 applied as warranty credit via W.I.N.S.]**

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle**. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Payoff =	$18,080.69
Usage =	$ 1,680.00
Transfer Fee =	$ 58.50
Taxes=	$ 4.75
MINUS DOWN Grade =	$ 1,585.00
Total Customer Contribution =	$18,238.94

Kunes s Country Chevrolet-Cadillac, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax **# 866-827-1127 by 9-12-05**

Kunes s Country Chevrolet-Cadillac, Inc. **[206798]** Management Agent's Signature and Title.

Kunes s Country Chevrolet-Cadillac, Inc. **[206798]** Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **CHEVROLET** in this collateral exchange transaction for our mutual customer!

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Amanda Fields
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S542[redacted]	1GNDT13S36214[redacted]	September 6, 2005

TRADE REPURCHASE					
Replacement Veh.Cost[redacted]	$33,552.03	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$0.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
Unused portion of non-GMPP	$0.00	O			
H/B, ADV, EXP	$0.00	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$33,552.03**				
State Sales Tax	$4.75				
Additional Tax	$0.00				
Transfer Fee	$58.50	C			
New Aftermarket Items	$0.00	U			
Fees (Explain)	$0.00	S			
State Fees	$0.00	T			
Items below contibute to trade-in allowance		O			
Usage/Depreciation	$1,680.00	M			
Damage	$0.00	E			
MSRP Upgrade	$0.00	R			
MSRP Downgrade (deducted)	$1,585.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution	$0.00				
Total Customer Cost	**$158.25**				
Trade Repurchase Amount	**$33,457.03**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$33,457.03**				
(30-day) Lien Payoff	$0.00				
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$33,457.03**		Authorized Signature		Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**		
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****		
Projected (Loss)	**-$33,457.03**		**(Repurchase Group Only)**		
					Form Rev 6/28/2005

BILL OF SALE	
Purchase Price (New Unit)	$33,552.03
State Sales Tax	$4.75
Additional Tax	$0.00
Transfer Fee	$58.50
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$33,615.28
Trade-In Allowance	$33,457.03
Loan Payoff	$0.00
Net Allowance	$33,457.03
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	$158.25
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1GNDT13S362[redacted]	
Form Rev 6/23/2005	

GENERAL MOTORS BUSINESS RESOURCE CENTER

9-13-05

[redacted]

Janesville, WI [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet TrailBlazer, VIN # 1GNDT13S542[redacted]**

Dear M[redacted]

We regret that you are dissatisfied with your **2004 Chevrolet TrailBlazer, VIN # 1GNDT13S[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 **Chevrolet** customer. [redacted]DT13S362[redacted]2006 Chevrolet TrailBlazer. Your responsibilities may be, but not limited to taxes, state fees, dealership fees, usage, damage, upgrade, add-ons and [illegible] using the following figures:

Payoff of original Vehicle good until 10-31-05	$18,080.69
Plus Usage	$ 1,680.00
Plus Taxes	$ 4.75
Plus registration, tag, title fees	$ 58.50
MINUS DOWN Grade	$ 1,585.00

TOTAL RESPONSIBILTY OF CUSTOMER $18,238.94
PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase **VIN # 1GNDT13S[redacted]** ex change for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-827-1127 by 9-15-05. 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 **Kunes s Country Chevrolet-Cadillac, 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 or this [illegible] voided. I can be reached at (800) 231-1841 ext. 57011 if you have any questions or concerns.

Sincerely,
Amanda Fields
Business Resource Center

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

[redacted] September 14, 2005
Signature and Date

Business Resource Center

GM

Repurchase Department

To: Ms. Tina Christman	From: Amanda Fields
Fax:	Fax: 866-827-1127
Pages: 2	Phone: 800-231-1841 x 57011

Here is your closing confirmation letter for Mr [redacted] regarding his REPURCHASE. Closing has been set for 9-21-05. The package will arrive the day prior of signing or the morning of signing by Federal Express. Mr. [redacted] will be contacting you to schedule an appointment for signing after 1pm since sometimes the package arrives late.

IF YOU HAVE QUESTIONS ON THE PAPER WORK IN THE PACKAGE, PLEASE CONTACT OUR PROCESSING CENTER AT 888-567-3234 + 1.

Thanks again for all your assistance,
Amanda Fields
General Motors

GENERAL MOTORS BUSINESS RESOURCE CENTER

DO NOT MAKE THE PAYOFF.....
GENERAL MOTORS WILL MAKE THE PAYOFF

9-15-05

Kunes s Country Chevrolet-Cadillac, Inc.
Ms. Tina Christman
Sales Manager

CLOSING CONFIRMATION LETTER

RE: VIN # 1GNDT13S54[redacted]

Dear Ms. Christman:

The following closing date outlined below is the date that the Repurchase is to be completed.

The repurchase packet should be delivered to the dealer the day prior to the closing date or the day of closing. The closing date is for 9-21-05. Please contact customer to schedule a time to finalize the repurchase.

Thank you for your cooperation

Sincerely,

Amanda Fields
Repurchase Specialist
1-800-231-1841 ext. 57011

RVDC Active Case # [redacted]

GM RVDC

RVDC Case# [redacted]

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNDT13S542[redacted]
BAC	206798
Dealership Name	KUNES'S COUNTRY CHEVROLET-CADILLAC,
Dealer Contact/Title	Tina Christman, Sales Manager
Dealer Phone	2627289163
Dealer Fax	
Delivery Date	2004-09-07
Buyback Mileage	20900
Transmission	A
UCC Code(s)	N1005 J5804 N1502
MSRP	40015.00
Est. Auction Value	1.00
Case Number	[redacted]
TAC Case Number	[redacted]
Type of Transaction	CL
Replacement VIN	1GNDT13S362[redacted]
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Kenneth Feist
Reason for Repurchase: Headlamps Inoperative, Brake Lights, SES Light and 4 Wheel Drive Lights are 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 mediated customer satisfaction repurchase		
Retrieve Sales Tax? N	Title Brand?	
Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Original Sales Tax Paid In State: WI	Repurchased Under Laws of State: WI	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2005-09-21	Established on: 2005-09-06	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Collateral Trade - Lineholder - GMAC, 900 North Squirrel Road, Suite 300, Auburn Hills, MI 48326, Phone # 800-200-4622, Fax # 800-249-2307, Acct. # 154 9070 206 06.		
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: 33457.03	Lien Payoff Expires on: 2005-09-26	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		*Lienholder*		*Plaintiff's Attorney*	
Check Amt:	0.00			Check Amt:	0.00
Payee1:	[redacted]	Payee1:	Kunes's Country Chevrolet, Inc	Payee1:	
Payee2:		Payee2:		Payee2:	
Address1:	[redacted]	Address1:	1231 E Geneva St	Address1:	
Address2:		Address2:		Address2:	
City:	Janesville	City:	Delavan	City:	
State:	WI	State:	WI	State:	
Zip	[redacted]	Zip	53115-2002	Zip	
Phone #:	[redacted]	Phone #:	262-728-9163	Phone #:	
Fax #:		Fax #:		Fax #:	
		Attention:	Tina Christman	Attention:	
		Account #:	Evan K. Fruhwirth	Fed Tax ID:	
				Firm Name:	

Case ID: 96594 | Initiator: fieldsa

SEP 16 2005

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:

Name	Fruhwirth
VIN#	1GNDT13S542[redacted]
Year-Make and Model:	2004 Chevrolet TrailBlazer

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	JIM 9-6-05
Physical Address:	900 North Squirrel Road, Suite 300
City/State/Zip	Auburn Hills, MI 48326
Phone:	800-200-4622 FAX 800-249-2307
Account Number:	154 9070 206 06
Dealer Buyout/Payoff Amount:	~~$17,938.04~~ $18,080.69
Buyout/Payoff Expiration Date:	~~9-16-05~~ 10-31-05 (+ 45 = $142.65)
Per Diem:	$ 3.17

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	Fruhwirth	Amanda Fields
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S542[redacted]	1GNDT13S362[redacted]	September 6, 2005

Replacement Veh.Cost (231/237)	$33,552.03	GENERAL MOTORS
Conversion / Upfit Cost	$0.00	
State Sales Tax	$0.00	
Additional Tax	$0.00	
Reg./Lic./Title Fees (opt)	$0.00	
Taxes Reimbursed on old vehicle	$0.00	
Fees (Explain)	$0.00	
State Fees	$0.00	
Items below not [illegible]		
Cost to transfer Aftermarket Items	$0.00	
Unused portion of non-GMPP	$0.00	
H/B, ADV, EXP	$0.00	
Transportation Fees	$0.00	
Misc. (Explain)	$0.00	
Total Replacement Price	**$33,552.03**	
State Sales Tax	$4.75	CUSTOMER
Additional Tax	$0.00	
Transfer Fee	$58.50	
New Aftermarket Items	$0.00	
Fees (Explain)	$0.00	
State Fees	$0.00	
Items below contribute [illegible]		
Usage/Depreciation	$1,680.00	
Damage	$0.00	
MSRP Upgrade	$0.00	
MSRP Downgrade (deducted)	$1,585.00	
Reimb. of Aft. Mkts on Old Unit	$0.00	
Misc. Customer Credit	$0.00	
Less Dealer Contribution	$0.00	
Total Customer Cost	**$158.25**	
Trade Repurchase Amount	**$33,457.03**	
Attorney Fees	$0.00	
Total Repurchase Amount	**$33,457.03**	
(30-day) Lien Payoff	$0.00	
Good Through (mm/dd/yy)		
Dealer Due to GM	**NA**	
GM Due to Dealer	**$33,457.03**	
NADA (Legal Only)	$0.00	
Est. Auction Price (Legal Only)	**$0.00**	
Projected (Loss)	**-$33,457.03**	

Authorized Signature — Date: 9-8-5

"This is a "work in process" until approved by a Authorized Representative" (Repurchase Group Only)

Form Rev 6/28/2005

Purchase Price (New Unit)	$33,552.03
State Sales Tax	$4.75
Additional Tax	$0.00
Transfer Fee	$58.50
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$33,615.28
Trade-In Allowance	$33,457.03
Loan Payoff	$0.00
Net Allowance	$33,457.03
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	$158.25
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN: 1GNDT13S3[redacted]	
Form Rev 6/23/2005	

MOTOR VEHICLE PURCHASE CONTRACT

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 PURCHASE THE SAME 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: Jones Country Chevy Cadillac
ADDRESS:
CITY, STATE, ZIP:
TELEPHONE NO.:

VEH. STOCK NO. OR ORDER NO. | MILEAGE AT SIGNING | ORDER DATE: 9/12/05
SALESPERSON'S NAME (PLEASE PRINT): Blair Bastian
SALESPERSON'S NO.:
MANAGER'S NAME:

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted]
PROSPECTIVE PURCHASER STREET ADDRESS: [redacted]
CITY: Janesville | STATE: WI | ZIP: [redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
608 449-0415			Rock		

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: ☒ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☐ CAR ☒ TRUCK ☐ OTHER — LICENSE NO.

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION
PURCHASE VEHICLE	2006	Chevy	Trail Blazer Reg		Blue Silver	1GNDT13S362 [redacted]
TRADE-IN	2004	Chevy	Trail Blazer Reg		Black/Silver	1GNDT13S54[redacted]

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for complete 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: $_____
   Transfer fee to be paid by You: $_____ Pay to: ☐ Dealer ☐ Manufacturer
3. ☐ Not known 4. ☐ Expired 5. ☐ Canceled 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
   Terms: _____ (months) _____ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: _____% Deductible to be paid by You: $_____

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

8. ☐ Service Contract (Administered by _____)
   Terms: _____ (months) _____ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: _____% Deductible to be paid by You: $_____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: _____, 20__

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, full 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 modified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer likewise 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 non-acceptance of delivery prior to the stated anticipated delivery date.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option is waived upon acceptance of delivery.

☐ 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.

USED: PRICE from the Wisconsin Buyers Guide	$
NEW: ☐ MSRP detail provided on window label	
☐ MSRP detail provided on attachment	
Total MSRP (Manufacturer Suggested Retail Price) $	
Dealer Markup	
Dealer Installed options — Has a warranty if ☑ at left.	
Total Dealer Installed Options	
PRICE OF THE VEHICLE	
a. Dealer Retail Price 38480 00	
b. Services Fee	
c. Discount 4927.97	
1. Cash Price (a + b − c) ..... 1.	33552 03
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other	
e. Service Contract	
2. Total of Taxable Items (d + e) ..... 2.	
TRADE ALLOWANCE	
f. Owned Trade-In Allowance 33457 03	
Leased trade-in allowance (Not lease equity calculation)	
(i) Gross Allowance	
(ii) Estimated Lease Payoff	
Payoff to:	
g. Net Lease Equity (i − ii)	
3. Trade Allowance (1 + 2) ..... 3.	33457 03
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 − 3) 75 00	
4. 5 % State, County and Regional Tax on h ..... 4.	4 75
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11 ..... 57 52	
k. Warranty/Service Contract Transfer Fee	
l. Other	
5. Total of Non-Taxable Items (j + k + l) ..... 5.	57 52
OWNED VEHICLE PAYOFF	
Due to	
6. Estimated Payoff Amount on Owned Trade-In ..... 6.	
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order	
n. MANUFACTURER REBATES (Cash Back / Assigned)	
☐ ☐	
☐ ☐	
☐ ☐	
o. Additional Cash Due (Describe)	
7. Total Cash and Rebates (m + n [if assigned] + o) ..... 7.	
8. Due on Delivery or Balance to Finance (1 + 2 − 3 + 4 + 5 + 6 − 7) ..... 8. $	158 26

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.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

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.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) represent that the below representations are true. The option to void this transaction in any 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 or its other execution.

	YES	NO
(A) That I am 18 years of age or older.	☐	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☐	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or other Conditions of Sale, I will assume and pay and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	☐	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of subframe).	☐	☐
(E) That all parts of the trade-in including complete system are as originally installed by the manufacturer or have comparable and legal replacement equipment.	☐	☐
(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 believe that the trade-in's current odometer reading of _____ miles/kilometers reflects its actual mileage.	☐	☐
(H) 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 believe that the trade-in's current odometer reading of _____ miles/kilometers reflects its actual mileage.	☐	☐
(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 deliberately been flood or water damaged.	☐	☐
(K) That the trade-in does not have any corrective welds or other evidence of repair to the area towel, door jam, frame or structural portion of the unibody.	☐	☐
(L) That the only lien(s) or security interest or lien on the trade-in ("Lienholder") is (are) shown below.	☐	☐

Lienholder(s): _____

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 signed as in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery of 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, _____% (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of the contract, in lieu of the above penalty.

YOUR SIGNATURE(S): _____ DATE SIGNED _____ TIME SIGNED _____ A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT _____ DATE SIGNED _____ TIME SIGNED _____ A.M. P.M.

AUTHORIZED SIGNATURE _____

WIDOA Services, Inc. 1-800-930-7677 / ADVANCE Services, Inc. 1-414-259-9000 Rev. 8/04 Copyright 2004 WI Auto & Truck Dealer Assoc.

2006 TRAILBLAZER LT 4WD
22U SUPERIOR BLUE MET/SILVERSTONE /L6G
282 LIGHT GRAY
ORDER NO. JKKN51/SRE STOCK NO.
VIN 1GN DT13 S3 62[redacted]

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

**********13*47120S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31365.00	28698.98
ASF HEAD CURTAIN SIDE IMPACT AIR BAGS	495.00	410.85
BVE RUNNING BOARDS	375.00	311.25
CE1 RAIN SENSING WIPERS	70.00	58.10
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	24.90
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	124.50
LL8 VORTEC 4200 SFI I6	N/C	N/C
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C
PCR SUN, SOUND, ENTERTAINMENT PKG:	1865.00	1547.95
* POWER SUNROOF		
* BOSE PREMIUM SOUND SYSTEM		
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.		
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)		
QTR P245/65R17 ON/OFF ROAD WOL TIRES	140.00	116.20
RYJ CARGO SHADE	70.00	58.10
UM8 NAVIGATION RADIO SYSTEM INCLUDES TWO FREE MAP UPDATES (REPLACES 6 DISC CD CHANGER)	1600.00	1328.00
V76 RECOVERY HOOKS	40.00	33.20
YC6 LT PACKAGE 2	895.00	742.85
* MEMORY: DRV SEAT,OSRV MIRROR		
* OSRV MIRRORS W/TURN SIGNAL		
* HEATED FRONT SEATS		
* ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)		
ZM5 UNDERBODY SHIELD PACKAGE	130.00	107.90
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	124.50
1SE LT PREFERRED EQUIPMENT GROUP 2	1075.00	892.25
* LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR		
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS		
* POWER OSRV MIRRORS - HEATED		
* RR SEAT RADIO & HVAC CONTROLS		
* DRIVER INFORMATION CENTER		
* AUTO CLIMATE CONTROLS		
* REVERSIBLE CARGO MAT		

RETAIL - SOLD	
INVOICE	09/02/05
SHIPPED	09/02/05
EXP I/T	09/16/05
INT COM	09/16/05
PRC EFF	09/02/05
KEYS	S121B S121B
WFP-S QTR	OPT-1
BANK: GMAC - 154	
CHG-TO	47-120
SHIP WT:	4665
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	33627.03
SUPPLR:	35136.87
MRM:	39430.00
NTR:	1/2
DAN:	SOLD
MEMO	1811.00

New (2)

** CONTINUED ON PAGE 2 **

KUNES'S COUNTRY CHEVROLET-CADILLAC,

2006 TRAILBLAZER LT 4WD
22U SUPERIOR BLUE MET/SILVERSTONE /L6G
282 LIGHT GRAY
ORDER NO. JKKN51/SRE STOCK NO.
VIN 1GN DT13 S3 62[redacted]

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

**********13*47120S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
** CONTINUED FROM PAGE 1 **			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

New

(1)

TOTAL MODEL & OPTIONS	37720.00	33973.63	ACT 237	33552.03
DESTINATION CHARGE	710.00	710.00	H/B 261	1131.60
LAM DEALER CONTRIBUTION		471.50	ADV 261	471.50
LAM GROUP CONTRIBUTION		377.20	EXP 65A	377.20
TOTAL	38430.00	35532.33	PAY 310	35532.33

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33930.25

****

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.

KUNES'S COUNTRY CHEVROLET-CADILLAC,

REMIT TO GMAC NO. 154
VIN 1GNDT13S36[redacted]
$ 35532.33 INV [redacted]
DUE 09/16/05 DEALER 47-120

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): 09/01/2005
2.Customer Name: [redacted]
3.Customer Address:
4.Customer City, State, and Zip: Janeville, Wi [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 5

58.50 Transfer

Fields 9.2.05 4:55

5%

Customer Vehicle Information

10.Year/Make/Model: 2004 Chevrolet Trail Blazer
11.VIN (17 Digits): 1GNDT13S542[redacted] 12.Current Mileage: 20,900
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Kunes's Country Chevrolet- Cadillac
15.Dealership Phone #: 262-728-9163
16.Dealership Contact Name and **TITLE:** Tina Christman SIS MGR
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # 262-242-473-2524
19.Dealership BAC: 206798 Region: North Central

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

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

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? _____

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: _____

- Headlights R10
- Brake lights N10
- SES lights J58
- 4wd light D10

26.Reason for Repurchase (Include specific mechanical failure): Both interior and exterior lights flicker and in some cases go out

27.This case was resolved by: Field Voluntary Decision
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? TRADE REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): none

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: JKKN51
33.New Vehicle Year/Make/Model: 2006 Chevrolet Trail Blazer
34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,585

35.Usage/Depreciation Amount: 1GNDT13S36[redacted]

need new VIN

(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: 4200 miles X .40 Cents = $1680.00

36.Aftermarket Items: No

$95

-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): No

**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 is a great guy. Wants to do the best for him and GM his concerns started at 4279 miles and has been very cooperative with dealer and GM. Customer does have a copy of WI lemon law with him.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/01/2005

42.Authorizer Name: Ken Feist

43.GM Position: AVM

44.VoiceMail Node: 800-823-0055 Mailbox Number: 8071

45.Email Address: ken.feist@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: Amanda Fields

DEPARTMENT: BUSINESS RESOURCE CENTER

CUSTOMER: [redacted]

FILE NUMBER: [redacted]

OLD VEHICLE VIN: 1GNDT13S54[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 47120

BRAND: CHEVROLET 13

NEW VEHICLE VIN: 1GNDT13S362[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

09/06/2005

WISCONSIN

Certificate of Vehicle Registration

0002027

Plate Number	Registration	Chassis	Gross Weight	Period	Color	Registration Number
[redacted]	AUT AUT	TRUK		A		[redacted]
Vehicle Identification Number		**Year**	**Make**	**Expiration Date**	**Amount Received**	
1GNDT13S542[redacted]		2004	CHEV	08/31/2006	$ 56.50	

This Registration Certificate is not a Title. Not Valid for Transfer of Ownership.

Contact the Division of Motor Vehicles at: 414-266-1148 608-261-2563 800-924-3570
www.dot.wisconsin.gov

0000073
[redacted]
JANESVILLE, WI [redacted]

[redacted]

2004 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
41U BLACK/SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
922 DARK PEWTER — 100 RENAISSANCE CENTER
ORDER NO. GPJHW3/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S5 42[redacted] — VEHICLE INVOICE 1[redacted]
**********13*47119S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31895.00	28864.98
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00
BVE RUNNING BOARDS	375.00	322.50
CE1 RAIN SENSING WIPERS	70.00	60.20
CF5 ELECTRIC SUNROOF	800.00	688.00
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
G80 LOCKING DIFFERENTIAL	270.00	232.20
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
RAE CARGO MANAGEMENT SYSTEM *** DEALER INSTALLED ***	165.00	141.90
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70
UQA BOSE PREMIUM SOUND SYSTEM	495.00	425.70
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
YC6 LT PACKAGE 2	1605.00	1380.30
* STEERING WHL W/AUDIO CTRLS		
* RR SEAT RADIO & HVAC CONTROLS		
* DRIVER INFORMATION CENTER		
* AUTO CLIMATE CONTROL		
* REVERSIBLE CARGO UTILITY MAT		
* MEMORY: DRV SEAT,OSRV MIRROR		
* OSRV MIRRORS W/TURN SIGNAL		
* HEATED FRONT SEATS		
* ELECTRIC ADJUSTABLE PEDALS		
* ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)		
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	129.00
1SE LT PREFERRED EQUIPMENT GROUP 2	2050.00	1763.00
* LEATHER WRAPPED STEERING WHL		
* LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR		
* ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND		
* ELECTROCHROMIC ISRV MIRROR		

RETAIL - STOCK	
INVOICE	06/11/04
SHIPPED	09/18/03
EXP I/T	09/30/03
INT COM	06/14/04
PRC EFF	09/18/03
KEYS	S371E S371E
WFP-S	QTR OPT-1
BANK:	GMAC - 154
CHG-TO	47-119
SHIP-TO	13-983
BOUCHER CHEVROLET	
PORT WASHINGT	WI
SHIP WT:	4654
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	34833.23
SUPPLR:	36400.73
MRM:	40015.00
NTR:	1/2
MEMO	1893.25

A1

FC

2 invoices

use this one

** CONTINUED ON PAGE 2 **

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
922 DARK PEWTER
ORDER NO. GPJHW3/TRE STOCK NO.
VIN 1GN DT13 S5 4[redacted]

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

**********13*13983S

A2

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
			INVOICE 06/11/04
			SHIPPED 09/18/03
			EXP I/T 09/28/03
			PRC EFF 09/18/03
CREDIT FOR INVOICE [redacted]			KEYS S371E S371E
			BANK: BANK ONE WI
			CHG-TO 13-983
			SHIP WT: 4654
			HP: 32.1

Invoice

TOTAL MODEL & OPTIONS	39365.00-	35289.18-	ACT 237	34758.23-
DESTINATION CHARGE	650.00-	650.00-	H/B 261	1180.95-
LAM DEALER CONTRIBUTION		511.75-	ADV 261	511.75-
LAM GROUP CONTRIBUTION		196.83-	EXP 65A	196.83-
TOTAL	40015.00-	36647.76-	PAY 310	36647.76-

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

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BOUCHER CHEVROLET OF PORT WASHINGTON

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
92? DARK PEWTER
ORDER NO. GPJHW3/TRE STOCK NO.
VIN 1GN DT13 S5 [redacted]

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

**********13*13983S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31895.00	28864.98
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00
BVE RUNNING BOARDS	375.00	322.50
CE1 RAIN SENSING WIPERS	70.00	60.20
CF5 ELECTRIC SUNROOF	800.00	688.00
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
G80 LOCKING DIFFERENTIAL	270.00	232.20
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
RAE CARGO MANAGEMENT SYSTEM *** DEALER INSTALLED ***	165.00	141.90
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70
UQA BOSE PREMIUM SOUND SYSTEM	495.00	425.70
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	279.50
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
YC6 LT PACKAGE 2	1605.00	1380.30
* STEERING WHL W/AUDIO CTRLS		
* RR SEAT RADIO & HVAC CONTROLS		
* DRIVER INFORMATION CENTER		
* AUTO CLIMATE CONTROL		
* REVERSIBLE CARGO UTILITY MAT		
* MEMORY: DRV SEAT,OSRV MIRROR		
* OSRV MIRRORS W/TURN SIGNAL		
* HEATED FRONT SEATS		
* ELECTRIC ADJUSTABLE PEDALS		
* ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)		
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	129.00
1SE LT PREFERRED EQUIPMENT GROUP 2	2050.00	1763.00
* LEATHER WRAPPED STEERING WHL		
* LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR		
* ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND		
* ELECTROCHROMIC ISRV MIRROR		

RETAIL - STOCK	
INVOICE	09/18/03
SHIPPED	09/18/03
EXP I/T	09/28/03
INT COM	09/29/03
PRC EFF	09/18/03
KEYS	S371E S371E
WFP-S QTR	OPT-1
BANK:	FORD MOTOR
CHG-TO	13-983
SHIP WT:	4654
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	34783.23
SUPPLR:	36174.56
NTR:	1/2
MEMO	1943.25

B

1

2 mirrors

** CONTINUED ON PAGE 2 **

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
922 DARK PEWTER
ORDER NO. GPJHW3/TR[redacted] STOCK NO.
VIN 1GN DT13 S5 421[redacted]

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

**********13*47119S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	39365.00	35289.18	ACT 237 34758.23
DESTINATION CHARGE	650.00	650.00	H/B 261 1180.95
TOTAL	40015.00	35939.18	PAY 310 35939.18
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34279.80	

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

****

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

CREST CHEVROLET-OLDSMOBILE-CADILLAC,

REMIT TO GMAC NO. 154
VIN 1GNDT13S542[redacted]
$ 35939.18 INV [redacted]
DUE 06/14/04 DEALER 47-119

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
922 DARK PEWTER
ORDER NO. GPJHW3/TRE STOCK NO.
VIN 1GN DT13 S5 [redacted]
**********[redacted]**********13*139835

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

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			

MRM: 40015.00

TOTAL MODEL & OPTIONS	39365.00	35289.18	ACT 237	34758.23
DESTINATION CHARGE	650.00	650.00	H/B 261	1180.95
LAM DEALER CONTRIBUTION		511.75	ADV 261	511.75
LAM GROUP CONTRIBUTION		196.83	EXP 65A	196.83
TOTAL	40015.00	36647.76	PAY 310	36647.76
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34988.38		

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INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
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BOUCHER CHEVROLET OF PORT WASHINGTON

CHECK LIST: 1. [illegible] 2. Transactive Information Section Completed 3. Service Contract Information Completed 4. Primary Owner's ID Verified 5. Anticipated Delivery Date section completed 6. Trade-in Mileage/Odometer Limitations Noted 7. Check Finance or Cash Transaction 10. Buyer's representative checked and all "No" statements explained 11. Date and Time of Signatures Indicated 12. Closing Time noted if [illegible] from Retail Time

MOTOR VEHICLE PURCHASE CONTRACT 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: RUNES COUNTRY CHEV CAD INC	VEH. STOCK NO. OR ORDER NO.: 04291	MILEAGE AT SIGNING: 25	ORDER DATE: 09/07/2004
ADDRESS: 1231 E. GENEVA ST	SALESPERSON'S NAME (PLEASE PRINT): BLAIR W.A. BECKFORD		
CITY, STATE, ZIP: DELAVAN WI 53115	SALESPERSON'S LICENSE NUMBER: B2160798102907		
TELEPHONE NO.: (262)728-9163			

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS	CITY	STATE	ZIP
[redacted]	JANESVILLE	WI	[redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
[redacted]		([redacted]	ROCK		

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: [X] NEW [ ] USED ([ ] DEMO [ ] EXEC) TITLE AS [ ] CAR [X] TRUCK [ ] OTHER — LICENSE NO.

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	2004	CHEVROLET TR	TRAILBLAZ	4-DR 4WD		[redacted]
OWNED OR LEASED TRADE-IN	1999	GMC	SIERRA	EX-CAB	TAN	

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. [X] **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 _____)

Term: _____ (months) _____ (miles), whichever comes first.
Percent of retail repair costs to be paid by You: _____ % Deductible to be paid by You: $ _____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: SEP 07 20 04

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.

[X] **THE ORDERED VEHICLE MUST BE LOCATED**

If the motor vehicle dealer and purchaser enter into a purchase contract for a [illegible]

USED: PRICE from the Wisconsin Buyers Guide	$	N/A
NEW: [ ] MSRP detail provided on window label [ ] MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price) $		36400.73
Dealer Markup		
Dealer installed options — Has a warranty if [X] at left.		599.00
N/A		
N/A		
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line 2)		599.00
PRICE OF THE VEHICLE		
a. Dealer Retail Price	36999.73	
b. Services Fee	N/A	
c. Discount	N/A	
1. Cash Price (a + b – c) ..... 1.		36999.73
TAXABLE ITEMS PURCHASED WITH VEHICLE		
d. Other	N/A	
e. Service Contract	N/A	
2. Total of Taxable Items (d + e) ..... 2.		N/A
TRADE ALLOWANCE		
f. Owned Trade-in Allowance	13600.00	
Leased trade-in allowance (Net lease equity calculation) (i) Gross Allowance	N/A	
(ii) Estimated Lease Payoff Payoff to: N/A	N/A	
g. Net Lease Equity (i – ii)	N/A	
3. Trade Allowance (f + g) (If number is negative add in line h, page 4) ..... 3.		13600.00
SALES TAX CALCULATION		
h. Amount Subject to Sales Tax (1 + 2 – 3)	23399.73	
4. 5 % State, County and Regional Tax on h. ..... 4.		1169.99
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE		
j. Fees to appear on MV11	111.50	
k. Warranty/Service Contract Transfer Fee	N/A	
l. Other N/A	N/A	
5. Total of Non-Taxable Items (j + k + l) ..... 5.		111.50
OWNED VEHICLE PAYOFF Due to _____		
6. Estimated Payoff Amount on Owned Trade-in ..... 6.		4642.73
CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order	N/A	
n. MANUFACTURER REBATES CASH BACK ASSIGNED		

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 _____)

Terms: _____ (months) _____ (miles), whichever comes first.
Percent of retail repair costs to be paid by You: _____ % Deductible to be paid by You $ _____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: SEP 07 20 04

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 specified in the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer however 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.

X ☐ THE ORDERED VEHICLE MUST BE LOCATED

If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. This option to cancel ends at acceptance of delivery.

☐ 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.

USED: PRICE from the Wisconsin Buyers Guide	$	N/A
NEW: ☐ MSRP detail provided on window label ☐ MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price)	$	36400.73
Dealer Markup		
Dealer Installed options — Has a warranty if ☑ at left.		599.00
N/A		
N/A		
Total Dealer Installed Options (add to Used price or MSRP and enter in line 1)		599.00
PRICE OF THE VEHICLE		
a. Dealer Retail Price 36999.73		
b. Services Fee N/A		
c. Discount N/A		
1. Cash Price (a + b − c) 1.		36999.73
TAXABLE ITEMS PURCHASED WITH VEHICLE		
d. Other N/A		
e. Service Contract N/A		
2. Total of Taxable Items (d + e) 2.		N/A
TRADE ALLOWANCE		
f. Owned Trade-in Allowance 13600.00		
Leased trade-in allowance (Not lease equity calculation) (i) Gross Allowance N/A (ii) Estimated Lease Payoff N/A Payoff to: N/A		
g. Net Lease Equity (i − ii) N/A		
3. Trade Allowance (f + g) (if number is negative, enter as zero in lines 5 and 8) 3.		13600.00
SALES TAX CALCULATION		
h. Amount Subject to Sales Tax (1 + 2 − 3) 23399.73		
4. 5 % State, County and Regional Tax on h. 4.		1169.99
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE		
j. Fees to appear on MV11 111.50		
k. Warranty/Service Contract Transfer Fee N/A		
l. Other N/A		
5. Total of Non-Taxable Items (j + k + l) 5.		111.50
OWNED VEHICLE PAYOFF		
Due to _____		
6. Estimated Payoff Amount on Owned Trade-in 6.		4642.73
CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order N/A		
n. MANUFACTURER REBATES (CASH BACK / ASSIGNED) CUST CASH ☐ XX 4500.00 ☐ XX 1872.61 ☐ ☐ N/A		
o. Additional Cash Due (Down Amount) 3000.00		
7. Total Cash and Rebates (n + n (if assigned) + o) 7.		9372.61
8. Due on Delivery or Balance to Finance (1 + 2 − 3 + 4 + 5 + 6 − 7) 8. $		19951.34

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.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

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.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. 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.

	YES	NO
(A) That I am 18 years of age or older.	☑	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☑	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the		
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise tripped in any way and I believe that the trade-in's current odometer reading of 77,615 miles/kilometers reflects its actual mileage.	☑	☐

GENERAL MOTORS BUSINESS RESOURCE CENTER

9-13-05

[redacted]

Janesville, WI [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet TrailBlazer, VIN # 1GNDT138542[redacted]**

Dear Mr. Fr[redacted]

We regret that you are dissatisfied with your 2004 Chevrolet TrailBlazer, VIN # 1GNDT13864[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 Chevrolet customer. [redacted] 2006 Chevrolet TrailBlazer. Your responsibilities may be, but are not limited to taxes, state fees, dealership fees, usage, damage, upgrades, [redacted] using the following figures:

Payoff of original Vehicle good until 10-31-05	$18,080.69
Plus Usage	$ 1,680.00
Plus Taxes	$ 4.75
Plus registration, tag, title fees	$ 58.50
MINUS DOWN Grade	$ 1,585.00

TOTAL RESPONSIBILTY OF CUSTOMER $18,238.94
PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase VIN # 1GNDT138542[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-827-1127 by 9-15-05. 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 Knnes s Country Chevrolet-Cadillac, 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 [redacted] voided. I can be reached at (800) 231-1841 ext. 57011 if you have any questions or concerns.

Sincerely,

[redacted]mda Fields
[redacted]siness Resource Center

September 14, 2005

Dealer Confirmation Letter- Collateral Exchange

CHEVROLET DIVISION

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Amanda Fields Extension 57011

Collateral Exchange Agreement between Chevrolet and its dealer partner Kunes s Country Chevrolet-Cadillac, Inc.

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer. Please return this document signed and a copy of the SIGNED NEW BUYERS ORDER to fax number 866-827-1127 by 9-12-05.

General Motors will issue a check in the amount of $33,457.03 made payable to Kunes s Country Chevrolet-Cadillac, Inc. after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNDT13S36[redacted]
New Vehicle Sales Price:	$33,552.03
Used Vehicle Trade Value:	$33,457.03
Trade Difference:	$95.00
Taxes:	$4.75
Rebates:	[Not Applicable]
Lien on old vehicle, good only until (10-31-05)	$18,080.09 (Customer Responsibility)
Miscellaneous State Fees:	$58.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Payoff =	$18,080.09
Usage =	$ 1,660.00
Transfer Fee =	$ 58.50
Taxes=	$ 4.75
MINUS DOWN Grade =	$ 1,565.00
Total Customer Contribution =	$18,238.94

Kunes s Country Chevrolet-Cadillac, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-827-1127 by 9-12-05

Tina A. Christman - Sales Mgr.
Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agents Signature and Title.

Tina A. Christman - Sales Mgr.
Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agents Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting CHEVROLET in this collateral exchange transaction for our mutual customer!

WISCONSIN

0002027

Certificate of Vehicle Registration

Product Number	Registration Number
[redacted]	[redacted]

Plate Number	Registration	Chassis	Gross Weight	Period	Color
[redacted]	AUT AUT	TRUK		A	

Vehicle Identification Number	Year	Make	Expiration Date	Amount Received
1GNDT13S54[redacted]	2004	CHEV	08/31/2006	$ 56.50

This Registration Certificate is not a Title. Not Valid for Transfer of Ownership.

Contact the Division of Motor Vehicles at:
414-266-1148
608-261-2583
800-924-3570
www.dot.wisconsin.gov

0000073
[redacted]
JANESVILLE, WI [redacted]

[redacted]

December 12, 2017

[redacted]
Janesville, WI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Katharine Axford

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 extension 39483 on Monday through Friday during the hours of 10:30am to 7pm Eastern 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 Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Business Resource Center

GM

Repurchase Department

To: Ms. Tina Christman	From: Amanda Fields
Fax:	Fax: 866-827-1127
Pages: 2	Phone: 800-231-1841 x 57011

Here is your closing confirmation letter for Mr [redacted] regarding his REPURCHASE. Closing has been set for 9-21-05. The package will arrive the day prior of signing or the morning of signing by Federal Express. Mr. [redacted] will be contacting you to schedule an appointment for signing after 1pm since sometimes the package arrives late.

IF YOU HAVE QUESTIONS ON THE PAPER WORK IN THE PACKAGE, PLEASE CONTACT OUR PROCESSING CENTER AT 888-567-3234 + 1.

Thanks again for all your assistance,
Amanda Fields
General Motors

GENERAL MOTORS BUSINESS RESOURCE CENTER

DO NOT MAKE THE PAYOFF…..
GENERAL MOTORS WILL MAKE THE PAYOFF

9-15-05

Kunes s Country Chevrolet-Cadillac, Inc.
Ms. Tina Christman
Sales Manager

CLOSING CONFIRMATION LETTER

RE: VIN # 1GNDT13S54[redacted]

Dear Ms. Christman:

The following closing date outlined below is the date that the Repurchase is to be completed.

The repurchase packet should be delivered to the dealer the day prior to the closing date or the day of closing. The closing date is for 9-21-05. Please contact customer to schedule a time to finalize the repurchase.

Thank you for your cooperation

Sincerely,

Amanda Fields
Repurchase Specialist
1-800-231-1841 ext. 57011

Business Resource Center

GM

Repurchase Department

To: Trey Harvey	From: Amanda Fields
Fax: **432-688-6292**	Fax: 866-827-1127
Pages: 9	Phone: 800-231-1841 X 57011

Here are the Trade Repurchase paper work for customer:
Name: [redacted]
Acct. Number [redacted]
Dealer Contact: Tina Christman, Sales Manager
Phone:262-278-1171

Dealer Confirmation Letter- Collateral Exchange

CHEVROLET DIVISION

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Amanda Fields Extension 57011

Collateral Exchange Agreement between **Chevrolet** and its dealer partner **Kunes s Country Chevrolet-Cadillac, Inc.**

Customer's Name: [redacted]
Case Number:

Thank you for assisting **Chevrolet** in the collateral exchange for our mutual customer. Please return this document **signed** and a copy of the **SIGNED NEW BUYERS ORDER** to fax number **866-827-1127 by 9-12-05.**

General Motors will issue a check in the amount of **$33,457.03** made payable to **Kunes s Country Chevrolet-Cadillac, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNDT13S3621[redacted]
New Vehicle Sales Price:	$33,552.03
Used Vehicle Trade Value:	$33,457.03
Trade Difference:	$95.00
Taxes:	$4.75
Rebates:	**[Not Applicable]**
Lien on old vehicle, good only until (10-31-05)	$18,080.69 (Customer Responsibility)
Miscellaneous State Fees:	$50.50
Document Fees:	**[Not paid by either party]**
Dealer Processing Fee:	**[$200 applied as warranty credit via W.I.N.S.]**

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Payoff =	$18,080.69
Usage =	$ 1,680.00
Transfer Fee =	$ 50.50
Taxes=	$ 4.75
MINUS DOWN Grade =	$ 1,585.00
Total Customer Contribution =	$18,238.94

Kunes s Country Chevrolet-Cadillac, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # **866-827-1127 by 9-12-05**

Kunes s Country Chevrolet-Cadillac, Inc. **[206798]** Management Agent's Signature and Title.

Kunes s Country Chevrolet-Cadillac, Inc. **[206798]** Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **CHEVROLET** *in this collateral* exchange transaction for our mutual customer!

2006 TRAILBLAZER LT 4WD
220 SUPERIOR BLUE MET/SILVERSTONE /LGC
282 LIGHT GRAY
ORDER NO. JKKN51/SRK[redacted] STOCK NO.
VIN 1GN DT13 S3 G[redacted]

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

**********13*47120S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
** CONTINUED FROM PAGE 1 **			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

New

(1)

TOTAL MODEL & OPTIONS	37720.00	33973.63	ACT 237	33552.03
DESTINATION CHARGE	710.00	710.00	H/B 261	1131.60
LAM DEALER CONTRIBUTION		471.50	ADV 261	471.50
LAM GROUP CONTRIBUTION		377.20	EXP 65A	377.20
TOTAL	38430.00	35532.33	PAY 310	35532.33
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		33930.25		

****

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.

KUNES'S COUNTRY CHEVROLET-CADILLAC,

REMIT TO GMAC NO. 154
VIN 1GNDT13S362[redacted]
$ 35532.33 INV IAD72126401
DUE 09/16/05 DEALER 47-120

2006 TRAILBLAZER LT 4WD
22U SUPERIOR BLUE MET/SILVERSTONE /J6G
282 LIGHT GRAY
ORDER NO. JKKN51/SRE STOCK NO.
VIN 1GN DT13 S3 [redacted]

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

**********13*471208

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31365.00	28698.98
ASF HEAD CURTAIN SIDE IMPACT AIR BAGS	495.00	410.85
BVE RUNNING BOARDS	375.00	311.25
CF1 RAIN SENSING WIPERS	70.00	58.10
C5N GVW RATING - 5750 LBS	N/C	N/C
DI4 ASHTRAY AND LIGHTER	30.00	24.90
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	124.50
LL8 VORTEC 4200 SFI I6	N/C	N/C
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C
PCR SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)	1865.00	1547.95
QTR P245/65R17 ON/OFF ROAD WOL TIRES	140.00	116.20
RYJ CARGO SHADE	70.00	58.10
UM8 NAVIGATION RADIO SYSTEM INCLUDES TWO FREE MAP UPDATES (REPLACES 6 DISC CD CHANGER)	1600.00	1328.00
V76 RECOVERY HOOKS	40.00	33.20
YC6 LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	895.00	742.85
ZM5 UNDERBODY SHIELD PACKAGE	130.00	107.90
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	124.50
1SE LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REVERSIBLE CARGO MAT	1075.00	892.25

RETAIL -	SOLD
INVOICE	09/02/05
SHIPPED	09/02/05
EXP I/T	09/16/05
INT COM	09/16/05
PRC EFF	09/02/05
KEYS	S121B S121B
WFP-S QTR	OPT-1
BANK: GMAC	- 154
CHG-TO	47-120
SHIP WT:	4665
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	33627.03
SUPPLR:	35136.87
MRM:	39430.00
NTR:	1/2
DAN:	SOLD
MEMO	1011.00

New (2)

** CONTINUED ON PAGE 2 **

KUNES'S COUNTRY CHEVROLET-CADILLAC,

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	Fruhwirth	Amanda Fields
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S542[redacted]	1GNDT13S362[redacted]	September 6, 2005

Replacement Veh.Cost ([redacted]	$33,562.03	GENERAL
Conversion / Upfit Cost	$0.00	
State Sales Tax	$0.00	
Additional Tax	$0.00	
Reg./Lic./Title Fees (opt)	$0.00	
Taxes Reimbursed on old vehicle	$0.00	
Fees (Explain)	$0.00	
State Fees	$0.00	
Item Options		MOTORS
Cost to transfer Aftermarket Items	$0.00	
Unused portion of non-GMPP	$0.00	
H/B, ADV, EXP	$0.00	
Transportation Fees	$0.00	
Misc. (Explain)	$0.00	
Total Replacement Price	**$33,562.03**	
State Sales Tax	$4.75	CUSTOMER
Additional Tax	$0.00	
Transfer Fee	$58.50	
New Aftermarket Items	$0.00	
Fees (Explain)	$0.00	
State Fees	$0.00	
Item Below Contribution		
Usage/Depreciation	$1,680.00	
Damage	$0.00	
MSRP Upgrade	$0.00	
MSRP Downgrade (deducted)	$1,585.00	
Reimb. of Att. Mkts on Old Unit	$0.00	
Misc. Customer Credit	$0.00	
Less Dealer Contribution	$0.00	
Total Customer Cost	**$158.25**	
Trade Repurchase Amount	**$33,457.03**	
Attorney Fees	$0.00	
Total Repurchase Amount	**$33,457.03**	
(30-day) Lien Payoff	$0.00	
Good Through (mm/dd/yy)		
Dealer Due to GM	**NA**	
GM Due to Dealer	**$33,457.03**	
NADA (Legal Only)	$0.00	
Est. Auction Price (Legal Only)	$0.00	
Projected (Loss)	-$33,457.03	

Authorized Signature	Date

"This is a "work in process" until approved by a Authorized Representative" (Repurchase Group Only)

Form Rev 6/29/2005

Purchase Price (New Unit)	$33,552.03
State Sales Tax	$4.75
Additional Tax	$0.00
Transfer Fee	$58.50
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$33,615.28
Trade-In Allowance	$33,457.03
Loan Payoff	$0.00
Net Allowance	$33,457.03
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	$158.25
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN: 1GNDT13S362145582	
Form Rev 6/23/2005	

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
922 DARK PEWTER
ORDER NO. GPJHW3/TRE STOCK NO.
VIN 1GN DT13 S6 [redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********13*139838

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31895.00	28864.98	INVOICE 09/18/03
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 09/18/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 09/28/03
CE1 RAIN SENSING WIPERS	70.00	60.20	INT COM 09/29/03
CF5 ELECTRIC SUNROOF	800.00	688.00	PRC EFF 09/18/03
C5N GVW RATING - 5750 LBS	N/C	N/C	KEYS S371E S371E
DT4 ASHTRAY AND LIGHTER	30.00	25.80	WFP-S QTR OPT 1
FE9 50-STATE EMISSIONS	N/C	N/C	BANK: FORD MOTOR
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	CUG-TO 13-983
G80 LOCKING DIFFERENTIAL	270.00	232.20	
LL8 VORTEC 4200 SFI I6	0.00	0.00	SHIP WT: 4654
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	HP: 32.1
			GVW: 5750
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00	GVWF: 2950
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES EXCLUDES SPARE	140.00	120.40	GVWR: 3200
			GMS: 34783.23
RAE CARGO MANAGEMENT SYSTEM *** DEALER INSTALLED ***	165.00	141.90	SUPPLR: 30174.56
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20	NTR: 1/2
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70	MEMO 1943.25
UQA BOSE PREMIUM SOUND SYSTEM	495.00	425.70	
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	279.50	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
YC6 LT PACKAGE 2	1605.00	1380.30	
* STEERING WHL W/AUDIO CTRLS			
* RR SEAT RADIO & HVAC CONTROLS			
* DRIVER INFORMATION CENTER			
* AUTO CLIMATE CONTROL			
* REVERSIBLE CARGO UTILITY MAT			
* MEMORY: DRV SEAT,OSRV MIRROR			
* OSRV MIRRORS W/TURN SIGNAL			
* HEATED FRONT SEATS			
* ELECTRIC ADJUSTABLE PEDALS			
* RTR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)			
ZM5 UNDERBODY SHIELD PACKAGE	130.00	111.80	
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	129.00	
1SB LT PREFERRED EQUIPMENT GROUP 2	2050.00	1763.00	
* LEATHER WRAPPED STEERING WHL			
* LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR			
* ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND			
* ELECTROCHROMIC ISRV MIRROR			

** CONTINUED ON PAGE 2 **

BOUCHER CHEVROLET OF PORT WASHINGTON

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
922 DARK PEWTER
ORDER NO. GPJHW3/TRE[redacted] STOCK NO.
VIN 1GN DT13 S5 4[redacted]

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

**********13*471195

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			

TOTAL MODEL & OPTIONS	39365.00	35289.18	ACT 237 34758.23
DESTINATION CHARGE	650.00	650.00	H/B 261 1180.95
TOTAL	40015.00	35939.18	PAY 310 35939.18
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34279.80	

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

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

CREST CHEVROLET-OLDSMOBILE-CADILLAC,

REMIT TO GMAC NO. 154
VIN 1GNDT138512[redacted]
$ 35939.18 INV[redacted]
DUE 06/14/04 DEALER 47-119

2004 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /LGC
922 DARK PEWTER
ORDER NO. GPJHW3/TRE STOCK NO.
VIN 1GN DT13 S5[redacted]

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

**********13*139835

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

MRM: 40015.00

TOTAL MODEL & OPTIONS	39365.00	35289.18	ACT 237	34758.23	
DESTINATION CHARGE	650.00	650.00	H/B 261	1180.95	
LAM DEALER CONTRIBUTION		511.75	ADV 261	511.75	
LAM GROUP CONTRIBUTION		196.83	EXP 65A	196.83	
TOTAL	40015.00	36647.76	PAY 310	36647.76	
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34988.38			

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

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BOUCHER CHEVROLET OF PORT WASHINGTON

Dealer Confirmation Letter- Collateral Exchange
CHEVROLET DIVISION
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Amanda Fields Extension 57011

Collateral Exchange Agreement between Chevrolet and its dealer partner **Kunes s Country Chevrolet-Cadillac, Inc.**

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer. Please return this document signed and a copy of the SIGNED **NEW BUYERS ORDER** to fax number 866-827-1127 **by 9-12-05.**

General Motors will issue a check in the amount of **$33,457.03** made payable to **Kunes s Country Chevrolet-Cadillac, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNDT13S36[redacted]
New Vehicle Sales Price:	$33,552.03
Used Vehicle Trade Value:	$33,457.03
Trade Difference:	$95.00
Taxes:	$4.75
Rebates:	**[Not Applicable]**
Lien on old vehicle, good only until (10-31-05)	$18,080.09 (Customer Responsibility)
Miscellaneous State Fees:	$58.50
Document Fees:	**[Not paid by either party]**
Dealer Processing Fee:	**[$200 applied as warranty credit via W.I.N.S.]**

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Payoff =	$18,080.09
Usage =	$ 1,680.00
Transfer Fee =	$ 58.50
Taxes=	$ 4.75
MINUS DOWN Grade =	$ 1,585.00
Total Customer Contribution =	$18,238.94

Kunes s Country Chevrolet-Cadillac, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-827-1127 **by 9-12-05**

Tina A. Christman - Sales Mgr.
Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agent's Signature and Title.

Tina A. Christman - Sales Mgr.
Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **CHEVROLET** in this collateral exchange transaction for our mutual customer!

a. Service Contract Information Completed | 6. Anticipated Delivery Date section completed | 7. Check Finance or Cash Transaction | 10. Buyer's Representations checked and all "No" answers explained | 11. Date and Time of Signatures Indicated

MOTOR VEHICLE PURCHASE CONTRACT

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: Kunes Country Chevy Cadillac
ADDRESS:
CITY, STATE, ZIP:
TELEPHONE NO.:

VEH. STOCK NO. OR ORDER NO. | MILEAGE AT SIGNING | ORDER DATE: 9/9/05

SALESPERSON'S NAME (PLEASE PRINT): Blair Beckford
SALESPERSON'S LICENSE NUMBER:

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted]
PROSPECTIVE PURCHASER STREET ADDRESS: [redacted] | CITY: Janesville | STATE: WI | [redacted]

CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
		Rock		

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: ☒ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☐ CAR ☒ TRUCK ☐ OTHER | LICENSE NO.:

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	2006	Chevy	TrailBlazer	Reg	Blue/Silver	1GNDT13 $3[redacted]
OWNED OR LEASED TRADE-IN	2004	Chevy	TrailBlazer	Reg	Black/Silver	1GNDT13 $54[redacted]

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 $_____
   Transfer fee to be paid by You $_____ 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: $_____

SERVICE CONTRACT INFORMATION **Refer to separate document for coverages and exclusions.**

8. ☐ Service Contract (Administered by _____)
   Terms: _____(months) _____(miles), whichever comes first.
   Percent of retail repair costs to be paid by You: _____% Deductible to be paid by You: $_____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: _____, 20 _____

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.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☐ **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.

USED: PRICE from the Wisconsin Buyers Guide	$
NEW: ☐ MSRP detail provided on window label	
☐ MSRP detail provided on attachment	
Total MSRP (Manufacturer Suggested Retail Price) $	
Dealer Markup	
Dealer installed options — Has a warranty if ☑ at left.	
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line a)	
PRICE OF THE VEHICLE	
a. Dealer Retail Price 38430.00	
b. Services Fee	
c. Discount 4877.97	
1. Cash Price (a + b – c) .....1.	33552 03
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other	
e. Service Contract	
2. Total of Taxable Items (d + e) .....2.	
TRADE ALLOWANCE	
f. Owned Trade-in Allowance 33457.03	
Leased trade-in allowance (Net lease equity calculation) (i) Gross Allowance (ii) Estimated Lease Payoff Payoff to:	
g. Net Lease Equity (i – ii)	
3. Trade Allowance (f + g) (If number is negative add in line h and 8) ..3.	33457 03
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 – 3) 95.00	
4. 5 % State, County and Regional Tax on h. .....4.	4 75
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11 58.50	
k. Warranty/Service Contract Transfer Fee	
l. Other	
5. Total of Non-Taxable Items (j + k + l) .....5.	58 50
OWNED VEHICLE PAYOFF	
Due to	
6. Estimated Payoff Amount on Owned Trade-in .....6.	18090 89
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order	
n. MANUFACTURER REBATES 596.07 GMCard (CASH BACK ☐ ASSIGNED ☐)	
o. Additional Cash Due (Date/Amount)	
7. Total Cash and Rebates (m + n [if assigned] + o) .....7.	596 07
8. Due on Delivery or Balance to Finance (1 + 2 – 3 + 4 + 5 + 6 – 7) .....8. $	17643 07

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.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

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.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. 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.

	YES	NO
(A) That I am 18 years of age or older.	☐	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☐	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	☐	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).	☐	☐
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.	☐	☐
(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 believe that the trade-in's current odometer reading of _____ miles/kilometers reflects 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 structural portion of the unibody.	☐	☐
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.	☐	☐

Lienholder(s): _____

Explain All "NO" Answers: _____

No oral representations are binding unless written on this form. The document (including the items 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.

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, _____% (not to exceed 5% of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual [redacted] penalty.

YOUR SIGN[redacted]

DATE SIGNED 9/9/2005 TIME SIGNED 5:15 A.M. (P.M.)

ACCEPTED BY DEALER OR AUTHORIZED AGENT
AUTHORIZED SIGNATURE

DATE SIGNED _____ TIME SIGNED _____ A.M. P.M.

#1 Rev. 2/04 Copyright 2004 WI Auto & Truck Dealers Assoc.
WATDA Services, Inc. 1-800-236-7622 / ADAMM Services, Inc. 1-414-359-9000

9/9 @ 5:45

Dealer Confirmation Letter- Collateral Exchange
CHEVROLET DIVISION
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Amanda Fields Extension 57011

Collateral Exchange Agreement between **Chevrolet** and its dealer partner **Kunes s Country Chevrolet-Cadillac, Inc.**

Customer's Name: [redacted]
Case Number:

Thank you for assisting **Chevrolet** in the collateral exchange for our mutual customer. Please return this document **signed** and a copy of the **SIGNED NEW BUYERS ORDER** to fax number **866-827-1127 by 9-12-05.**

General Motors will issue a check in the amount of **$33,457.03** made payable to **Kunes s Country Chevrolet-Cadillac, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNDT13S3621[redacted]
New Vehicle Sales Price:	$33,552.03
Used Vehicle Trade Value:	$33,457.03
Trade Difference:	$95.00
Taxes:	$4.75
Rebates:	**[Not Applicable]**
Lien on old vehicle, good only until (10-31-05)	$18,080.09 (Customer Responsibility)
Miscellaneous State Fees:	$58.50
Document Fees:	**[Not paid by either party]**
Dealer Processing Fee:	**[$200 applied as warranty credit via W.I.N.S.]**

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Payoff =	$18,080.09
Usage =	$ 1,680.00
Transfer Fee =	$ 58.50
Taxes=	$ 4.75
MINUS DOWN Grade =	$ 1,585.00
Total Customer Contribution =	$18,238.34

Kunes s Country Chevrolet-Cadillac, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # **866-827-1127 by 9-12-05**

Tina A. Christman - Sales Mgr.

Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agents Signature and Title.

Tina A. Christman - Sales Mgr.

Kunes s Country Chevrolet-Cadillac, Inc. [206798] Management Agents Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **CHEVROLET** in this collateral exchange transaction for our mutual customer!

9. Anticipated Delivery Date section completed
7. Check Finance or Cash Transaction
10. Buyer's Representations checked and all "No" answers explained
11. Date and Time of Signatures Indicated
13. Chassis Year Noted if Different from Model Year

MOTOR VEHICLE PURCHASE CONTRACT

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: Jones Country Chevy Cadillac
ADDRESS:
CITY, STATE, ZIP:
TELEPHONE NO.:

VEH. STOCK NO. OR ORDER NO. | MILEAGE AT SIGNING | ORDER DATE: 9/12/05
SALESPERSON'S NAME (PLEASE PRINT): Blair Bockhorst
SALESPERSON'S LICENSE NUMBER:

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted]
PROSPECTIVE PURCHASER STREET ADDRESS: [redacted]
CITY: Janesville | STATE: WI | [redacted]

[redacted]	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
			Rock		

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: ☒ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☐ CAR ☒ TRUCK ☐ OTHER — LICENSE NO.

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	2006	Chevy	TrailBlazer	Rey	Blue/Silver	1GNDT13S362 [redacted]
OWNED OR LEASED TRADE-IN	2004	Chevy	TrailBlazer	Rey	Black/Silver	1GNDT13S542

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 $_____
   Transfer fee to be paid by You $_____ 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: $ _____

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

8. ☐ Service Contract (Administered by _____)
   Terms: ____ (months) _____ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: _____ % Deductible to be paid by You: $ _____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: _____, 20 ____

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.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☐ **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.

USED: PRICE from the Wisconsin Buyers Guide	$
NEW: ☐ MSRP detail provided on window label ☐ MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price) $	
Dealer Markup	
Dealer installed options — Has a warranty if ☑ at left.	
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line 1)	
PRICE OF THE VEHICLE	
a. Dealer Retail Price 38480 00	
b. Services Fee	
c. Discount 4877.97	
1. Cash Price (a + b – c) ..... 1.	33552 03
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other	
e. Service Contract	
2. Total of Taxable Items (d + e) ..... 2.	
TRADE ALLOWANCE	
f. Owned Trade-in Allowance 33457 03	
Leased trade-in allowance (Net lease equity calculation) (i) Gross Allowance ..... (ii) Estimated Lease Payoff .... Payoff to:	
g. Net Lease Equity (i – ii)	
3. Trade Allowance (f + g) (if number is negative add in line h and 8) ..3.	33457 03
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 – 3) 95 00	
4. 5 % State, County and Regional Tax on h. .....4.	4 75
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11 ..... 58 52	
k. Warranty/Service Contract Transfer Fee	
l. Other	
5. Total of Non-Taxable Items (j + k + l) .....5.	58 52
OWNED VEHICLE PAYOFF	
Due to _____	
6. Estimated Payoff Amount on Owned Trade-in .....6.	
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order ...	
n. MANUFACTURER REBATES (CASH BACK / ASSIGNED)	
o. Additional Cash Due (Date/Amount) ...	
7. Total Cash and Rebates (m + n [if assigned] + o) .....7.	
8. Due on Delivery or Balance to Finance (1 + 2 – 3 + 4 + 5 + 6 – 7) .....8. $	158 25

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.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

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.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. 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.

	YES	NO
(A) That I am 18 years of age or older.	☐	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☐	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	☐	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).	☐	☐
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.	☐	☐
(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 believe that the trade-in's current odometer reading of _____ miles/kilometers reflects 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 structural portion of the unibody.	☐	☐
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.	☐	☐

Lienholder(s): _____

Explain All "NO" Answers: _____

No oral representations are binding unless written on this form. The document (including the items 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.

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, _____% (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) _____ DATE SIGNED _____ TIME SIGNED _____ A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT _____ DATE SIGNED _____ TIME SIGNED _____ A.M. P.M.

AUTHORIZED SIGNATURE

#1 Rev. 2/04 Copyright 2004 WI Auto & Truck Dealers Assoc.
WATDA Services, Inc. 1-800-236-7672 / ADAMS Services, Inc. 1-414-359-9000

[redacted]
South Amboy, NJ[redacted]





General Motors Corporation
Chevrolet Division
Attn: Rachel Guerra
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED JUN 30 2005

48232+5170

CHEVROLET

Customer Assistance Center

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

GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 5/26/05

Vehicle Identification Number (VIN): 2GCEK19R7[redacted]

Mileage at Time of Repair: 58, Date of Repair: 5/27/05

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: South Amboy State: NJ ZIP Code [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 119.50

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)

PAID IN CASH

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

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 recall reimbursement questions should be directed to the following number:
1-800-204-0261

Marlboro Amoco
732 946-8514

AUTO REPAIR ORDER

NAME [redacted]
ADDRESS [redacted]
CITY, STATE South Amboy, NJ 0[redacted]

QUAN.	PART NO.	NAME OF PART	PRICE
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

ESTIMATE AMOUNT • PARTS & LABOR ▶

CUSTOMER'S INFORMATION

DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
5/27/05			

YEAR • MAKE • MODEL: 02 Trail blazer
SERIAL NO.
MOTOR NO.
LICENSE NO.
ODOMETER
WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

2 - Head light bulbs	40 —
2 - Headlight wiring harness Kit @ 13.82	27 74
Labor	45 —

ORIGINAL

GAS, OIL & GREASE		ACCESSORIES			
GALS. GAS				LABOR ONLY	
QTS. OIL				PARTS	
LBS. GREASE				ACCESSORIES	
TOTAL GAS OIL & GREASE				GAS, OIL, & GREASE	
				MISC. MERCHANDISE	
				SUBLET REPAIRS	
☐ RETAIN PARTS					112 74
☐ DESTROY PARTS		TOTAL ACCESSORIES		TAX	6 76
AUTHORIZED BY				TOTAL	119 50

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1 I request an estimate in writing before you begin repairs _____
2 Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3 I do not want an estimate _____

adams GT3870

AUTO REPAIR ORDER

December 12, 2017

[redacted]
South Amboy, NJ [redacted]

Service Request [redacted]
Customer Relationship Manager: Rachel Guerra

Dear Ms [redacted]

Enclosed is the GM Product Recall/Special Policy Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the tail lamps/stop lamps that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-204-0261 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

GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected before, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN):_____

Mileage at Time of Repair: _____Date of Repair: _____

Claimant Name (please print):_____

Street Address or PO Box Number:_____

City: _____ State: _____ ZIP Code_____

Daytime Telephone Number (include Area Code):_____

Evening Telephone Number (include Area Code):_____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
  (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

2005 ENVOY SLT 2WD (4-DOOR) PONTIAC/GMC DIVISION
50U SUMMIT WHITE /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HQXKNS/IRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S7 52[redacted] ADJUSTMENT INVOICE [redacted]
**********48*51045S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY SLT 2WD (4-DOOR)	32590.00	29493.95	INVOICE 02/12/05
C4D GVW RATING - 5,550 LBS	N/C	N/C	SHIPPED 10/29/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/15/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 02/24/05
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 10/29/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	KEYS S220E S220E
AND ELECTRONIC CONTROL			WFP-F QTR OPT-1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	CHG-TO 51-045
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM			SHIP WT: 4444
INCLUDES 1YR SAFE & SOUND			HP: 32.1
* CRUISE CONTROL			GVWR: 5550
PCR SUN, SOUND, AND ENTERTAINMENT	1370.00	1178.20	GAWR.FT: 2950
PACKAGE			GAWR.RR: 3200
* POWER SUNROOF			GMS: 30342.70
* XM SATELLITE RADIO - OVER 130			SUPPLR: 31704.75
CHNLS OF DIGITAL ENTERTAINMENT			MRM: 37190.00
SERVICE FEE EXTRA.1ST 3MOS.INC			NTR: 1/2
* AM/FM STEREO W/6DISC CD			MEMO 1617.75
CHANGER (REPLACES CD/CASSETTE			
RADIO)			
PDB LUXURY PACKAGE	1080.00	928.80	
* HEATED SEATS			
* HEADLAMP WASHERS			
* CONTENT THEFT ALARM			
* ETR AM/FM STEREO, CD/CASSETTE			
(REPLACES STD/OPT PKG RADIO)			
* RAIN SENSING WIPERS			
* BOSE PREMIUM SOUND SYSTEM			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SZ OPTION PACKAGE DISCOUNT	2650.00-	2279.00-	

ADD
R7E INTERIM PRICE DECREASE

** CONTINUED ON PAGE 2 **

LIVELY CADILLAC GMC COMPANY, INC.

2005 ENVOY SLT 2WD (4-DOOR) PONTIAC/GMC DIVISION
50U SUMMIT WHITE /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HQXKNS/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S7 52[redacted] ADJUSTMENT INVOICE [redacted]
**********48*51045S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1295.00-
DEALER INVOICE	1184.93-
SPECIAL ACCT ADJ.	71.23
NET ADJUSTMENT	1113.70-
TOTAL ADJUSTMENT	1113.70-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	33855.00	30598.35	ACT 237	1113.70-
DESTINATION CHARGE	685.00	685.00		
DEALER CO-OP ADVERTISING		338.55		
TOTAL	34540.00	31621.90		1113.70-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		30117.40		

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

LIVELY CADILLAC GMC COMPANY, INC.

☒ NEW ☐ USED ☐ DEMO ☐ GM PROGRAM

SALES CONTRACT CONT. # 24054

LIVELY-CADILLAC-GMC CO. INC.

Box 3164 • 400 North SPUR 63
LONGVIEW, TEXAS 75601 • Phone: 757-6600

YEAR	MAKE	MODEL
2005	GMC	ENVOY

COLOR	TRIM	VIN
SUMMIT W	LT GR	1GKDS13S7[redacted]

TAG # | EXPIRATION DATE

STOCK NO. [redacted] | SALESMAN RANDOLPH J HUNT

DATE SOLD	ISD	CDR DATE
03/18/05	03/18/05	

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

CITY GILMER | STATE TX | ZIP [redacted]

RESIDENTIAL PHONE [redacted] BUSINESS PHONE [redacted]

ODOMETER DISCLOSURE STATEMENT

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

I, LIVELY-CADILLAC-GMC CO. INC. (TRANSFEROR'S NAME - PRINT) state that the odometer now reads 16 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above.

Signed [signature]

Date 03/18/05

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL
2002	TOYOTA	4 RUNNER

TYPE	SERIAL NO.
4DR	JT3GN87R920238035

COLOR	TAG #	EXPIRATION DATE
BLACK	P57 XCZ	02/28/06

TITLE INFO: ORIGINAL ☐ RECONDITIONED ☐
ODOMETER DISCLOSURE STATEMENT

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

I, [redacted] (TRANSFEROR'S NAME - PRINT) state that the odometer now reads [redacted] (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above 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.

Signed [redacted]

Date 03/18/05

CASH PRICE OF VEHICLE		31693.07
ADDITIONAL ITEMS INSTALLED		N/A
SALE PRICE		31693.07
ASSIGNMENT OF MANUFACTURER'S REBATE		3000.00
PRICE AFTER MANUFACTURER'S REBATE		28693.07
ALLOWANCE FOR TRADE		19500.00
DIFFERENCE		9193.07
DEALER INVENTORY TAX		56.81
STATE SALES TAX		574.57
FEDERAL LUXURY TAX		N/A
LICENSE TAGS		60.80
TITLE AND TRANSFER FEES		43.00
STATE INSPECTION FEE		21.75
DOCUMENTARY FEE		50.00
1. TOTAL CASH PRICE DELIVERED		10000.00
2. PLUS BALANCE ON TRADE – OWING TO-		
		N/A
3. BALANCE BEFORE DOWN PAYMENT		10000.00
4. CASH DOWN PAYMENT	DEPOSIT ON ORDER	N/A
	CASH ON DELIVERY	N/A
5. UNPAID BALANCE ON CASH PRICE		10000.00
6. SERVICE CONTRACT		
TERMS N/A MILES		N/A
TOTAL ALL CHARGES ▶		10000.00

1. Any warranties on the products sold hereby are those made by the manufacturer(s) of those products. Lively-Cadillac-GMC Co., Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. INITIAL

2. I, the undersigned purchaser, warrant title to the above described trade-in automobile, and hereby assign, sell and transfer said automobile to Lively-Cadillac-GMC Co., Inc. and represent that I own said automobile and have the right to sell and deliver it to Lively-Cadillac-GMC Co., Inc. INITIAL

3. I understand that the above listed payoff amount is an estimate, and if the actual payoff is greater, I agree to pay the difference in cash within 3 days of notification. I further certify that there are no liens, security interest or other encumbrances against said automobile other than as listed above. INITIAL

4. **A documentary fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services relating to the closing of a sale. This notice is required by law.** INITIAL

5. Upon the failure or refusal of the purchaser to complete said purchase for any reason other than cancellation on account of increase in price, the cash deposit may be retained as liquidated damages, and in the event a used car has been taken in trade, the purchaser hereby authorizes dealer to sell said used car, and the dealer shall be entitled to reimburse himself out of the proceeds of such sale for his expenses and losses incurred or suffered as the result of purchaser's failure to complete said purchase. INITIAL

6. and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THIS COMPANY OR ITS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, COMPANY SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this order certifies that he is of legal age or older and acknowledges that he has read all the terms and conditions and has received a true copy of this Order. INITIAL

[redacted] DATE 03/18/05

PURCHASER'S SIGNATURE

LIVELY-CADILLAC-GMC CO., INC.

ACCEPTED BY: [signature]

DEALER OR HIS AUTHORIZED REPRESENTATIVE

INITIAL ACCOUNTING COPY CANARY BUYER'S COPY GREEN SALES OFFICE COPY PINK

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GKDS13S752[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
05-32A-6	$2,000	CSR
05-32NBA-1	$1,000	GPO
	$	
	$	
	$	
Total Incentive Amount Received	$ 3000.00	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

----- CUSTOMER AND DEALER ACKNOWLEDGMENT ----

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 03/18/05 acknowledge receipt of incentive(s) as described in Item # 1 and releas[redacted]gation for incentive(s) on this unit.

Purchaser/Lessee Signatu[redacted] Date: 03/18/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 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: 03/18/05
Dealership Name: LIVELY CADILLAC GMC COMPANY INC. Dealer Code: 117660

* 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 99GMACK/GM-3795 (9/99)

USED VEHICLE APPRAISAL

V.I.N. [redacted]

Name [redacted] Date 3-17-05

Address [redacted] Phone [redacted]

Year 02 Make [redacted] Model 4RUNNER Cyl. 6

Mileage 36075 ☐ Actual ☐ Unknown License P5TXCE Exp. Date 2-06

Body Color	Top Color	Trim Color
BLACK		

Payoff Amount: _____

Payoff To: _____

Account Number: _____

Phone Number: _____

Good Until: _____

TIRES LIMITED 4Z

907 843-2134

APPRAISER

SALESMAN Randy

APPRAISAL 19500

DEAL # 24054

RECAP OF SALE

CUSTOMER [redacted] ADDRESS GILMER TX [redacted] DATE 03/18/05

STOCK # [redacted] DESCRIPTION 2005 GMC ENVOY SER # 1GKDS13S75[redacted]

LIENHOLDER

1 PAYMENTS OF 10000.00

DATE OF FIRST PAYMENT 03/18/05

CREDIT LIFE PREMIUM N/A

ACC./HEALTH PREMIUM N/A

PHYSICAL DAMAGE N/A

EXTENDED WARRANTY N/A

TOTAL OTHER CHARGES N/A

TRADE IN

YR/MAKE 2002 TOYOTA

MODEL 4 RUNNER 4DR

LIENHOLDER

PRICE	31693.07
TRADE	19500.00
DIFFERENCE	12193.07
SALES TAX	574.57
LIC & REG	103.80
TOTAL	12871.44

DEP. N/A COD N/A 3000.00

BALANCE	9871.44
LIEN PAYOFF	N/A
TOTAL OTHER	N/A
DRAFT AMT.	9871.44

PRICE	- COST	= GROSS	± OVER/UNDER	= ACT GROSS	+ F&I RESERVE	= TOTAL GROSS
31693.07	- 31708.13	= -15.06	N/A	= -15.06	+ N/A	= -15.06

F & I RECAP

DEAL # 24054

CUSTOMER [redacted] STOCK # [redacted] DESCRIPTION 2005 GMC ENVOY

AMOUNT FINANCED 10000.00 @ ADD ON – N/A FIN. CHG. RATE = N/A

BUY RATE: N/A %

CREDIT LIFE PREMIUM	N/A	@	0.35 %	CREDIT LIFE RESERVE	N/A
ACCIDENT/HEALTH PREMIUM	N/A	@	% N/A	ACC/HEALTH RESERVE	N/A
PHYSICAL DAMAGE PREMIUM	N/A	@	0.35 %	P D I RESERVE	N/A
EXTENDED WARRANTY	N/A	LESS COST	N/A	WARRANTY RESERVE	N/A
				TOTAL F&I RESERVE	N/A

COMMISSION VOUCHER

DEAL # 24054

SALESMAN RANDOLPH J HUNT CUSTOMER [redacted]

STOCK # T202431 SERIAL # 1GKDS13S752[redacted] DESCRIPTION 2005 GMC ENVOY

PRICE	– COST	+ ADDITIONS/DEL.	+ OVERALLOWANCE	+ RESERVE	= GROSS
31693.07	31708.13	-150.00	+ N/A	+	= -165.06

GROSS	X %	= COMMISSION	+ BONUS	= TOTAL DUE	
-165.06	X100.00 % =	100.00	+ N/A =	100.00	FIRST SALESMAN
-165.06	X N/A =	N/A	+ N/A =	N/A	SECOND SALESMAN
				100.00	TOTAL COMMISSION

FI RES COMM = N/A INS COMM = N/A

Attention Steve

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving

2004-2005 Buick Rainier

2002-2005 Chevrolet TrailBlazer

2002-2005 GMC Envoy

2003-2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #1540541)
- Service Bulletin - 02-06-03-006B - No Start, No Crank, Battery, Batteries, Generator, Gages, SES, SIR, Brake, Security, Theft, ABS, Hot, DIC Messages, Lamp, Light, Battery and Generator

Diagnostic Testing and Cadillac Roadside Service (SI Document ID #1563904)

- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID #653410)
- Service Information - Charging System Test (SI Document ID #1468059)
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID #816776)

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID #1298539).

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #1470165).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Attention steer

IPC Interior and/or Headlamps Flicker - keywords battery courtesy electrical flucutation generator head intermittent lamp light #PIT3170C - (Apr 21, 2005)

IPC Interior and/or Headlamps Flicker

1999-2005 All Cadillac Full Size Utilities

1999-2005 All Chevrolet Full Size Trucks and Utilities

1999-2004 Chevrolet Blazer, S-10

1999-2005 All GMC Full Size Trucks and Utilities

1999-2004 GMC Envoy, Jimmy, Sonoma

1999-2001 Oldsmobile Bravada

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in the PI.

Condition/Concern:

Customers may have comments of a flickering light condition in the IPC, interior lamps or headlights. This condition is most likely to be noticed when the engine RPM is low and when high electrical load requirements are in place on the generator.

Recommendation/Instructions:

Important: Review bulletin 02-06-03-008A - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, before proceeding with this PI.

1. Disconnect the negative battery cable from the battery/batteries.
2. Slide the protective boot on the generator BAT terminal aside and remove the retainer and wire cable from the BAT terminal.
3. Unplug the generator 4-cavity terminal from the top of the generator.
4. Inspect cavity D on the generator connector for a red cavity plug. If a red cavity plug is present, it is not necessary to replace the generator connector. Remove the CPA and save. Remove the red cavity plug and continue with step 9. If a red cavity plug is NOT present, continue with the next step.
5. Remove and save the orange weatherpack seal and CPA from the 4-way connector.
6. Using the proper terminal removal tool, remove the two or three wires from the 4-way connector.

On vehicles without Supplemental Brake Assist (SBA), install a red cavity plug, P/N 12059168, into cavity "A" of the new 4-way connector, P/N 12186568. On some 2003 and 2004 model year vehicles with SBA, install the dark blue (Circuit 5668) wire of the vehicle wiring harness into cavity "A" of the new 4-way connector.

7. Install the brown (Circuit 25) wire of the vehicle wiring harness into cavity "B" of the new 4-way connector.
8. Install the gray (Circuit 23) wire of the vehicle wiring harness into cavity "C" of the new 4-way connector.
9. Obtain a piece of 0.80 mm/18GA black wire, 254 mm (8 in) long.
10. Install a red terminal seal, P/N 12048086, and terminal, P/N 12048074, (crimp and solder) on one end of the new black wire.
11. Install the new black wire into cavity "D" of the new 4-way connector.
12. Reinstall the connector seal and CPA, from the original connector, to the new connector.
13. Plug the 4-way connector into the generator.
14. Route the black wire to the generator BAT terminal, sliding the wire into the small end to the output terminal boot, along side the generator output wire.
15. Obtain a ring terminal from the terminal kit (J-38125-D) that is the same diameter as the positive post of the generator. Crimp and solder the ring terminal from the terminal kit (J-38125-D) on to the open end of the new black wire.
16. Place the generator output wire and the new black wire onto the generator BAT terminal and install the retainer.
17. Connect the negative battery cable.

Note: This modification will not work if the vehicle is utilizing the new "Regulated Voltage Control" system. This is new feature on some full-size trucks and utilities for the 2005 model year. Please inspect the vehicle prior to performing this modification.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

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Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request #** [redacted] **BBB#:** PGM0578480

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)	$31,693
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$34,540
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$-2,847

Trade Allowance (from dealer Bill of Sale)	$19,500
Actual Cash Value Statement	$19,500
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	$19,500
Difference (if positive, this is the negative equity)	$-19,500

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.)	$31,693
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$3,000
Overallowance and/or Negative Equity minus	$0
Actual price of Vehicle that should be presented to BBB for ATA	$28,693

December 12, 2017

[redacted]
Gilmer, TX [redacted]

Service Request: [redacted]
Customer Relationship Manager: Samantha Scott-Murphy

Dear Ms. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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.

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

Lively

OLDS • CADILLAC • GMC
400 Spur 63 • Longview
903-757-6600
Fax 903-757-6606

FAX TRANSMISSION

To: Steve Tucker Company: _____

Fax Number: _____ Phone: _____

From: Jerry Martin Company: _____

Number of pages sent: 1 (including cover page)

Comments:

"We want to be your car company."

07/06/2005 HISTORY LISTING 3030
09:08:47 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GKDS13S752[redacted]

R.O NO. : [redacted] R.O DATE : 06/21/2005 R.O TYPE : S
MILEAGE : 3345 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 07OLZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 194
COMPLAINT : CUSTOMER STATES:HEADLAMPS FLICKERING WHEN DRIVING ADVISE
CAUSE : CHECKED FOR CODES,NONE,CHECKED GENERATOR OUTPUT AND BATTERY OK,CALLED TECH ASSIST 8270545 CHRIOS CRUMB
CORRECTION : PERFORMED BULLETIN 1650732,WIRING UPDATE TO HEADLIGHTS YOU MAY RECEIVE A SURVEY IN WHICH WE WOULD APPRECIATE IT BEING COMPLETED "COMPLETELY SATISFIED", ESPECIALLY QUESTION 16. AGAIN THANK YOU AND PLEASE COMPLETE YOUR SURVEY "COMPLETELY SATISFIED"

WARRANTY : CLAIM NO. [redacted] OPERATION NO. N6612 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 20OLZ OP. DESC. RENT CAR
SALE TYPE : W TECHNICIAN NO(S). 194
COMPLAINT : RENT CAR
CORRECTION : RENT CAR

WARRANTY : CLAIM NO. [redacted] OPERATION NO. Z7902 CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 18OLZ02 OP. DESC. PDI CAR WASH
SALE TYPE : C TECHNICIAN NO(S). 50
COMPLAINT : COMPLIMENYTARY WASH & VAC
CORRECTION : PDI CAR WASH

R.O NO. : [redacted] R.O DATE : 06/01/2005 R.O TYPE : S
MILEAGE : 2651 ADVISOR NO. : 361

JOB NUMBER : 1 OPERATION 07OLZ OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 79
COMPLAINT : CUSTOMER STATES: HEADLIGHTS WILL FLICKER WHEN LETTING OFF OF THE GAS PEDAL-
CAUSE : CHECK CHARGING AND STARTING SYSTEM, FOUND BATTERY BAD
CORRECTION : REPLACED BATTERY, FOR MORE INFO ON FLICKERING SEE DOC. [redacted]
YOU MAY RECEIVE A SURVEY IN WHICH WE WOULD APPRECIATE IT BEING COMPLETED "COMPLETELY SATISFIED", ESPECIALLY QUESTION 16. AGAIN THANK YOU AND PLEASE COMPLETE YOUR SURVEY "COMPLETELY SATISFIED"

WARRANTY : CLAIM NO. [redacted] OPERATION NO. N0110 CLAIM NO. OPERATION NO.

07/06/2005 HISTORY LISTING 3030
09:08:47 PAGE 2

JOB NUMBER : 2 OPERATION 020LZ OP. DESC. A/C AND HEAT
SALE TYPE : W TECHNICIAN NO(S). 79
COMPLAINT : CUSTOMER STATES: CLICKING NOISE COMING FROM CENTER DASH
CAUSE : FOUND STEERING COLUMN MOUNTING BRACKET NOISY
CORRECTION : R&R COLUMN AND RETORQUED BOLTS TO SPECS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] E7680

JOB NUMBER : 3 OPERATION 180LZ02 OP. DESC. PDI CAR WASH
SALE TYPE : C TECHNICIAN NO(S). 50
COMPLAINT : COMPLINMENTARY WASH AND VAC
CORRECTION : PDI CAR WASH

COMMENTS : RANDY DEMO

R.O NO. : [redacted] R.O DATE : 03/30/2005 R.O TYPE : S
MILEAGE : 352 ADVISOR NO. : 361

JOB NUMBER : 1 OPERATION 180LZ OP. DESC. PDI/ACCESSORIES
SALE TYPE : C TECHNICIAN NO(S). 37
COMPLAINT : INSTALL RUNNING BOARDS
CORRECTION : INSTALLED RUNNING BOARDS

COMMENTS : APPT

R.O NO. : [redacted] R.O DATE : 03/18/2005 R.O TYPE : S
MILEAGE : 47 ADVISOR NO. : 361

JOB NUMBER : 1 OPERATION 180LZ01 OP. DESC. 2 YEAR STATE INSPECT
SALE TYPE : I TECHNICIAN NO(S). 37
COMPLAINT : 2 YEAR STATE INSPECTION
CAUSE : 2 YR STATE INSPECTION
CORRECTION : 2 YEAR STATE INSPECTION

JOB NUMBER : 2 OPERATION 180LZ02 OP. DESC. PDI CAR WASH
SALE TYPE : I TECHNICIAN NO(S). 50
COMPLAINT : DELIVERY CLEAN-UP $35.00
CORRECTION : PDI CAR WASH

COMMENTS : SOLD

R.O NO. [redacted] R.O DATE : 11/11/2004 R.O TYPE : P
MILEAGE : 2 ADVISOR NO. : 361

07/06/2005 HISTORY LISTING 3030
09:08:47 PAGE 3

JOB NUMBER : 1 OPERATION 18OLZ OP. DESC. PDI/ACCESSORIES
SALE TYPE : W TECHNICIAN NO(S). 167
COMPLAINT : PDI
CAUSE : PDI
CORRECTION : PDI

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 2 OPERATION 18OLZ02 OP. DESC. PDI CAR WASH
SALE TYPE : W TECHNICIAN NO(S). 50
COMPLAINT : PDI CAR WASH
$15.00
CORRECTION : PDI CAR WASH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

CASE ASSESSMENT BY: Steve Fisher **Siebel/CARS Request No** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 **Make:** GMC **Model:** Envoy **Current Mileage:** 3,400

Vehicle ID No.: 1GKDS13S75[redacted] **In Service Date:** 03/18/05 **Purchased:** New

What is customer seeking: Repurchase or replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlights dim

Date:	Mileage:	Days Out:	Description of Repair:
06/01/05	2,651	1	Replaced bad battery and advised of 1619135
06/21/05	3,345	1	Performed bulletin 1650732, updated wiring to the headlights

OTHER SYMPTOM/CONCERN: Clicking noise from center dash

Date:	Mileage:	Days Out:	Description of Repair:
06/01/05	2,651	*	Retorqued bolts to specs

Total Days Out of Service: 2 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: [ ] NO: [X]

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repurchase, replacement or repair

AVM and/or DEALER RECOMMENDATION(s): Normal for the lights to dim slightly when using accessories that cause a draw on the electrical current in the veh. DLR adv that when taking the foot off of the accelerator the system will not be receiving as powerful of a charge from the alternator and the lights may dim slightly.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): Adv the cust that the lights dimming slightly will be normal for the veh, no repair is available, GM will not repurchase or replace the veh.

Decision reached by CRM: **Arbitrate case:** [X] **Settle case:** [ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

December 12, 2017

[redacted]
Houston, TX 7[redacted]

Service Request: [redacted]0
Customer Relationship Manager: Latresha Bolden

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

Dealer Confirmation Letter- Trade Repurchase

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. 58683, Linda Oliver

Trade Repurchase Agreement between **Chevrolet** and its dealer partner Jim Cook's Chevrolet

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $25,432.00 made payable to Greg Rhyne and Jim Cook's Chevrolet, if applicable. Remember that both parties need to endorse the back of the check. :

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1AL15F2[redacted]
New Vehicle Sales Price:	$17,512.00
Used Vehicle Trade Value:	$25,432.00
Trade Difference:	$(7,874.00)
Taxes:	$0.00
Rebates:	[Not Applicable]
Plus title and license fees:	$46.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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.

Jim Cook's Chevrolet 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 #866-202-4304.

_____

JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Signature and Title.

_____

JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Printed Name and Title.

_____

Authorized General Motors BRC Representative Signature

Linda Oliver

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Linda Oliver
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDS13S3422[redacted]	1G1AL15F2676[redacted]	August 18, 2005

TRADE REPURCHASE					
Replacement Veh.Cost [redacted]	$17,512.00	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$0.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
Unused portion of non-GMPP	$0.00	O			
H/B, ADV, EXP	$0.00	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$17,512.00**				
State Sales Tax	$0.00				
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$46.00	C			
New Aftermarket Items	$0.00	U			
Fees (Explain)	$0.00	S			
State Fees	$0.00	T			
Items below contibute to trade-in allowance		O			
Usage/Depreciation	$2,200.00	M			
Damage	$0.00	E			
MSRP Upgrade	$0.00	R			
MSRP Downgrade (deducted)	$10,120.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution	$0.00				
Total Customer Cost	**-$7,874.00**				
Trade Repurchase Amount	**$25,432.00**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$25,432.00**				
(30-day) Lien Payoff	$0.00				
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$25,432.00**		Authorized Signature		Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**		
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****		
Projected (Loss)	**-$25,432.00**		**(Repurchase Group Only)**		
					Form Rev 6/14/05

BILL OF SALE	
Purchase Price (New Unit)	$17,512.00
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$46.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$17,558.00
Trade-In Allowance	$25,432.00
Loan Payoff	$0.00
Net Allowance	$25,432.00
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	-$7,874.00
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1G1AL15F26[redacted]	
Form Rev 5/23/05	

DEALER CHECKLIST

DEADLINE FOR RETURN OF DOCUMENTS: 8/25/05

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 58683
Fax#: 866-202-4304

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 22, 2005

[redacted]

Dallas, NC [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S34[redacted]**
Case Number: [redacted]

Dear Mr. & Mrs. [redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, VIN #1GNDS13S3[redacted]d that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into New **2006 Chevrolet Cobalt, VIN # 1G1AL15F267[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:

Minus Downgrade	$10,120.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 46.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$(7,874.00)**

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

General Motors will repurchase VIN #1GNDS13S34[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

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

_____

Signature and Date

Fax

To: Linda Oliver From: [redacted]

Date: Pages:

Phone: Dates:

Re: CC:

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

• Comments:

Feel free to call us should you have any questions. Thanks

STATE OF NORTH CAROLINA
REGISTRATION CARD

[redacted]	EQUIP #	VALID THRU 03/15/2006			
[redacted]					GROSS WT
MAKE/SERIES CHEV	[redacted]				
SHIPPING WEIGHT	STYLE MP	YEAR 2004	FUEL G	TOTAL FEE 20.00	
CLASSIFICATION PRIVATE/PASS VEH			VEHICLE BRAND		
[redacted]	CUSTOMER ID # OWNER 1	[redacted]	CUSTOMER ID # OWNER 2	COUNTY GASTO	

[redacted]

DALLAS NC [redacted]

807 - SOUTHERN INSURANCE COMPANY OF VIRG
INSURANCE COMPANY AUTHORIZED IN NC

[redacted]
POLICY NUMBER

SIGNATURE

[redacted]

DEALO 7978

ABERNETHY

P O. Box 69 • 1445 East Main St.
LINCOLNTON, NORTH CAROLINA 28093
Telephone (704) 735-0401 Website: www.abernethyadvantage.com

Oldsmobile

INVOICE NO N 36832
CUSTOMER NO 29336
STOCK NO 22014

SOURCE 10–NEW VEHICLE 2004 CHEVROLET TRUCK
SOURCE 11–NEW VEHICLE FLEET 1GNDS13S342 [redacted] TRAILER
SOURCE 20–USED VEHICLE 164 SALESMAN

SOL [redacted]
ADD [redacted]
CITY-STATE DALLAS NC [redacted]

DATE	NEW OR USED	ENGINE NO
03/18/2004	NEW	

KEY NO

INSURANCE COVERAGE INCLUDES
FIRE & THEFT ☐ PUBLIC LIABILITY-AMT
COLLISION-AMT DEDUCTIBLE ☐ ☐ PROPERTY DAMAGE-AMT

I assign the total amount of customer incentive(s) listed $3750.00 to Abernethy Chevrolet and Oldsmobile, Inc and request that the incentive(s) be applied to the down payment of this vehicle I understand that I may be entitled to another option in lieu of customer incentive program(s) (ex financing/leasing rates and/or rebates) I understand that by taking the rebate of $3750.00, I am not entitled to the alternative rebate or rate that is part of this program

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

GMAC
P.O. BOX 8132
COCKEYSVILLE MD 21030

[redacted]

SALES PRICE 27075.04
TRADE-IN 14000.00
DIFFERENCE 13075.04

CASH
REBATE

USED CAR BUYERS GUIDE

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

[redacted]

USED VEHICLE TRADED

YEAR	MAKE	MODEL	SERIAL NO	ENGINE NO
2000	CHEVROLET	CAMARO	2G1FP22G9Y2130583	

VEHICLE SALES

PRICE OF VEHICLE

DESCRIPTION	ACCT NO	KEY	SALE	KEY	COST
	400	–			
	401	–			
	402	–			
	403	–			
	404	–			
	405	–			
	406	–			
	407	–			
	408	–			
	411	–			
	412	–			
		–			
	420	–			
	421	–			
	422	–			
	423	–			
	428	–			
		–			
	430	–			
	433	–			
	435	–			
CHEVROLET TR	438	–	27075.04		
		–	N/A		
CLOSING FEE		–	296.85		
HIGHWAY TAX	324	–	392.25		
TITLE & TAG	308	–	45.00		
			N/A		
			N/A		
TOTAL PRICE			27809.14		

FIN & INS
In "Key" column, indicate if entry is memo (@) or double entry ( )

SETTLEMENT	ACCT NO	KEY	AMOUNT
	220	+	
	220A	+	2000.00
		+	3750.00
TOTAL USED VEHICLE ALLOWANCE			14000.00
FINANCING 72 MONTHS @ 423.28 PER MONTH			30476.16
TOTAL SETTLEMENT			
PAY OFF BALANCE ON USED VEHICLE TRADE IN	300	–	16704.07
		–	
	205	+	24753.21
		+	
431A			
		–	
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+	[redacted]
USED VEHICLE STOCK NO			22014A
YR & MAKE OF TRADE IN			2000
INVENTORY VALUE OF TRADE IN-USED VEHICLE	240	+	N/A
USED VEHICLE STOCK NO			
YR & MAKE OF TRADE IN			YMK

Reynolds and Reynolds RD000771 D (11/00)

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 18, 2005

[redacted]
Dallas, NC [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S342[redacted]**
Case Number: [redacted]

Dear Mr. & Mrs [redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, VIN #1GNDS13S3[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 Chevrolet customer. Chevrolet will assist you into New 2006 Chevrolet Cobalt, VIN # 1G1AK15F367[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:

Minus Downgrade	$13,500.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 47.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$(11,253.00)**

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

General Motors will repurchase VIN #1GNDS13S342[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

[redacted]

Dealer Confirmation Letter- Trade Repurchase

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 58683, Linda Oliver

Trade Repurchase Agreement between **Chevrolet** and its dealer partner **Abernethy Chevrolet**

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $25,812.50 made payable to Greg Rhyne and Abernethy Chevrolet, if applicable. Remember that both parties need to endorse the back of the check. :

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1AK15F367[redacted]
New Vehicle Sales Price:	$14,512.50
Used Vehicle Trade Value:	$25,812.50
Trade Difference:	$(11,300.00)
Taxes:	$0.00
Rebates:	[Not Applicable]
Plus title and license fees:	$47.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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.

Abernethy Chevrolet 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 #866-202-4304.

_____
ABERNETHHY CHEVROLET, BAC 113950 Management Agent's Signature and Title.

_____
ABERNETHY CHEVROLET, BAC 113950 Management Agent's Printed Name and Title.

_____
Authorized General Motors BRC Representative Signature

Linda Oliver
_____
Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Linda Oliver
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDS13S342[redacted]	1G1AK15F367[redacted]	August 18, 2005

TRADE REPURCHASE					
Replacement Veh.Cost ([redacted])	$14,512.50	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$0.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
Unused portion of non-GMPP	$0.00	O			
H/B, ADV, EXP	$0.00	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$14,512.50**				
State Sales Tax	$0.00				
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$47.00	C			
New Aftermarket Items	$0.00	U			
Fees (Explain)	$0.00	S			
State Fees	$0.00	T			
Items below contibute to trade-in allowance		O			
Usage/Depreciation	$2,200.00	M			
Damage	$0.00	E			
MSRP Upgrade	$0.00	R			
MSRP Downgrade (deducted)	$13,500.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution	$0.00				
Total Customer Cost	**-$11,253.00**				
Trade Repurchase Amount	**$25,812.50**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$25,812.50**				
(30-day) Lien Payoff	$0.00				
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$25,812.50**		Authorized Signature		Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**		
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****		
Projected (Loss)	**-$25,812.50**		**(Repurchase Group Only)**		
					Form Rev 6/14/05

BILL OF SALE	
Purchase Price (New Unit)	$14,512.50
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$47.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$14,559.50
Trade-In Allowance	$25,812.50
Loan Payoff	$0.00
Net Allowance	$25,812.50
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	-$11,253.00
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1G1AK15F367[redacted]	
Form Rev 5/23/05	

DEALER CHECKLIST

DEADLINE FOR RETURN OF DOCUMENTS: 8/22/05

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 58683
Fax#: 866-202-4304

Fax

To: Linda Oliver From: [redacted]

Fax: Pages:

Phone: Date:

Re: CC:

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

• Comments:

Feel free to call us should you have any questions. Thanks

STATE OF NORTH CAROLINA

MVR 191 (Rev 1/01)

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER	YEAR MODEL	MAKE	BODY STYLE
1GNDS13S342[redacted]	2004	CHEV	MP

TITLE NUMBER [redacted]

TITLE ISSUE DATE 04/22/2004

PREVIOUS TITLE NUMBER

MAIL TO
GMAC
PO BOX 8132
COCKEYSVILLE MD 21030-8132

ODOMETER READING 000004

ODOMETER STATUS

TITLE BRANDS

OWNER(S) NAME AND ADDRESS

[redacted]
3
DALLAS NC [redacted]

The Commissioner of Motor Vehicles of the State of North Carolina hereby certifies that an application for a certificate of title for the herein described vehicle has been filed pursuant to the General Statutes of North Carolina and based on that application, the Division of Motor Vehicles is satisfied that the applicant is the lawful owner. Official records of the Division of Motor Vehicles reflect vehicle is subject to the liens, if any, herein enumerated at the date of issuance of this certificate.

AS WITNESS, his hand and seal of this Division of the day and year appearing in this certificate as the title issue date.

COMMISSIONER OF MOTOR VEHICLES

FIRST LIENHOLDER: GMAC
PO BOX 8132
COCKEYSVILLE MD 21030-8132

DATE OF LIEN 04/17/2004

LIEN REL[redacted]
SIGNATU[redacted]
TITLE [redacted]

SECOND LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE _____
TITLE _____ DATE _____

LIEN RELEASED BY:
SIGNATURE _____
TITLE _____ DATE _____

FOURTH LIENHOLDER:

DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE _____
TITLE _____ DATE _____

ADDITIONAL LIENS:

75924584
030 T1C0301

ANY ALTERATIONS OR ERASURES VOID TITLE

Jim Cook's Chevrolet-Buick-Oldsmobile-Pontiac-GMC
P.O. Box 40
Marion, NC 28752
Phone# 1-828-652-3221
Fax# 1-828-659-2030

TO: Linda Oliver

FROM: Emy McNeely

DATE: 8-13-05

RE: GM Buy Back

NUMBER OF PAGES 3 (INCLUDES COVER)

ADDITIONAL INFO: Lind,
Here's the O.K. Give Me
a Call if You Need More
Information on this deal
Thanks
Emy

Dealer Confirmation Letter- Trade Repurchase

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. 58683, Linda Oliver

Trade Repurchase Agreement between **Chevrolet** and its dealer partner Jim Cook's Chevrolet

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $25,432.00 made payable to Greg Rhyne and Jim Cook's Chevrolet, if applicable. Remember that both parties need to endorse the back of the check. :

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1AL15F267[redacted]
New Vehicle Sales Price:	$17,512.00
Used Vehicle Trade Value:	$25,432.00
Trade Difference:	$(7,874.00)
Taxes:	$0.00
Rebates:	[Not Applicable]
Plus title and license fees:	$46.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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.

Jim Cook's **Chevrolet** 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 #866-202-4304.

Pres.

JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Signature and Title.

Stephen T. Dirhald President

JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Linda Oliver

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

Jim Cook's GMC

1075 N. Main St.
P.O. Drawer 40
Marion, NC 28752
828-652-3221

STOCK # [redacted] DATE OF SALE

SALESPERSON Gary McNeely

FAVORITE TV STATION RADIO STATION

NEWSPAPER WEBSITE

Purchaser / Company [redacted] DL# DOB

Co-Purchaser [redacted] DL# DOB

Address [redacted] City Dallas State NC Zip [redacted] County Gaston

Home Phone [redacted] Work Phone Cell Phone [redacted]

Email [redacted]

PURCHASED VEHICLE INFORMATION	YEAR 2006	MAKE Chevrolet	MODEL Cobalt
BODY TYPE Car	COLOR BLUE	TRIM	ODOMETER 1
NEW [X] USED [ ] DEMO [ ]	V.I.N.# 1G1AL15F267 [redacted]		EY CODES

ALL WARRANTIES IF ANY OF A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER, AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS" NOT EXPRESSLY WARRANTIED OR GUARANTEED.

Sale Price		
Accessories		
TOTAL INCLUDING ACCESSORIES	17,312	20

TRADE 1	YEAR	MAKE	MODEL	BODY TYPE	COLOR	
ODOMETER	V.I.N.#					
TAG #	EXP.		TOTAL ALLOWANCE 1		25,432	00

TRADE 2	YEAR	MAKE	MODEL	BODY TYPE	COLOR	
ODOMETER	V.I.N.#					
TAG #	EXP.		TOTAL ALLOWANCE 2			

INSUR. AGENT	PH. #	TAXABLE TRADE DIFFERENCE	-8,119 80
ADDRESS:		NC HIGHWAY USE TAX	-243 59
CITY, STATE, ZIP:		TAG & TITLE FEES	46 00
INSURANCE CO.			
POLICY #		SERVICE AGREEMENT	
EFFECTIVE POLICY DATES FROM:	TO:	GAP PROTECTION	
DEDUCTIBLES: COMP:	COLL:	LIFE INSURANCE	
QUOTED BY:	CONFIRMED BY: DATE: TIME:	ACCIDENT AND/OR HEALTH INS	
PAYOFF TRADE 1			
DUE TO:	PH. #:	ADMINISTRATION FEE*	199 80
ADDRESS:	CITY:	TRADE 1 PAYOFF	0 00
STATE:	ZIP:	TRADE 2 PAYOFF	
ACCOUNT #:		SUBTOTAL	-7,874 00
AMOUNT:	PER DIEM:	REBATE(S)	0 00
GOOD UNTIL:	2ND LIEN:		
QUOTED BY:	CONFIRMED BY:		
PAYOFF TRADE 2			
DUE TO:	PH. #:		
ADDRESS:	CITY:		
STATE:	ZIP:		
ACCOUNT #:		TOTAL	
AMOUNT:	PER DIEM:		
GOOD UNTIL:	2ND LIEN:	PARTIAL PAYMENT	
QUOTED BY:	CONFIRMED BY:	CASH AT DELIVERY	0 00
OUTSIDE LIEN TO:			
ADDRESS:	CITY:		
INTEREST RATE:	PAYMENT AMOUNT:	BALANCE AT DELIVERY	-7,874 00

*IN ORDER TO PROVIDE THE HIGHEST QUALITY SERVICE TO OUR CUSTOMERS AND TO INSURE THAT YOUR VEHICLE IS PROPERLY INSURED, REGISTERED AND TITLED, THIS DEALERSHIP CHARGES AN ADMINISTRATION/DOCUMENTATION FEE TO HANDLE THOSE TRANSACTION.

THE FRONT AND BACK OF THIS AGREEMENT IN ADDITION TO THE OTHER DOCUMENTS SIGNED PURSUANT TO THIS TRANSACTION SHALL COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING THE SAME HAS BEEN MADE OR ENTERED INTO, OR WILL BE RECOGNIZED.

I HEREBY CERTIFY THAT NO CREDIT HAS BEEN EXTENDED TO ME FOR THE PURCHASE OF THIS MOTOR VEHICLE EXCEPT AS APPEARS IN WRITING ON THE FACT OF THIS AGREEMENT. I HAVE READ THE MATTER PRINTED ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. I CERTIFY THAT I AM OF LEGAL AGE, AND HEREBY ACKNOWLEDGE A COPY OF THIS ORDER.

CONTINUED ON REVERSE SIDE

PURCHASER'S SIGNATURE DATE APPROVED BY:

CO-PURCHASER'S SIGNATURE DATE DEALER OR AUTHORIZED REPRESENTATIVE

RVDC Active Case # [redacted]

GM RVDC

RVDC Case# 96346

BRC Case Number	[redacted]
Customer Name	Donna Elmore and Gregory Bennett Rhyne
Original VIN	1GNDS13S34[redacted]
BAC	113957
Dealership Name	JIM COOK'S CHEVROLET-BUICK-OLDSMOBIL
Dealer Contact/Title	Gary McNeely, Sales Consultant
Dealer Phone	8286523221
Dealer Fax	8286592030
Delivery Date	2004-03-18
Buyback Mileage	12948
Transmission	A
UCC Code(s)	N0107 J5705 N4002 R1002
MSRP	29570.00
Est. Auction Value	1.00
Case Number	[redacted]
TAC Case Number	[redacted]
Type of Transaction	TR
Replacement VIN	1G1AL15F267[redacted]
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Maryann Rohr
Reason for Repurchase: Electrical concerns with PCM, Power Windows and lights fading/Flashing at night	

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: NC	Repurchased Under Laws of State: NC	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2005-08-30	Established on: 2005-08-24	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 0.00	Lien Payoff Expires on:	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

	Customer	*Lienholder*	*Plaintiff's Attorney*	
Check Amt:	25432.00 ✓		Check Amt:	0.00
Payee1:	[redacted]	Payee1:	Payee1:	
Payee2:	and Jim Cook's Chevrolet	Payee2:	Payee2:	
Address1:	3436 Philadelphia	Address1:	Address1:	
Address2:	Church Rd	Address2:	Address2:	
City:	Dallas	City:	City:	
State:	NC	State:	State:	
Zip	[redacted]	Zip	Zip	
Phone #:	704-922-1550	Phone #:	Phone #:	
Fax #:		Fax #:	Fax #:	
		Attention:	Attention:	
		Account #:	Fed Tax ID:	
			Firm Name:	

Case ID: 96346 | Initiator: oliverli

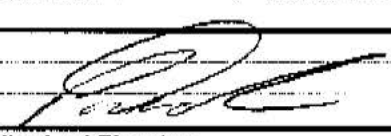
Sheldon BB

AUG 25 2005

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Linda Oliver
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDS13S342[redacted]	1G1AL15F267601[redacted]	August 18, 2005

Replacement Veh.Cost[redacted]	$17,512.00	G
Conversion / Upfit Cost	$0.00	E
State Sales Tax	$0.00	N
Additional Tax	$0.00	E
Reg./Lic./Title Fees (opt)	$0.00	R
Taxes Reimbursed on old vehicle	$0.00	A
Fees (Explain)	$0.00	L
State Fees	$0.00	M
[redacted]		O
Cost to transfer Aftermarket Items	$0.00	T
Unused portion of non-GMPP	$0.00	O
H/B, ADV, EXP	$0.00	R
Transportation Fees	$0.00	S
Misc. (Explain)	$0.00	
Total Replacement Price	**$17,512.00**	
State Sales Tax	$0.00	
Additional Tax	$0.00	
Reg./Lic./Title Fees (opt)	$46.00	C
New Aftermarket Items	$0.00	U
Fees (Explain)	$0.00	S
State Fees	$0.00	T
[redacted]		O
Usage/Depreciation	$2,200.00	M
Damage	$0.00	E
MSRP Upgrade	$0.00	R
MSRP Downgrade (deducted)	$10,120.00	
Reimb. of Aft. Mkts on Old Unit	$0.00	
Misc. Customer Credit	$0.00	
Less Dealer Contribution	$0.00	
Total Customer Cost	**-$7,874.00**	
Trade Repurchase Amount	**$25,432.00**	
Attorney Fees	$0.00	
Total Repurchase Amount	**$25,432.00**	
(30-day) Lien Payoff	$0.00	
Good Through (mm/dd/yy)		
Dealer Due to GM	**NA**	
GM Due to Dealer	**$25,432.00**	
NADA (Legal Only)	$0.00	
Est. Auction Price (Legal Only)	**$0.00**	
Projected (Loss)	**-$25,432.00**	



8-22-05

Authorized Signature | Date

"This is a "work in process" until approved by a Authorized Representative" (Repurchase Group Only)

563

Form Rev 6/14/05

563

Purchase Price (New Unit)	$17,512.00
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$46.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution	$0.00
Subtotal	$17,558.00
Trade-In Allowance	$25,432.00
Loan Payoff	$0.00
Net Allowance	$25,432.00
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	-$7,874.00
Amount to Dealer for additional Fees	$0.00

New Vehicle VIN:
1G1AL15F26[redacted]

Form Rev 5/23/05

Jim Cook's GMC
1075 N. Main St.
P.O. Drawer 40
Marion, NC 28752
828-652-3221

STOCK # [redacted] DATE OF SALE

SALESPERSON Gary McNeely

FAVORITE TV STATION RADIO STATION

NEWSPAPER WEBSITE

Purchaser / Company [redacted] DL# DOB

Co-Purchaser's [redacted] DL# DOB

Address [redacted] City Dallas State NC Zip [redacted] County Gaston

Home Phone [redacted] Work Phone Cell Phone [redacted]

Email [redacted]

PURCHASED VEHICLE INFORMATION	YEAR 2006	MAKE Chevrolet	MODEL Cobalt
BODY TYPE Car	COLOR BLUE	TRIM [redacted]	ODOMETER 1
NEW [X] USED [ ] DEMO [ ]	V.I.N.# 1G1AL15F267[redacted]		KEY CODES

ALL WARRANTIES OF ANY OF A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE UNDER NOT DEALER'S AND OR [illegible] SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (A) ON ALL GOODS AND SERVICES SOLD BY DEALER, AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS" NOT EXPRESSLY WARRANTED OR GUARANTEED

Sale Price		
Accessories		
TOTAL INCLUDING ACCESSORIES	17,312	20

TRADE 1	YEAR	MAKE	MODEL	BODY TYPE	COLOR	
ODOMETER	V.I.N.#					
TAG #	EXP.		TOTAL ALLOWANCE 1		25,432	00

TRADE 2	YEAR	MAKE	MODEL	BODY TYPE	COLOR	
ODOMETER	V.I.N.#					
TAG #	EXP.		TOTAL ALLOWANCE 2			

INSUR. AGENT	PH. #	TAXABLE TRADE DIFFERENCE	-8,119 80
ADDRESS:		NC HIGHWAY USE TAX	-243 59
CITY, STATE, ZIP:		TAG & TITLE FEES	46 00
INSURANCE CO.			
POLICY #		SERVICE AGREEMENT	
EFFECTIVE POLICY DATES FROM:	TO:	GAP PROTECTION	
DEDUCTIBLES: COMP:	COLL:	LIFE INSURANCE	
QUOTED BY: CONFIRMED BY:	DATE: TIME:	ACCIDENT AND/OR HEALTH INS	
PAYOFF TRADE 1			
DUE TO:	PH. #:	ADMINISTRATION FEE*	199 80
ADDRESS:	CITY:	TRADE 1 PAYOFF	0 00
STATE:	ZIP:	TRADE 2 PAYOFF	
ACCOUNT #:		SUBTOTAL	-7,874 00
AMOUNT:	PER DIEM:	REBATE(S)	0 00
GOOD UNTIL:	2ND LIEN:		
QUOTED BY:	CONFIRMED BY:		
PAYOFF TRADE 2			
DUE TO:	PH. #:		
ADDRESS:	CITY:		
STATE:	ZIP:		
ACCOUNT #:		TOTAL	
AMOUNT:	PER DIEM:		
GOOD UNTIL:	2ND LIEN:	PARTIAL PAYMENT	
QUOTED BY:	CONFIRMED BY:	CASH AT DELIVERY	0 00
OUTSIDE LIEN TO:			
ADDRESS:	CITY:	BALANCE AT DELIVERY	-7,874 00
INTEREST RATE:	PAYMENT AMOUNT:		

*IN ORDER TO PROVIDE THE HIGHEST QUALITY SERVICE TO OUR CUSTOMERS AND TO INSURE THAT YOUR VEHICLE IS PROPERLY INSURED, REGISTERED AND TITLED, THIS DEALERSHIP CHARGES AN ADMINISTRATIVE/DOCUMENTATION FEE TO HANDLE THOSE TRANSACTION.

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CONTINUED ON REVERSE SIDE

PURCHASER'S SIGNATURE DATE APPROVED BY:

CO-PURCHASER'S SIGNATURE DATE DEALER OR AUTHORIZED REPRESENTATIVE

2006 COBALT 2-DOOR LT COUPE
46U ~~BLUE~~ GRANITE METALLIC /L4G
19C EBONY
ORDER NO. JFVH62/TRE STOCK NO.
VIN 1G1 AL15 F2 67[redacted]

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

**********13*16048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL37 COBALT 2-DOOR LT COUPE	16200.00	15147.00	INVOICE 06/22/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	638.00	SHIPPED 06/21/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20	EXP I/T 07/08/05
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 07/08/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	PRC EFF 06/21/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	KEYS G0417 G0417
US8 AM/FM STEREO W/CD & MP3 (REPLACES STD/OPT RADIO)	150.00	132.00	WFP-F QTR OPT-1 BANK: GMAC - 023
U2K XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	325.00	286.00	CHG-TO 16-048
2LT 2LT SPORT PACKAGE INCLUDES:	595.00	523.60	SHIP WT: 2789
*REAR DECKLID SPOILER			HP: 18.4
*16" ALUMINUM WHEELS (REPLACES STD/OPT WHEELS)			GMS: 17587.00
			SUPPLR: 18375.04
*P205/55R16 TOURING TIRES			MRM: 19450.00
*CHROME EXHAUST TIP			DAN: LSSPT
*LEATHER WRAPPED SHIFT LEVER			MEMO 868.00
*LEATHER WRAPPED STEERING WHEEL			
*WHITE FACED SPORT GAUGES			

New

TOTAL MODEL & OPTIONS	18860.00	17487.80	ACT 231 17512.00
DESTINATION CHARGE	590.00	590.00	H/B 261 565.80
LAM DEALER CONTRIBUTION		141.45	ADV 261 141.45
LAM GROUP CONTRIBUTION		188.60	EXP 65A 188.60
TOTAL	19450.00	18407.85	PAY 310 18407.85
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		17599.05	

****
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.

JIM COOK'S CHEVROLET-BUICK-OLDSMOBIL

REMIT TO GMAC NO. 023
VIN 1G1AL15F267[redacted]
$ 18407.85 INV [redacted]
DUE 07/08/05 DEALER 16-048

2006 COBALT 2-DOOR LT COUPE
46U BLUE GRANITE METALLIC /L4G
19C EBONY
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1G1 AL15 F2 67[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI [redacted]
ADJUSTMENT INVOICE [redacted]

**********13*16048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL37 COBALT 2-DOOR LT COUPE	16200.00	15147.00	INVOICE 06/28/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	638.00	SHIPPED 06/21/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20	EXP I/T 07/07/05
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 07/07/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	PRC EFF 06/21/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	KEYS G0417 G0417
T37 DELUXE FOG LAMPS	115.00	101.20	WFP-F QTR OPT-1
US8 AM/FM STEREO W/CD & MP3 (REPLACES STD/OPT RADIO)	150.00	132.00	CHG-TO 16-048
U2K XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	325.00	286.00	SHIP WT: 2789 HP: 18.4
2LT 2LT SPORT PACKAGE INCLUDES:	595.00	523.60	GMS: 17684.75 SUPPLR: 18477.19 MRM: 19565.00 DAN: LSSPT MEMO 873.75
*REAR DECKLID SPOILER			
*16" ALUMINUM WHEELS (REPLACES STD/OPT WHEELS)			
*P205/55R16 TOURING TIRES			
*CHROME EXHAUST TIP			
*LEATHER WRAPPED SHIFT LEVER			
*LEATHER WRAPPED STEERING WHEEL			
*WHITE FACED SPORT GAUGES			

New

TO CORRECT T37 PRICING.

MSRP ADJUSTMENT	115.00
DEALER INVOICE	103.21
SPECIAL ACCT ADJ.	5.46-
NET ADJUSTMENT	97.75
TOTAL ADJUSTMENT	97.75

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	18975.00	17589.00	ACT 231	97.75
DESTINATION CHARGE	590.00	590.00		
LAM DEALER CONTRIBUTION		142.31		
LAM GROUP CONTRIBUTION		189.75		
TOTAL	19565.00	18511.06		97.75
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		17698.81		

****

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.

****

JIM COOK'S CHEVROLET-BUICK-OLDSMOBIL

Ver.3-8/1/2002

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 08/16/2005
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Dallas, Nc [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Work
7.Customer fax #: ____
8. Cust Drivers Licenses # ____
9. State tax % rate ____

Owner 8.16.05 3:15

Customer Vehicle Information

10.Year/Make/Model: 2004 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDS13S34221[redacted] Current Mileage: 12,948
13.Purchased: NEW

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

Dealership that will handle entire transaction: Sim cooks Chev-Bui-Olds
14.Dealership Name: ~~Abernethy~~ Chevrolet
15.Dealership Phone #: ~~704-735-0401~~ 828-652-3221
16.Dealership Contact Name and **TITLE**: ~~Greg Stroup~~, Ser Mgr [redacted] Gary McNeely Sales Consultant
17.Dealership Contact Phone # (if different than Dealership #): 980-429-7036 CELL 828-459-2030
18.Dealership Contact Fax # ~~704-792-0120~~
19.Dealership BAC: ~~113950~~ Region: Southeast 113957
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: [redacted]
25.If no TAC number, Explain: ____

26.Reason for Repurchase (Include specific mechanical failure): Vehicle has had repeated electrical problems since 4400 miles w/PCM, power windows, surging & lights fading/flashing at night. Doing voluntary trade/repurch to prevent arbitration or legal action by customer.

27.This case was resolved by: Field Voluntary Decision
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? TRADE REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): None

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: ~~1G1AK15F367620027~~ 1G1AL15F26[redacted] ✓
33.New Vehicle Year/Make/Model: 2006 Chevrolet Cobalt 10,120
34.Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): ~~13,500~~

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: 9167 miles @ .24 per mile = $2200

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**? 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): No
**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: Vehicle is in both names, but Mr. Greg Rhyne is primary contact for this transaction. Copies of invoices, bill of sale, etc. will be faxed to support this file.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/15/2005
42.Authorizer Name: Maryanne Rohr
43.GM Position: Area Service Mgr
44.VoiceMail Node: 404082 Mailbox Number: 8200
45.Email Address: Maryanne.rohr @ 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.

Title/Reg = 46.00
Tax 350 -

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: LINDA OLIVER

DEPARTMENT: BUSINESS RESOURCE CENTER

CUSTOMER: [redacted]

FILE NUMBER: [redacted]

OLD VEHICLE VIN: 1GNDS13S342[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 16048

BRAND: CHEVROLET 13

NEW VEHICLE VIN: 1G1AL15F26[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

08/22/2005

STATE OF NORTH CAROLINA

MVR 19E (Rev 1/0)

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER	YEAR MODEL	MAKE	BODY STYLE
1GNDS13S342[redacted]	2004	CHEV	HP

TITLE NUMBER [redacted] TITLE ISSUE DATE [redacted] PREVIOUS TITLE NUMBER

MAIL TO
GMAC
PO BOX 8152
COCKEYSVILLE MD 21030-8152

ODOMETER READING: 000004

ODOMETER STATUS

TITLE BRANDS

OWNER(S) NAME AND ADDRESS

[redacted]

DALLAS NC [redacted]

The Commissioner of Motor Vehicles of the State of North Carolina hereby certifies that an application for a certificate of title for the herein described vehicle has been filed pursuant to the General Statutes of North Carolina and based on that application, the Division of Motor Vehicles is satisfied that the applicant is the lawful owner. Official records of the Division of Motor Vehicles reflect vehicle is subject to the liens, if any, herein enumerated at the date of issuance of this certificate.

WITNESS, his hand and seal of this Division of the day and year appearing in this certificate as the title issue date.

COMMISSIONER OF MOTOR VEHICLES

FIRST LIENHOLDER: GMAC
PO BOX 8152
COCKEYSVILLE MD 21030-8152

DATE OF LIEN 04/17/2004

LIEN RELEASED BY:
SIGNATURE
TITLE CSR DATE 8.20.05

SECOND LIENHOLDER: DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE
TITLE DATE

LIEN RELEASED BY:
SIGNATURE
TITLE DATE

FOURTH LIENHOLDER: DATE OF LIEN

LIEN RELEASED BY:
SIGNATURE
TITLE DATE

ADDITIONAL LIENS:

75924584
030 T1C0801

ANY ALTERATIONS OR ERASURES VOID TITLE

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER [redacted]	EQUIP #		VALID THRU 03/15/2006		
VEHICLE ID # 1GNDS13S342 [redacted]				GROSS WT	
MAKE/MODEL		TITLE # [redacted]			
BODY					
SHIPPING WEIGHT	STYLE MP	YEAR 2004	FUEL G	TOTAL FEE 20.00	
CLASSIFICATION PRIVATE/PASS VEH			VEHICLE BRAND		
[redacted]	CUSTOMER ID # OWNER 2		COUNTY 03/TO		
[redacted]					
DALLAS NC [redacted]					

807 - SOUTHERN INSURANCE COMPANY OF VIRG
INSURANCE COMPANY AUTHORIZED IN NC

[redacted]
POLICY NUMBER

SIGNATURE

1GNDS13S342217414

2004 TRAILBLAZER LS 2WD
92U SILVER GREEN METALLIC /L6G
33H LIGHT CASHMERE
ORDER NO. GQMP2K/TRE[redacted] STOCK NO.
VIN 1GN DS13 S3 4[redacted]

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

**********13*16005S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15506 TRAILBLAZER LS 2WD	27345.00	24747.23
C4D GVW RATING - 5550 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
G80 LOCKING DIFFERENTIAL	270.00	232.20
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
RYJ RETRACTABLE CARGO AREA COVER	70.00	60.20
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* CRUISE CONTROL		
* BODY SIDE MOLDING		
* LUGGAGE RACK CROSS-BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

RETAIL - STOCK	
INVOICE	10/14/03
SHIPPED	10/14/03
EXP I/T	10/23/03
INT COM	10/23/03
PRC EFF	10/14/03
KEYS	S576F S576F
WFP-F QTR	OPT-1
BANK: GMAC - 023	
CHG-TO	16-005
SHIP WT:	4286
HP:	32.1
GVW:	5550
GVWF:	2950
GVWR:	3200
GMS:	25909.13
SUPPLR:	27075.04
MRM:	29570.00
NTR:	1/2
DAN:	1SB
MEMO	1421.00

OLD

TOTAL MODEL & OPTIONS	28920.00	26101.73	ACT 237	25884.13
DESTINATION CHARGE	650.00	650.00	H/B 261	867.60
LAM GROUP CONTRIBUTION		144.60		
			EXP 65A	144.60
TOTAL	29570.00	26896.33	PAY 310	26896.33
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25618.55		

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

****

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

ABERNETHY CHEVROLET-OLDSMOBILE, INC.

REMIT TO GMAC NO. 023
VIN 1GNDS13S34[redacted]
$ 26896.33 INV [redacted]
DUE 10/23/03 DEALER 16-005

QUOTE #

ABERNETHY

Telephone (704) 736-0401

PO Box 69 1445 East Main St
LINCOLNTON, N C 28092

DATE 03/18/2004 | PURCHASER'S SOCIAL SECURITY # [redacted]

[redacted]

[redacted]

CITY DALLAS NC [redacted] STATE ZIP

RESIDENCE PHONE [redacted] | [redacted]

OUT OF STATE DELIVERY

DOL'D IN ____ STATE BY ____ REC'D IN ____ STATE BY ____

CASH PRICE OF CAR	27075.04
CASH PRICE	27075.04
TAX	392.25
CLOSING FEE	250.83
LICENSE TRANSFER TITLE REGISTRATION	45.00
1 TOTAL CASH PRICE DELIVERED	27809.14
2 CASH DOWN PAYMENT — CASH ON DELIVERY 2000.00	
REBATE 3750.00	5750.00
3 TRADE-IN 14000.00	
LESS BALANCE OWING TO 16704.07	2704.07
4 TOTAL DOWN PAYMENT (2 + 3)	3045.93
5 UNPAID BALANCE OF CASH PRICE (1-4)	24763.21
6 OTHER CHARGES — INSURANCE	N/A
	N/A
7 UNPAID BALANCE (5 + 6)	24763.21

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☒ NEW OR ☐ USED ——— ☐ CAR OR ☒ TRUCK

YEAR 2004 | MAKE CHEVROLET TRUCK | MODEL BLAZER | MILEAGE 4

COLOR SILVER GREEN LIGHT GLADS | TRIM | SERIAL NO 1 [illegible]

STOCK NO 20014 | SALESMAN DANNY BRYCE WEBB | TO BE DELIVERED ON OR ABOUT

The warranties implied on this vehicle are not by Abernethy Chev-Olds, Inc., but the manufacturer of said vehicle or an insurance company

BUYER ____

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the ____ Division

FEDERAL LAW REQUIRES THE FOLLOWING DISCLAIMER

The manufacturers warranty on this vehicle is expressly in lieu of any other expressed or implied warranties including any implied warranty of merchantability or fitness, and of any other obligation on the part of the seller, and there are no warranties, expressed or implied, made by the seller

PURCHASER'S SIGNATURE ____

USED CAR BUYERS GUIDE

The information you see on this window form for this vehicle is part of this contract. The information on the window form overrides any contrary provisions in the contract of sale

DESCRIPTION OF TRADE-IN

YEAR 2000 | MAKE CHEVROLET | MODEL CAMARO

MILEAGE N/A | SERIAL NO 2 B 1FP 2 [illegible] [redacted]

COLOR BLACK | TRIM [illegible] | INS NO

INSURANCE COVERAGE

INS CO ALLSTATE

POLICY NO [redacted]

TRANSFERRED BY ____ DATE ____

PAYOFF INFORMATION

TO GMAC AMOUNT 16704.07

ADDRESS P.O. BOX 8132

QUOTED BY ____ GOOD THROUGH 03/28/2004

DATE ____ TIME ____ SALESMAN DANNY BRYCE WEBB

LIEN INFORMATION

TO GMAC

ADDRESS P.O. BOX 8132

AMOUNT 24763.21 TYPE ____

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 AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO ON SUCH TERMS. Purchaser by his [redacted] binding contracts in this State and acknowledges that he has read its terms and conditions and h[redacted]horizes dealer to check purchasers credit history.

X [redacted] PU[redacted] DATE ACCEPTED BY [signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

[redacted]

QUOTE #

ABERNETHY

Telephone (704) 735-0481

PO Box 69 1445 East Main St
LINCOLNTON, N C 28092

DATE 3-17-04 PURCHASER'S SOCIAL SECURITY #

[redacted]

CITY DALLAS STATE N C [redacted]

[redacted]

OUT OF STATE DELIVERY

DRLD IN _____ STATE BY _____ REC'D IN _____ STATE BY _____

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☐ NEW OR ☐ USED —— ☐ CAR OR ☐ TRUCK

YEAR	MAKE	MODEL	MILEAGE
2004	Chevrolet	T-Blazer	4

COLOR	TRIM	SERIAL NO.
Green	Tan	1GNDS13S342[redacted]

STOCK NO	SALESMAN	TO BE DELIVERED ON OR ABOUT
22014	164 Webb	

The warranties implied on this vehicle are not by Abernethy Chev-Olds, Inc., but the manufacturer of said vehicle or an insurance company

BUYER _____

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the _____ Division

FEDERAL LAW REQUIRES THE FOLLOWING DISCLAIMER

The Manufacturers warranty on this vehicle is expressly in lieu of any other expressed or implied warranties including any implied warranty or merchantability or fitness, and of any other obligation on the part of the seller, and there are no warranties, expressed or implied, made by the seller

PURCHASER'S SIGNATURE _____

USED CAR BUYERS GUIDE

The information you see on the window form for this vehicle is part of this contract. The information on the window form overrides any contrary provisions in the contract of sale

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL
2000	Chevrolet	Camaro SS

MILEAGE	SERIAL NO	
14277	2G1FP22G9[redacted]	

COLOR	TRIM	TAG NO
BLACK	BLACK	

INSURANCE COVERAGE

INS. CO. ALLSTATE DAVID Ramsey 735-8952

POLICY NO _____

TRANSFERRED BY _____ DATE _____

PAYOFF INFORMATION

TO _____ AMOUNT _____

ADDRESS _____

QUOTED BY _____ GOOD THROUGH _____

DATE _____ TIME _____ SALESMAN _____

CASH PRICE OF CAR

(Supplier)

CASH PRICE	27075	04
TAX	392	25
CLOSING FEE	296	85
LICENSE TRANSFER TITLE REGISTRATION	45	00
1 TOTAL CASH PRICE DELIVERED	27809	14
2 CASH DOWN PAYMENT — CASH DOWN PAYMENT 750 00		
2 CASH DOWN PAYMENT — REBATE 3000 00		
3 TRADE-IN ACV 14000 00		
LESS BALANCE OWING TO 16704 00		
4 TOTAL DOWN PAYMENT (2 + 3)	1045	93
5 UNPAID BALANCE OF CASH PRICE (1-4)		
6 OTHER CHARGES — INSURANCE		
7 UNPAID BALANCE (5 + 6)	26763	21

LIEN INFORMATION

TO _____

ADDRESS _____

AMOUNT _____ TYPE _____

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 AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO ON SUCH TERMS. Purchaser by the execution of this Order certifies that he is of legal age to execute binding contracts in this State and acknowledges that he has read its terms and conditions and has received a true copy of this Order. Purchaser further authorizes dealer to check purchasers credit history

_____ PURCHASER'S SIGNATURE DATE

ACCEPTED BY _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 22, 2005

[redacted]
Dallas, NC[redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S34[redacted]**
Case Number: [redacted]

Dear Mr. & Mrs. [redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, VIN #1GNDS13S342[redacted]d that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into New 2006 Chevrolet Cobalt, VIN # 1G1AL15F267601580. 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:

Minus Downgrade	$10,120.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 46.00
TOTAL RESPONSIBILTY OF CUSTOMER	$(7,874.00)

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

General Motors will repurchase VIN #1GNDS13S34[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

This letter will be required for you to bring to the sign[redacted]

[redacted]

Signature and Date

Dealer Confirmation Letter- Trade Repurchase

Chevrolet Division

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 58683, Linda Oliver

Trade Repurchase Agreement between Chevrolet and its dealer partner Jim Cook's Chevrolet

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $25,432.00 made payable to Greg Rhyne and Jim Cook's Chevrolet, if applicable. Remember that both parties need to endorse the back of the check. :

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1AL15F2[redacted]
New Vehicle Sales Price:	$17,512.00
Used Vehicle Trade Value:	$25,432.00
Trade Difference:	$(7,874.00)
Taxes:	$0.00
Rebates:	[Not Applicable]
Plus title and license fees:	$46.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make 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.

Jim Cook's Chevrolet 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 #866-202-4304.

Pres.
JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Signature and Title.

Stephen T. Dirhald President
JIM COOK'S CHEVROLET, BAC 113957 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Linda Oliver
Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 18, 2005

[redacted]

Dallas, NC [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S34[redacted]**
Case Number: [redacted]

Dear Mr. & Mrs. Rhyne:

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, **VIN #1GNDS13S3[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 Chevrolet customer. Chevrolet will assist you into New **2006 Chevrolet Cobalt, VIN # 1G1AK15F367[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:

Minus Downgrade	$13,500.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 47.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$(11,253.00)**

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

General Motors will repurchase **VIN #1GNDS13S342217414** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

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

_____

Signature and Date

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

August 24, 2005

Jim Cook's Chevrolet
Mr. Gary McNeely
Sales Consultant

RE: Repurchase for 2004 Chevrolet Trailblazer

Dear Mr. [redacted]

The following parties, [redacted] and Jim Cook's Chevrolet, 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 **8/30/05**. 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,
Linda Oliver
Repurchase Specialist
1-800-231-1841 ext. 58683

CC: Jim Cook's Chevrolet-Buick-Oldsmobile

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 22, 2005

[redacted]

Dallas, NC [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S34[redacted]**
Case Number: [redacted]

Dear Mr. & Mrs. [redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, VIN #1GNDS13S3[redacted]d that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into New **2006 Chevrolet Cobalt, VIN # 1G1AL15F267[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:

Minus Downgrade	$10,120.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 46.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$(7,874.00)**

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

General Motors will repurchase VIN #1GNDS13S34[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

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

_____

Signature and Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Donna Rhyne
Company:
Phone:
Fax: 704-922-1550

From: Linda Oliver
Phone: 8002311841 Ext 58683
Fax: 8662024304
Date: Monday, August 22, 2005 3:42:28 PM
Pages: 03
(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.

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 22, 2005

[redacted]

Dallas, NC [redacted] TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Trailblazer, VIN #1GNDS13S34[redacted]**
Case Numbe[redacted]

Dear Mr. & Mrs. [redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Trailblazer, VIN #1GNDS13S3[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 Chevrolet customer. Chevrolet will assist you into New **2006 Chevrolet Cobalt, VIN # 1G1AL15F2[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:

Minus Downgrade	$10,120.00
Plus Usage	$ 2,200.00
Plus registration, tag, title fees	$ 46.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$(7,874.00)**

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

General Motors will repurchase VIN #1GNDS13S342[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-202-4304 by 8/22/05. 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 Abernathy 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58683 if you have any questions or concerns.

Sincerely,
Linda Oliver
Business Resource Center

[redacted]

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Ripley WV
[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:

De[redacted]

Our records indicate that you had your **2004 Envoy serviced at Matheny Motor Truck Company on May 4, 2005.** 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. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Matheny Motor Truck Company.

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 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 4, 2005, 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

1GKDT13S64[redacted]1 50593
025518035313 00000119540 020834 0581 CSI 102132

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 Matheny Motor Truck Company?**	☐	☐	■	☐	☐

	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 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 Matheny Motor Truck Company?

MC Matheny service staff are very courteous and helpful. Unfortunately, the difficulties I am experiencing with the vehicle have not been duplicated when taking it in for service. This is an inconvenience, as I live 45 mins. from Matheny Motors. It is not convenient to have to make several trips. In the meantime, I am afraid to drive this vehicle due to the nature of the problems I am experiencing with it!

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

1GKDT13S64[redacted]50593

025518035313 020834

0582

December 12, 2017

[redacted]
Black Lick, PA [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Brian Landin

Dear Mr [redacted]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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.

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

KANTROWITZ & PHILLIPPI, LLC
ATTORNEYS AT LAW
1880 John F. Kennedy Boulevard
Suite 1101
PHILADELPHIA, PA 19103
(215) 496-9400
FAX: (215) 496-9089

NEW JERSEY OFFICE
1238 Parkway Avenue
Parkway Corporate Center
Suite 304-A
Ewing, New Jersey 08625
(609) 530-1919
FAX: (609) 530-9050

May 8, 2006

app'd
L. Ledoux
5-30-06

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [redacted] v. General Motors Corporation
C.C.P. Phila. Cnty., September Term, 2005, No. 1402
2005 GMC Envoy
Vin No.: 1GKDT13S35[redacted]
GMC File: [redacted]
Our File: [redacted]

Dear Ms. Ledoux:

Based upon an unfavorable repair history involving repeat complaints of flickering lights that lead to repair as well as other miscellaneous repairs, we negotiated a settlement of this claim for the total amount of $4,000.00, including counsel fees.

UCC Codes: N15 Electrical Lamps Headlamp/Daytime RL/Switch Flicker

Please forward the following drafts to this office:

(1) a draft for **$2,000.00** made payable to:
[redacted], Black Lick, PA [redacted]
Telephone Number: [redacted]
Odometer: 25,000; and

(2) a draft for **$2,000.00** made payable to:

Kimmel & Silverman, P.C.
30 E. Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,

STEVEN B. KANTROWITZ

SBK/cs

05/27/2006 11:34 313-665-4897 300-24-TC PAGE 13/15

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GKDT13S35[redacted]

VEHICLE INFORMATION

Merchandising Model :	TT15506 -2005 ENVOY SLE 4WD (4-DOOR)	**Warranty Start Date :**	10/28/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG , PA 15601-5200 (724) 838-7444	**Selling Source :**	48 - GMC TRUCK
		Site Code :	21740
		Business Associate Code :	115767

Service Contract :	**No**	**Branded Title :**	**No**	**Warranty Block :**	**No**	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	**Yes**	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/28/2004	12 miles	10/28/2007	36012 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/28/2004	12 miles	10/28/2010	100012 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/28/2004	12 miles	10/28/2012	80012 miles
36/36000 FEDERAL EMISSION	10/28/2004	12 miles	10/28/2007	36012 miles

CLAIM HISTORY

R.O Date	R.O	Type	Labor Operation	Odometer

	Number			Reading
07/07/2005	480091	#	C6554 - PANEL, FRONT SEAT CUSHION OUTER FINISH - RIGHT - REPLACE	13331 miles
06/13/2005	[redacted]	#	J4100 - GENERATOR ASSEMBLY - REPLACE	7855 miles
03/07/2005	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	6450 miles
03/07/2005	[redacted]	#	C6554 - PANEL, FRONT SEAT CUSHION OUTER FINISH - RIGHT - REPLACE	6450 miles
09/27/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GKDT13S352[redacted]

CLAIM HISTORY

Repair Order Date :	07/07/2005	Repair Order Number :	480091	Odometer Reading :	13331 miles
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444	Selling Source :	48 - GMC TRUCK		
		Site Code :	21740		
		Business Associate Code :	115767		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/15/2005	604	01	#	C6554 - PANEL, FRONT SEAT CUSHION OUTER FINISH - RIGHT - REPLACE	89042244 - COVER	B	N/A	$ 55.14	N

Repair Order Date :	06/13/2005	Repair Order Number :	476041	Odometer Reading :	7855 miles
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444	Selling Source :	48 - GMC TRUCK		
		Site Code :	21740		
		Business Associate Code :	115767		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/17/2005	596	01	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 279.24	N

Repair Order Date :	03/07/2005	Repair Order Number :	459989	Odometer Reading :	6450 miles
Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444	Selling Source :	48 - GMC TRUCK		
		Site Code :	21740		
		Business Associate Code :	115767		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments

03/11/2005	568	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 19.51	Y
03/11/2005	568	02	#	C6554 - PANEL, FRONT SEAT CUSHION OUTER FINISH - RIGHT - REPLACE	N/A	N/A	N/A	$ 13.01	N

Repair Order Date :	09/27/2004	**Repair Order Number :**	A68162	**Odometer Reading :**	0 miles

Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200 (724) 838-7444	**Selling Source :**	48 - GMC TRUCK
		Site Code :	21740
		Business Associate Code :	115767

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/01/2004	522	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 63.21	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GKDT13S352[redacted]

VEHICLE BUILD

Merchandising Model :	TT15506 -2005 ENVOY SLE 4WD (4-DOOR)		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	[redacted]
Build Date :	09/27/2004	Build Plant :	15206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DUAL FRONT AIR BAGS
AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT	AM9 - REAR SPLIT FOLDING SEAT
AR9 - DELUXE FRONT BUCKET SEATS	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENTIFICATION	B30 - COLORED - KEYED CARPETING
B32 - FRONT COLOR-KEYED FLOOR MATS	B33 - REAR COLOR-KEYED FLOOR MATS
CJ3 - DUAL ZONE HEAT & AIR COND	C49 - REAR WINDOW DEFOGGER
C5N - GVW RATING - 5,750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DD5 - ISRV MIRROR W/COMPASS & TEMP	DH2 - LIGHTED VANITY VISOR MIRRORS
DK2 - POWER/HEATED OSRV MIRRORS	DK7 - CUSTOM INTERIOR ROOF CONSOLE
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GT4 - REAR AXLE - 3.73 RATIO
JF8 - 4-WHEEL POWER DISC BRAKES	JJB - SUBASSEMBLY
KG4 - 150 AMP GENERATOR	K18 - ELEC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 INLINE 6 CYL ENGINE
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP5 - LEATHER WRAPPED STEERING WHL
NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE	NT7 - FEDERAL EMISSION SYSTEM
N40 - POWER STEERING	N79 - STEEL WHEEL FULL SIZE SPARE
N80 - POLISHED ALUMINUM WHEELS	PCK - ONSTAR PLUS PACKAGE * ONSTAR SYSTEM INCLUDES 1YR SAFE & SOUND * CRUISE CONTROL
QTM - P245/65R17 ALS BW TIRES	R4Y - TIRE BRAND GOODYEAR

R6J - CUSTOMER DIALOG NETWORK	SLM - STOCK ORDERS
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
T61 - DAYTIME RUNNING LAMPS	T96 - FRONT FOG LAMPS
T98 - VIN IDENTIFICATION NUMBER	UB0 - AM/FM STEREO W/CD
UE1 - ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND	UG1 - UNIVERSAL GARAGE DOOR OPENER
UY7 - HD 7-LEAD TRAIL. WIRING HARNESS	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS BARS
V73 - STATEMENT OF CERT. U.S.	YC5 - SLE DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD6 - REAR SPRING - BASE EQUIPMENT	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	Z88 - GMC TRUCK NAMEPLATE
1SB - SLE ENHANCED PACKAGE * LUGGAGE RACK CROSS BARS * OVERHEAD CONSOLE * POWER DRIVER SEAT * LIGHTED VANITY VISOR MIRRORS * HOMELINK * ISRV MIRROR W/COMPASS & TEMP	1SZ - OPTION PACKAGE DISCOUNT
48H - EBONY	48I - EBONY
6HP - SUSPENSION	62U - CARBON METALLIC
7HP	8NS - SUSPENSION
9NS - SUSPENSION	

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GM Vehicle Inquiry System

Line Comments

Home - Back - Help

VIN :	1GKDT13S352[redacted]

LINE COMMENTS

Repair Order Date :	03/07/2005	Repair Order Number :	459989	Odometer Reading :	6450 miles

Serviced By :	SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISUZU PO BOX 1200 GREENSBURG, PA 15601-5200	Selling Source :	48 - GMC TRUCK
		Site Code :	21740
		Business Associate Code :	115767

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
03/11/2005	568	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 19.51
Comments	CUSTOMER STATES HEADLIGHTS DON'T ALWAYS COME ON.CHECKED WIRING, TESTED WITH NEW BULBS, ALL OPERATING AS DESIGNED AT THIS TIME.							

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Service Request Activity

SR No.	1-349199005	**Ref No.**		**Goodwill**		**BRC Type**	**Legal**
Account	[redacted]	**Site**		GW SubType		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #	[redacted]	Evening #	[redacted]	**UCC**	Electrical Lamps - Headlamp /	**Sub-Area**	Discovery
Address	[redacted]	City	Black Lick	**Involved Dlr**	Smail CO. Inc	**Safety**	Yes
State	PA Postal Cd 15716-0161	**Con. Acct.**		**Source**	White Mail	**Updated**	9/12/2005 1:36:22 PM
Serial #/VIN	1GKDT13S352[redacted]	**Model Year**	2005	**Priority**	Medium **License #** GMC	**Owner**	[redacted]
Make	GMC	**Warr. Start**	10/28/2004	**Status**	Open	**Opened**	7/14/2005 3:11:02 PM
Model	Envoy	**Mileage**	13500	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	GM Legal File						
Customer Description	This is a BRC Legal Case. Do not assume case. Forward any inquires to Will sheppard x57749						

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 #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/12/2005 1:33:27 PM	SHEPPAWI	SHEPPAWI	Ownership Changed	Ownership Escalated to BRC	Done	9/12/2005 1:33:27 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/12/2005 1:21:47 PM	PRICER	[redacted]	BRC LEGAL	Assigned NISM NER	Done	9/12/2005 1:35:57 PM	NISM NER

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

No other siebel request found

assigned to SHEPPAWI

robey price brc legal workflow

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/12/2005 1:21:45 PM	PRICER	[redacted]	Ownership Changed		Done	9/12/2005 1:21:45 PM	Service Request Ownership has changed FROM: LANDINBN TO: SHEPPAWI

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/12/2005 1:21:35 PM	PRICER	LANDINBN	SR Opened		Done	9/12/2005 1:21:35 PM	SR in Status of Closed has been Re-Opened by PRICER

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/7/2005 10:42:39 AM		SHEPPAWI	Email - Inbound	Legal	In Progress		N-ER DOCUMENT REQUEST - NISM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

[redacted]

VIN:1GKDT13S352[redacted]

AMANDA R TRASK
Kantrowitz & Phillippi, LLC
1880 John F. Kennedy Blvd.
Suite 1101
Philadelphia, PA 19103
Phone - 215-496-9400
Fax - 215-496-9089

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/24/2005 11:36:40 AM	GRIFFIST	LANDINBN	Notify CRM		Done	8/24/2005 10:42:16 AM	cust called in.... see previous activity....

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/24/2005 11:35:34 AM	GRIFFIST	GRIFFIST	Inbound Call Customer	Complex Request	Done	8/24/2005 11:36:39 AM	Exterior Lights

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

cust states that he is trying to find out what dates he spoke with owning CRM.

cust seeks to know what dates he spoke with owning CRM.

crm advsd that he spoke with owning CRM on 7/14/05 and 8/10/05.

steven griffith/tpa/cac

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/24/2005 11:35:31 AM	GRIFFIST	LANDINBN	SR Opened		Done	8/24/2005 11:35:31 AM	SR in Status of Closed has been Re-Opened by GRIFFIST
Contact Last Name		**Contact First Name**		**Account**		**BAC Code**	
McAdams		Paul					
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/24/2005 10:42:57 AM	LANDINBN	LANDINBN	SR Closed - Dissatisfied		Done	8/24/2005 10:42:57 AM	Service Request has been Closed Dissatisfied.
Contact Last Name		**Contact First Name**		**Account**		**BAC Code**	
McAdams		Paul					
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/11/2005 10:01:19 AM	LANDINBN	LANDINBN	SR Closed - Dissatisfied		Done	8/11/2005 10:01:20 AM	Service Request has been Closed Dissatisfied.
Contact Last Name		**Contact First Name**		**Account**		**BAC Code**	
McAdams		Paul					
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/11/2005 9:30:30 AM	JOHNSD	LANDINBN	Notify CRM		Done	8/11/2005 10:01:09 AM	Letter approved.
Contact Last Name		**Contact First Name**		**Account**		**BAC Code**	
McAdams		Paul					
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/10/2005 10:43:59 AM	LANDINBN	LANDINBN	Dealer Notification	Information Only	Done	8/10/2005 10:47:34 AM	Paul McAdams

Contact Last Name	Contact First Name	Account	BAC Code
Gerwick	Ed	Smail CO. Inc	115767

Comments

Messager for: Ed Gerwick, Service Manager

This is a notification to inform the dealership that Mr. [redacted] was dissatisifed with the decision that General Motors made not to repurchase his 2005 GMC Envoy. Customer states he is going to file for the lemon law. The file has been closed dissatisfied and the BBB letter has been sent.

If you have any further questions regarding this you can contact me at:

(866) 942-4368 ext. 48675

SR# 1-349199005 RE: [redacted]

Thank you,

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/10/2005 10:42:48 AM	LANDINBN	JOHNSD	Submit for Approval	Letter (Non Goodwill)	Done	8/11/2005 9:30:28 AM	BBB Letter submitted for approval

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Letter approved.

DeShanta Johns/ltrappr/atx

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/10/2005 10:42:24 AM	LANDINBN	LANDINBN	Correspondence		Done	8/10/2005 12:00:00 AM	Created:CAC_MN0001. SR#1-349199005

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/10/2005 10:39:05 AM	LANDINBN	LANDINBN	Manager Review	Case Assessment	Done	8/10/2005 10:39:34 AM	Closing file DisSat

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

OTS to close DisSat - Darrin Bippes, TM

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/10/2005 10:24:31 AM	LANDINBN	LANDINBN	Inbound Call Customer	Service Request Update	Done	8/10/2005 10:38:43 AM	Update

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust. States: Would like an update. Haven't heard from you in a little while.

Cust. Seeks: Repurchase.

CRM Advises: I do apologize. I went on vacation and when I got back I went into an email training so I wasn't taking calls for a while. I'm really just now getting back to my files and taking calls again. However, I did contact the area field rep as I said I would. I do apologize but your request for repurchase was denied. He said to go through the usual steps. The usual steps being to allow the dealership more opportunities to fix the problem.

Customer states this is unacceptable. He would like to file for the lemon law.

CRM advised I would close his file as dissatisifed and send him a BBB letter.

Customer agreed

Verified his mailing address

Resources Used: Siebel

Brian Landin/ATX/CAC/Level 2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/9/2005 11:49:56 AM	LANDINBN	LANDINBN	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	8/9/2005 11:51:15 AM	Repurchase denied

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Peter Koehler, AVM states: repurchase denied. go through the usual steps.

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/3/2005 3:29:20 PM	LANDINBN	LANDINBN	Scheduled Outbound Call Cust	Cancelled	Done	8/10/2005 10:25:23 AM	Follow Up

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRM will contact Mr. [redacted] on Wednesday August 10, 2005 between 3pm and 5pm RE: Repurchase/Trade in Status

SR# 1-349199005
Phone# (724) 248-1031

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/29/2005 4:37:32 PM	ONEALM	LANDINBN	Notify CRM		Done	7/29/2005 3:56:01 PM	See comments

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/29/2005 4:31:25 PM	ONEALM	ONEALM	Inbound Call Customer	Simple Call Resolved	Done	7/29/2005 4:37:30 PM	Seeks CRM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust states he is searching for owning CRM to call him on the status of this file.

Assist crm advised cust that he will send crm a NOTIFY to contact cust ASAP>

Cust agreed.

michael oneal/cac/tpa

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/28/2005 2:27:18 PM	NEMECJE	LANDINBN	Notify CRM		Done	7/28/2005 3:52:06 PM	customer called in

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

See inbound call customer

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/28/2005 2:25:48 PM	NEMECJE	NEMECJE	Inbound Call Customer	Complex Request	Done	7/28/2005 2:27:17 PM	Update

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Customer called in wanting to speak to CRM, has already left him a voice mail.

Customer seeks: to speak to owning CRM

CRM advised: Owning CRM has a scheduled call back for tomorrow at 1:00pm est. CRM should call him at that time

Jennifer Nemec/ATX/CAC/Level 2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/27/2005 10:29:03 AM	LANDINBN	LANDINBN	Scheduled Outbound Call Cust	Cancelled	Done	7/29/2005 10:32:50 AM	Follow Up

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

CRM will contact Mr [redacted] n Friday July 29, 2005 between 1pm and 3pm RE: Repurchase/Trade in Status

SR# 1-349199005
Phone# (724) 248-1031

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/14/2005 5:00:50 PM	LANDINBN	LANDINBN	Outbound Call Field Rep/Whlsl	Left Message	Done	7/14/2005 5:01:28 PM	Peter Koehler, AVM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRM left message for Peter Koehler, AVM using the contact AVM paper format.

Brian Landin/ATX/CAC/Level 2

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/14/2005 3:41:25 PM	LANDINBN	LANDINBN	Scheduled Outbound Call Cust	Cancelled	Done	7/27/2005 10:29:00 AM	Follow Up

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRM and [redacted] agreed to a scheduled call back on Friday July 22, 2005 between 12pm and 2pm RE: Repurchase/Trade in Status

SR# 1-349199005
Phone# (724) 248-1031

Brian Landin/ATX/CAC/Level 2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/14/2005 3:18:27 PM	LANDINBN	LANDINBN	Outbound Call Dealer	Made Contact	Done	7/14/2005 3:40:54 PM	Paul McAdams

Contact Last Name	Contact First Name	Account	BAC Code
		Smail CO. Inc	115767

Comments

CRM Spoke to: Ed Gerwisk , Service Manager

CRM Advised: Brian with Chevrolet CAC. Calling in reference to Paul McAdams. Asked about his vehicle.

Dealer States: he drove the vehicle. he also had a tech drive it. they have not been able to duplicate it....

tech put approximately 150 miles on the vehicle....

there was another situation with the atlernator....

just gave the vehicle back yesterday....

the seal is further in....and the road that they're traveling...there is a splash that comes in

design of the vehicle...there is nothing that can be done

CRM advised I would contact the AVM.

Brian Landin/ATX/CAC/Level 2

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
7/14/2005 3:11:26 PM	LANDINBN	LANDINBN	Inbound Call Customer	Complex Request	Done	7/14/2005 3:39:12 PM	Exterior Lights

Contact Last Name	Contact First Name	Account	BAC Code
McAdams	Paul		

Comments

Original Owner? - YES
Approximate Mileage - 13,500
Previous related repairs? - YES
When? - 3 or 4 times
GM Dlr diagnosed/repaired? - YES
VIN# 1GKDT13S352[redacted]
Open campaigns on vehicle: NO

Cust. States: Mr.[redacted] the original leasee of a 2005 GMC Envoy with approximately 13,500 miles. Customer states the vehicle's exterior headlamps flicker. They go really bright and then get dim. The dealership is said to have contacted TAC but his problem is still not resolved. They've even replaced the alternator. The water and the mud gets inside the door too.

Cust. Seeks: Repurchase/Vehicle Trade Out

CRM Advises: I have contacted the dealership and I spoke to Ed Gerwisk, Service Manager. What I'll need to do at this point is schedule a call back with you so I can do some research ont his issue.

Gave First & Last Name, SR# and Direct Number with Extension

Resources Used: GMVIS, WK and Dealer Phone Call

Brian Landin/ATX/CAC/Level 2

UCC Codes

UCC Code	UCC Symptom	UCC Description
S97	Other	Referred Customer to CAC
N15	Flicker	Electrical Lamps - Headlamp / Daytime RL / Switch

2005 ENVOY SLE 4WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
48H EBONY 100 RENAISSANCE CENTER
ORDER NO. HNWCSQ/TRE STOCK NO. DETROIT MI [redacted]
VIN 1GK DT13 S3 5[redacted] VEHICLE INVOICE $[redacted]
**********48*21740S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLE 4WD (4-DOOR)	32000.00	28960.00	INVOICE 09/27/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 09/27/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 09/29/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 09/30/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	PRC EFF 09/27/04
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	KEYS S625G S625G
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	WFP-S MTH OPT-2
AND ELECTRONIC CONTROL			BANK: S & T BANK
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	CHG-TO 21-740
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM			SHIP WT: 4526
INCLUDES 1YR SAFE & SOUND			HP: 32.1
* CRUISE CONTROL			GVW: 5750
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GVWF: 2950
1SB SLE ENHANCED PACKAGE	970.00	834.20	GVWR: 3200
* LUGGAGE RACK CROSS BARS			GMS: 30116.95
* OVERHEAD CONSOLE			SUPPLR: 31468.84
* POWER DRIVER SEAT			MRM: 35200.00
* LIGHTED VANITY VISOR MIRRORS			NTR: 1/2
* HOMELINK			MEMO 1605.75
* ISRV MIRROR W/COMPASS & TEMP			
1SZ OPTION PACKAGE DISCOUNT	900.00-	774.00-	

TOTAL MODEL & OPTIONS	33615.00	30365.40	ACT 237 30041.95
DESTINATION CHARGE	685.00	685.00	H/B 261 1008.45
LAM DEALER CONTRIBUTION		336.15	ADV 261 336.15
LAM GROUP CONTRIBUTION		168.08	EXP 65A 168.08
TOTAL	34300.00	31554.63	PAY 310 31554.63
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		30066.18	

****
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.
****

SMAIL PONTIAC-CADILLAC-GMC TRUCK-ISU



GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

September 12, 2005

Amanda Trask, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S3[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Trask:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Pete Koehler, **PH:** 800-356-5004, 8039 **AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 115767. Please call the number listed below if further assistance or clarification is needed.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

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

CHECK **No.** 900857196

50-937
213

DATE		AMOUNT
06/06/06	**********2,000 DOLLARS ****00 CENTS	**********2,000.00

PAY TO THE ORDER OF [redacted]
BLACK LICK PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000019 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 06/06/06

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDT13S352[redacted]	06/05/06 -3491990	VH 1-6UI9C4 05.1-6UI9C4	00.0000	2,000.00	.00	2,000.00

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

W3

TOTAL	2,000.00	.00	2,000.00

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

GM

CHECK **No.** 900857197

50-937
213

DATE		AMOUNT
06/06/06	**********2,000 DOLLARS ****00 CENTS	**********2,000.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN, PC
PO BOX 161
BLACK LICK PA 15716-0161

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

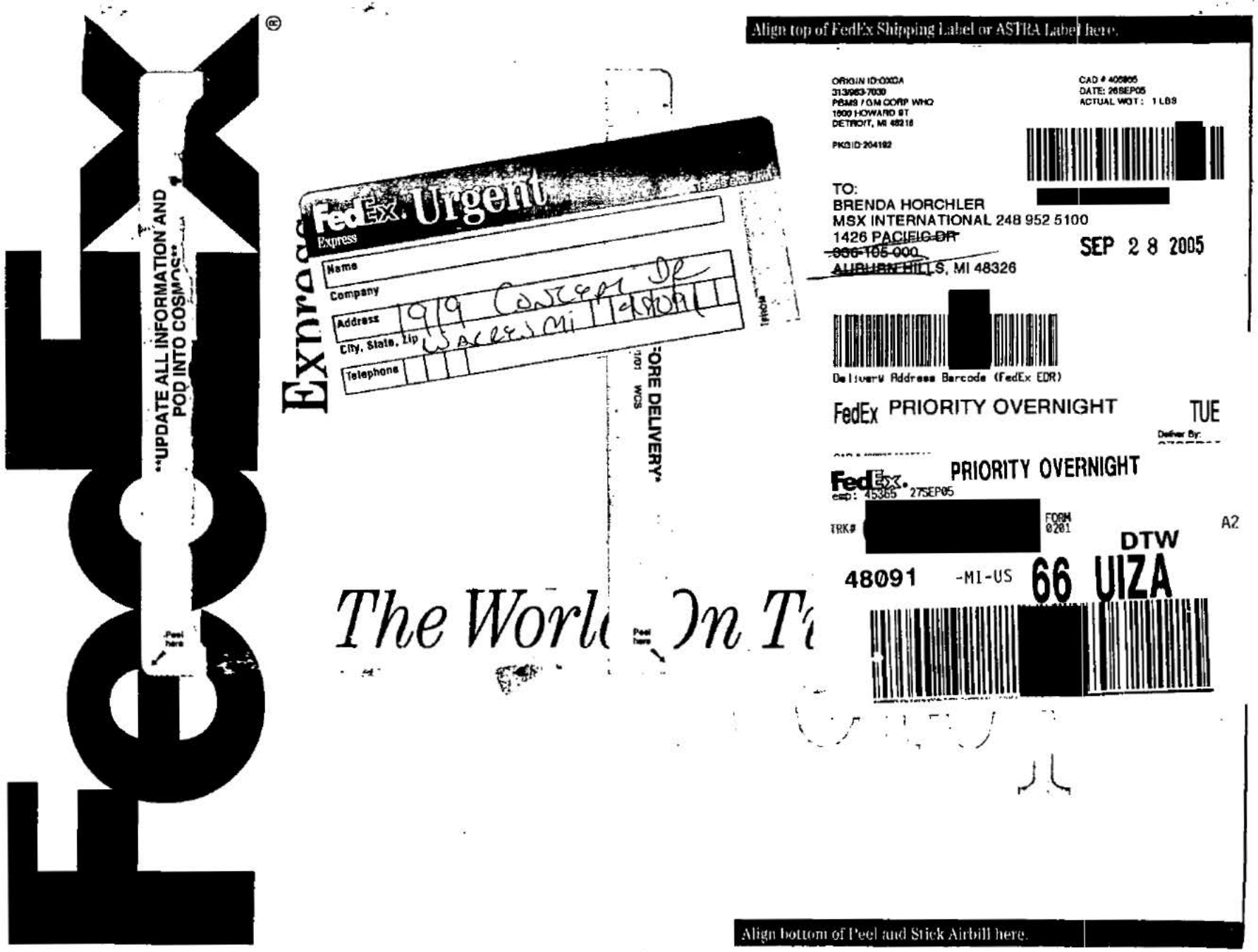
CHECK NO [redacted]

PAYMENT DATE 06/06/06

VENDOR DUNS NO. 88 000000020 1

VENDOR NAME KIMMEL & SILVERMAN, PC

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDT13S352[redacted]	06/05/06	VM 1-6UI9C6 1-34919905.1-6UI9C6	00.0000	2,000.00	.00	2,000.00


FedEx
"UPDATE ALL INFORMATION AND POD INTO COSMOS"
Align top of FedEx Shipping Label or ASTRA Label here.
FedEx Urgent
Express
Name
Company
Address
City, State, Zip
Telephone
"FORE DELIVERY"
ORIGIN ID:OXDA
313/983-7030
PBMS / GM CORP WHO
1500 HOWARD ST
DETROIT, MI 48216
PKGID:204192
CAD # 402805
DATE: 26SEP05
ACTUAL WGT: 1 LBS
TO:
BRENDA HORCHLER
MSX INTERNATIONAL 248 952 5100
1426 PACIFIC DR
AUBURN HILLS, MI 48326
SEP 2 8 2005
Delivery Address Barcode (FedEx EDR)
FedEx PRIORITY OVERNIGHT
TUE
Deliver By:
PRIORITY OVERNIGHT
exp: 45365 27SEP05
TRK#
FORM 0201
A2
DTW
48091 -MI-US 66 UIZA
The World On Ti
Align bottom of Peel and Stick Airbill here.

General Motors Corporation
Legal Staff

Facsimile
248/267-4333

Telephone
313/665-1555

September 26, 2005

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: GM Case No. [redacted]
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Sharon Ledoux
Legal Assistant

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal
09/22/2005
Log Number 510559368

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

502252

RE: **Process Served in Pennsylvania**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] and Paul McAdams, Plts. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Cover Sheet, Notice, Complaint, Verification, Exhibits
COURT/AGENCY:	Court of Common Pleas, Philadelphia County, Pennsylvania, PA Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - 2005 GMC Envoy, VIN# 1GKDT13S352[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	By Process Server on 09/22/2005 at 09:00
APPEARANCE OR ANSWER DUE:	Within 20 days
ATTORNEY(S) / SENDER(S):	Robert M. Silverman, Esquire Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA, 19002 215.540.8888
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Sandra Solomon 1515 Market Street Suite 1210 Philadelphia, PA, 19102 215-563-7750

nER-SJL

CT-WLB
9/22 10:46

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action.

910133
Steven Kantrowitz

December 12, 2017

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S352[redacted]
Customer Relationship Manager: Tobey LaRoe

Dear Mr. Kantrowitz:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $2,000.00 made payable to [redacted] The second is in the amount of $2,000.00 made payable to Kimmel & Silverman, P.C.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1.

Sincerely,

General Motors Corporation

LG0063-T

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

December 12, 2017

Amanda Trask, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S352[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Trask:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Pete Koehler**, PH:** 800-356-5004**,** 8039 **AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 115767. Please call the number listed below if further assistance or clarification is needed.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

CASE ASSESSMENT BY: CAROLYN OCTOBER

Siebel/CARS Request No: [redacted]

Customer Name [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: ENVOY** **Current Mileage: 17001**

Vehicle ID No.: 1GKET16S246 [redacted] **In Service Date: 11/30/04** **Purchased: New**

What is customer seeking: REPURCHASE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: REAR HEATER IS INOP

Date:	Mileage:	Days Out:	Description of Repair:
12/6/04	379	2	Cust sts the rear heater is slow to warm up. Operating to specs
12/9/04	458	3	Cust sts the rear heater blows cool air. Replace heater
1/3/05	3280	8	Cust sts the rear heater blows cold air Concern not duplicated
3/14/05	7293	3	Cust sts the rear heat takes 30-45 minutes to get hot Can't duplicate
5/19/05	12559	2	Cust sts heat blows from the rear vents when the a/c is on Ordered parts
6//6/05	13538	4	Cust sts rear heat and a/c is not working. SOP in. Installed aux to improve heater output

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLIGHTS GO OUT

Date:	Mileage:	Days Out:	Description of Repair:
7/19/05	16904	3	Cust sts the headlights went out 2 times while driving. Operating to specs.

OTHER SYMPTOM/CONCERN: A/C

Date:	Mileage:	Days Out:	Description of Repair:
6/6/05	13538	*	Cust sts the a/c blows hot air out of rear vent on hot day. Replace a/c control rear unit.
7/21/05	16999	2	Cust sts the rear a/c will come on by itself and blow hot air Unabe to duplicate.

Total Days Out of Service: _27___(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)? All remedies

AVM and/or DEALER RECOMMENDATION(s):

Avm Frank Hamby request a call back to discuss the case futher.

Team Manager Approval: Date:

Revised by r.fick 09/28/04

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Crm feels this is a safety concern and will request a replacement or repurchase of the veh.

Decision reached by CRM: **Arbitrate case:** ☐ **Settle case:** ☒ X

Team Manager Approval: Date:

December 12, 2017

[redacted]
Morristown, TN 3[redacted]

Service Request: [redacted]
Customer Relationship Manager: Stephanie Guindon

Dear Mrs. [redacted]:

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

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

2004 ENVOY XL SLE 4WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
95H MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GPRJ3J/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK ET16 S2 46[redacted] VEHICLE INVOICE [redacted]
**********48*53035S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15806 ENVOY XL SLE 4WD (4-DOOR)	33195.00	30041.48	INVOICE 09/29/03
BG2 3RD ROW FLOOR MATS	30.00	25.80	SHIPPED 09/27/03
C49 REAR WINDOW DEFOGGER	200.00	172.00	EXP I/T 10/09/03
C7H GVW RATING - 6,400 LBS	N/C	N/C	INT COM 10/09/03
DK2 POWER/HEATED OSRV MIRRORS	130.00	111.80	PRC EFF 09/27/03
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S822G S822G
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	WFP-S QTR OPT-1
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: FORD MOTOR
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	CHG-TO 53-035
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4845
			HP: 32.1
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GVW: 6400
UB1 AM/FM STEREO, CD/CASSETTE WITH THEFT LOCK, AUTO TONE CONTROL, SEEK/SCAN, & CLOCK (REPLACE STD/OPT PKG RADIO)	150.00	129.00	GVWF: 3200
			GVWR: 3400
			GMS: 30857.63
			SUPPLR: 32246.22
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	279.50	MRM: 35195.00
			NTR: 1/2
			DAN: ENXL1
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	MEMO 1702.25
V1K LUGGAGE RACK CROSS BARS	45.00	38.70	
1SA SLE STANDARD PACKAGE	N/C	N/C	

TOTAL MODEL & OPTIONS	34545.00	31218.98	ACT 237 30832.63
DESTINATION CHARGE	650.00	650.00	H/B 261 1036.35
TOTAL	35195.00	31868.98	PAY 310 31868.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 30334.70

****

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.

****

JACKY JONES CHEVROLET, PONTIAC, BUIC

Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [redacted] **Request #:** [redacted]0 **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)	$36,210.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$35,195.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$1,015.00

Trade Allowance (from dealer Bill of Sale)	$8,880.00
Actual Cash Value Statement	$5,500.00
Difference (if positive, this is the overallowance)	$3,380.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$11,880.54
Actual Cash Value Statement	$5,500.00
Difference (if positive, this is the negative equity)	$6,380.54

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.)	$36,210.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$7,000.00
Overallowance and/or Negative Equity minus	$6,380.54
Actual price of Vehicle that should be presented to BBB for ATA	$22,829.46

CASE ASSESSMENT BY: **CAROLYN OCTOBER**

Siebel/CARS Request No: [redacted]

Customer Name: [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: ENVOY** **Current Mileage: 17001**

Vehicle ID No.: 1GKET16S246 [redacted] **In Service Date: 11/30/04** **Purchased: New**

What is customer seeking: REPURCHASE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: REAR HEATER IS INOP

Date:	Mileage:	Days Out:	Description of Repair:
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12/9/04	458	3	Cust sts the rear heater blows cool air. Replace heater
1/3/05	3280	8	Cust sts the rear heater blows cold air Concern not duplicated
3/14/05	7293	3	Cust sts the rear heat takes 30-45 minutes to get hot Can't duplicate
5/19/05	12559	2	Cust sts heat blows from the rear vents when the a/c is on Ordered parts
6//6/05	13538	4	Cust sts rear heat and a/c is not working. SOP in. Installed aux to improve heater output

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLIGHTS GO OUT

Date:	Mileage:	Days Out:	Description of Repair:
7/19/05	16904	3	Cust sts the headlights went out 2 times while driving. Operating to specs.

OTHER SYMPTOM/CONCERN: **A/C**

Date:	Mileage:	Days Out:	Description of Repair:
6/6/05	13538	*	Cust sts the a/c blows hot air out of rear vent on hot day. Replace a/c control rear unit.
7/21/05	16999	2	Cust sts the rear a/c will come on by itself and blow hot air Unabe to duplicate.

Total Days Out of Service: _27___(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)? All remedies

AVM and/or DEALER RECOMMENDATION(s):

Avm Frank Hamby request a call back to discuss the case futher.

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Crm feels this is a safety concern and will request a replacement or repurchase of the veh.

Decision reached by CRM: Arbitrate case: ☐ Settle case: X

Team Manager Approval: Date:

Revised by r.fick 09/28/04

07/27/2005 09:37

=== COVER PAGE ===

TO: _____

FROM: RUSTY WALLACE PONT.

FAX: 865-546-8382

TEL:

COMMENT: CONFIDENTIAL

Rusty Wallace

PONTIAC Cadillac GMC

RWP

MORRISTOWN, TN.

300 King Ave.
Morristown, TN 37814
(423)586-1441
(865)546-0930
Fax# (865)546-8382

To: Carolyn October From: Charles Coffey

Fax # 1-866-202-4305 Pages: 20

Phone: 1-800-231-1841 X58073 Date: 7-27-05

Re: Lineard Info. CC:

___ Urgent ___ For Review ___ Please Reply

** Comments**

VEHICLE INVOICE

Rusty Wallace
RWP
MORRISTOWN, TN

300 King Ave.
at 11 E. Bypass
Morristown, TN 37814
(423) 586-1441
Knoxville 546-0930
Newport 623-9800

(423) 608-3795

038852 *

SOLD TO: [redacted]

DATE 30 NOV 2004

ADDRESS: [redacted] MORRISTOWN TN [redacted]

SALESMAN RAY GOSNEL

MAKE	MODEL	NEW OR USED	STK#	VIN 8088	YEAR	KEY NO.
GMC TRU	2004 XL ENVOY	NEW		1GKET16S24613[redacted]		

CAR DEAL# 55760

INSURANCE COVERAGE INCLUDES:

☐ FIRE AND THEFT ☐ PUBLIC LIABILITY - AMT.
☐ COLLISION - AMT. DEDUCT. ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

LIENHOLDER:
GMAC
PO BOX 8114
COCKEYSVILLE MD 21030

BILL OF SALE

For and in consideration of the sum set forth hereon we have bargained, sold and delivered to the persons listed above the automotive vehicle described hereon. We hereby warrant the title to said automobile to be free against the claims of any company or person.

this _____ day of _____ 20 _____

It is expressly understood that there are no liens of any kind or nature outstanding or unpaid against said automobile, except as stated hereon.

By _____

State of Tennessee
County of Hamblen 30 NOV 2004
Subscribed and Sworn to before me
Dated _____ day of _____ 20 _____

My Commission expires _____
Notary Public _____

PRICE OF VEHICLE	36210.00
OPTIONAL EQUIP & ACCESS	N/A
DOCUMENTATION FEE	299.00
GROSS RECEIPTS TAX	81.99
CITY TAX	84.00
SUPER CARE	
SALES TAX	1918.84
LICENSE AND TITLE	19.00
TOTAL CASH PRICE	38612.83
FINANCING	16358.07
INSURANCE	495.00
TOTAL TIME PRICE	55764.90

SETTLEMENT:

DEPOSIT XXXXXXXX REBATE	7000.00
CASH ON DELIVERY	500.00
TRADE-IN 8080.00	3000.54
LESS LIEN 11880.54	
TYPE 00 CHRY	
VIN 1C4GP44G0YB585090	
PAYMENTS	
72 @ 712.02	51265.44
TOTAL	55764.90

FORM SA-18INV (1-97)

ADV

RECAP SHEET FOR DEAL #55760 17:41:28 06 DEC 2004

CONTRACT DATE: 30 NOV 2004 ENTRY DATE: 30 NOV 2004 STATUS: P

BUYER..... [redacted] CUSTOMER NO. [redacted]

[redacted]
MORRISTOWN, , TN [redacted]

SALE VEHICLE... [redacted] 04 GMC ENVOY XL COST: [redacted]
STOCK NO. [redacted] SERIAL NO. 1GKET16S2461[redacted]
DAYS IN STOCK 4

TRADE-IN 1..... 00 CHRY TOWN EV
GROSS TRADE: $8,880.00 NET TRADE: $-3,000.54 ACV: $5,500.00

SALESPEOPLE.... RAY GOSNELL
F&I MANAGER.... CALFEE, ANTHONY
FINANCED BY.... GMAC GMAC TOTAL CASH DOWN: $7,500.00
TERM: 72 MONTHS ADD-ON RATE: 7.6763% APR RATE: 13.4000%
AMOUNT FINANCED: $34,907.37 FINANCE CHARGE: $16,358.07
MONTHLY PAYMENT: $712.02 TOTAL OF PAYMENTS: $51,265.44

TAXES.....	BUSINESS TAX.....	$81.99	STATE TAX.....	$1,918.84
	COUNTY TAX.....	$84.00		
FEES.....	SERVICE & HANDLING.....	$299.00		
	TITLE & REGISTRATION FEE.	$19.00		
	VSI PREMIUM.....	$0.00		
	.....	$0.00		
	PREPAY INT FEE.....	$0.00		

========== GROSS PROFIT AND COMMISSIONS ==========

RUSTY WALLACE PONT. 865-546-8382 07/27/2005 09:37

[redacted]
STOCK NO.
11/30/2004
DATE

Rusty Wallace
PONTIAC-CADILLAC-GMC
300 KING AVENUE
MORRISTOWN, TN 37814 • PHONE: (423) 586-1441

ACV ORDER NO.
INV. ORDER NO

Name [redacted] Home Phone [redacted]
Address [redacted] Work Phone# Cell #
City MORRISTOWN TN [redacted] State Zip Sales Person RAY Gosnell
What brought you in? ☐ TV, ☐ Radio, ☐ Newspaper, ☐ Friend, ☐ Location, ☐ Previous Owner ☐ Internet Other

VEHICLE PURCHASED
Year 2004 Make GMC TRUCKS Model ENVOY Color LIQUID SILVER
Body XL Trim Pkg. Mileage 225
Circle: 2D 4D #Cyl 4 6 8 AT. Man. 2WD 4WD
VIN # 1GKET16S246[redacted]

Drivers License #
Your Social Security #
Spouses Social Sec. #
Your date of Birth
Spouses Date of Birth

I authorize Rusty Wallace Pontiac Cadillac - G.M.C. to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me.

Applicant's Signature

Spouses Signature

EQUIPMENT

PRICE	36210.00
DEALER INSTALLED OPTIONS	
REBATE(S) OF: 7000.00	
ASSIGNED TO DEALER	
CUSTOMERS INITIALS:	
TOTAL PRICE	36210.00
USED CAR ALLOWANCE	8880.00
TRADING DIFFERENCE	27330.00
LUXURY TAX	N/A
STATE TAX % GROSS RECEIPT TAX	2000.83
CITY SALES TAX	84.00
TITLE/REGISTRATION FEE	19.00
SERVICE & HANDLING FEE	$299.00
TOTAL PRICE	29732.83

DEALER AGREES TO REFUND ANY AMOUNT ESTIMATED PAYOFF EXCEEDS ACTUAL PAYOFF, AND CUSTOMER AGREES TO PAY ADDITIONAL AMOUNT THAT ACTUAL PAYOFF EXCEEDS ESTIMATE.

FIRST VEHICLE TRADED
Year 2000 Make CHRYSLER
Model TOWN & COUNTRY Doors EV Trim
Color Mileage 92904
VIIN # 1C4GP44GOYB5[redacted]
Lienholder REGIONAL
Address City
State Zip Account #
Balance 11880.54 Till /@ Spoke To

SECOND VEHICLE TRADED
Year Make
Model Doors Trim
Color Mileage
VIIN #
Lienholder
Address City
State N/A Zip Account #
Balance Till /@ Spoke To

WORK PROMISED AT TIME VEHICLE PURCHASED
Rec'd 27 Mdse
12-7-04

BALANCE ON TRADE	11880.54
TOTAL	41912.37
DOWN PAYMENT	500.00
REBATE	7000.00
BALANCE	34412.37
SUPERCARE POLICY	N/A
SERVICE AGREEMENT	N/A
MONTHS	34412.37
MILES	
TOTAL	

Purchaser agrees that this Order includes all of the terms and conditions on the face hereof, that this Order cancels and supercedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE. DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by the execution of this Order certifies that he is of legal age to execute binding contracts in the State and acknowledges that he has read its terms and conditions and has received a true copy of this Order. Purchaser is responsible to inform dealer of a reconstructed title and provide dealer with a clear title to Trade-In.

11/30/2004

ACCEPTED BY Tony Calfee
Dealer or His authorized Representative

X [redacted]

11-30-04
Date

RWP-1 (09-20-04)

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Deal: 55760 Dealer Number Contract Number

[redacted] address (include county and zip code)	Creditor (Seller name and address)
MORRISTOWN, TN [redacted]	RUSTY WALLACE PONT.CAD.GMC. 300 KING AVE. MORRISTOWN, TN 37814 423-586-1441

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on cre 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 t payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	GMC TRUCKS ENVOY	1GKET16S246[redacted]	X ☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2000 Make CHRYSLER Model TOWN & COUNTRY

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 $ 4499.46 is
13.49 %	$ 6358.07	$ 34907.37	$ 51265.44	$ 55764.90

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 712.02	Monthly beginning 01/14/2005	N.A.

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 will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)		$ 38294.83 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)		
Gross trade-in $ 8880.00	-payoff by seller $ 11880.54	
= net trade-in $ -3000.54	+ cash $ 500.00	
+ other (describe) REBATE($)	$ 7000.00	$ 4499.46 (2)
3 Unpaid balance of cash price (1 minus 2)		$ 33795.37 (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		

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N.A.

Credit Disability $ N.A.

N.A.
(Insurance Company)

N.A.
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability

company or companies.

Life	$ N.A.		
Disability	$ N.A.	$ N.A.	
B Other insurance paid to the insurance company		$ 495.00	
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		$ 19.00	
F Government certificate of title fees		$ N.A.	
G Other charges (Seller must identify who is paid and describe purpose.)			
to	for	$ N.A.	
to	for	$ N.A.	
to GLOBAL	for THEFT PROTEC	$ 299.00	
to	for	$ N.A.	
to	for	$ N.A.	
to SELLER	for DOCUMENT FEE	$ 299.00	
H Net trade-in payoff to		$ N.A.	
Total other charges and amounts paid to others on your behalf			$ 1112.00 (4)
5 Amount financed (3 + 4)			$ 34907.37 (5)

insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

X ☐ GAP COVERAGE FEE — Type of Insurance — 72 Term

Premium $ 495.00

FIRST COLONIAL INS (Insurance Company)

JACKSONVILLE, FL (Home Office Address)

I want the insurance checked above.

X [signature] Buyer Signature Date 11/30/04

X Co-Buyer Signature Date 11/30/04

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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

Buyer Signs X [signature] Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [signature] Date 11/30/2004 Co-Buyer Signs X Date 11/30/2004

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs RUSTY WALLACE PONT.CAD Date 11/30/2004 By X [signature] Title AGENT

Seller assigns its interest in this contract to: X ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	RUSTY WALLACE PONT.CAD.CNC Seller	By [signature]	Title AGENT

Z109 FR-TN 8/2004 (For use in the State of Tennessee) (1 of 4) **Notice: See Other Side**

Copyright 2000 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

gmftn: 55760

55760

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

CUSTOMER NAME: [redacted]

VIN: 1 G K E T 1 6 S 2 4 6 [redacted] or see attached list*)

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GMAC Financing	$ 1000	~~MAA~~ GWD
Consumer	$ 5000	CSE
2 Coupons	$ 1000	NTH GLV91188768
	$	
	$	
Total Incentive Amount Received	$ 7000.00	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive _____

in lieu of _____

and/or

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 11/30/2004. I acknowledge receipt of incentive(s) as described in Item ___ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: 11/30/2004

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: 11/30/2004

Dealership Name: RUSTY WALLACE PONT.CAD.GMC Dealer Code: 50583

* 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

GM "Launch Vehicle Fast Start"
INSTANT VALUE CERTIFICATE

Effective Date: November 2, 2004

Certificate Number: [redacted]

Dealer BAC: 116378

Amount: $500

Expiration Date: January 3, 2005

Valid only with original certificate on the retail delivery of any new and unused 2004 or 2005 MY Chevy, Buick, Pontiac, GMC or Oldsmobile car or light-duty truck.

The amount on the face of this certificate ($500) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease. Certificate may not be combined with any October Instant Value Certificate, or GM Employee, GM Supplier or GM Dealership Employee discounts. Certificate is non-negotiable and not redeemable for cash.

Customer Signature [redacted] Date 11-30-04

New Vehicle Identification Number: 1GKET16S246131952

Delivery Date: 11/30/04

Dealer acknowledgement:

Dealership Name: Rusty Wallace Pont Cad GMC Dealer Code: 505E3

Dealer Signature: [signature] Date: 11-30-04

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit www.gmprograminfo.com and click on "GM November Instant Value Certificate Program".

CUSTOMER #: [redacted]

[redacted]

MORRISTOWN TN [redacted]

HOME: [redacted] BUS [redacted]

[redacted]

WORKORDER

PAGE 1

Rusty Wallace

300 KING AVE.
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
LIQUID SIL	2004	GMC TRUCKS ENVOY	1GKET16S246[redacted]		7293/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV2004			17:00 14MAR05		70.00	CASH	

R/O OPENED	READY	OPTIONS:
14MAR2005 09:40		STK:[redacted] DLR:18601 1[redacted] OIL 3)#38852 4)THEFT GUARD

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	01	CC	CUSTOMER REQUEST LUBE, OIL AND FILTER CHANGE.

C

#50 Lube, oil + Filter change



ESTIMATE (3)

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

X _____ DATE _____

X _____

CUSTOMER COPY

CUSTOMER #: Sold Unit

[redacted]

WORKORDER

PAGE 1

Rusty Wallace

300 KING AVE.
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

HOME: Sinand BUS:

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
	2004	GMC TRUCKS ENVOY	1GKET16S24[redacted]		379/	T19

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 06DEC04		65.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:8088 DLR:18601
06DEC2004 15:37		

WAITING (W)

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	300		CC	CUSTOMER STATES THE REMOTES ARE INOP

(43) Program 2 Remotes

# B	700		CC	CUSTOMER STATES THE REAR HEATER IS SLOW TO WARM UP

(43) a coolant level was a little low fill to specs found bulletin #04-01-39-002A says no Repairs to be made at this time

# C	500		CC	CUSTOMER STATES THE LEFT WIPER JUMPS AT TIMES

(43) Replace Wiper

P 8 20

CAC P 9

"I hereby request that the repair work hereafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle or articles left in the vehicle". Customer labor charges are based on a rate of $_____ per hour for Mazda per Chilton Manual.

X_____ DATE _____

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X_____
CUSTOMER SIGNATURE

TECHNICIAN COPY

x3

fc

[redacted]

CUSTOMER # [redacted]

[redacted]

MORRISTOWN TN [redacted]

HOME: [redacted] BUS:

WORKORDER
REPRINT
PAGE 1

Rusty Wallace
MORRISTOWN, TN.

300 KING AVE,
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
LIQUID SIL	2004	GMC TRUCKS ENVOY	1GKET16S246 [redacted]		3280/3,298	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV2004			17:00 03JAN05		65.00	CASH	

R.O. OPENED	READY	OPTIONS:
03JAN2005 08:17		STK: [redacted] DLR:18601 3)#38852 4)THEFT GUARD

W

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	700		CC	CUSTOMER STATES THE REAR HEAT BLOWS COLD

(43) ck coolant level was full, ck heater in Rear blowing hot stuck Thermometer in got 140 degrees is heating normal Possible Air Pocket, Test drive

B *099GC CC GMC COURTSEY TRANSPORTATION.

ck heat

[redacted]

E 9 3

CAC

E 10 3

"I hereby request that the repair work hereafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle or articles left in the vehicle". Customer labor charges are based on a rate of $_____ per hour for Mazda per Chilton Manual.

X_____ DATE _____

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X_____
CUSTOMER SIGNATURE

TECHNICIAN COPY

[redacted]

CUSTOMER [redacted]

[redacted]

MORRISTOWN TN [redacted]

HOME [redacted] BUS :

WORKORDER [redacted]

PAGE 1

Rusty Wallace
300 KING AVE.
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
LIQUID SIL	2004	GMC TRUCKS ENVOY	1GKET16S246[redacted]		458/461	T70

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV2004			17:00 09DEC04		65.00	CASH	

R.O. OPENED	READY	OPTIONS:
09DEC2004 08:10		STK:8088 DLR:18601 3)#38852 4)THEFT GUARD

LINE	OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	700	CC	CUSTOMER STATES THE REAR HEATER BLOWS COOL AIR NO
	(43)		A vehicle found mode actuator door not moving, Replace mode door actuator, heater core ASSY E 13
# B	099GC	CC	Recover & Recharge AC, does heat GMC COURTSEY TRANSPORTATION.

SC2717A

JAC FR 14 00

Rusty Wallace

Overnight Freight charge

order # [redacted]

order # [redacted]

24.60

9.10

33.70

DEAR CUSTOMER

IT HAS BECOME NECESSARY TO ORDER A PART FOR YOUR VEHICLE. THIS PART WILL ARRIVE IN A FEW DAYS — UNLESS A BACKORDER SITUATION OCCURS — EVEN THEN EVERY ATTEMPT WILL BE MADE TO RECEIVE THIS PART AS SOON AS POSSIBLE.

YOU'LL BE NOTIFIED WHEN YOUR ORDER ARRIVES YOU'LL HAVE 14 DAYS TO PICK UP THIS ORDER OR IT WILL BE RETURNED.

"I hereby request that the repair work hereafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle or articles left in the vehicle". Customer labor charges are based on a rate of $_____ per hour for Mazda per Chilton Manual.

X_____ DATE _____

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X_____
CUSTOMER SIGNATURE

TECHNICIAN COPY

X3/

EC.

[redacted]

CUSTOMER #[redacted]

[redacted]

MORRISTOWN TN [redacted]

HOME[redacted] BUS[redacted]

WORKORDER
REPRINT
PAGE 1

Rusty Wallace
MORRISTOWN, TN.

300 KING AVE.
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
LIQUID SIL	2004	GMC TRUCKS ENVOY	1GKET16S246[redacted]		7293/ 7,311	T96

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV2004			17:00 14MAR05		70.00	CASH	

R.O. OPENED	READY	OPTIONS:
14MAR2005 09:46		STK:[redacted] DLR:18601 1)CASTROL OIL 3)#38852 4)THEFT GUARD

TAC Jerry Sears (CASE) 8054035

W

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	300		CC	CUSTOMER STATES THE REAR WASHER/WIPER IS INOP SPS

(43) ck wiper switch for Rear broken, ~~PO~~ R+R Rear Wiper Switch

# B	700		CC	CUSTOMER STATES THE REAR HEATER WOULD NOT SHUT OFF OVER THE WEEKEND

(43) ck heater switch several times is working to specs

# C	700		CC	CUSTOMER STATES THE REAR HEAT TAKES 30-45 MINUTES TO GET HOT

(43) ck vehicle 3-15-05 ~~[illegible]~~ 7.53 am, soon as engine temp got up to 210 heater warm with heat off in front of vehicle around 8 minutes had thermometer 117 degrees

# D	300		CC	CUSTOMER STATES THE CHANGE OIL LIGHT HAS NOT CAME ON YET

(43) ck oil life Reset with scan tool is working to specs

# E	*099GC		CC	GMC COURTSEY TRANSPORTATION.

CAll Tech Assist on heating, they working on Fix At This time

DEAR CUSTOMER

IT HAS BECOME NECESSARY TO ORDER A PART FOR YOUR VEHICLE. THIS PART WILL ARRIVE IN A FEW DAYS — UNLESS A BACKORDER SITUATION OCCURS — EVEN THEN EVERY ATTEMPT WILL BE MADE TO RECEIVE THIS PART AS SOON AS POSSIBLE.

YOU'LL BE NOTIFIED WHEN YOUR ORDER ARRIVES

YOU'LL HAVE 14 DAYS TO PICK UP THIS ORDER OR IT WILL BE RETURNED.

395

CAC 311

"I hereby request that the repair work hereafter set forth be performed on the above described motor vehicle [illegible] the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle or articles left in the vehicle". Customer labor charges are based on a rate of $_____ per hour for Mazda per Chilton Manual.

X_____ DATE _____

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X_____

CUSTOMER SIGNATURE

TECHNICIAN COPY

18

[redacted]

CUSTOMER # [redacted]

[redacted]

MORRISTOWN TN [redacted]

HOME [redacted]

WORKORDER

PAGE 1

Rusty Wallace

300 KING AVE.
MORRISTOWN, TN 37814
586-1441 KNOXVILLE: 546-0930
NEWPORT: 623-9800

SERVICE ADVISOR: 51 BUTLER, WILLIAM R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
LIQUID SIL	2004	GMC TRUCKS ENVOY	1GKET16S24[redacted]		12559/	T539

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV2004			17:00 19MAY05		70.00	CASH	

R.O. OPENED	READY	OPTIONS:
19MAY2005 08:35		STK [redacted] DLR:18601 1)CASTROL OIL 3)#38852 4)THEFT GUARD

Case no. 6054035 Steve

W

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	700	48	CC	CUSTOMER STATES HEAT BLOWS FROM THE REAR VENTS WHEN THE A/C IS ON

ordered parts

B 100R CC RENTAL (Enterprise)

Rusty Wallace



I hereby request that the repair work hereafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle or articles left in the vehicle". Customer labor charges are based on a rate of $_____ per hour for Mazda per Chilton Manual.

X_____ DATE _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X _____

CUSTOMER SIGNATURE

TECHNICIAN COPY

Rusty Wallace
PONTIAC Cadillac GMC TRUCK
RWP
MORRISTOWN, TN.

300 KING AVE.
MORRISTOWN, TN 37814
(423) 586-1441 KNOXVILLE: (865) 546-0930
NEWPORT: (423) 623-9800
www.rustywallacepontiac.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01GCZ015 00GCZDLOF	15000 MILE SERVICE DIESEL L.O.F.	MI MI		00GCZ01	L.O.F.	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/05	[redacted]	12559	8*51	8*111	C	700GC	
				8*111	W	Z7902GC	
				99	W	9999GC	
03/16/05		7293	8*51	8*50	C	01GC	
				8*50	I	01GC	
				99	C	9998GC	

SALESPERSON NO. 1806 RAY GOSNELL

SERVICE

VEHICLE I.D. NO. 1GKET16S2461[redacted] | YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | P.O. NO.

[redacted]
MORRISTOWN, TN[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 11/30/04 | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 06/06/05

COLOR LIQUID SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 920

TURBO	MAKE	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y	Y	A	13,538	1004	WILLIAM BUTLER

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 05:11pm | DATE/TIME PROMISED 06/07/05 05:00pm | PRIORITY

APPOINTMENT ☐ Yes ☑ No | LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION. I agree that I will personally pay or cause to be paid any and all charges for labor and materials used in the repair of this automobile. I further agree to pay all costs, including Court costs and reasonable attorney fees or collection agency fees, in the event this account is turned over for collection.

JOB

1 **W** 21GCZ01 ***A/C CONCERN***
CUSTOMER STATES THE REAR HEAT AND A/C IS NOT WORKING PROPERLY (PART IN)

2 **W** * 70GCZ03 ***RENTAL***

3 + **W** 21GCZ AIR CONDITIONING
CUSTOMER STATES THAT THE AC BLOWS HOT AIR OUT OF REAR VENT ON HOT DAY CAN NOT CONTROL

4 + **W** 21GCZ02 A/C SERVICE
CUSTOMER STATES THAT THE REAR AC BLOWER IS INTERMITTEN

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK in no way affects the terms of the manufacturer's warranty.

☐ Customer Initials — I WANT TO INSPECT MY USED PARTS.

☐ Customer Initials — I WANT MY USED PARTS RETURNED TO ME.

☐ Customer Initials — I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

PLEASE READ BEFORE SIGNING

X _____
CUSTOMER

MILEAGE OUT

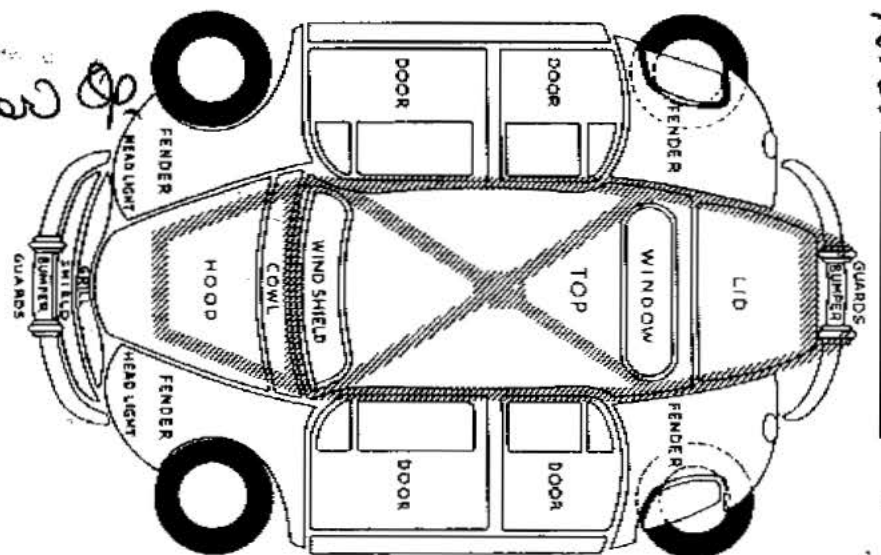
RENTAL ☐ YES ☐ NO

Copyright © 1998 The Reynolds and Reynolds Company EQUINWORK 00402996 O 20050

R.O. [redacted]

C.	TECH. NO.	
1	1399	CAUSE Insufficient water flow
		CORRECTION Install rear aux. pump per Bulletin 05-01-37-002 MA 93 D9707
2		CAUSE Enterprise
		CORRECTION
3	1399	CAUSE A/C control would not signal A/C on to rear unit Intermittent
		CORRECTION Replace rear A/C Control D0368 .3
4	1399	CAUSE Switch intermittent had to jimmy switch to get to work
		CORRECTION Had to replace control for blower D1001 .3 closest to labor op
5		CAUSE
		CORRECTION

#	ITEM	IS O.K.	NEEDS ATTN.	APPROX. COST
1	CHECK OPERATION OF TURN SIGNALS, SIDE MARKER LIGHTS, BRAKE LIGHTS, HEAD LIGHTS, TAIL LIGHTS, AND INTERIOR LIGHTS.			
2	CHECK CONDITION OF AIR AND CRANKCASE FILTERS			
3	CHECK CONDITION OF ALL BELTS AND BELT TENSION			
4	CHECK CONDITION OF RADIATOR AND HEATER HOSES			
5	CHECK FOR COOLANT LEAKS AT RADIATOR, OVERFLOW TANK, ENGINE BLOCK AND WATER PUMP			
6	CHECK ALL FLUID LEVELS			
7	CHECK CONDITION OF BATTERY CABLES AND TERMINALS			
8	ANALYZE COOLANT SAMPLE (IS COOLANT LOW ENOUGH IN PROTECTION?)			
9	CHECK OPERATION OF HEATING AND AIR CONDITIONING SYSTEM			
10	CHECK CONDITION OF WIPER BLADES AND WINDSHIELD WASHERS			
11	CHECK TIRE CONDITION FOR WEAR (FRONT) ALIGNMENT NEEDED? ☐ YES ☐ NO			
12	CHECK TIRE CONDITION FOR WEAR (REAR) ALIGNMENT NEEDED? ☐ YES ☐ NO			
13	CHECK HYDRAULIC SYSTEM FOR LEAKS			
14	CHECK PARKING BRAKE OPERATION			
15	TEST CLUTCH ADJUSTMENT (STANDARD TRANS. MODELS)			
16	INSPECT CONDITION OF FRONT SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
17	INSPECT CONDITION OF REAR SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
18	INSPECT CONDITION OF MUFFLER			
19	INSPECT CONDITION OF EXHAUST PIPES			
20	INSPECT ENGINE AND TRANSMISSION FOR LEAKS			



OPTION	(✓) YES
LOCKING WHEEL COVERS	
A.I.R.	
CRUISE CONTROL	
POWER STEERING	
AIR CONDITIONING	
AUTO & ☐ 3 SP. ATN. TRANS ☐ 4 SP.	
MANUAL ☐ 4 SP. TRANS. ☐ 5 SP.	
POWER BRAKES	
ENGINE (4)	
ENGINE (6)	
ENGINE (8)	
EFI	
PFI	
CARB.	
POWER WINDOWS	
POWER LOCKS	

07/27/2005 09:37 865-546-8382 RUSTY WALLACE PONT. PAGE 16

399

Rusty Wallace
PONTIAC Cadillac GMC TRUCK
RWP
MORRISTOWN, TN.

300 KING AVE.
MORRISTOWN, TN 37814
(423) 586-1441 KNOXVILLE: (865) 546-0930
NEWPORT: (423) 623-9800
www.rustywallacepontiac.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01GCZ015 00GCZDLOF	15000 MILE SERVICE DIESEL L.O.F.	MI MI		00GCZ01	L.O.F.	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/05	[redacted]	13538	1004	1399	W	21GCZ01	A/C CONCERN
				1007	W	70GCZ03	RENTAL
				1399	W	21GCZ	AIR CONDITIONING
				1399	W	21GCZ02	A/C SERVICE
05/20/05		12559	8*51	8*111	C	700GC	
				8*111	W	Z7902GC	

SALESPERSON NO. 1806 RAY GOSNELL

SERVICE

VEHICLE I.D. NO. 1GKET16S2461[redacted] | YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]

[redacted]
MORRISTOWN, TN [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 11/30/04 | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 07/20/05

COLOR LIQUID_SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 774

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y	Y	A	16,999	1004	WILLIAM BUTLER 809

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 01:22pm | DATE/TIME PROMISED 07/19/05 05:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION. I agree that I will personally pay or cause to be paid any and all charges for labor and materials used in the repair of this automobile. I further agree to pay all costs, including Court costs and reasonable attorney fees or collection agency fees, in the event this account is turned over for collection.

JOB

1 W * 70GCZ12 **COURTESY TRANSPORT.**
ENTERPRISE RENTAL
PO 47837

2 W * 21GCZ01 **A/C CONCERN**
CUSTOMER STATES THE REAR A/C WILL COME ON BY ITSELF AND BLOWS HOT AIR

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK in no way affects the terms of the manufacturer's warranty.

☐ Customer Initials — I WANT TO INSPECT MY USED PARTS.

☐ Customer Initials — I WANT MY USED PARTS RETURNED TO ME.

☐ Customer Initials — I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

PLEASE READ BEFORE SIGNING

X _____
CUSTOMER

MILEAGE OUT

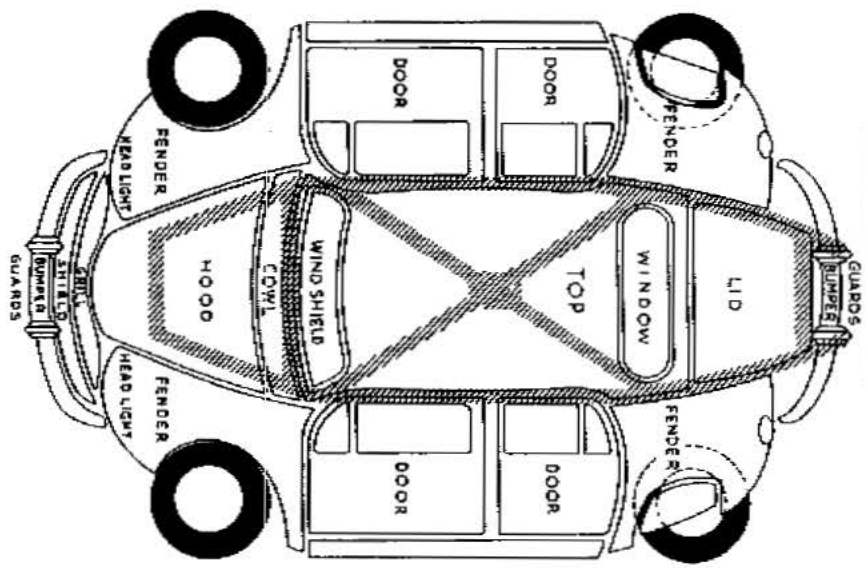
RENTAL ☐ YES ☐ NO

Copyright © 1998 The Reynolds and Reynolds Company ERNAVIGSE 00842282 Q 295787

R.O. [redacted]

TECH. NO.	
	CAUSE Case # [redacted]
	CORRECTION
1399	CAUSE Unable to Duplicate condition at this time.
	CORRECTION
	CAUSE
	CORRECTION
	CAUSE
	CORRECTION
	CAUSE
	CORRECTION

#	ITEM	IS O.K.	NEEDS ATTN.	APPROX. COST
1	CHECK OPERATION OF TURN SIGNALS, SIDE MARKER LIGHTS, BRAKE LIGHTS, HEAD LIGHTS, TAIL LIGHTS, AND INTERIOR LIGHTS.			
2	CHECK CONDITION OF AIR AND CRANKCASE FILTERS			
3	CHECK CONDITION OF ALL BELTS AND BELT TENSION			
4	CHECK CONDITION OF RADIATOR AND HEATER HOSES			
5	CHECK FOR COOLANT LEAKS AT RADIATOR, OVERFLOW TANK, ENGINE BLOCK AND WATER PUMP			
6	CHECK ALL FLUID LEVELS			
7	CHECK CONDITION OF BATTERY CABLES AND TERMINALS			
8	ANALYZE COOLANT SAMPLE (IS COOLANT LOW ENOUGH IN PROTECTION?)			
9	CHECK OPERATION OF HEATING AND AIR CONDITIONING SYSTEM			
10	CHECK CONDITION OF WIPER BLADES AND WINDSHIELD WASHERS			
11	CHECK TIRE CONDITION FOR WEAR (FRONT) ALIGNMENT NEEDED? ☐ YES ☐ NO			
12	CHECK TIRE CONDITION FOR WEAR (REAR) ALIGNMENT NEEDED? ☐ YES ☐ NO			
13	CHECK HYDRAULIC SYSTEM FOR LEAKS			
14	CHECK PARKING BRAKE OPERATION			
15	TEST CLUTCH ADJUSTMENT (STANDARD TRANS. MODELS)			
16	INSPECT CONDITION OF FRONT SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
17	INSPECT CONDITION OF REAR SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
18	INSPECT CONDITION OF MUFFLER			
19	INSPECT CONDITION OF EXHAUST PIPES			
20	INSPECT ENGINE AND TRANSMISSION FOR LEAKS			



CC042252 0

OPTION (✓)	
LOCKING WHEEL COVERS	
A.I.R.	
CRUISE CONTROL	
POWER STEERING	
AIR CONDITIONING	
AUTO & ATN. TRANS. ☐ 3 SP. ☐ 4 SP.	
MANUAL TRANS. ☐ 4 SP. ☐ 5 SP.	
POWER BRAKES	
ENGINE (4)	
ENGINE (6)	
ENGINE (8)	
EFI	
PFI	
CARB.	
POWER WINDOWS	
POWER LOCKS	

07/27/2005 09:37 855-546-8382 RUSTY WALLACE PONT PAGE 18

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01GCZ015 00GCZDLOF	15000 MILE SERVICE DIESEL L.O.F.	MI MI		00GCZ01	L.O.F.	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/05	[redacted]	13538	1004	1399	W	21GCZ01	A/C CONCERN
				1007	W	70GCZ03	RENTAL
				1399	W	21GCZ	AIR CONDITIONING
				1399	W	21GCZ02	A/C SERVICE
05/20/05		12559	8*51	8*111	C	700GC	
				8*111	W	Z7902GC	

SALESPERSON NO. 1806 RAY GOSNELL

SERVICE

VEHICLE I.D. NO. 1GKET16S24[redacted] | YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY | PRODUCTION DATE | STOCK NO. | LICENSE NO. | P. O. NO. [redacted]

[redacted] | CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 11/30/04 | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 07/19/05

MORRISTOWN, TN [redacted]

COLOR LIQUID_SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 774

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y	Y	A	16,904	1004	WILLIAM BUTLER

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 11:02am | DATE/TIME PROMISED 07/19/05 05:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION. I agree that I will personally pay or cause to be paid any and all charges for labor and materials used in the repair of this automobile. I further agree to pay all costs, including Court costs and reasonable attorney fees or collection agency fees, in the event this account is turned over for collection.

JOB

1 W 51GCZ05 ***HEADLIGHTS***
CUSTOMER STATES THE HEADLIGHTS HAVE WENT OUT 2 TIMES WHILE DRIVING (HAD TO PULL OVER)

2 W 51GCZ16 ***TURN SIGNALS***
CUSTOMER STATES THE TURN SIGNALS AND HAZZARD LIGHTS WILL STAY ON SOLID AFTER FLASHING A SHORT TIME

3 + W 70GCZ03 RENTAL
ENTERPRISE RENTAL
PO 47836

4 cls suc 4x4 2 Times
(2WD light goes out)

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, RUSTY WALLACE PONTIAC-CADILLAC-GMC TRUCK in no way affects the terms of the manufacturer's warranty.

Customer Initials ☐ I WANT TO INSPECT MY USED PARTS.

Customer Initials ☐ I WANT MY USED PARTS RETURNED TO ME.

Customer Initials ☐ I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

PLEASE READ BEFORE SIGNING

X _____
CUSTOMER

MILEAGE OUT

RENTAL ☐ YES ☐ NO

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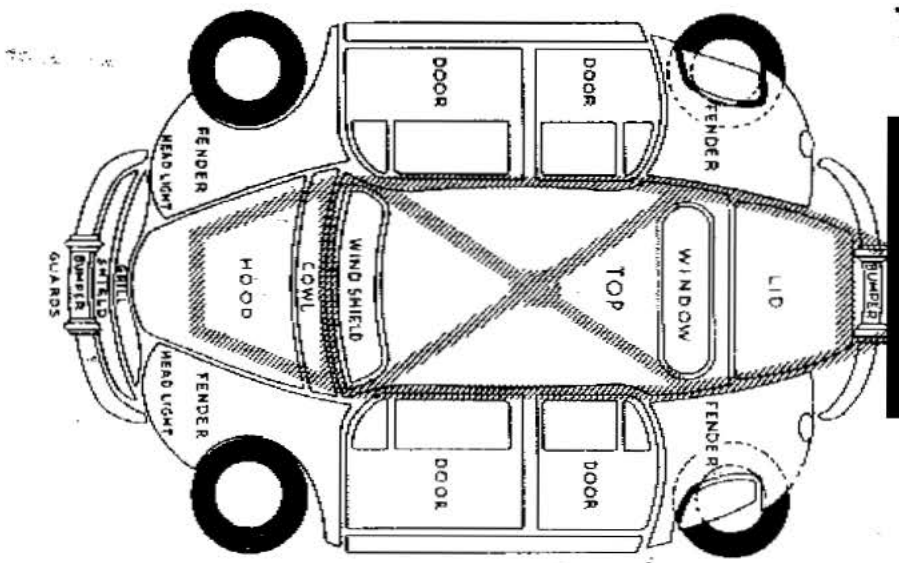
Martin Cowger 932-7625

L.C.	TECH. NO.	
1	1773	CAUSE Unable to duplicate customers concern @ this time.
		CORRECTION
2	1773	CAUSE Found Flasher module getting Hot & sticking. Replace flasher Module to correct.
		CORRECTION
3	1	CAUSE
		CORRECTION
4	1773	CAUSE Reprogrammed ATC module for Suc 4WD light W/no codes
		CORRECTION
5		CAUSE
		CORRECTION

#	ITEM	IS O.K.	NEEDS ATTN.	APPROX. COST
1	CHECK OPERATION OF TURN SIGNALS, SIDE MARKER LIGHTS, BRAKE LIGHTS, HEAD LIGHTS, TAIL LIGHTS, AND INTERIOR LIGHTS.			
2	CHECK CONDITION OF AIR AND CRANKCASE FILTERS			
3	CHECK CONDITION OF ALL BELTS AND BELT TENSION			
4	CHECK CONDITION OF RADIATOR AND HEATER HOSES			
5	CHECK FOR COOLANT LEAKS AT RADIATOR, OVERFLOW TANK, ENGINE BLOCK AND WATER PUMP			
6	CHECK ALL FLUID LEVELS			
7	CHECK CONDITION OF BATTERY CABLES AND TERMINALS			
8	ANALYZE COOLANT SAMPLE (IS COOLANT LOW ENOUGH IN PROTECTION?)			
9	CHECK OPERATION OF HEATING AND AIR CONDITIONING SYSTEM			
10	CHECK CONDITION OF WIPER BLADES AND WINDSHIELD WASHERS			
11	CHECK TIRE CONDITION FOR WEAR (FRONT) ALIGNMENT NEEDED? ☐ YES ☐ NO			
12	CHECK TIRE CONDITION FOR WEAR (REAR) ALIGNMENT NEEDED? ☐ YES ☐ NO			
13	CHECK HYDRAULIC SYSTEM FOR LEAKS			
14	CHECK PARKING BRAKE OPERATION			
15	TEST CLUTCH ADJUSTMENT (STANDARD TRANS. MODELS)			
16	INSPECT CONDITION OF FRONT SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
17	INSPECT CONDITION OF REAR SHOCKS/ MACPHERSON STRUTS ☐ LEAKS ☐ BROKEN			
18	INSPECT CONDITION OF MUFFLER			
19	INSPECT CONDITION OF EXHAUST PIPES			
20	INSPECT ENGINE AND TRANSMISSION FOR LEAKS			

OPTION	"IF YES" (✓)
LOCKING WHEEL COVERS	
A.I.R.	
CRUISE CONTROL	
POWER STEERING	
AIR CONDITIONING	
AUTO & ☐ 3 SP. ATN. ☐☐ 4 SP. TRANS	
MANUAL ☐ 4 SP. TRANS. ☐ 5 SP.	
POWER BRAKES	
ENGINE (4)	
ENGINE (6)	
ENGINE (8)	
EFI	
PFI	
CARB.	
POWER WINDOWS	
POWER LOCKS	



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December 12, 2017

[redacted] Rd
Camden, TN [redacted]

Service Request: [redacted]
Customer Relationship Manager: Diane Harkins

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]
Maurice, LA 7[redacted]

Service Request: [redacted]
Customer Relationship Manager: Michelle Mock

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 866-942-4368 extension 48773 on Monday through Friday during the hours of 8:00am to 4:45pm CST. 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

December 12, 2017

[redacted]
Maurice, LA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Michelle Mock

Dear Ms. Suire:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2003 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S832[redacted] is for the following:

- 60 months or 60,000 miles, whichever occurs first, beginning on August 2, 2005 and ending on August 2, 2010 and begins with 28,840 and ends with 88,840 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.

Exterior Lighting Systems Description and Operation

Exterior Lamps

The exterior lighting system consist of the following lamps:

- The Headlamps
- The Daytime Running Lamps (DRL)
- The Clearance Lamps (Y92 roof rack only)
- The Cornering Lamps
- The Front Fog Lamps
- The Rear Fog Lamps (Export)
- The Park, Tail and Marker Lamps
- The Turn Signal Lamps
- The Stop Lamps
- The Backup Lamps

Headlamps

The headlamp driver module (HDM) is an electronic module that provides electrical power to the vehicle low beam headlamps. The HDM is controlled by a pulse width modulated (PWM) ground signal from the body control module (BCM). The BCM determines the desired lamp intensity using the ambient light sensor, multifunction switch and the park brake switch as inputs. In general, the HDM will operate in 1 of 3 modes:

- Reduced Intensity Mode: This mode is used by features that do not require or allow maximum low beam headlamp intensity such as daytime running lights (DRL) (nominal: 85% duty cycle).
- Full Intensity Mode: This mode is used by features that require full low beam headlamp intensity such as low beam headlamp operation in manual or auto modes (nominal: 100% duty cycle).
- Off Mode: This is the default mode of the system that will occur when none of the features described above are active. The BCM will deactivate its PWM output (0% duty cycle) during this mode.

The normal battery voltage input to the HDM must be between 6 and 16 volts DC to operate. Any deviation to these values could cause improper operation.

Major components of this system are the BCM, HDM, ambient light sensor, multifunction switch, park brake switch and low beam headlamps.

The headlamps may be turned on in 2 different ways. First, when the driver places the headlamp switch in the HEADLAMP position, normal operation occurs. Second, with the headlamp switch is placed in the AUTO position, automatic lamp control (ALC) occurs. During ALC control, the headlamps will be in daytime running lamp (DRL) operation in daylight conditions, or low beam operation in low light conditions.

The HDM and high beam relay receive battery positive voltage directly from the battery. The BCM supplies a 100% duty cycle PWM ground signal to the HDM for automatic headlight control and normal headlight operation. The BCM also supplies ground to the high beam relay coil for high beam headlight operation. When the driver places the headlamp switch in the HEADLAMP position and the dimmer switch is in the low beam position, the HDM switches to full output sending current flow through the left and right low beam headlamp fuses to both low beam headlamps. The dimmer switch sends a ground signal to the BCM in the high beam position and a momentary ground signal in the flash-to-Pass (FTP) position from G102 to deactivate the low beam headlights and activate the high beam headlights. With the headlights in the low beam position, the high beams may be momentarily turned on or flashed by activating the FTP portion of the switch.

The instrument panel cluster (IPC) illuminates the high beam indicator when the body control module (BCM) detects that the high beams are requested. The IPC receives a class 2 message from the BCM requesting illumination.

The Headlamps On at Exit and Perimeter Lighting modes can be adjusted using the steering wheel controls to select the desired function as displayed in the driver information center. The Headlamps On at Exit selection will allow the driver to customize the period of time that the headlamps remain illuminated upon exiting the vehicle. This period can be adjusted from 0 seconds to 180 seconds. The Perimeter Lighting feature allows the driver to select if they desire the headlamps and backup lamps to illuminate when the door UNLOCK button on the key fob is activated. This feature can be turned ON or OFF by using the driver information center steering wheel control buttons.

Daytime Running Lamps (DRL)

The ambient light sensor is a light sensitive transistor that varies its voltage signal to the body control module (BCM) in response to changes to the outside (ambient) light level. When the BCM receives this signal it will either turn on the daytime running lamps (DRL) through the HDM using the reduced output or the headlamps at full intensity for auto headlamp operation. Any function or condition that turns on the headlights will cancel the daytime running lamps operation. The daytime running lamps (DRL) are the low beam headlights at a reduced intensity. With the headlight switch in the OFF position, the headlights will either be turned ON or OFF, after an approximate 8 second delay depending on whether daylight or low light conditions are sensed. When the BCM signals the HDM for DRL operation in daylight conditions, the HDM illuminates the low beam headlights at a reduced intensity. The DRL will operate when the ignition switch is in the RUN position, the gear selector is not in the PARK position and the parking brake is released. When these conditions have been met and the ambient light sensor indicates daytime conditions, the DRL will illuminate.

On vehicles equipped with the 4-position headlamp switch, DRL and headlamp operation can be temporarily disabled by momentarily placing the headlamp switch in the DRL defeat position. This will signal the BCM to disable the headlamps until the headlamp switch is momentarily placed in the

DRL defeat position again or until the next ignition key cycle.

DRL operation in Manual Transmission equipped vehicles will occur when the ignition switch is in the RUN position, and the parking brake is released.

Headlamp Leveling (Export)

The IGN E fuse in the I/P fuse block supplies battery positive voltage to the headlamp leveling switch. When the driver places the headlamp leveling switch in any position, a signal is sent to the headlamp leveling actuators to adjust the headlight aiming to the desired position. The underhood fuse block supplies battery positive voltage and G107 and G103 supplies ground to the headlamp leveling actuators.

Fog Lamps

With both the ignition switch in the RUN position and the park lamps or low beam head lamps on, the fog lights will illuminate when the driver presses the fog lamp switch. The FOG LAMP fuse in the engine wiring harness junction block supplies battery positive voltage to the fog lamp relay. With the headlamp switch in either the park or headlamp position and the fog lamp switch is pressed, the body control module (BCM) will energize the fog lamp relay control circuit. The current flow is from the fog lamp relay to both front fog lamps and to ground G107 and G103. The state of the fog lamps either ON or OFF will remain the same until the fog lamp switch is pressed again, or the ignition switch is cycled OFF and ON. Fog lamp operation will be cancelled whenever the park lamps are turned OFF or the high beam headlights have been selected.

The rear fog lamp (Export) is located in the left tail lamp assembly. The rear fog lamp has a dedicated relay and both the relay control and current flow operate the same as the front fog lamps. The RR FOG fuse supplies voltage to the lamp and G 401 supplies ground.

Park, Tail, Marker, License, and Clearance Lamps

The park, tail, marker, license, and clearance (Y92 only) lamps are turned on when the headlamp switch is placed in the PARK or ON position or anytime the headlights are requested. The I/P BATT fuse in the engine wiring harness junction block supplies battery positive voltage to both the park lamp relay switch contacts and the park lamp coil circuit. The body control module (BCM) provides a ground or control circuit to the park lamp relay coil circuit. When the park lamps are turned on, the BCM energizes the park lamp relay. Current flow is from the park lamp relay to the individual park lamp circuit fuses and to their respective park, tail, marker, and license lamps. The front park and marker lamps are grounded at G107 and G103. The tail lamps are grounded at G401 and G402. The license lamps are grounded at G401. When equipped with the Y92 roof rack option, the clearance lamps are grounded at G302. If the driver places the headlight switch in the ON position after the ignition switch has been turned OFF, the park, tail, marker, license, and clearance lamps will remain on until turned off or the battery runs dead.

The T PARK fuse in the rear fuse-relay block supplies battery positive voltage to a separate park lamp circuit connected to the trailer wiring harness.

Turn Signal Lamps

The smart flasher (GMSF) is an automotive flasher designed to accept turn, hazard, and brake inputs. The GMSF will provide corresponding outputs to the exterior lamps and instrument panel turn signal indicator lamps. This lighting system has dedicated lamps for the turn/hazard functions and dedicated lamps for the brake function. The system incorporates the use of flash rates for diagnostics. The flash rate is a calculation of the number of flashes that occur within a 60 second period. This system uses a percentage of on-time to off-time called duty cycle. For the bulb outage condition, the indicator of the vehicle side on which the outage occurs shall assume bulb outage flash rate mode. The opposite side indicator will assume the normal flash rate mode for an input from the non bulb outage side of the vehicle. Hazard warning lamp outage will maintain a normal flash rate as long as 2 or more exterior signaling lamps are functional. During all modes of operation, the IPC will receive the same flash rates and duty cycles that the exterior lamps receive. The IPC will then control the indicators in the cluster. The vehicle operator will be provided with an audible and visual indication of the flasher operation. Below is a table with flash rates and duty cycles:

Operating Condition	Flash Rate	Duty Cycle
Normal	75 to 105 flashes per minute	45% to 55%
Turn Signal Lamp Outage	2 or 3 times faster than normal flash rate	35% to 55%

The IGN E fuse in the engine wiring harness junction block supplies Ignition positive voltage to the turn signal switch assembly. With the ignition switch in the RUN or START position, ignition positive voltage is connected through the turn signal and hazard switch assembly to the GMSF which is powered by the FLASHER fuse also in the engine wiring harness junction block and is grounded at G201. When the turn signal switch is placed in either the left or right position, the circuit is complete from the GMSF to the turn signal lamps and to ground. The GMSF then sends an on-off voltage signal to either the left or right turn signals and their instrument panel cluster (IPC) indicator. When the hazard switch is pressed, all turn signal lamps will flash including both IPC turn indicators. The front turn signals are grounded at G103 and G107. The rear turn signals are grounded at G401 and G402.

The IPC illuminates the TURN SIGNAL ON indicator in the driver information center when the IPC determines that the turn signal is active for more than 1.2 km (0.75 mile). The IPC also sends a class 2 message to the radio in order to activate the audible warning.

On vehicles equipped with the outside rear view mirror turn signal lamps, the turn signal voltage is also sent to the respective front door module. The door modules then distribute power and ground to the activated lamp.

For trailer wiring, separate turn signal circuits are connected through the GMSF to the trailer wiring harness.

Cornering Lamps

The turn signal switch sends battery positive voltage to the cornering lamps which will constantly remain illuminated until turn signal operation is cancelled. The cornering lamps are grounded at G103 and G107.

Stop Lamps

The STOP fuse in the engine wiring harness junction block supplies battery positive voltage to the normally open stop lamp switch. When the driver presses the brake pedal, the switch contacts close and battery positive voltage is supplied to both the VEHICLE STOP fuse and the VEHICLE CHMSL fuse. The current flow is now to the stop lamps which are grounded at G401 and G402. The center high mounted stop lamp (CHMSL) is grounded at G401.

For trailer wiring, a separate stop lamp circuit is connected through the GMSF to the trailer wiring harness.

Backup Lamps

On a vehicle equipped with an automatic transmission, the backup lamps request signal is sent from the powertrain control module (PCM) to the body control module (BCM) via class 2. This signal is based on the state of the park neutral position (PNP) switch. On a manual transmission equipped vehicle, the B/U fuse in the engine wiring harness junction block supplies battery positive voltage to the normally open backup lamp switch. When the driver places the gear selector lever is in the REVERSE position, the backup lamp switch closes and the current flow is from the backup lamp switch to the BCM signaling for backup lamp illumination.

The BCM directly supplies voltage for backup lamp operation on both automatic and manual transmission vehicles. The backup lamps are grounded at G401 and G402 (G305 on vehicles that have the backup lamps located in the lower bumper facia).

For trailer wiring, a separate backup lamp circuit is connected through the TRLR B/U fuse to the trailer wiring harness.

Privileged and Confidential Information

CASE ASSESSMENT BY: Telicia Henderson **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 **Make: Chevrolet** **Model: TrailBlazer** **Current Mileage: 7,598**

Vehicle ID No.: 1GNDS13S052 [redacted] **In Service Date: 3/8/05** **Purchased: New**
If used: (date/miles)

What is customer seeking: replacement/repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: head lights goes out

Date:	Mileage:	Days Out:	Description of Repair:
5/18/05	2,199	3	unable to duplicate
8/17/05	6,320	1	call tech line & replaced BCM harness per tech line
9/19/05	7,275	1	replaced headlamp switch

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

Total Days Out of Service: __5__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

Team Manager Approval: Date:

Revised by r.fick 09/28/04

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: [ ] NO: [X]

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Program Summary, repairs, repurchase, replacement_____

_____

AVM and/or DEALER RECOMMENDATION(s):

Avm states it seems like the cust may have had an issue the first time but was repaired and since then the dlr has not been able to duplicate the concern.

Svc mgr states the dlr has tried so hard to help out the cust but dlr cannot duplciate the concern. Svc mgr states he's test driven veh, dlr techs and diffrent people from the dlr has test driven veh but cannot duplicate the concern. Svc mgr states he even drove the cust in from town one day to try to duplicate the concern but could not do so and noone can get the veh to act up but the cust.

Gen Mgr Jay states the last ro was just the dlr trying one last time to duplicate & repair the problem but if he would have known that the cust needed 3 repair attempts then he would have never attempted the last repair b/c the dlr has never been able to duplicate the problem.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Crm offered a 5/60 electrical comp ltr but the cust declined. Crm recommends for the avm to attend the dlr for the cust final repair attempt and to pursue w/ arbitration if the cust is still not satisfied.

Decision reached by CRM: Arbitrate case: [X] Settle case: [ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

2005 TRAILBLAZER LS 2WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HNTDM2/TRE[redacted] STOCK NO.
VIN 1GN DS13 S0 521[redacted]

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

**********13*07136S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CS15506 TRAILBLAZER LS 2WD	27720.00	25086.60
C4D GVW RATING - 5550 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
PCK ONSTAR PLUS PACKAGE	970.00	834.20
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND		
* CRUISE CONTROL		
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40
UY7 TRAILER WIRING HARNESS	10.00	8.60
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
V1K LUGGAGE RACK CROSS-BARS	45.00	38.70
1SA LS PREFERRED EQUIPMENT GROUP 1	N/C	N/C
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-

RETAIL - STOCK	
INVOICE	09/07/04
SHIPPED	09/07/04
EXP I/T	09/15/04
INT COM	09/15/04
PRC EFF	09/07/04
KEYS	S653B S653B
WFP-S QTR	OPT-1
BANK: GMAC -	005
CHG-TO	07-136
SHIP WT:	4276
HP:	32.1
GVW:	5550
GVWF:	2950
GVWR:	3200
GMS:	25234.95
SUPPLR:	26370.52
MRM:	29570.00
NTR:	1/2
DAN:	BASE
MEMO	1324.25

TOTAL MODEL & OPTIONS	27985.00	25314.50	ACT 237 25159.95
DESTINATION CHARGE	685.00	685.00	H/B 261 839.55
TOTAL	28670.00	25999.50	PAY 310 25999.50

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 24744.15

****

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.

BACON AUTOPLEX, INC.

REMIT TO GMAC NO. 005
VIN 1GNDS13S05[redacted]
$ 25999.50 INV [redacted]
DUE 09/15/04 DEALER 07-136

Privileged and Confidential Information

CASE ASSESSMENT BY: Telicia Henderson **Siebel/CARS Request No** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 **Make:** Chevrolet **Model:** TrailBlazer **Current Mileage:** 7,598

Vehicle ID No.: 1GNDS13S05[redacted] **In Service Date:** 3/8/05 **Purchased:** New
If used: (date/miles)

What is customer seeking: replacement/repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: head lights goes out

Date:	Mileage:	Days Out:	Description of Repair:
5/18/05	2,199	3	unable to duplicate
8/17/05	6,320	1	call tech line & replaced BCM harness per tech line
9/19/05	7,275	1	replaced headlamp switch
11/15/05	8,674	2	check lighting system, wiring switches, connections & all working as designed at this time

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Total Days Out of Service: __7__(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)? Program Summary, repairs, repurchase, replacement_____

_____

AVM and/or DEALER RECOMMENDATION(s):

Avm states it seems like the cust may have had an issue the first time but was repaired and since then the dlr has not been able to duplicate the concern.

Svc mgr states the dlr has tried so hard to help out the cust but dlr cannot duplciate the concern. Svc mgr states he's test driven veh, dlr techs and diffrent people from the dlr has test driven veh but cannot duplicate the concern. Svc mgr states he even drove the cust in from town one day to try to duplicate the concern but could not do so and noone can get the veh to act up but the cust.

Gen Mgr Jay states the last ro was just the dlr trying one last time to duplicate & repair the problem but if he would have known that the cust needed 3 repair attempts then he would have never attempted the last repair b/c the dlr has never been able to duplicate the problem.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Crm offered a 5/60 electrical comp ltr but the cust declined. Crm recommends for the avm to attend the dlr for the cust final repair attempt and to pursue w/ arbitration if the cust is still not satisfied. Crm recommends to pursue w/ arbitration w/ avm's or svc mgr's attendance since concern cannot be duplicated and cust decides to pursue w/ the hearing.

Decision reached by CRM: **Arbitrate case:** [X] **Settle case:** [ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving

2004-2005 Buick Rainier

2002-2005 Chevrolet TrailBlazer

2002-2005 GMC Envoy

2003-2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #1540541)

- Service Bulletin - 02-06-03-006B - No Start, No Crank, Battery, Batteries, Generator, Gages, SES, SIR, Brake, Security, Theft, ABS, Hot, DIC Messages, Lamp, Light, Battery and Generator Diagnostic Testing and Cadillac Roadside Service (SI Document ID #1563904)
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID #653410)
- Service Information - Charging System Test (SI Document ID #1468059)
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID #816776)

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID #1298539).

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #1470165).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern.	DO NOT replace the Generator P/N's: 10464468

Repairs should ONLY be made if a specific concern is identified.	10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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December 12, 2017

[redacted]
Elkhart, TX 7[redacted]

Service Request: [redacted]
Customer Relationship Manager: Dave Reynolds

Dear Mrs. S[redacted]

We would like to discuss your request for assistance regarding your 2005 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 1-866-952-4368 extension 57400 Monday through Thursday during the hours of 12:00 p.m. until 6:30 p.m. Eastern 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 Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving

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2003-2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8)

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- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop

Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #1540541)

- Service Bulletin - 02-06-03-006B - No Start, No Crank, Battery, Batteries, Generator, Gages, SES, SIR, Brake, Security, Theft, ABS, Hot, DIC Messages, Lamp, Light, Battery and Generator Diagnostic Testing and Cadillac Roadside Service (SI Document ID #1563904)
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID #653410)
- Service Information - Charging System Test (SI Document ID #1468059)
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Important:

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Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #1470165).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
	DO NOT replace the Generator P/N's:

Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	10464468 10464476 unless a specific concern is Identified.

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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BACON
Family of Dealerships

FAX COMMUNICATION
Fax: (903)723-5821

TOTAL NUMBER OF PAGES (INCLUDING COVER)_____

TO: Telicia Henderson

FROM: Bacon AutoPlex

DEALER CODES:

CHEVROLET	07136
CADILLAC	39170
GMC	47642
PONTIAC	39854
BUICK	56835

COMMENTS:

Bacon Autoplex
1216 E. Palestine Ave.
P.O. Box 1910
Palestine, TX 75802
903-729-2241

PAGE 02

STRICTLY CASH UNLESS ARRANGEMENTS MADE

[redacted]

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

IN PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC #	YEAR	VIN
T.B.	1577	37	4-27-05	26MXT2	05	1GNDS13S05 [redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05	1581		Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

[redacted]

Signature of Person Responsible or Agent for Person Responsible

HOME #

[redacted]

CITY Elkhart STATE TX

[redacted]

QTY	PART NO.	DESCRIPTION	SALE
4961		Net Urethane	

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE
						C0140	.7	.3		24.30 (Time)		

COMPLAINT C15 Air Noise Lt Lr Door

CAUSE (2) Adjust Left Rear Door

CORRECTION R+R weatherstrip + Interior Trim To Adjust Door

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE
						J6354	.7					

COMPLAINT C15 Rough Idle

CAUSE (3) PCM Update Available

CORRECTION Reprogram PCM

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT Noise in Brake when Stopping - Thump (Time)

CAUSE (4)

CORRECTION Road test Unable to Duplicate Customer Concern

AUTHORIZATION

90

Date

Signature

POSTED
APR 29 2005
BACON AUTOPLEX

PO NO.

SUBLET REPAIRS

63326

GALS. GAS @

QTS. OIL @

WARRANTY CLAIMS COST	KEY	ACCT NO.	SALE	KEY
60 80	C	4620: 4660:	20 64	
	C	466:		
17 36	C	480:	24 30	
	C	472:		
	C	476:		
	C	4600: 4678:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 6332 6	I	263:	22 94	
	I	220		

INTERNAL SALES COST	KEY	ACCT NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK - MECH & BODY		67	D E	
DELIVERY EXP		13	A B	

PARTS & ACCESSORIES & SERVICE SALES COST	KEY	ACCT NO.	SALE	KEY
LABOR MECH CAR TRK	C	460A:		
SUBLET REPAIRS	C	466:		
PTS/ACC MECH CAR TRK	C	467:		
LABOR BODY CAR TRK	C	471:		
SUBLET REPAIRS BODY	C	476:		
PTS/ACC BODY CAR TRK	C	477:		
PAINT & BODY MAT'L	C	479:		
TIRES	C	490:		
GAS, OIL, GREASE	C	491:		
INSP STICKER	C	492:		
	C			
TAX		324:		
CHARGE SALES		220:		
CASH		225:		

DISCLAIMER OF WARRANTIES

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

OFFICE COPY

11/10/2005 09:09 19037235821

BACON REPAIR ORDER CONTINUATION

P2 ~~66~~ 63326

YEAR	MAKE	MODEL	MILEAGE	BY	LIC #	VIN	RO #
05	Chevy	T.B.	1577	37	26MXT2	1GND$13$05 [redacted]	63326

QTY	PART NO. / DESCRIPTION	SALE

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				B4400	.3					

TECH # COMP. C/S Rt Rr Door Has Air Noise

(2) CAU. Adjust Rt Rear Door Tiral

CORR. R+R weather strip + Interior Trim To Adjust Door

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0350	.5					B

TECH # COMP. C/S Lt Rr Window Moulding Coming Loose

(2) CAU. R+R Window Track

CORR. R+R window Track urethane in place

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0351	.5					B

AUTHORIZATION
90 [redacted]
Date
Sign

TECH # COMP. C/S Rt Rr Window Moulding Not Lit

(2) CAU. R+R window track

CORR. Urethane in Place

AUTHORIZATION
90 [redacted]
Da
Sig

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU

CORR

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU

CORR.

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP

CAU

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EAST TEXAS BUSINESS PRINTING • (903) 939-0003 • (L-118469)

75034 63871

[redacted]

BACON AUTOPLEX, INC.
1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
[redacted]
PAYABLE IN PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC #	YEAR	VIN
Levy T.B.	2199	37	5-18-05	26MXT2	05	1GNDS13S05 [redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05			Blue					

NOTICE PURSUANT TO PROPERTY CODE §70.001
[redacted]
Signature of Person Responsible or Agent for Person Responsible

HOME #

CITY Elkhart STATE Tx ZIP [redacted]

COST	QTY	PART NO - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT C/S Headlights Flicker
CAUSE N/C
CORRECTION

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE
	MT				98	77903				90.00		

COMPLAINT C/S Poor Reception from Radio
CAUSE James Ray N/C
CORRECTION

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT C/S Dr Side Rr Door Sticks out
CAUSE
CORRECTION Sublet to Bacon - Frankston

POSTED
JUN 28 2005
BACON AUTOPLEX

WARRANTY CLAIMS COST	KEY	ACCT NO	SALE	KEY	INTERNAL SALES COST	KEY	ACCT NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT NO.	SALE	KEY
	C	4620: 4608:		-		C	463:		-	LABOR MECH CAR TRK		C	460A:		-
90.00	C	466:	90.00	-		C	466:		-	SUBLET REPAIRS		C	466:		-
	C	480:		-		C	481:		-	PTS ACC MECH CAR TRK		C	467:		-
	C	472:		-		C	473:		-	LABOR BODY CAR TRK		C	471:		-
	C	476:		-		C	476:		-	SUBLET REPAIRS BODY		C	476:		-
	C	4800: 457A:		-		C	481:		-	PTS ACC BODY CAR TRK		C	477:		-
	C	479:		-		C	479:		-	PAINT & BODY MAT.		C	479:		-
	C	490:		-		C	490:		-	TIRES		C	490:		-
	C	491:		-		C	491:		-	GAS, OIL, GREASE		C	491:		-
	C	464:		-		C	492:		-	INSP STICKER		C	492:		-
CLAIM NO												C			-
63871	1	263:	90.00	+	POLICY WORK MECH & BODY		67 DE		+	TAX			324:		-

RENT CAR

P.O. NO. SUBLET REPAIRS
James Ray 3 Days
2 Bills
Bacon - Frankston
63871
GALS. GAS @
QTS. OIL @

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. 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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PAGE 04
11/10/2005 09:09 19037235821

75034 63871

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET | Cadillac | BUICK | PONTIAC | GMC

MAKE	MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
Chevy	T.B.	2199	37	5-18-05	26MXT2	05	1GNDB13B05

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05			Blue					

NOTICE PURSUANT TO PROPERTY CODE §70.001

[redacted] CITY Elkhart STATE TX HOME #

COST	QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT C/S Headlights Flicker

CAUSE N/C

CORRECTION

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MS				98	Z7903				90.00		

COMPLAINT C/S Poor Reception from Radio

CAUSE James Ray N/C

CORRECTION

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT C/S Rr Side Rr Door Sticks Out

CAUSE

CORRECTION Sublet to Bacon - Frankston

RECEIVED FEB 28 2005 BACON AUTOPLEX

RENT CAR

P.O. NO. | SUBLET REPAIRS

James Ray 3 Days 2 Bills
Bacon - Frankston
63871

GALS. GAS @

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY
	C	4520: 4608:		
90.00	C	466:	90.00	
	C	480:		
	C	472:		
	C	476:		
	C	4800: 467A:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 63871	I	263:	90.00	

INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
POLICY WORK MECH. & BODY	C	492:	67.00	

PARTS & ACCESSORIES & SERVICE SALES COST	KEY	ACCT. NO.	SALE	KEY
		LABOR MECH. CAR TRK		
		SUBLET REPAIRS		
		PTS ACC MECH. CAR TRK		
		LABOR BODY CAR TRK		
		SUBLET REPAIRS BODY		
		PTS ACC BODY CAR TRK		
		PAINT & BODY MAT'L		
		TIRES		
		GAS, OIL GREASE		
		NSP STICKER		
		TAX		
	C	460A:		
	C	466:		
	C	467:		
	C	471:		
	C	476:		
	C	477:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
	C			
	C	324:		

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PAGE 05

11/10/2005 09:09 19037235821

PAGE 06

29 POINT VEHICLE

Leonard Kavetsky L, Techline [redacted] Case no, 8398402 (time) 00006

CASH UNLESS ARRANGEMENTS MADE

[redacted]

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

8053

BUICK PONTIAC GMC

PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC #	YEAR	VIN
T.B.	6320	37	8-17-05	26MXT2	05	1GND$13$0[redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
8-05	6325		Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

[redacted]

Signature of Person Responsible or Agent for Person Responsible

CITY Elkhart STATE Tx ZIP 75839

QTY	PART NO - DESCRIPTION	SALE
1	15122670 BCM	✓
1	15077187 Harn.	✓

P

POSTED
SEP 27 2005
BACON AUTOPLEX

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MJ				98	Z7903				90.00		

COMPLAINT - C/S CEL on
(2)
CAUSE -
CORRECTION - Working as designed at this time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	OJ	2	15122670	104.45	66	N4800	1.1	2				E

COMPLAINT - C/S All Lights Turnoff.
(2)
CAUSE - BCM defective ~~Working As designed~~ Call techline Replace BCM Harness per techline [redacted]
CORRECTION - check wiring check Power & Grounds

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.

COMPLAINT - C/S Hesitates - Running Rough
(2)
CAUSE - Working as designed at this time
CORRECTION - check for DTC's Check Fuel pressure

Enterprise 1 Day
Enterprise 2 Days
RENT CAR
Rent Car

P.O. NO. | SUBLET REPAIRS

65982

GALS. GAS @

WARRANTY CLAIMS COST	KEY	ACCT NO	SALE	KEY	INTERNAL SALES COST	KEY	ACCT NO	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT NO	SALE	KEY
26.00	C	4620: 4608:	86.74	−		C	463:		−	LABOR MECH CAR TRK		C	460A:		−
90.00	C	466:	90.00	−		C	466:		−	SUBLET REPAIRS		C	466:		−
104.45	C	480:	146.23	−		C	481:		−	PTS/ACC MECH CAR TRK		C	467:		−
	C	472:		−		C	473:		−	LABOR BODY CAR TRK		C	471:		−
	C	476:		−		C	476:		−	SUBLET REPAIRS BODY		C	476:		−
	C	4800: 457A:		−		C	481:		−	PTS/ACC BODY CAR TRK		C	477:		−
	C	479:		−		C	479:		−	PAINT & BODY MAT'L		C	479:		−
	C	490:		−		C	490:		−	TIRES		C	490:		−
	C	491:		−		C	491:		−	GAS OIL GREASE		C	491:		−
	C	464:		−		C	492:		−	INSP. STICKER		C	492:		−
CLAIM NO.												C			−
65982	I	263:	323.17	+	POLICY WORK MECH & BODY		67 DE		+	TAX			324:		−
							13 AB		+		CHARGE SALES		220:		+

WARRANTIES

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SELLER COPY

29 POINT VEHICLE

66800

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

...SH UNLESS ARRANGEMENTS MADE [redacted]
...PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE			#	YEAR	VIN
T.B.	7275	37	9-19-05	26 MXT2	05	1GND$13$0[redacted]

...ERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
-8-05			Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001
...NT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR ...SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS ...ON IN ACCORDA[redacted] IF PAYMENT FOR ...OR VEHICLE BY [redacted] IS STOPPED, ...INSUFFICIENT [redacted] AWER OF THE ...ARD HOLDER HA[redacted] IS DRAWN OR ...T HAS BEEN CL[redacted]

[redacted] Responsible

CITY: Elkhart

STATE: TX [redacted]

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	05	1	10372953	39 11	66	N2290	.5					

COMPLAINT - CIS Headlights and Dash Lights Flicker-Go out at Times
CAUSE - Headlamp Switch defective
CORRECTION - Replace Headlamp Switch

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	WL				3L	N4199	.7					B

COMPLAINT - HAS UPDATE in SI for IPC for Gauges + Lighting
CAUSE - IPC Reprogram
CORRECTION - Reprogram IPC

POSTED OCT 05 2005 BACON AUTOPLEX

AUTHORIZATION [redacted]
90 [redacted]
Date [redacted]

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT

COMPLAINT -
CAUSE -
CORRECTION -

WARRANTY CLAIMS COST	KEY	ACCT NO	SALE	KEY	INTERNAL SALES COST	KEY	ACCT NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT NO	SALE	KEY
24 00	C	4620: 4601:	80 20	-		C	463:		-	LABOR MECH CAR TRK		C	460A:		-
	C	466:		-		C	466:		-	SUBLET REPAIRS		C	466:		-
39 11	C	480:	54 75	-		C	481:		-	PTS/ACC MECH CAR TRK		C	467:		-
	C	472:		-		C	473:		-	LABOR BODY CAR TRK		C	471:		-
	C	476:		-		C	476:		-	SUBLET REPAIRS BODY		C	476:		-
	C	4800: 467A:		-		C	481:		-	PTS/ACC BODY CAR TRK		C	477:		-
	C	479:		-		C	479:		-	PAINT & BODY MAT'L		C	479:		-
	C	490:		-		C	490:		-	TIRES		C	490:		-
	C	491:		-		C	491:		-	GAS, OIL GREASE		C	491:		-
	C	464:		-		C	492:		-	INSP STICKER		C	492:		-
CLAIM NO.				-					-			C			-
11 00		[illegible]	135 01	-	POLICY WORK		67 0		+	TAX			324:		-

...NO. | SUBLET REPAIRS

66800

...LS. GAS @

NAME

...ARRANTIES
...rer, The Seller, Bacon Autoplex, Inc., hereby expressly ...ility or fitness for a particular purpose, and Bacon Autoplex, Inc. neither ...with the sale of said products

Any warranties on the product sold hereby are ... warranties, either express or implied including ... Acceptance of authorizes any other person to ...

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P:1/1
TO:18662263877
MAR-2-2000 05:59 FROM:TES 9037238207

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 76802
(903) 729-2241

Chevrolet · Cadillac · Buick · Pontiac · GMC

MAKE	MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
Chev	Blaz	58674	15	8. 15. 05	26MX72	05	1GNDS13190 [redacted]

DEDUCTIBLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
				Blue					

NOTICE PURSUANT TO PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON [redacted] OF THE MOTOR VEHICLE SUBJECT TO [redacted] SUBJECT TO REPOSSESSION IN ACCOR[redacted] THE REPAIR OF THE MOTOR VEHICLE [redacted] DISHONORED BECAUSE OF INSUFFICIEN[redacted] ORDER OR THE CREDIT CARD HOLDER [redacted] THE CREDIT CARD ACCOUNT HAS BEEN [redacted]

[redacted] HE REPAIR EHICLE IS MENT FOR STOPPED, R OF THE RAWN OR

[redacted] sponsible

NAME [redacted]

STREET [redacted]

CITY [redacted]

Filed

COST	QTY.	PART NO. - DESCRIPTION	SALE
		Chad Drove home Tuesday night to work Wednesday morning	
		Our mileage 8674 In mileage 8719 Total miles 45	
		P.O. NO. / SUBLET REPAIRS	
		68194	
		GALS. GAS @	
		QTS. OIL @	
		LBS. GREASE @	

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT - 9 Cust states Head light Flash off & on Also dash lights go out

CAUSE - Check Lighting System - Wiring Switches - Connections

CORRECTION - Working As Designed At This Time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT - Scanned System For Codes No Codes Detected Customer Is Satisfied

CAUSE -

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT -

CAUSE -

CORRECTION -

C

WARRANTY CLAIMS

COST	KEY	ACCT. NO.	SALE	KEY
	C	4620 4621		
	C	466:		
	C	480:		
	C	472:		
	C	476:		
	C	4771 4774		
	C	479:		
	C	490:		
	C	491:		
	C	494:		
CLAIM NO.				
	I	263:		+
	I	220		+
	I	225		+

INTERNAL SALES

COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	480:		
	C	472:		
	C	476:		
	C	477:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK - MECH. & BODY			67	+
DELIVERY EXP			130	+

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR MECH. CAR TRK		C	460A:		
SUBLET REPAIRS -		C	466:		
PTS/ACC - MECH. CAR TRK		C	467:		
LABOR BODY CAR TRK		C	471:		
SUBLET REPAIRS - BODY		C	476:		
PTS/ACC - BODY CAR TRK		C	477:		
PAINT & BODY MATL		C	479:		
TIRES		C	490:		
GAS, OIL, GREASE		C	491:		
INSP. STICKER		C	492:		
		C			
TAX			324:		+
CHARGE SALES			220:		+
CASH SALES			225:		+

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December 12, 2017

[redacted]
Elkhart, TX 7[redacted]

Service Request: [redacted]
Customer Relationship Manager: Dave Reynolds

Dear Mrs [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 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

[redacted]

Elkhart, IX [redacted]

EAST TEXAS P&DC
PM
04 NOV

USA

NOV 08 2005

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

Attention:
Customer Assistance Center
Chevrolet Division
Anitra Roberson

BBB case #[redacted]
GM Case #

To General Motors Company, Nov. 3, 2005

This letter is to inform your company of the problems I have with my 2005 Trailblazer. I purchased my vehicle in March of 2005 at Bacon Chevrolet in Palestine Texas.

My vehicle has been in the Service Department on numerous occasions. The problem I am having has not been fixed. The problem is with the headlights and dashboard lights going off and on.

The Service Department has replaced the headlight switch, Automatic headlight computer System sensor, gone through the wiring harness, put a data recorder on for 3 days. The Service Manager has even drove my vehicle for a couple of days to see if he could recreate the problem ~~to~~ with no luck.

In conclusion I would like to stress how nervous I am driving this vehicle. I drive on dark country roads and this problem I think is a very dangerous situation and a hazard waiting to happen.

I would like to give your company one more chance to fix this problem. If the problem can not be fixed I am requesting either a replacement vehicle or reimbersment of money I have spent on this vehicle.

Thank You

[redacted]

GENERAL MOTORS
ALTERNATIVE DISPUTE RESOLUTION

10 pages

From TO

FACSIMILE TRANSMITTAL SHEET

~~TO:~~ JAY	~~FROM:~~ TELICIA HENDERSON
FAX NUMBER: 903-729-8528	DATE: 10-6-05
TITLE:	TOTAL NO. OF PAGES INCLUDING COVER: 2
PHONE NUMBER: [redacted]	VEHICLE PURCHASE DATE: 3-8-05
~~RE:~~ [redacted]	VEHICLE IDENTIFICATION NUMBER: 1GNDS13S05[redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT X PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Please fax the following documents to assist us in preparing documentation.

1. Customer signed Buyer's Order (If vehicle is a lease then fax lease agreement as well)
2. Actual Cash Value (ACV) of Trade in Vehicle
3. Incentive Acknowledgement Form
4. Payoff amount/payoff agreement on Trade in vehicle

Please fax to 1-866-226-3877, attention Telicia Henderson

Thank you

If you have any questions please give me a call.

TELICIA HENDERSON
PHONE: 1-800-231-1841 EXT. 57477 • FAX: 1-866-226-3877

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Jay
Company:
Phone:
Fax: 9037298528

From: TELICIA HENDERSON
Phone: 1-800-231-1841 EXT 57477
Fax: 8662263877
Date: Thursday, October 06, 2005 4:11:22 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.

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDS13S05[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2005 TRAILBLAZER LS 2WD	**Warranty Start Date :**	03/08/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BACON AUTOPLEX, INC. PO BOX 1910 PALESTINE , TX 75802-1910 (903) 729-2241	**Selling Source :**	13 - CHEVROLET
		Site Code :	07136
		Business Associate Code :	159603

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888) ONSTAR1 (888)667-8271		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/08/2005	25 miles	03/08/2008	36025 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/08/2005	25 miles	03/08/2011	100025 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/08/2005	25 miles	03/08/2013	80025 miles
36/36000 FEDERAL EMISSION	03/08/2005	25 miles	03/08/2008	36025 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/17/2005	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	6320 miles
05/18/2005		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	2199 miles
04/27/2005		#	C0140 - CHANNEL AND/OR RETAINER, FRONT DOOR WINDOW RUN (FRONT) - R	1577 miles

04/27/2005	[redacted]	#	J6354 - MODULE, POWERTRAIN CONTROL - ENGINE REPROGRAMMING	1577 miles
04/27/2005		#	B4400 - DOOR ASSEMBLY, REAR - RIGHT - ALIGN	1577 miles
04/27/2005		#	C0350 - CHANNEL, REAR DOOR WINDOW RUN (LOWER REAR) - RIGHT - REPLA	1577 miles
04/27/2005		#	C0351 - CHANNEL, REAR DOOR WINDOW RUN (LOWER REAR) - LEFT - REPLAC	1577 miles
09/07/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

[redacted]

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET | Cadillac | BUICK | PONTIAC | GMC

BY	MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
Hpcw	T. B.	7275	37	4-19-05	26MXT2	05	1GNDT13BC5 [redacted]

DUCTIBLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
C	5-8-05			Blue					[redacted]

NOTICE PURSUANT TO PROPERTY CODE, §70.001

IF THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO [redacted] AGREEMENT FOR SUBJECT TO REPOSSESSION IN ACCORDANCE WITH THE AGREEMENT FOR THE RE-PAIR OF THE MOTOR VEHICLE BY [redacted] IS STOPPED, OR SHOWN OR DRAWN ON [redacted] BECAUSE OF INSUFFICIENT [redacted] OF THE CREDIT CARD HOLDER HAS [redacted] IT CARD ACCOUNT HAS BEEN CLOSED

[redacted]

Signature of Person Responsible or Agent for Person Responsible

[redacted]

CITY Tyler STATE TX

COST	QTY	PART NO. - DESCRIPTION	SALE
39 11	1	10372953 Switch	
		P	

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	05	1	10372953	39 11	66	N2240	.5					

COMPLAINT: Fits headlights & Ouldoors Tail-Gate Count
CAUSE: Headlamp Switch defective
CORRECTION: Replace headlamp Switch

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	WL				32	N4199	.7					B

COMPLAINT: HAS UPDATE IN SI FOR IPC for GAUGES & LIGHTING
CAUSE: IPC Reprogram
CORRECTION: Reprogram IPC

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT

COMPLAINT:
CAUSE:
CORRECTION:

[redacted]

P.O. NO | SUBLET REPAIRS

66800

27 50 GALS. GAS @

QTS. OIL @

LBS. GREASE @

WARRANTY CLAIMS

COST	KEY	ACCT. NO.	SALE	KEY
24 00	C	4620: 4681:	60 20	
	C	466:		
39 11	C	480:	54 75	
	C	472:		
	C	476:		
	C	4800: 4678:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 66800	T	263:	135 01	
	T	220		
	T	225		

INTERNAL SALES

COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK MECH. & BODY		67 DE		
DELIVERY EXP		13 AB		

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR MECH. CAR TRK		C	460A:		
SUBLET REPAIRS		C	466:		
PTS/ACC MECH. CAR TRK		C	467:		
LABOR BODY CAR TRK		C	471:		
SUBLET REPAIRS BODY		C	476:		
PTS/ACC BODY CAR TRK		C	477:		
PAINT & BODY MAT'L		C	479:		
TIRES		C	490:		
GAS, OIL, GREASE		C	491:		
INSP STICKER		C	492:		
		C			
TAX			324:		
CHARGE SALES			220:		
CASH SALES			225:		

WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability of fitness for a particular purpose, and Bacon Autoplex, Inc. 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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10/11/2005 10:11 1903723582 1

Leonard Kaletsky L. TechLine Case no, 827810 - Time/00000

CASH UNLESS ARRANGEMENTS MADE

BACON AUTOPLEX, INC.

8053

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

BUICK PONTIAC GMC

PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC	YEAR	VIN
T.B.	6320	37	8-17-05	[redacted]	05	1GND[redacted]105

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
8-8-05	6325		Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

[redacted] ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR [redacted] SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS [redacted] IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT FOR [redacted] VEHICLE BY CHECK IS [redacted] STOPPED, [redacted] OF INSUFFICIENT FUNDS, [redacted] OF THE CARD HOLDER HAS [redacted] OR [redacted] CHARGE HAS BEEN CLOSED.

X [redacted]
Signature of Person Responsible or Agent for Person Responsible

[redacted]

CITY Elkhart STATE Tx

[redacted]

QTY	PART NO.	DESCRIPTION	SALE
1	15122670	BCM	V
1	15077187	Horn	V
		P	
		POSTED	
		SEP 27 2005	
		BACON AUTOPLEX	
		Enterprise 1 Day	
		Enterprise Days	
		RENT CAR	
		Rent Car	

P.O. NO. SUBLET REPAIRS

65982

GALS. GAS @

QTS. OIL @

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	05				98	27903				90.00		

COMPLAINT - C/S CEL on
CAUSE -
CORRECTION - Working as designed at This time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	05	2	15122670	104.45	66	N4600	1.1	.2				F

COMPLAINT - C/S All Lights Turnoff -
Call Techline Replace BCM
CAUSE - BCM defective ~~Working As designed~~
CORRECTION - Check wiring Check Power & Grounds

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.

COMPLAINT - C/S Hesitates - Running Rough
CAUSE -
CORRECTION - Check For DTC's Check Fuel pressure
Working as designed at This time

WARRANTY CLAIMS

COST	KEY	ACCT. NO.	SALE	KEY
26 00	C	4620: 4601:	86 94	
90 00	C	466:	90 00	
104 45	C	480:	146 23	
	C	472:		
	C	476:		
	C	4808: 467A:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 65982	1	263:	323 17	
	1	220		

INTERNAL SALES

COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK MECH. & BODY		67 D E		
DELIVERY EXP		13 A B		

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR MECH. CAR TRK.		C	460A:		
SUBLET REPAIRS		C	466:		
PTS/ACC MECH. CAR TRK.		C	467:		
LABOR BODY CAR TRK.		C	471:		
SUBLET REPAIRS - BODY		C	476:		
PTS/ACC BODY CAR TRK.		C	477:		
PAINT & BODY MATL		C	479:		
TIRES		C	490:		
GAS, OIL GREASE		C	491:		
INSP STICKER		C	492:		
		C			
TAX				324:	
CHARGE SALES CASH				220:	
				225:	

Any warranties on the product sold hereby are those [redacted] The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. 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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29 POINT VEHICL

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10/11/2005 10:11 19037235821

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

[redacted]

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1215 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
Chevy T.B.	2199	37	5-18-05	26MXT2	05	1GND$13$05 [redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05			Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

[redacted]

Signature of Person Responsible or Agent for Person Responsible

HOME #

[redacted]

STATE TX ZIP [redacted]

QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Headlights Flicker

CAUSE - N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
					98	27903				90.00		

COMPLAINT - C/S Door Reception from Radio

CAUSE - James Ray N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Dr Side Rr Door Sticks out

CAUSE -

CORRECTION - Sublet to Bacon - Frankston

POSTED JUN 28 2005 BACON AUTOPLEX

RENT CAR

P.O. NO. | SUBLET REPAIRS

James Ray 3 Days 2 Bills

Bacon - Frankston

63871

GALS. GAS @

QTS. OIL @

LBS. GREASE @

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY	INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
	C	4620: 4609:		−		C	463:		−	LABOR - MECH CAR TRK		C	460A:		−
90.00	C	466:	90.00	−		C	466:		−	SUBLET REPAIRS -		C	466:		−
	C	480:		−		C	481:		−	PTS/ACC - MECH CAR TRK		C	467:		−
	C	472:		−		C	473:		−	LABOR - BODY CAR TRK		C	471:		−
	C	476:		−		C	476:		−	SUBLET REPAIRS - BODY		C	476:		−
	C	4800: 4674:		−		C	481:		−	PTS/ACC - BODY CAR TRK		C	477:		−
	C	479:		−		C	479:		−	PAINT & BODY MAT'L		C	479:		−
	C	490:		−		C	490:		−	TIRES		C	490:		−
	C	491:		−		C	491:		−	GAS, OIL, GREASE		C	491:		−
	C	464:		−		C	492:		−	INSP. STICKER		C	492:		−
CLAIM NO.				−					−			C			−
63871	1	263:	90.00	+	POLICY WORK - MECH. & BODY		67 DE		+	TAX			324:		−
	1	220		+	DELIVERY EXP		13 AB		+		CHARGE SALES		220:		+
	1	225		+					−		CASH		225:		−

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. 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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General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GNDS13S05 [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: XX XX

Incentive Program Reference	Amount	GM Incentive Code
Factory Rebate	$ 2,000.00	CSR
BONUS	$ 1,000.00	GPO
N/A	$ N/A	
N/A	$ N/A	
N/A	$ N/A	
Total Incentive Amount Received	$ 3,000.00	

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 N/A
in lieu of N/A

or

b. I elect to receive N/A

--- 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 t[redacted] obligation for incentive(s) on this unit.

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

03 08 05

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

Authorized Dealer Signature: [signature] Date: __/__/__
Dealership Name: BACON AUTOPLEX, INC. Dealer Code: 01 08 05

* List must include VIN, Delivery Date and Program Reference

07136

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)

03/08/05 F & I Summary - RETAIL

Buyer [redacted]
ELKHART, TX
[redacted]

Co-Buyer

NEW Purchase
Stock#: 148344
VIN#: 1GNDS13S05[redacted]
Make: CHEVROLET
Model: TRAILBLAZER
Body:
Color: SUPERIOR B
Year: 2005
Miles: 25

Trade
Stock: [redacted]
VIN: 2GTEC19K3S[redacted]
Make: GMC
Model: 1500
Body: EXCAB
Year: 1995
Miles: 185,195

ACV on trade

Financed By
Bank: HIBERNIA NATIONAL BANK
APR: 9.99
APR Cost: 7.99
APR Spread: 2.00
No. of Months: 72
F&I Mgr: DALE SHULTS

Selling Price:	25,155.61	Rebate:	3,000.00
Trade Allowance 1:	2,000.00	Cash Down:	2,000.00
Trade Allowance 2:	.00	Sales Tax:	1,259.73
Payoff 1:	.00	Title Fee:	29.00
Payoff 2:	.00	Lic / R&B:	58.62
Actual Cash Value 1:	3,000.00	Doc Fee:	50.00
Actual Cash Value 2:	.00	Insp Fee:	21.76
Cost of Unit Sold:	24,861.25	VIT & Lux:	50.54
Profit:	1,294.36	Gap Ins:	372.07
Dealer Pack:	225.00	Balance:	20,997.32
Comm Gross:	1,069.36	Holdback:	839.56 ++
			1.25 ++

WE OWE

Amt Fin: 20,997.32

Breakdown

	Sale	Cost	Gross	Sales Comm	F&I Comm	Net
Finance:	7,002.04	5,950.69	1,051.35			1,051.35
Credit Life:						
Acc. & Health:						
Warranty:	1,000.00	705.00	295.00			295.00
Gap Ins.:	372.07	204.64	167.43			167.43
Total Finance Income:			1,513.78			1,513.78
Deal:	25,155.61	24,861.25	1,294.36	297.34		997.02
Total Income:			2,808.14	297.34		2,510.80

Sales Commission

Customer: [redacted] Stock No: [redacted] Date: 03/08/05
Veh: 2005 CHEVROLET TRAILBLAZER

	Comm Split	Comm Rate	Comm Gross	Sales Comm
Salesman: CLIMIK MIKE CLIBURN	100.00 %	25.00	1,069.36	297.34

CHEVROLET Cadillac PONTIAC BUICK GMC

BACON AUTOPLEX, INC.

1216 E. Palestine • Palestine, TX 75801 • P.O. Box 1910 • Palestine, TX 75802
(903) 729-2241 • (800) 926-2321 • Fax (903) 729-8528

BUYER'S ORDER

I hereby offer to purchase from you under the terms and conditions specified below.
Delivery is to be made March 8, 2005, or as soon thereafter as possible.
It is agreed, however, that neither you nor the manufacturer will be liable for failure to effect delivery.

Buyer [redacted] Date March 8, 2005
S.S.# [redacted] E-mail
Address [redacted] City ELKHART State TX Zip [redacted]
Residence Phone [redacted] Business Phone [redacted] Cell Phone Fax
Year 2005 Make CHEVROLET Model TRAILBLAZER Type
Color SUPERIOR B Stock # [redacted] License # Tab #
Serial # 1GNDS13S05[redacted] Mileage 25 Salesperson MIKE CLIBURN

Trade Information #1
Year 1995
Make GMC
Model 1500
Color MAROON
Serial # 2GTEC19K3[redacted]
License # [redacted]
Tab #
Mileage 185,195

Trade Information #2
Year
Make
Model
Color
Serial #
License #
Tab #
Mileage

PAY OFF INSTRUCTIONS
Bank
Address
City State Zip
Good till From By
Bank
Address
City State Zip
Good till From By

DRAFTING INSTRUCTIONS
Bank HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161
From By

LIEN INSTRUCTIONS
Lien Holder HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161

MSRP	$
Sales Price	$ 25,155.61
Rebate(s)	$ 3,000.00
FACTORY 2000	
BONUS 1000	
Equipment Added	$
	$
	$
Trade-in(s)	$ 2,000.00
	$
Sub Total	$ 20,155.61
Sales Tax	$ 1,259.73
Dealer's Inventory Tax	$ 50.54
Document Fee	$ 50.00
License	$ 58.62
Title	$ 29.00
State Inspection	$ 21.75
Sub Total	$ 21,625.25
Payoff on Trade	$
Payoff on Trade	$
Service Contract	$ 1,000.00
TOTAL	$ 22,625.25
Less Cash	$ 2,000.00
BALANCE	$ 20,625.25
Credit Life	$
A & H	$
Gap Insurance	$ 372.07
TOTAL AMOUNT FINANCED	$ 20,997.32
Finance Charges	$ 7,002.04
TOTAL OF PAYMENTS	$ 27,999.36

72 Payments at $ 388.88 Per Month
Commencing 04/07/05
Interest Rate 9.990
Financed by HIBERNIA NATIONAL BANK

A document fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services related to the closing of a sale. A document fee may not exceed $50.00. This notice is required by law.

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

DISCLAIMER OF WARRANTIES
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 the seller neither assumes nor authorizes any other to assume for it any liability in connection with the sale of said products.

I understand and agree to the terms of this order. This order contains the entire agreement proposed for the purchase of the above described vehicle and no other agreement or understanding of any nature concerning this transaction has been made unless attached to this order and signed by the seller and buyer.

The buyer assumes responsibility for any difference in payoff in excess of amount shown, and will pay such difference in cash on demand if not so paid. Buyer authorizes dealer, at dealer's option to increase the monthly payments and contract balance to cover the difference and finance charges thereon.

Buyer agrees to deliver the title and current registration receipt to any trade-in herein along with the delivery of such trade-in and further agrees to execute any and all documents necessary or required to transfer legal title and ownership to seller or its assigns.
Buyer warrants such trade-in to be buyers' property and free and clear of all liens and encumbrances except as otherwise noted herein. Buyer further warrants that such trade-in has [redacted] damaged and that the emission controls have not been tampered with and are in the [redacted] ordinary wear unless as disclosed.

By [redacted]
Bacon Autoplex, Inc. Buyer's Signature Co-Buyer's Signature

GENERAL MOTORS
ALTERNATIVE DISPUTE RESOLUTION

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
JAY	TELICIA HENDERSON
FAX NUMBER:	DATE:
903-729-8528	10-6-05
TITLE:	TOTAL NO. OF PAGES INCLUDING COVER: 2
PHONE NUMBER: [redacted]	VEHICLE PURCHASE DATE: 3-8-05
RE: [redacted]	VEHICLE IDENTIFICATION NUMBER: 1GNDS13S05[redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT x PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Please fax the following documents to assist us in preparing documentation.

1. **Customer signed Buyer's Order (If vehicle is a lease then fax lease agreement as well)**
2. **Actual Cash Value (ACV) of Trade in Vehicle**
3. **Incentive Acknowledgement Form**
4. **Payoff amount/payoff agreement on Trade in vehicle**

Please fax to 1-866-226-3877, attention Telicia Henderson

Thank you

If you have any questions please give me a call.

TELICIA HENDERSON
PHONE: 1-800-231-1841 EXT. 57477 • FAX: 1-866-226-3877

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)	$ 25,155.61
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$ 28,670.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$ -3,514.39

Trade Allowance (from dealer Bill of Sale)	$ 2,000.00
Actual Cash Value Statement	$ 3,000.00
Difference (if positive, this is the overallowance)	$ -1,000.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$ 0
Actual Cash Value Statement	$ 3,000.00
Difference (if positive, this is the negative equity)	$ -3,000.00

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.)	$ 25,155.61
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$ 3,000.00
Overallowance and/or Negative Equity minus	$ 0
Actual price of Vehicle that should be presented to BBB for ATA	$ 22,155.61

December 12, 2017

[redacted]
Pine Bluff, AR 7[redacted]

Service [redacted]
Customer Relationship Manager: Christopher Snyder

Dear Mr [redacted]

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

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 35305, Monday, Tuesday and Friday during the hours of 10:15 a.m. and 9:00 p.m., and on Saturday between the hours of 8:00 a.m. and 5:00 p.m., Eastern 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 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

September 15, 2005

Amy Wells, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S[redacted]
Customer Relationship Manager: Marcus Logan

Dear Ms. [redacted]

This is to advise that General Motors is in receipt of the above referenced case dated 9/6/05. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

X Copy of owner's current title and/or registration

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

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

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

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006-T
Rev 10/27/2004



LEGAL
COUNSEL
STATEWIDE

KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
55 Public Square
Suite 650
Cleveland, Ohio 44113

Phone: 216.621.6101
Toll Free: 1.888.8.LAWYER
Fax: 216.621.6006
www.kahnandassociates.com

FACSIMILE TRANSMITTAL COVER PAGE

If there is a problem with transmission or if all pages are not received, please call (216) 621-6101 for retransmission.

TO: Mr. Marcus Logan FAX #: (866) 213-4646

COMPANY: General Motors Business Resource Center

FROM: Rachel Cooper, Paralegal DATE: September 15, 2005

RE: [redacted]. General Motors Corporation

Number of pages including this cover page: 6

This message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is PRIVILEGED, CONFIDENTIAL and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original to us by mail without making a copy. Thank you.

Comments:

Per your fax of September 14th, please find all documents attached hereto.

Please feel free to contact me with any questions or concerns

Thank you.



GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

September 14, 2005

J. Daniel Scharville, Esq.
Kahn & Associates, LLC
55 Public Square Suite 650
Cleveland, OH 44113

RE: [redacted]
Service Request: [redacted]
2003 Chevrolet Venture
Vehicle Identification Number: 1GNDX13E0[redacted]
Customer Relationship Manager: Marcus Logan

Dear Mr. Scharville:

This is to advise that General Motors is in receipt of the above referenced case dated 9/8/05. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

X Copy of owner's current title and/or registration

X Finance agreement
X Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

RELEASE OF LIEN INFORMATION

I [redacted], (Client's Name) (Client's Social Security Number)

hereby authorize Chase Manhattan Bank (Lien holder Name)

900 Stewart Ave, Garden City, NY 11530 (Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted] (Account Number)

with Chase Manhattan Bank (Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date Sept. 15 05

VEHICLE INFORMATION

The current vehicle mileage is 41,862 Date mileage read: 9/15/05

[redacted] / J. Daniel Schaville Jr
Signature Atty for [redacted]

Rev 10/27/2004

STATE OF MICHIGAN

CERTIFICATE OF TITLE

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2003	CHEVROLET	VENTURE	1GNDX13E03[redacted]

BODY STYLE	WEIGHT/FEE CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
STA-WAGON	31	000067 *ACTUAL MILEAGE*	04/07/2003	[redacted]

OWNER(S) NAME AND ADDRESS

[redacted]
COMMERCE TOWNSHIP MI [redacted]

First Secured Party	Filing Date
CHASE MANHATTAN BANK USA NA 900 STEWART AVE GARDEN CITY NY 11530	04-04-2003

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: ☐☐☐☐☐☐.☒ (No Tenths) and that to the best of my knowledge the odometer mileage is:

☐ 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 $16.00 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]
COMMERCE TOWNSHIP 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

VEHICLE PURCHASE ORDER

MARTY FELDMAN
42355 GRAND RIVER P.O. BOX 8004
NOVI, MICHIGAN 48376-8004
PH # (248) 348-7000
FX # (248) 348-9224
www.martyfeldmanchevy.com

OUR NEXT CUSTOMER APPRECIATION & ORIENTATION EVENT IS

DATE TIME

FAMILY, FRIENDS AND NEIGHBORS ARE CORDIALLY INVITED TO ATTEND

Date: 03/29/2003

Buyer's Name: (A) [redacted]
Buyer's Name: (B):
Buyer's Address: [redacted] Apt.:
City: COMMERCE TWP State: [redacted]
County: OAKLAND Zip Code:
Buyer's Driver's License No.: [redacted]
Social Security No.: [redacted] Birth Date: [redacted]
Home Phone No.: [redacted] Business Phone No.: [redacted]

☐ CAR ☒ TRUCK ☒ NEW ☐ USED ☐ DEMO ☐ OTHER

COLOR MED REDFIRE TRIM DK GRAY WEIGHT 31

Salesperson: REBECCA S. LOVERN Estimated Delivery Date: 03/29/03

Subject to terms and conditions below and on the reverse side of this Order.

	STOCK	YEAR	MAKE	MODEL	BODY	V.I.N. NO.	MILEAGE
CAR SOLD	Y2100	2003	CHEVRO	VENTURE	WAGON	1 G N D X 1 3 E 2 3 D 2 1 0 7	
TRADE-IN							
TRADE-IN							

IMPORTANT BUYER INFORMATION

1. Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories, are their, not Dealer's, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Vehicles sold by Dealer are sold "AS IS" unless Dealer furnished Buyer with a separate written warranty or service contract or the used car sticker on the window on the vehicle indicates otherside. (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the Manufacturer's Vehicle warranty.
2. THE SALESPERSON HAS NO AUTHORITY TO MAKE AND DEALER SHALL NOT BE BOUND BY ANY PROMISES OR REPRESENTATIONS UNLESS THEY ARE WRITTEN ON THIS ORDER AND APPROVED BY DEALER'S AUTHORIZED REPRESENTATIVE.
3. THE ADDITIONAL TERMS AND CONDITIONS PRINTED ON THE PREVERSE SIDE ARE PART OF THIS ORDER.
4. Unless otherwise noted, the Buyer listed on "A" will be the registered owner of the Vehicle.

IMPORTANT NOTICE CONCERNING INSURANCE

Buyer(s) must have insurance for liability for injury to person or damage to property of others (PL & PD) in order to take title to the Vehicle.

Buyer(s) Note: Neither accident and health insurance nor credit life insurance provide PL & PD coverage.

A Buyer may not be eligible for either credit life insurance or accident and health insurance. Buyer is not required to obtain either accident and health insurance or credit life insurance. Buyer may choose the agent from which said insurance will be obtained.

Insurance Company: GAN

Policy Number: [redacted]

Agent's Name: _____ Phone No.: (800)222-6424

FINANCE INFORMATION

PLACED LEIN TO: CHASE MANHATTAN BANK, USA, NA

ADD 900 STEWART AVE

City: GARDEN CITY State: NY Zip: 11530

LEIN PAY OFF

Balance Owed To: _____

Address _____

City: _____ State: _____ Zip: _____

Phone: _____

Account: _____

Date Good To: ___/___/___ Per: _____ Name

BUYER'S REPRESENTATIONS

Buyer certifies that no credit has been either extended by Dealer or arranged by Dealer for the cash downpayment unless it appears in writing on the face of this Order. The front and back of this Order comprises the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized.

I have read th[redacted] agree to it as a part of this Order as if it were printed [redacted] m at least 18 years old, and acknowledge receipt of a co[redacted]

SIGNED: [redacted] 03/29/2003 BUYER (A)

03/29/2003 BUYER (B)

Date

This order shall not become binding until Dealer's authorized representative's signature appears here: _____ Date: 03/29/2003

MANUFACTURER'S OPTIONS:

GROSS MSRP PRICE	27517.00

DEALER INSTALLED ACCESSORIES

(See paragraph 1 under "IMPORTANT BUYER INFORMATION")

MOLDLINER	N/A
STEREO EQUIP.	N/A
TONNEAU COVER	N/A
ALARM	N/A
HITCH	N/A
WHEELS	N/A
	N/A

SELLING PRICE	$ 27502.00
DOC. FEE	$ N/A
TOTAL TAXABLE PRICE	$ 27502.00
TAX	$ [illegible]
WARRANTY	$ N/A
WT _____ NEW PLATE	$ N/A
TRANSFER	$ [illegible]
TITLE	$ [illegible]
TOT. DEL. PRICE	$ N/A
DEPOSIT	$ 200.00
MANUFACTURERS/REBATE	$ 3000.00
GM CREDIT CARD REBATE	$ [illegible]
OPT. II	$ N/A
	$ N/A
C.O.D.	$ N/A
TRADE	$ N/A
PAYOFF	$ N/A
EQUITY	$ 25665.55
TOTAL CREDITS	$ 25665.55
FINANCE AMT.	$

This is an agreement between you and the dealer concerning your purchase of a motor vehicle from the dealer on credit. The dealer will assign this agreement to the bank. Some of the terms of this agreement are stated below. **Additional terms of this agreement appear on the other side.**

CHASE

Amount Financed	FINANCE CHARGE	ANNUAL PERCENTAGE RATE	Total of Payments	Total Sale Price
$ 25663.53	$ 4033.47	5.90 %	$ 29697.00	$ [illegible]
This is the amount of credit you will be provided.	This is the dollar amount the credit will cost you.	This is what the credit will cost as a yearly rate.	This is the total amount you will pay if you make all payments as scheduled.	This is the total cost of your credit purchase, including your down payment of $ [illegible]

Payment Schedule: Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
60	494.95	04/28/2005
	N/A	
	N/A	

☒ **Late Charge:** If a scheduled payment is more than 10 days late, you will be charged a late charge equal to 5 % of the amount of that payment or $15.00, whichever is greater.

Prepayment: You may prepay this credit in full or in part without penalty.

Security: We will have a security interest in the motor vehicle purchased under this agreement.
We will also have the right to set off any funds you may have on deposit with us or other money we may owe you.

Insurance: Credit life, credit disability and debt cancellation insurance are not required. You may request them by initialing next to the type of insurance you want.

Credit life insurance:	A term of N/A months will cost $ N/A	X	X
Credit disability insurance:	A term of N/A months will cost $ N/A	X	X
Debt cancellation insurance (GAP):	A term of ____ months will cost $ N/A	X	X
Property insurance:	You may obtain the insurance required by this contract from anyone who is reasonably acceptable to us. If we provide it: A term of N/A months will cost $ N/A		

More information: Additional information about nonpayment, default, our right to require repayment in full before the scheduled date, security interests and other terms is on the other side of this contract. An "e" indicates an estimate.

Itemization of Amount Financed

Cash Price (includes sales tax if applicable)		$ 29152.28 (1)
Down Payment		
Cash down payment	$ 3584.75	
Trade-in	$ N/A	
Year ____ Model ____		
Make ____ Serial No. ____		
Total Down Payment		$ 3584.75 (2)
Credit Sale Balance (1-2)		$ 25567.53 (3)
Other Charges	**In Cash**	**Financed**
*Premiums to be paid to insurance companies:	$ N/A	$ N/A
Fees to be paid to public officials:		
Filing Fees	$ N/A	$ N/A
Certificate of Title Fees	$ N/A	$ 12.00
License/Registration Fees	$ N/A	$ 84.00
*Other amounts:		
Paid to ____ for ____	$ N/A	$ N/A
Paid to ____ for ____	$ N/A	$ N/A
Total Other Charges	$ N/A	$ 96.00 (4)
Amount Financed (3 + 4)		$ 25663.53

*We may be retaining a portion of these amounts.

Buyer's Agreement

DATE [illegible]

You agree to purchase the motor vehicle described below from the dealer for the price and according to the terms stated in this contract.

Year	Make	Model and Body Style
2003	CHEVROLET	[illegible]

Serial Number: [illegible]

Equipment:

☐ Radio ☐ Auto Trans. ☐ Power Steer. ☐ Air Conditioner
☐ Tinted Glass ☐ Manual Trans. ☐ Power Brakes ☐ Power Window
☐ Other: ____

Color: [illegible]

You promise to pay us the AMOUNT FINANCED and a finance charge on the unpaid principal balance of the amount financed from time to time at an INTEREST RATE of 5.90 % per year. You also agree to pay us all other amounts which may become due under this agreement. If more than one person signs below, you are jointly and severally liable under this agreement.

☐ If we purchase property insurance on the motor vehicle because you fail to obtain or maintain insurance on the vehicle, the amount advanced may be added to the unpaid principal balance under the terms described in this agreement.

You agree to all of the terms above and to all of the terms which appear on the other side of this contract.

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 in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect [illegible]

Signature: X [illegible]
Name: [illegible]
Address: [illegible]

Signature: [illegible]
Name: [illegible]
Address: [illegible]
(if not same) [illegible]

You acknowledge that you have received a copy of this agreement with all blanks filled and that you [illegible]

Signature: [illegible]
Signature: [illegible]

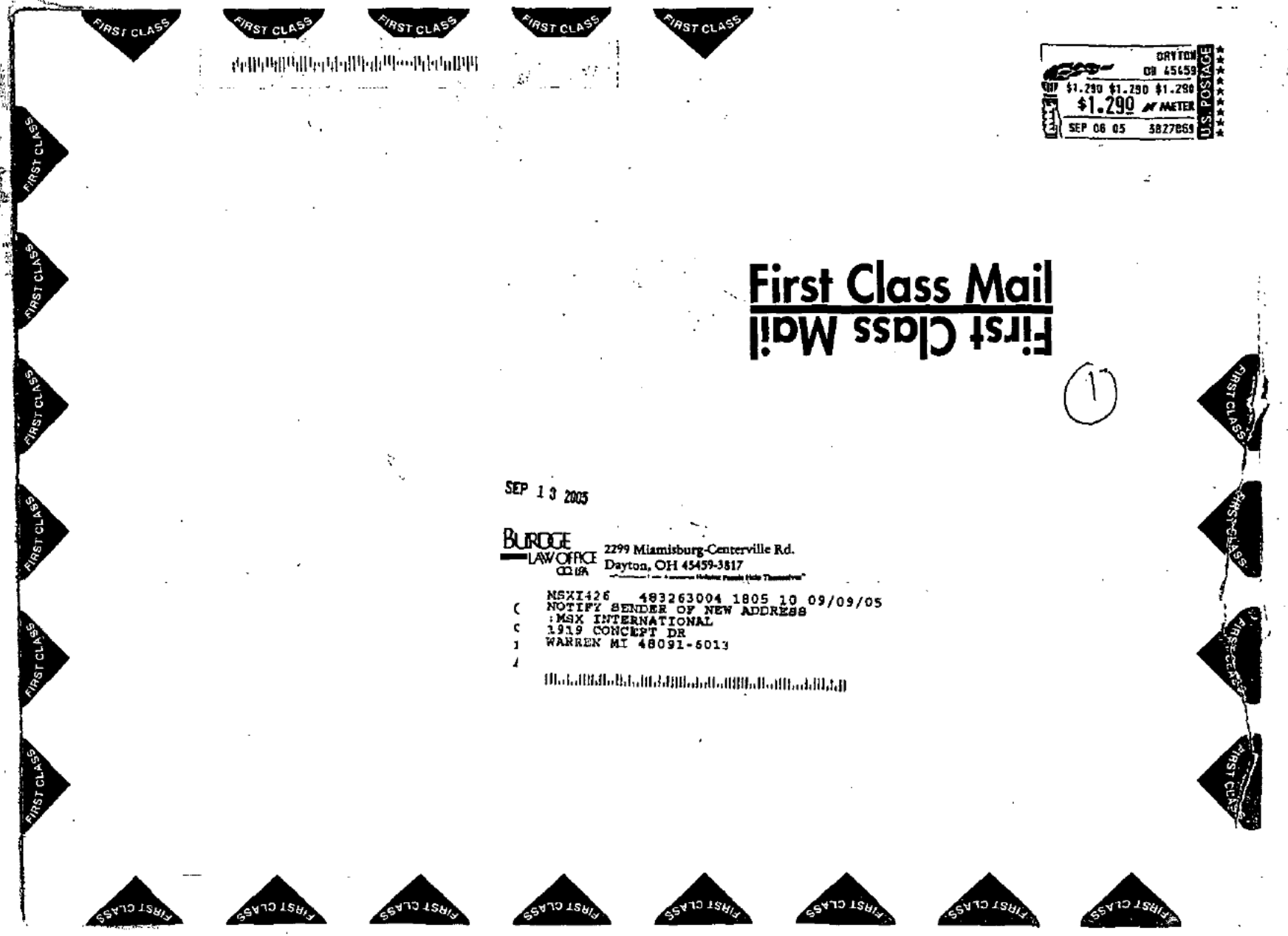
Dealer's Acceptance — The dealer accepts this agreement. The dealer assigns this agreement to the bank and agrees to the terms of the back of this agreement.

Dealer's Signature: [illegible]
Dealer's Name: [illegible]
Dealer's Address: [illegible]

Notice of Assignment:
The seller has assigned this agreement to the bank. You must make all future payments to the bank. The dealer is making the disclosures in this agreement.

Chase Manhattan Bank, USA, N.A.
500 Stanton Christiana Road
Newark, DE 19713

©2002 Bankers Services, Inc.



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SEP 13 2005

BURDGE LAW OFFICE CO LPA
2299 Miamisburg-Centerville Rd.
Dayton, OH 45459-3817

NSXI426 483263004 1805 10 09/09/05
NOTIFY SENDER OF NEW ADDRESS
:MSX INTERNATIONAL
1919 CONCEPT DR
WARREN MI 48091-5013

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

BURDGE
LAW OFFICE
CO. LPA

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www.kentuckylemonlaw.com

September 6, 2005

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: [redacted], 2004 Chevrolet Trailblazer, VIN No. 1GNDS13S84[redacted]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] His case was referred to my office when Holzfaster, Cecil, McKnight & Mues was unable to accomplish an amicable resolution with General Motors. I find this very difficult to fathom as my client's now 11-month old vehicle is plagued with an electrical defect rendering it a hazard to drive.

Mr[redacted] bought his 2004 Chevrolet Trailblazer on September 11, 2004 at Lang's Chevrolet in Dayton, Ohio. Mr[redacted] paid $1,000.00 down on the vehicle. Mr[redacted] a life-long, loyal General Motors customer, traded in his Chevrolet Corvette, and received a trade-in allowance of $5,100.00. The dealer arranged for the financing of the balance with GMAC in monthly payments of $367.12, which began October 26, 2004.

When the vehicle was purchased, it had about 38 miles on it. The vehicle now has only about 15,700 miles on it. For your reference, I have enclosed a copy of the finance agreement, and several of the repair orders, including some which I believe you have never received.

As you are aware, Mr[redacted] has experienced repeated and ongoing problems with the vehicle's electrical system. This defect causes the headlamps to flicker, and the entire vehicle to feel as if its going "to lose all of its power." This issue also causes the vehicle to surge. Something as commonplace as rolling the windows up or down often causes the Trailblazer's lights to diminish, or go out, and the overall vehicle to feel like it is losing all of its power.

General Motors has told my client that this is a "characteristic" of the vehicle, but we strongly believe you are unaware of the true nature of the defects that Mr.[redacted]s experiencing, or you would not discount his complaints.

To date, Mr.[redacted] vehicle has been in for service seven times; five of those repair trips

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

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were due to the electrical issues discussed above. Notably, the last repair trip also involved a recall addressing another failing electrical component on the Trailblazer (the turn signal). Additionally, the vehicle has been in for service at least once due to a "burning smell" that still exists. To date, the vehicle has been out of service by reason of repair for over two weeks. Consequently, Mr. [redacted] has been displaced from his vehicle and forced to rely on alternate means of transportation. And, this problem presents a serious safety concern for Mr. Zelik (as well as other motorists). Indeed, failure of the vehicle's lighting source(s) and/or power is serious enough that it could cause an accident or someone to get hurt.

As you probably know, there are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: (1) three or more attempts to fix the same problem; or (2) no more than 30 days out of service; or (3) no more than 8 substantial defects; or (4) no more than one attempt to fix a defect that is so serious that it may cause death or serious injury.

Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts, and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts, and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. Mr. [redacted] has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle's problems.

Although Mr [redacted] has complained to General Motors, and your dealers in the past, I urged my client to allow me contact you to see if these additional facts would accomplish reconsideration on your part, so that we could may this matter resolved without having to file a lawsuit.

Mr. [redacted] wants rid of this vehicle. He wants his money back, and his legal costs paid. Until that is agreed to, Mr [redacted] has a lien against the vehicle for the investment in it, but he is prepared to turn it over, and sign any documents necessary to convey his interest in the vehicle as soon as you agree to settle the matter.

Please advise at your earliest convenience. Thank you.

Ronald L. Burdge
Amy L. Wells
Elizabeth A. Wells

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CO. LPA

Serving Ohio and Kentucky
www.ohiolemonlaw.com
www.kentuckylemonlaw.com

Sincerely,

Amy L. Wells

ALW/ba
cc: [redacted]
Enclosure: Purchase Order, Finance Agreement, Vehicle Registration, Repair Orders

Z:\data[redacted]Settlement\Corr General Motors Re Representation and Settlement 082205 alw.wpd

71592 GMAC

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

Contract Number

[redacted] nd address (include county and zip code) DAYTON OH [redacted] MONTGOMERY COUNTY	Creditor (name and address) General Motors Acceptance Corporation, North America 635 ORCHARD LANE BEAVERCREEK, OH 45434

Promise to pay. You, the borrower (and any co-borrower), promise to pay us, the creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge will be the prepaid finance charges shown below plus interest on the unpaid balance of the Amount Financed. We will figure the interest on a daily basis at the Base Rate of _____% per year.

The word "contract" means this Promissory Note and Security Agreement.

Description of Vehicle

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use
NEW	2004	CHEVROLET TRAILBLAZER	1GNDS13S84 [redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
9.75 %	$ 5608.27	$ 18621.65	$ 24229.92

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
66	$ 367.12	Monthly beginning 26 OCT 2004	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle described above.

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

ITEMIZATION OF AMOUNT FINANCED

1 Amount given to you directly		$ N/A (1)
2 Amount paid on your Account		$ N/A (2)
3 To LANG CHEVROLET (Seller) (3A+B+C+D+E+F+G+H+I+J) (The Seller may be keeping part of the amounts shown as paid to others.)		$ 18621.65 (3)
A Net vehicle cost		
(1) Vehicle (including sales tax)	$ 30320.46 (1)	
(2) Less down payment		
(a) Net trade-in allowance	$(5198.87) (a)	
(b) Cash down payment	$(10000.00) (b)	
(c) Rebate	$(7950.00) (c)	
(d) Other	$(N/A) (d)	
Total down payment (If total down payment is negative, enter "0" and see 3J below)	$(3100.03) (2)	$ 17211.55 (A)
B Cost of optional credit life insurance paid to the insurance company or companies		$ N/A (B)
C Cost of optional credit disability insurance paid to the insurance company or companies		$ N/A (C)
D Cost of other insurance paid to the insurance company or companies		$ N/A (D)
E Government agency fees (describe) [redacted]		$ 5.00 (E)
F Government taxes not included above (describe)		$ N/A (F)
G Government license and/or registration fees (itemize)		
(1)	$ N/A (1)	
(2)	$ N/A (2)	$ N/A (G)
H Government certificate of title fees		$ 12.50 (H)
I Other amounts (identify who will receive payment and describe purpose)		
(1) to TOT EXTENDED for G&I	$ 1395.00 (1)	
(2) to for	$ N/A (2)	
(3) to for	$ N/A (3)	
(4) to for	$ N/A (4)	$ 1395.00 (I)
J Net trade-in payoff to		$ N/A (J)
4 Plus: Loan origination fee paid to creditor		$ 125.23 (4)
5 Less: Prepaid finance charge		$(125.23) (5)
6 Total Amount financed (1+2+3+4-5)		$ 18621.65 (6)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Borrower ☐ Co-Borrower ☐ Both

☐ Credit Disability (Borrower Only)

Premium:
Credit Life $ N/A
Credit Disability $ N/A

(Insurance Company)

(Home Office Address)

Credit life and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability obtained at your request in connection with this contract. If you cancel this insurance within the twenty-five days, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to us and return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.

Other Insurance.

☐ _____ _____
Type of Insurance Term

Premium $: _____

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

Borrower Signature Date

Co-Borrower Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding. Borrower (and any Co-Borrower) initials: _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them.

we will apply payments. We will apply each payment first to the ed and unpaid part of the Finance Charge, and then to the unpaid t of the Amount Financed.

low late payments or early payments change what you must pay. We based the Finance Charge and Total of Payments shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge and Total of Payments will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security interest.** You give us a security interest in:
   1. The vehicle and all parts or goods installed in it;
   2. All money or goods received (proceeds) for the vehicle;
   3. All insurance, maintenance, service, or other contracts we finance for you; and
   4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

   This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

   If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, we will subtract the refund from what you owe except refunds for credit insurance you cancel that we pay to you directly.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
   1. You do not pay any payment on time;
   2. You start a proceeding in bankruptcy or one is started against you or your property; or
   3. You break any agreements in this contract.

   The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we sue to collect what you owe, you will pay the costs, fees, and disbursements to which we are entitled by law.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

   We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

h. **Dishonored Check Charge.** If you try to pay any portion of an amount you owe with a check that is dishonored, you will have to pay a charge of $20.

5. APPLICABLE LAW

Federal law and Ohio law apply to this contract.

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 WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Borrower/Co-Borrower (debtor) will not assert against any subsequent holder or assignee of this contract any claims or defenses the Borrower/Co-Borrower (debtor) may have against the seller or manufacturer of the goods or equipment which are provided as security under this contract.

71592 GM09

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

Contract Number

Borrower (and Co-Borrower) Name and address (include county and zip code)	Creditor (name and address)
[redacted] DAYTON OH [redacted] MONTGOMERY COUNTY	General Motors Acceptance Corporation, North America 635 ORCHARD LANE BEAVERCREEK, OH 45434

Promise to pay. You, the borrower (and any co-borrower), promise to pay us, the creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge will be the prepaid finance charges shown below plus interest on the unpaid balance of the Amount Financed. We will figure the interest on a daily basis at the Base Rate of 9.750% per year.

The word "contract" means this Promissory Note and Security Agreement.

Description of Vehicle

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use
NEW	2004	CHEVROLET TRAILBLAZER	1GNDS13S84[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
9.75 %	$ 3608.27	$ 18521.65	$ 24229.92

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	$ 367.12	Monthly beginning 26 OCT 2004	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle described above.

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

ITEMIZATION OF AMOUNT FINANCED

1 Amount given to you directly		$ N/A (1)
2 Amount paid on your Account		$ N/A (2)
3 To LAND CHEVROLET (Seller) (3A+B+C+D+E+F+G+H+I+J) (The Seller may be keeping part of the amounts shown as paid to others.)		$ 18521.65 (3)
A Net vehicle cost		
(1) Vehicle (including sales tax)	$ 30328.48 (1)	
(2) Less down payment		
(a) Net trade-in allowance	$ [redacted] (a)	
(b) Cash down payment	$ [redacted] (b)	
(c) Rebate	$ 7000.00 (c)	
(d) Other	$ N/A (d)	
Total down payment (If total down payment is negative, enter "0" and see 3J below)	$ 13160.83 (2)	$ 17211.65 (A)
B Cost of optional credit life insurance paid to the insurance company or companies		$ N/A (B)
C Cost of optional credit disability insurance paid to the insurance company or companies		$ N/A (C)
D Cost of other insurance paid to the insurance company or companies		$ N/A (D)
E Government agency fees (describe) TITLE/REG FEES		$ 5.00 (E)
F Government taxes not included above (describe)		$ N/A (F)

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

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

Check the Insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Borrower ☐ Co-Borrower ☐ Both
Premium
Credit Life $ N/A

☐ Credit Disability (Borrower Only)
Premium
Credit Disability $ N/A

(Insurance Company)

(Home Office Address)

Credit life and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment, unless a different term for the insurance is shown below.

Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability obtained at your request in connection with this contract. If you cancel this insurance within the twenty-five days, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to us and return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.

Other Insurance

☐ Type of Insurance Term
Premium $

(1)		$ N/A	(1)
(2)		$ N/A	(2)
H Government certificate of title fees		$ 10.00	(H)
I Other amounts (identify who will receive payment and describe purpose)			
(1) to 1ST EXTENDED for N/A		$ 1395.00	(1)
(2) to	for	$ N/A	(2)
(3) to	for	$ N/A	(3)
(4) to	for	$ N/A	(4)
J Net trade-in payoff to		$ N/A	(J)
4 Plus: Loan origination fee paid to creditor		$ 125.00	(4)
5 Less: Prepaid finance charge		$	(5)
6 Total Amount financed (1+2+3+4-5)		$	(6)
		$ 1395.00	(I)
		$	(G)

(Home Office Address)

I want the insurance checked above.

Borrower Signature _____ Date _____

Co-Borrower Signature _____ Date _____

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding. Borrower (and any Co-Borrower) initials _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

You authorize us to disburse funds as specified above in the Itemization of Amount Financed.

You agree to th[redacted]rm that you received a completely filled-in copy when you signed it.

Borrower Signs [redacted] Date 11 SEP 2004

Co-Borrower and Other Owners. A co-borrower is a person who is responsible for payin[redacted]hose name is on the title to the vehicle, but does not have to pay the debt. The co-borrower or other owner knows that we have a securi[redacted]rity interest in the vehicle.

Other owner signs here [redacted]

Creditor Signs GMAC NORTH AMERICA Date 11 SEP 2004 Title [redacted]

Z110.ER.OH.5/2001 (4) (For use in the State of Ohio) (1 of 5) Notice: See Other Side

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TRIPLICATE ORIGINAL - BORROWER'S COPY

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Borrower/Co-Borrower (debtor) will not assert against any subsequent holder or assignee of this contract any claims or defenses the Borrower/Co-Borrower (debtor) may have against the seller or manufacturer of the goods or equipment which are provided as security under this contract.

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
21 %	2000.51	18951.00	20951.51

FEDERAL TRUTH-IN-LENDING DISCLOSURES

NEW or USED	YEAR	MAKE and Model	Vehicle Identification No.	Primary Use
NEW	2004	CHEVROLET [redacted]		☒ Personal (family or household) ☐ Agricultural ☐ Business

Description of Vehicle

The word "contract" means this Promissory Note and Security Agreement.

specific words below. The finance charge [illegible] to applies only [illegible]

Promise to pay. You the borrower (& each co-borrower [illegible] to creditor for amount financed. Finance charge begins to accrue on [illegible]

[illegible] the interest at a daily basis [illegible]

[illegible] COUNTY

[illegible] OF [illegible]

[illegible] AND

[illegible]

[illegible]

[illegible]

CUSTOMER # [redacted]

[redacted]

DAYTON, OH [redacted]

HOME [redacted] BUS: [redacted]

COPY

[redacted]

WORKORDER
REPRINT
PAGE 1

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 101 BROWN, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S84 [redacted]		7462/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07MAR05		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
07MAR2005 14:54		STK:T243 DLR:? ENG:LL8 TRN:M30

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			IS	CUST STATES THAT THERE IS OIL DRIPPING FROM UNDER VEH AFTER LOF
# B *		25	W94	CUST STATES THAT ON COLD START THE LIGHTS WILL FLICKER LIKE LOSING POWER PREV HIST
# C	*Z7901		WREN	ONE DAY RENTAL

WOULD CUSTOMER LIKE CAR
WASHED?
NO ____ YES ____

We're in business to make you smile

ORIGINAL EST. $	AUTHORIZED ADD'L. $	
CUST. ACCEPTANCE	DATE	TIME
	BY	

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE
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/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X

[redacted]

COPY

INVOICE

PAGE 1

LANG'S CHEVROLET BEAVERCREEK
635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

DAYTON OH
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 101 JAMES BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S84[redacted]		7462/7462	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07MAR05		0.00	CASH	08MAR05

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
14:54 07MAR05	12:03 08MAR05	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT THERE IS OIL DRIPPING FROM UNDER VEH AFTER LOF
SS SEE STORY
97 CW 0.00 0.00
7462 FOUND OIL TRAPPED BETWEEN SKID PLATE AND FRAME REMOVED SKID PLATE AND CLEANED NO LEAKS FOUND

****

B** CUST STATES THAT ON COLD START THE LIGHTS WILL FLICKER LIKE LOSING POWER PREV HIST
SS SEE STORY
25 INT (N/C)
7462 CK OUT STARTED COLD WITH SERVICE ADVISOR. COULD NOT DUPL A CONCERN. CALLED TAC FOR ASSISTANCE. EXPLAINED TO TAC CUSTO COMMENTS. SAID CONCERN IS CHARACTERISTIC OF TRAILBLAZER NOT TO TRY AND REPAIR CONCERN. TAC EXPLAINED THAT THE CAOLDER IT IS THE MORE THE AIR PUMP WORKS WHICH WOULD DIM THE LIGHTS UNTIL THE ALTERNATOR COMES BACK UP. ALSO EXPLAINED THAT WHILE DRIVING IF AIR PUMP OR ABS PUMP MOTOR COMES ON LIGHTS MAY FLICKER UNTIL ALTERNATOR BRINGS AMPS BACK UP.

****

C** ONE DAY RENTAL
SS SEE STORY
101 INT (N/C)

****

It's a Goodwrench Place

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #[redacted]

[redacted]

DAYTON, OH [redacted]

HOME: [redacted] BUS:

COPY

[redacted]

WORKORDER

PAGE 1

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TONER, TERRY LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S[redacted]		4703/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 07JAN05		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
07JAN2005 09:34		STK:T243 DLR:? ENG:LL8 TRN:M30

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	A		INT	GM 'A' SVC. INSPECT & LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC. INS.BELTS,HOSES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C.V.JOINTS,AXLE.CHANGE OIL & FILTER,CHK.VITAL FLUID LEVELS.
# B			W94	C/S THAT SOMETIMES WHEN HEDLIGHTS ARE ON HE CAN SEE A POWER SERGE THROUGH HEAD LIGHTS BECAUSE THE FLICKER CHECK AND ADVISE

WOULD CUSTOMER LIKE CAR WASHED?
NO _____ YES _____

Langs gave this to him

Langs did not look at car for this problem. at this appt only charged 09

L.

TIME

ICHEVER OCCURS FIRST.
e made by the manufacturer of
press or implied, including any
rding any products or services
ealership neither assumes nor
th the sale of said products or
erms or performance of the

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

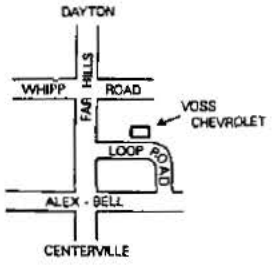
TERMS: CASH UNLESS ARRANGEMENTS MADE

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/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____



CHEVROLET PARTS

Goodwrench

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444
www.vossauto.com



COPY

CUSTOMER NO. [redacted]	ADVISOR James C Jones 87028	TAG NO. 470w	INVOICE DATE 02/21/05	[redacted]	
[redacted] dayton, OH [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 6,812	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 2004/Chevrolet/TrailBlazer			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDS13S842[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R.O. DATE 02/21/05	
[redacted]	BUSINESS PHONE	COMMENTS			0

SI 1 CUSTOMER(C) Charges

LABOR — HOURS: TECH(S): DR $0.00

EECD Electronic Engine Control Diagnosis - All

COMPLAINT Customer states their seems to be a power fluctuation. he notices it in the headlights, mostly by seeing a fluctuate in brightness. but also notices with dash lights at times.

CORRECTION LOAD TEST ALTERNATOR-GOOD. BATTERY TESTED-GOOD. FOUND DIMMER SWITCH ON LOW. SYSTEM CHECKS GOOD(DR)

TOTALS

LABOR	$0.00
PARTS	$0.00
MISC	$0.00
MATERIALS	$0.00
SUBLET	$0.00
SI 1 TOTAL	$0.00

SI 2 CUSTOMER(C) Charges

LABOR — HOURS: TECH(S): DR $16.95

ROT Rotate Tires - All

COMPLAINT Perform tire rotation.

CORRECTION COMPLETE(DR)

TOTALS

LABOR	$16.95
PARTS	$0.00
MISC	$0.00
MATERIALS	$0.00
SUBLET	$0.00
SI 2 TOTAL	$16.95

MISC CODE	DESCRIPTION	CTRL NO	CHARGE
SS	Shop Supplies		$1.36

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $152.50 (+TAX)

TOTALS

TOTAL LABOR	$16.95
TOTAL PARTS	$0.00
TOTAL SUBLET	$0.00
TOTAL MATERIALS	$0.00
TOTAL MISCCHG	$1.36
TOTAL TAX	$1.37
TOTAL INVOICE	**$19.68**

INVOICE MESSAGE

MASTERCARD [ ] VISA [ ] AMEX [ ] DISCOVER [ ]

GM CARD [ ] CAR CARE [ ] CASH [ ] CHECK#

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

Convenient Service Dept. Hours

Monday thru Thursday	7:00 a.m. - 7:00 p.m.
Friday	7:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Parts Dept. Hours

Monday thru Thursday	8:00 a.m. - 7:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

Thank You



VOSS AUTO NETWORK
Chevrolet-Cadillac-Oldsmobile-BMW and Rover-Dodge-Honda-Hyundai-Toyota

CUSTOMER [redacted]

[redacted]

DAYTON, OH [redacted]

HOME [redacted] BUS: [redacted]

COPY

[redacted] WORKORDER

PAGE 1

LAWS CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TONER,TERRY LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7187/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
28FEB2005 15:04		

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W94	C/S THAT WHEN YOU FRIST START VEH ON A COLD START THEY START TO FLICKER .C/S THAT YOU SHOULD HAVE THEN POINTED AT A WALL TO SEE THEM CHECK AND ADVISE

WOULD CUSTOMER LIKE CAR WASHED?

NO _____ YES _____

The Independent Dealer
We're in business to make you smile

RENTAL

1501

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME
	BY

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE

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/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____

[redacted] [redacted]

INVOICE

COPY

[redacted]
DAYTON, OH [redacted]
HOME: [redacted] BU[redacted]

PAGE 1

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7187/7187	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	01MAR05

R.O. OPENED	READY	OPTIONS:
15:04 28FEB05	09:10 01MAR05	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S THAT WHEN YOU FRIST START VEH ON A COLD START THEY START TO
FLICKER .C/S THAT YOU SHOULD HAVE THEN POINTED AT A WALL TO SEE
THEM CHECK AND ADVISE
CAUSE: LOOSE
N6602 SS
179 W94 (N/C)
FC: 6N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

7187 CK OUT COULD NOT DUPLICATE A CONCERN. CK STATE OF BATTERY AND
ALTERNATOR AND NO PROBLEMS FOUND. CUSTOMER SHOULD SEE PRINTED MATERIAL
ON DASH OF VEHICLE.
****
B** GM 'B' SVC.INC.INS.&LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC.INSP.BELTS,H
OSES,LIGHTS,HORN,TIRES,P/STRNG,C.V.JOINTS,WIPERS,A/CLEANER,BRAK
E SYST.COMPLETE,EXHAUST.CHNG.OIL & FILTER,ROTATE TIRES,CHECK &
TOP-OFF VITAL FLUID LEVELS.
B GM 'B' SVC.INC.INS.&LUBE SUSP,D/LINE,STRNG.LINK
AGE,ETC.INSP.BELTS,HOSES,LIGHTS,HORN,TIRES,P
/STRNG,C.V.JOINTS,WIPERS,A/CLEANER,BRAKE
SYST.COMPLETE,EXHAUST.CHNG.OIL &
FILTER,ROTATE TIRES,CHECK & TOP-OFF VITAL
FLUID LEVELS.
29 CPT 73.00 73.00
7187 .8 B SERVICE COMPLETED BRAKES 10% WORN ALL AROUND ROTATED TIRES.
****
C** LUBE, OIL AND FILTER CHANGE PART OF SERVICE PACKAGE
001 LUBE, OIL AND FILTER CHANGE PART OF SERVICE
PACKAGE
97 INT (N/C)
1 89017342 FILTER (N/C)

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Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted] [redacted]

[redacted]

COPY

INVOICE

DAYTON, OH[redacted]

HOME:[redacted] BUS:[redacted]

PAGE 2

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		7187/7187	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 28FEB05		0.00	CASH	01MAR05

R.O. OPENED	READY	OPTIONS:
15:04 28FEB05	09:10 01MAR05	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 5W30 MOTOR OIL			(N/C)
2 5W30S QT OIL			(N/C)

7187 LOF COMPLETED

****

LANG CHEVROLET
635 ORCHARD LANE RT35
BEAVERCREEK OH 45434
(937) 426-6066

2:48 PM 03/01/05

MC ********[redacted] ****

[redacted]

SALE TERM# 0001

MOUNT $ 78.11

REF #015 AP 379954
BATCH #586
RO #651599

CUSTOMER COPY

Happyface Place
We're in business to make you smile

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	73.00
LESS INSURANCE	0.00
SALES TAX	5.11
PLEASE PAY THIS AMOUNT	78.11

CUSTOMER COPY

[redacted]

[redacted]

[redacted]

DAYTON OH [redacted]
HOME [redacted] BU [redacted]

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INVOICE

DUPLICATE 1
PAGE 2

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842 [redacted]		9031/9031	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 11APR05		0.00	CASH	12APR05

R.O. OPENED	READY	OPTIONS:
15:00 11APR05	15:12 12APR05	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
Z7901 ONE DAY RENTAL			
168 WREN			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			

****

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

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INVOICE

DUPLICATE 1
PAGE 1

LANDS
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

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

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		9031/9031	[redacted]

IN SERVICE	DEL. DATE	WARR EXP	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 11APR05		0.00	CASH	12APR05

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
15:00 11APR05	15:12 12APR05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GM 'A' SVC. INSPECT & LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC. INS.BELTS,HOSES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C.V.JOINTS,AXLE.CHANG E OIL & FILTER,CHK.VITAL FLUID LEVELS.			
CAUSE: CUST SATISFACTION			
Z7410 COMP			
97 W94			(N/C)
1 89017342 FILTER			(N/C)
1 5W30 MOTOR OIL			(N/C)
2 5W30S QT OIL			(N/C)
FC: 98			
PART#: 89017342			
COUNT: 4			
CLAIM TYPE:			
AUTH CODE: G			
MJ			
9031 LOF COMPLETED			
**********			
B C/S THAT AFTER YOU BEEN DRIVING VEH THERE IS A BURNING SMELL CHECK AND ADVISE			
CAUSE: UNABLE TO DUPLICATE			
J9993 SSS			
192 W94			(N/C)
FC: 9Z PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OP			
9031 RD TESTED 20-30 MIN COULD NOT DUPLICATE CUSTOME R CONCERN			
**********			
C ONE DAY RENTAL			
CAUSE: RENTAL			

GM

Goodwrench Service

Thank You

FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties
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CUSTOMER SIGNATURE

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

CUSTOMER COPY

LANE/S
CHEVROLET BEAVERCREEK
635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

CUSTOMER # [redacted]

[redacted]

DAYTON, OH [redacted]

HOME [redacted] BUS: [redacted]

COPY

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 168 TONER, TERRY LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		9031/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 11APR05		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
11APR2005 15:00		

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	A	CPT	GM 'A' SVC. INSPECT & LUBE SUSP,D/LINE,STRNG.LINKAGE,ETC. INS.BELTS,HOSES,LIGHTS,HORN,TIRES,P/STRNG,DIFF.FLUID,C.V.JOINTS,AXLE.CHANGE OIL & FILTER,CHK.VITAL FLUID LEVELS.
# B		W94	C/S THAT AFTER YOU BEEN DRIVING VEH THERE IS A BURNING SMELL CHECK AND ADVISE
# C	Z7901	WREN	ONE DAY RENTAL

WOULD CUSTOMER LIKE CAR WASHED?
NO _____ YES _____

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME / BY

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
Disclaimer of warranties: Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE
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/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____

[redacted]

COPY

INVOICE

PAGE 1

CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372 3551

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

SERVICE ADVISOR: 26 WILLIAM JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		1001/1001	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP2004			17:00 08OCT04		0.00	CASH	08OCT2004

R.O. OPENED	READY	OPTIONS:
15:39 04OCT04	10:44 08OCT04	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPAIR PER LANGS ESTIMATE			
900 REPAIR PER LANGS ESTIMATE			
400 IBS			(N/C)
TECH 40 6.8 HRS TO REPAIR HOOD, L SIDE, PER LAN GS ESTIMATE			
**********			
B REFINISH PER LANGS ESTIMATE			
901 REFINISH PER LANGS ESTIMATE			
400 IBS			(N/C)
TECH 40 8.9 HRS TO REFINISH HOOD, L SIDE, PER L ANGS ESTIMATE			
**********			
MISC PAINT/MATERIAL			
IBS			(N/C)

GM

Goodwrench Service

Thank You

FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

DAYTON, OH [redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 1

LANGS
CHEVROLET BEAVERCREEK
Geo

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(513) 426-2313 (513) 372-3551

SERVICE ADVISOR: 26 JONES, WILLIAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		1001/ [redacted]

DEL DATE			ESTIMATED DELIVERY				INV. DATE
11SEP2004			17:00 08OCT04		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
04OCT2004 15:39		

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	900	IBS	REPAIR PER LANGS ESTIMATE
# B	901	IBS	REFINISH PER LANGS ESTIMATE

WOULD CUSTOMER LIKE CAR WASHED?
NO _____ YES _____

Body Shop

ORIGINAL EST. $	AUTHORIZED ADD'L. $
CUST. ACCEPTANCE	DATE TIME / BY

ESTIMATE

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AND ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. REPAIR OF RUST DAMAGE NOT GUARANTEED.

LIMITED WARRANTY - LABOR AND PARTS, 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST.
The seller, LANG CHEVROLET CO., 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. LANG CHEVROLET CO.
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE.

DISCARD _____ INITIAL

TERMS: CASH UNLESS ARRANGEMENTS MADE
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/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto and related expenses including, but not limited to, the charges for a rental vehicle.

Cust. Init. X _____

CUSTOMER COPY

CUSTOMER'S ACCEPTANCE X _____

[redacted]

[redacted]

COPY

INVOICE

LANG/S
CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

[redacted]
OH [redacted]
[redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
REEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		14792/14792	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 09AUG05		0.00	CASH	10AUG05

R.O. OPENED	READY	OPTIONS:
15:51 09AUG05	08:23 10AUG05	STK:T243 DLR:? ENG:LL8 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OPEN RECALL 05044 TURN SIGNAL
CAUSE: RECALL
V1388 SS
25 W94 (N/C)
1 15231201 FLASHER (N/C)
FC: 96
PART#: 15231201
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MA

14792 V1388 0.2 DID RECALL 05044.
****
B C/S THAT THE HEAD LAMPS WILL FLICKER LIKE THERE IS A POWER DRAW WHEN
DRIVING DOWN THE ROAD C/S IF YOU ROLL DOWN THE WINDOW THE
LIGHTS WILL DIM CHECK AND ADVISE
CAUSE: UNABLE TO DUPLICATE
N9995 SS
25 W94 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

14792 CK OUT RD TEST COULD NOT DUPL A CONCERN. CKED BATTERY AND
CHARGING SYSTEM. OK AT THIS TIME. FOUND BULLETIN #05-08-42-001 THAT
PERTAINS TO COMPLAINT THAT SAYS LIGHTS MAY FLICKER AND IS NORMAL
OPERATION.
****
C GM 'C' SVC.INC.INS.MILEAGE-SPECIFIC COMPONENTS/SYSTEMS (SEE
SCHEDULE) .LUBE BODY

The Happiface Place
We're in business to make you smile

GM
Goodwrench Service
Thank You
FOR BRINGING YOUR CAR TO US FOR SERVICE

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

LANG CHEVROLET
635 ORCHARD LANE RT35
BEAVERCREEK OH 45434
(937) 426-6066

3:48 PM 08/10/05

VS ********** [redacted] ****

[redacted]

SALE TERM# 0001

AMOUNT $ 130.95

REF #019 AP 010080
BATCH #704
RO #663444

CUSTOMER COPY

[redacted] COPY

INVOICE

PAGE 2

42

LANG CHEVROLET BEAVERCREEK

635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

SERVICE ADVISOR: 168 TERRY LEE TONER

VIN	LICENSE	MILEAGE IN/ OUT	TAG
AILBLAZE 1GNDS13S842 [redacted]		14792/14792	[redacted]

ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
17:00 09AUG05		0.00	CASH	10AUG05

OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30

5

	LIST	NET	TOTAL
OCKS,HINGES.INS RESTRAINT			
.INTERLOCK SYST,CHK.PARK			
TTLE,A/CLEANER.CHANGE OIL & FILTER,CHK.&			
MILEAGE-SPECIFIC			
MS (SEE SCHEDULE).LUBE BODY			
S,LOCKS,HINGES.INS.RESTRAINT			
NS.INTERLOCK SYST,CHK.PARK			
ROTTLE,A/CLEANER.CHANGE OIL			
OP-OFF VITAL			
1ST CPT		106.70	106.70
1 89017342 FILTER	7.98	6.00	6.00
1 5W30 MOTOR OIL	7.25	7.25	7.25
2 5W30S QT OIL	1.50	1.50	3.00
14792 1.2 C SERVICE, NO PROBLEMS FOUND			
**********			
D LUBE, OIL AND FILTER CHANGE PART OF SERVICE PACKAGE			
001 LUBE, OIL AND FILTER CHANGE PART OF SERVICE PACKAGE			
178 CPT		0.00	0.00
14792 LOF COMPLETED			
**********			
E ONE DAY RENTAL			
CAUSE: RENTAL			
Z7901 ONE DAY RENTAL			(N/C)
168 WREN			
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
**********			

Shopping Place

Visa

GM

Goodwrench Service

Thank You

FOR BRINGING YOUR CAR TO US FOR SERVICE

Disclaimer of warranties
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	106.70
PARTS AMOUNT	16.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	122.95
LESS INSURANCE	0.00
SALES TAX	8.00
PLEASE PAY THIS AMOUNT	130.95

CUSTOMER COPY

Revised 8/03/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: CINDY SUMNER FOR MARCUS LOGAN State: OHIO

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

Vehicle ID No.: 1GNDS13S84[redacted] In Service Date: 9/11/2004 Vehicle is: NEW BAC Code: 112793
Year, Make & Model: 2004 CHEVROLET TRAILBLAZER

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03-07-05	[redacted]	2	7462	C/S THAT THERE IS OIL DRIPPING FROM UNDER VEH AFTER LOF. **FOUND OIL TRAPPED BETWEEN SKID PLATE AND FRAME. REMOVED SKID PLATE AND CLEANED. NO LEAKS FOUN**D.
04-11-05	[redacted]	2	9031	C/S THAT AFTER YOU HAVE BEEN DRIVING VEH THERE IS A BURNING SMELL, CHECK AND ADVISE. **UNABLE TO DUPLICATE.**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-04-04	[redacted]	5	1001	**REPAIR PER LANGS ESTIMATE. REPAIR TO HOOD, L SIDE, PER LANGS ESTIMATE. REFINISH PER LANGS ESTIMATE. REFINISH HOOD, L SIDE, PER LANGS ESTIMATE.**

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02-21-05	[redacted]	1	6812	C/S THEIR SEEMS TO BE A POWER FLUCTUATION, HE NOTICES IT IN THE HEADLIGHTS, MOSTLY BY SEEING A FLUCTUATE IN BRIGHTNESS, BUT ALSO NOTICES IT WITH DASH LIGHTS AT TIMES. **LOAD TEST ALTERNATOR, GOOD. BATTERY TESTED GOOD. FOUND DIMMER SWITCH ON LOW. SYSTEMS CHECK GOOD.**
02-28-05	[redacted]	2	7187	C/S THAT WHEN YOU FIRST START VEH ON A COLD START, THEY START TO FLICKER. C/S THAT YOU SHOULD HAVE THEM POINTED AT A WALL TO SEE THEM, CHECK AND ADVISE. TIGHTENED CONNECTOR ON BATT. **CK OUT COULD NOT DUPLICATE CONCERN. CK STATE OF BATTERY AND ALTERNATOR AND NO PROBLEMS FOUND. CUSTOMER SHOULD SEE PRINTED MATERIAL ON DASH OF VEHICLE.**
03-07-05	[redacted]	*	7462	CK OUT COLD START WITH SERVICE ADVISOR. **COULD NOT DUPLICATE A CONCERN. CALLED TAC FOR ASSISTANCE. EXPLAINED TO TAC CUST COMMENTS. SAID CONCERN IS CHARACTERISTIC OF TRAILBLAZER, NOT TO TRY AND REPAIR CONCERN. TAC EXPLAINED THAT THE COLDER IT IS THE MORE THE AIR PUMP WORKS WHICH WOULD DIM THE LIGHTS UNTIL THE ALTERNATOR COMES BACK UP. ALL EXPLAINED THAT WHILE DRIVING IF AIR PUMP OR ABS PUMP MOTOR COMES ON LIGHTS MAY FLICKER UNTIL ALTERNAOR BRINGS AMPS BACK UP.**
08-09-05	[redacted]	2	14792	C/S THAT THE HEAD LAMPS WILL FLICKER, LIKE THERE IS A POWER DRAW WHEN DRIVING DOWN THE ROAD. C/S IF YOU ROLL DOWN THE

WINDOW THE LIGHTS WILL DIM, CHECK AND ADVISE.
UNABLE TO DUPLICATE. CHECK OUT ROAD TEST, COULD NOT DUPLICATE CONCERN. CHECKED BATTERY AND CHARGING SYSTEM. OK AT THIS TIME. FOUND BULLETIN #05-08-42-001 THAT PERTAINS TO COMPLAINT THAT SAYS LIGHTS MAY FLICKER AND IS NORMAL OPERATION.

Criteria for the state lemon law presumption period: 1 yr 18,000
Days out of service: 30
Repairs 4 / **Time period** 36
If applicable, safety-related repairs {# of repair attempts} / **Time period** {# of months}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	14
Total days out of service during customer's ownership:	14

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

DENIAL, CUST HAS NOT HAD ANY RPAIRS DONE ON VEH FOR THE HEADLIGHT CONCERN. ALL CUST W/LIGHT HAVE NOT BEEN DUP AND THE SYSTEM CKS OUT FINE.

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: {Name} Date: {Date}

Langs Chevrolet
635 Orchard Lane
Beavercreek,Oh 45434

Phone: 937-426-2313/1-800-241-LANG
Email: www.langs.com

The Happyface Place.

FAX SHEET COVER

PAGES INCLUDING THIS COVER SHEET 5

PLEASE INSURE THIS FAX GETS TO Marcus Logan

IN THE _____ DEPARTMENT.

THIS FAX WAS SENT BY Bob FiFE

IN THE Service Dept DEPARTMENT.

ADDITIONAL MESSAGE: _____

[redacted]

TRADE-IN VEHICLE APPRAISAL AND INSPECTION FORM

2

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

ADDRESS [redacted] Dayton oh [redacted]

TELEPHONE (H) [redacted] (W) [redacted] (CELL) Hard top

YEAR 1995 MAKE Chevy MODEL Corvette

VIN 1G1YY12G9X[redacted] BODY hardtop COLOR Black

E-MAIL ADDRESS _____ SALESPERSON Jayett

PLEASE ANSWER, TO THE BEST OF YOUR KNOWLEDGE, THE FOLLOWING QUESTIONS:

1. When did you acquire this vehicle? 6mo
2. Where did you acquire this vehicle? Cleveland
3. In what state is this vehicle titled? ohio
4. Is this vehicle titled in the name listed above? Yes ☑ No ☐
5. Are you the original owner of the vehicle? Yes ☐ No ☑
6. Has this vehicle ever been titled as a lemon buyback, salvage, junk or rebuilt vehicle? Yes ☐ No ☑
7. Has the airbag in this vehicle ever been deployed or disconnected? Yes ☐ No ☑
   If yes, was it repaired or reconnected? Yes ☐ No ☐
8. Has this vehicle been in an accident? Yes ☐ No ☑
   If yes, describe any damage in the remarks below.
9. Has the vehicle's odometer been repaired, replaced or disconnected? Yes ☐ No ☑
10. Are the emissions control equipment on this vehicle in good working order? Yes ☑ No ☐
11. Is this vehicle covered by a service contract or warranty? Yes ☐ No ☑
12. Did you purchase auto appearance, anti-theft or other products along with the vehicle? Yes ☐ No ☐

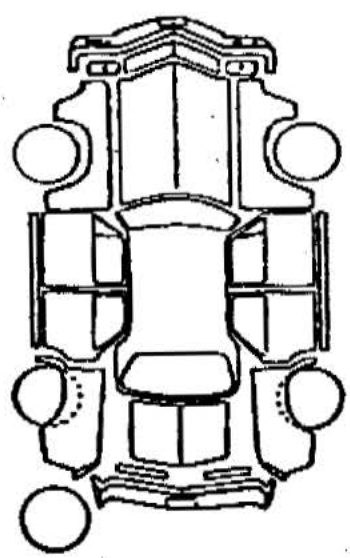
Odometer Reading 54599 5 Digit ☐ Actual ☐ 6 Digit ☐ Not Actual ☐

Customer Signature [redacted]

DEALERSHIP EVALUATION OF OVERALL VEHICLE CONDITION AND OPTIONS

OPTION	EVALUATION	NOTE ANY DAMAGE TO VEHICLE	OPTION	EVALUATION
Body/Paint			Seat Belts	
Glass			Seats/Carpet	
Tires			Gas/Oil/Emissions	
Trunk			Transmission	auto ☐ 3sp ☐ 4sp ☐ 5sp ☐
Engine	4cyl ☐ 6cyl ☐ 8cyl ☐ 12cyl ☐		Exhaust System	
Front End			Brakes	
Rear End			Stereo	cassette ☐ cdplayer ☐
Frame			Heat/Air	
Power Equip/Electrical			Left Door Frame/Glove Box	

REMARKS:



6 5pd ~~15000~~

Bid Jim Curen 16000 OK

Overall Vehicle Condition: ☐ Clean ☑ Average ☐ Rough

Trade-In Allowance $ _____

Revised Trade-In Allowance $ _____

APPRAISED BY: [signature] DATE: 9/9/04

CADA 0301C-2 CUST. RO5088/3 O (5/04) © 2002 The Reynolds and Reynolds Company

UNIWHEEL

635 ORCHARD LANE

BEAVERCREEK, OHIO 45434

PHONE 426-2313

The Happyface Place
We're in business to make you smile

MR. / MRS. / MS. PURCHASER'S NAME [redacted]

STREET ADDR [redacted]

CITY DAYTON STATE OH ZIP [redacted]

COUNTY MONTGOMERY BUS. PHONE [redacted] RES. PHONE [redacted]

ENTER MY ORDER FOR ONE ☒ NEW ☐ CAR ☒ TRUCK ☐ DEMONSTRATOR

2004 CHEVROLET TRAILBL

SILVERADO 1GNDS13S84[redacted]

TRADE KOLBROOK, JAY 11 SEP 2004

FINANCE INFORMATION

CREDIT APPROVED LENDING INSTITUTION GMAC NORTH AMERICA

BY DATE

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

DESCRIPTION OF TRADE IN

YEAR	MAKE AND MODEL	TYPE
1999	CHEV CORV	

VIN [redacted] SERIAL NO. 1G1YY1269X5[redacted]

TRADE MILEAGE 55010

SIGNED STEPHEN M ZELIK JR

9/4 2004

ODOMETER MILEAGE STATEMENT

THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 0 MILES/KILOMETERS.

AND IS ACCURATE UNLESS CHECKED BELOW

☐ ODOMETER MILEAGE IS NOT ACCURATE

REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

DEPOSIT RECEIPT:

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

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE MOTOR VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (FOR DEMONSTRATOR 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 front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

[redacted] 9/14/04

DATE CO-PURCHASER'S SIGNATURE DATE

ACCEPTED BY [signature] DEALER OR AUTHORIZED REPRESENTATIVE

LOG NO

04 CHEV TR_B		29845.00
REQUIRED FOR TRAILBLAZER LT		0.00
GVWR: 5550 LBS. (2517 KG)		
SMOKER'S PACKAGE		30.00
FEDERAL EMISSIONS REQUIREMENTS		
3.73 REAR AXLE RATIO		50.00
HEAVY-DUTY LOCKING REAR DIFFERENTIA		270.00
VORTEC 4200 SFI I-6		
ELECTRONIC 4-SPEED AUTOMATIC W/OD		
FRONT LICENSE PLATE BRACKET		
PREFERRED EQUIPMENT GROUP 1		
TOTAL OF OPTIONS.....		350.00
DESTINATION CHARGE.....		650.00
MSRP TOTAL		30845.00
SALE PRICE		29298.47

NEGATIVE EQUITY:

I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by $ _____ to cover negative equity from my trade-in/the amount owed on my lease turn-in.

X _____

☐ SERVICE CONTRACT DECLINED.

X _____ CUSTOMER SIGNATURE

(A)	TOTAL SALES PRICE	29298.47
	LESS TRADE IN	16500.00
	SALES DIFFERENCE	12798.47
(B)	DOCUMENT PREPARATION & RECORDING	100.00
	TAXABLE AMOUNT	10898.47
(C)	(TAX ON SERVICE CONTRACT IS INCLUDED IF APPLICABLE) 7.50% TAX	922.01
(D)	TITLE & RELATED FEES	15.00
1. CASH PRICE	(INCLUDING ANY ACCESSORIES, REMARKS AND MISCELLANEOUS ITEMS LISTED BELOW) (A+B+C+D)	30335.48
2. DOWN PAYMENT	A. CREDIT OR TRADE ~~REBATE~~ GMAC +1000 VCS	7000.00
	B. CASH ON DELIVERY CUST	1909.00
3. TRADE IN (PAY-OFF DATE)	A.	16500.00
LESS NAIL CITY (BALANCE OWING TO)	B.	13391.17
4. TOTAL DOWN PAYMENT (2+3)		13100.83
5. UNPAID BALANCE OF CASH PRICE (1-4)		17225.65
6. OTHER CHARGES A. ☐ CREDIT LIFE INSURANCE ☐ SINGLE ☐ JOINT		N/A
B. ACCIDENT AND HEALTH		N/A
C. ☐ CREDIT INSURANCE ☐ MRTA ☐ GAP ~~EXCESS~~		1395.00
D.		N/A
		1395.00
UNPAID CASH BALANCE DUE ON DELIVERY (5+6)		18621.55

Reynolds and Reynolds RO1843 G (10-03)

09/15/2005 10:18 9374266066 LANG CHEVROLET PAGE 03

[redacted]

[redacted]

ACCOUNTING

LANGS CHEVROLET
635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

[redacted]

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

PAGE 1

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S841[redacted]		14792/14792	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11SEP04 IS			17:00 09AUG05		0.00	CASH	10AUG05

RO OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
15:51 09AUG05	08:23 10AUG05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	OPEN RECALL 05044 TURN SIGNAL										
	CAUSE: RECALL										
	V1388 SS										
		25	W94		0.20	450	1404			14.04	14.04
1	15231201 FLASHER					2081	2913	0	36.42	29.13	29.13
	FC: 96										
	PART#: 15231201										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	MA										
						2081	2913	TPARTS			
						450	1404	TLABOR			
	VERSION 1 (EMP# 25,10AUG05 08:09): 14792 V1388 0.2 DID RECALL 05044.										
B	C/S THAT THE HEAD LAMPS WILL FLICKER LIKE THERE IS A POWER DRAW WHEN DRIVING DOWN THE ROAD C/S IF YOU ROLL DOWN THE WINDOW THE LIGHTS WILL DIM CHECK AND ADVISE										
	CAUSE: UNABLE TO DUPLICATE										
	N9995 SS										
		25	W94		0.30	675	2106			21.06	21.06
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OL										
						0	0	TPARTS			
						675	2106	TLABOR			
	VERSION 1 (EMP# 25,10AUG05 08:11): 14792 CK OUT RD TEST COULD NOT DUPL A/C CONCERN. CKED BATTERY AND CHARGING SYSTEM. OK AT THIS TIME. FOUND BULLETIN #05-08-42-001 THAT PERTAINS TO COMPLAINT THAT SAYS LIGHTS MAY FLICKER AND IS NORMAL OPERATION.										
C	GM 'C' SVC.INC.INS.MILEAGE-SPECIFIC COMPONENTS/SYSTEMS (SEE SCHEDULE).LUBE BODY HARDWARE,LINKAGES,LOCKS,HINGES.INS.RESTRAINT SYST,STARTER/TRANS.INTERLOCK SYST,CHK.PARK										

METHOD OF PAYMENT

CASH [ ]

CREDIT CARD [ ]

CHECK [ ] NO. _____

INSURANCE CO. [ ]

AMOUNT _____

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CUSTOMER SIGNATURE

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

FILE COPY

09/15/2005 10:18 9374266066 LANG CHEVROLET PAGE 04

[redacted]

[redacted]

ACCOUNTING

LANGS CHEVROLET
635 ORCHARD LANE
BEAVERCREEK, OHIO 45434
(937) 426-2313 (937) 372-3551

[redacted]
DAYTON, OH
HOME [redacted] BUS [redacted]

PAGE 2

SERVICE ADVISOR: 168 TERRY LEE TONER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	04	CHEVROLET TRAILBLAZE	1GNDS13S842[redacted]		14792/14792	[redacted]

IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
11:58 09AUG05			17:00 09AUG05		0.00	CASH	10AUG05

R.O. OPENED	READY	OPTIONS: STK:T243 DLR:? ENG:LL8 TRN:M30
11:51 09AUG05	08:23 10AUG05	

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		BRAKE,EXHAUST,THROTTLE,A/CLEANER.CHANGE OIL & FILTER,CHK.& TOP-OFF VITAL								
C GM		'C' SVC.INC.INS.MILEAGE-SPECIFIC COMPONENTS/SYSTEMS (SEE SCHEDULE).LUBE BODY HARDWARE,LINKAGES,LOCKS,HINGES.INS.RESTRAINT SYST,STARTER/TRANS.INTERLOCK SYST,CHK.PARK BRAKE,EXHAUST,THROTTLE,A/CLEANER.CHANGE OIL & FILTER,CHK.& TOP-OFF VITAL								
	191	CPT			2833	10670		106.70	106.70	
1	89017342	FILTER			399	600	0	7.98	6.00	6.00
1	5W30	MOTOR OIL			562	725	0	7.25	7.25	7.25
2	5W30S	QT OIL			240	300	0	1.50	1.50	3.00
VERSION 1 (EMP# 191,09AUG05 16:28): 14792 1.2 C SERVICE, NO PROBLEMS FOUND										
D LUBE		OIL AND FILTER CHANGE PART OF SERVICE PACKAGE								
		LUBE, OIL AND FILTER CHANGE PART OF SERVICE PACKAGE								
	178	CPT			0	0			0.00	0.00
VERSION 1 (EMP# 178,09AUG05 16:41): 14792 LOF COMPLETED										
E ONE DAY RENTAL										
CAUSE: RENTAL										
27901		ONE DAY RENTAL								
	168	WREN		0.00	3700	3700			37.00	37.00
FC: 98 PART#: COUNT: 0										
CLAIM TYPE:										
AUTH CODE:										
MJ										
					0	0	TPARTS			
					3700	3700	TLABOR			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	3510	1125		48000	2913	2081	
	10670	2833		46700	600	399	
	1025	802		46600	3700	3700	

METHOD OF PAYMENT

CASH [ ]

CREDIT CARD [ ]

CHECK [ ] NO. _____

INSURANCE [ ]

AMOUNT _____

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CUSTOMER SIGNATURE

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

FILE COPY

LANG CHEVROLET 9374266066 09/15/2005 10:18

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

September 16, 2005

Amy Wells, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S842[redacted]
Customer Relationship Manager: Marcus Logan

Dear Ms. Wells:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- General Motors has reviewed the information provided on vehicle; your clients' concerns are normal characteristic or the concerns have been repaired.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0007-T
Rev. 6/29/2004

CHEVROLET

Service Satisfaction Survey

** Dissatisfied Customer **

[redacted]
Fredericksburg VA
[redacted]

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

[redacted]
Manassas, VA [redacted]
Home telephone: (540) 710-9997
Change to: [redacted]

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Radley Chevrolet on September 27, 2005.** 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. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Radley 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 SEPTEMBER 27, 2005, 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

1GNDT13S04[redacted]14459
021544192194 00000113644 249682 0581 CSI 020200

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) Not told truth about Problem w/ vehicle
- ☐ 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?	☑	☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	Yes	No	Don't Know/ Not Sure
	☐	☑	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. **Based on this service visit, overall, how satisfied are you with Radley 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 Radley Chevrolet?

I will never return to this dealership. I am very upset w/ radley & GM. This will be my last GM product. I have owned 7.

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

0399

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

1GNDT13S0[redacted]14459
021544192194 5408982623 249682 0582 019220

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

CHECK **No.** 900842845

50-937
213

DATE		AMOUNT
03/16/06	**********6,500 DOLLARS ****00 CENTS	**********6,500.00

PAY TO THE ORDER OF [redacted] & [redacted]
* AND CONSUMER LEGAL SVCS*
12406 PURCELL RD
MANASSAS VA 20112-3224

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 [redacted] 1

VENDOR NAME [redacted]

CHECK NO [redacted]

PAYMENT DATE 03/16/06

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
1GNDT13S042[redacted]	03/15/06	VM 1-6LG2Y3	00.0000	6,500.00	.00	6,500.00

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

W3

TOTAL	6,500.00	.00	6,500.00

APSOX

Revised 10/27/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cliff Blakley State: VA

Customer Name: [redacted] Service Request: [redacted] GM Legal File No.:

Vehicle ID No.: 1GNDT13S[redacted] In Service Date: 06/12/2004 Vehicle is: New BAC Code: 113644
Year, Make & Model: 2004 TRAILBLAZER LS 4WD

VEHICLE REPAIR HISTORY

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

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

11/14/2005	[redacted]	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	20537 miles
11/14/2005		#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	20537 miles
10/06/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	19329 miles
09/27/2005		#	J5480 - THROTTLE BODY - CLEAN	19329 miles
09/27/2005		#	R0760 - RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE	19329 miles
06/16/2005		#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	16264 miles
06/16/2005		#	R0763 - RECEIVER, RADIO - INSTALL	16264 miles
06/16/2005		#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	16264 miles
06/15/2004		#	B4121 - HANDLE, FRONT DOOR OUTSIDE - LEFT - REPLACE	174 miles
04/19/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

Criteria for the state lemon law presumption period:
PRESUMPTION
OR
DEFINITION
Presumption: within 18 months following the date of the motor vehicle.s original delivery, (1) three or more repair attempts; (2) one or more repair attempts to a serious safety defect; or (3) out of service for 30 or more calendar days.

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

I move to offer a 5,500 settlement for the radio concerns

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: {Name} Date: {Date}



GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

March 14, 2006

Candace Blydenburgh, Esq.
Bowman & Brooke, LLP
901 E Byrd St Ste 1500
Richmond, VA 23219-4054

RE: [redacted] v. General Motors Corporation
GM Case number:
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S0[redacted]
Customer Relationship Manager: Tobey LaRoe

Dear Ms. Blydenburgh:

General Motors Corporation has settled this case as outlined below.

A cash settlement in the form of one check in the amount of $6,500.00 made payable to J[redacted] and Consumer Legal Services to settle the above-referenced case.

Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0084-T
Rev. 12/09/2005



General Motors Business Resource Center

FAX

To: Linda Cupit Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: Cliff Blakley Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

CC:

NOTES:

I need the current registration in order to process. Thank You

— ATTACHED IS THE CURRENT REGISTRATION.
— WE WILL PROVIDE RELEASE ONCE IT IS SIGNED BY THE CLIENTS.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2-20-06

Linda Cupit, Esq.
Consumer Legal Services, PC
1700 Pleasure House Rd Ste 102A
Virginia Beach, VA 23455-4052

RE: [redacted]
Service Request [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S0[redacted]
Customer Relationship Manager: Cliff Blakley

Dear Ms. Cupit:

We regret that your client(s) is dissatisfied with her 2004 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,500.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

Error! Reference source not found.
Page 2

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

Odometer

[redacted]

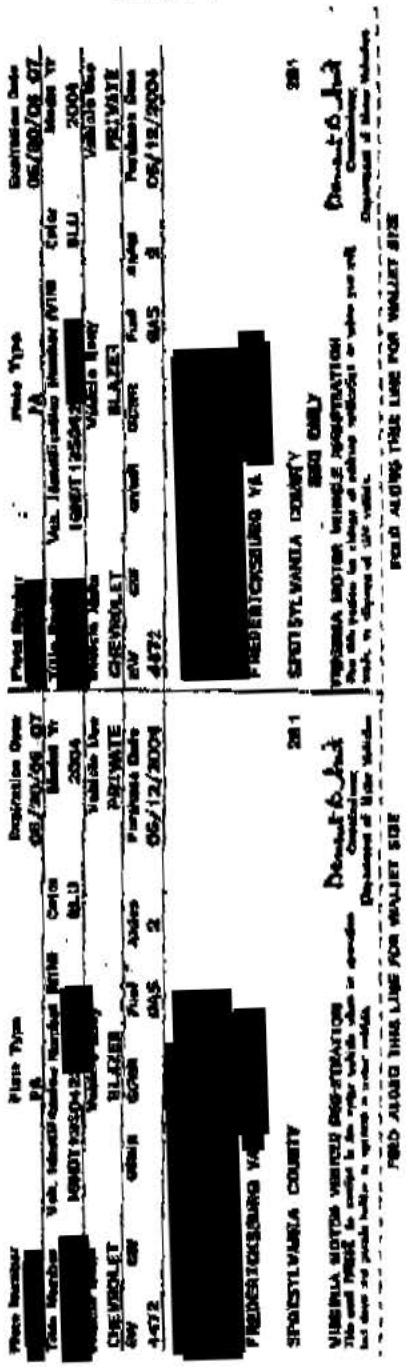
Client's Signature

Client's Signature

2/24/06

Date

Date





General Motors Business Resource Center

FAX

To: Linda Cupit Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: Cliff Blakley Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

cc:

3-6-06 @ noon

4 pages

NOTES: See attached Signed Release

~~I need this current registration in order to process. Thank You~~

~~ATTACHED IS THE CORRECT REGISTRATION~~
~~LIEN CODE RELEASE ONCE IT IS~~
~~SIGNED BY THE OWNER.~~

SETTLEMENT AND RELEASE AGREEMENT

This Settlement and Release Agreement is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS [redacted] and GENERAL MOTORS CORPORATION are involved in a dispute regarding a 2004 Chevrolet Blazer, VIN 1GNDT13S042[redacted] which [redacted] purchased from Radley Imports, Inc. on or about June 12, 2004; and

WHEREAS, [redacted] have voluntarily agreed to resolve this dispute and GENERAL MOTORS CORPORATION denies liability with respect to this dispute; and

NOW, THEREFORE, in consideration of the settlement of the claim and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. In sole consideration of payment to [redacted] of $6,500.00 from GENERAL MOTORS CORPORATION [redacted] for themselves and for each and all of their predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, hereby release and forever discharges GENERAL MOTORS CORPORATION, its subsidiaries, divisions, directors, officers, employees, agents, assigns, heirs, successors, executors, administrators, or any other representative, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs or expenses (including reasonable attorney fees and court costs), which [redacted] might have or acquire in the future against GENERAL MOTORS CORPORATION, which are known or unknown, and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use, ownership or disposition of the vehicle referenced above. Notwithstanding the above, GENERAL MOTORS CORPORATION agrees to honor the remaining term of the manufacturer's express limited warranty, any applicable General Motors Protection Plan extended service contracts, and any General Motors Component service coverage agreements which accompany the subject vehicle. This Settlement and Release Agreement shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury arising out of the use or operation of the vehicle referenced herein after the date of execution of this Release Agreement.

2. [redacted] understand and agree that this Settlement Agreement and Release of All Claims shall be considered final and binding upon them.

3. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

4. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of Virginia. If any portion of this Agreement shall for any reason be held invalid or unenforceable, such invalidity and unenforceability shall not affect any other provision hereof, but this Agreement shall be construed as if such invalid or unenforceable provision had never been contained herein.

5. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of [redacted] actions or any matters relating thereto. It is further agreed and mutually declared that the terms of this Agreement have been read and fully understood by the parties hereto, and that this is a full and final release of all claims.

6. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

7. [redacted] ACKNOWLEDGE THAT THEY HAVE READ THIS RELEASE, THAT THEY HAVE HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT THEY UNDERSTAND ALL OF ITS TERMS AND THAT THEY EXECUTE IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

IN WITNESS WHEREOF, the parties hereto have executed this Settlement and Release Agreement as of the dates set forth opposite their respective signatures below.

DATED: 3-2-06 [redacted]

DATED: 3/2/06 [redacted]

DATED: _____ GENERAL MOTORS CORPORATION

By: _____

8000 SUDLEY ROAD MANASSAS, VA 20109 P.O. BOX 511 MANASSAS, VA 20108

TEL: 703-368-2111
FAX: 703-222-3247

DUDLEY MARTIN
CHEVROLET

DATE : Feb 15 2006

FAX COVER SHEET

FROM THE DESK OF :

JACK BURKE
SERVICE DIRECTOR
FAX # 703-335-8126

 # OF PAGES Three inc/ Cover

TO : Cliff Blakley

ATT :

FAX# :

COMMENTS : 1- Repair on 6-16-05

TOTAL CUSTOMER CARE, *THIS TIME, EVERY TIME*
GUARANTEED

[redacted] [redacted]

[redacted]

MANASSAS, VA
HOME [redacted] BUS: [redacted]

ACCOUNTING

PAGE 1

DUDLEY MARTIN CHEVROLET
A Lanemart, LLC, Enterprise
P.O. BOX 511 MANASSAS, VA 20108
8000 SUDLEY ROAD MANASSAS 20109
703-368-2111

SERVICE ADVISOR: 116 BILL CASE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S04[redacted]	[redacted]	16264/16264	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JUN04 IS			17:30 16JUN05		84.89	CASH	20JUN05

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
07:26 16JUN05	10:33 20JUN05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	OL	CUST STATES CD PLAYER DOESN'T PLAY HALF THE TIME-HAVE TO EJECT IT SEVERAL TIMES BEFORE IT STARTS WORKING(SEE BILL)									
CAUSE: INOP											
	R0763	RECEIVER, RADIO REINSTALL RADIO									
		715	WC94	0.50	0.50	1188	4245			42.45	42.45
	1	10357894	RADIO			0	0	0			0.00
	FC: 6C PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OL										
						0	0	TPARTS			
						1188	4245	TLABOR			
B	OL	AT TIMES WHILE DRIVING AT NITE-DASH AND HDLITES DIM(FLICKER)FOR A MOMENT-FEELS LIKE POWER SURGE(SEE BILL)									
CAUSE: UNABLE TO VERIFY											
	J9991	CUSTOMER CONCERN NOT DUPLICATED									
		715	WC94	0.30	0.30	713	2547			25.47	25.47
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OL										
						0	0	TPARTS			
						713	2547	TLABOR			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	6792	1901		48000	0	0	
	6792	*******					

COST, SALE, & COMP TOTALS 1901 6792 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

THE SUPPLY CHARGE CONSISTS OF ENVIRONMENTAL PROTECTION MEASURES INCLUDING RECYCLING: OIL, ANTIFREEZE, CARDBOARD, AND METALS AS WELL AS THE REMOVAL OF TIRES,USED OIL FILTER, AND

[redacted]

USTOMER [redacted]

[redacted]

ANASSAS, VA [redacted]

OME: [redacted] BUS [redacted]

715

WORKORDER

PAGE 1

715134

DUDLEY MARTIN CHEVROLET
8000 SUDLEY RD
MANASSAS VA 20109

SERVICE ADVISOR: 116 CASE,BILL

...OR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
...UL	04	CHEVROLET TRAILBLAZE	1GNDT13S042[redacted]	[redacted]	16264/	28½

...N SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2JUN04 IS			17:30 16JUN05		84.89	CASH	

R. O. OPENED	READY	OPTIONS
6JUN2005 07:26		ENG:4.2_Liter_MFI_DOHC

INE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A		WC94	OL CUST STATES CD PLAYER DOESN'T PLAY HALF THE TIME-HAVE TO EJECT IT SEVERAL TIMES BEFORE IT STARTS WORKING [redacted] Replaced Radio & Reframed
B		WC94	OL AT TIMES WHILE DRIVING AT NITE-DASH AND HDLITES DIM(FLICKER)FOR A MOMENT-FEELS LIKE POWER SURGE(SEE BILL) Could not get light to act w/ no DTC's no Bulletins

R0763 5

J9911 NPF 3

CORRECTION

COMPLAINT

CAUSE

CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	EMP NO	OPER. NO.	TIME	OFF / ON
	8	247940		715	B	0620

COMPLAINT

CAUSE 10357894

CORRECTION UM8

B

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X [signature]
CUSTOMER SIGNATURE

MIKE PALLONE
AUTO STORES

FAX

DATE	2/15/06
TO	MR BARLEY
FAX NO	1866 311 2984
From	Connell
PAGES	2
SUBJECT	TERRY MEIS

comments

FAX # IS
703 451-7336
OR
703 451-9493

MIKE PALLONE
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7722 Baclick Road
Springfield, Virginia • 22150
703-451-4511
www.mikepallone.com

MIKE PALLONE
Nissan
7800 Baclick Road
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CUSTOMER # [redacted]

[redacted]

WORKORDER

PAGE 2

MANASSAS, VA [redacted]
HOME [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 4104 ADCOCK, ALTON

IN 20537 out 20788

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S04[redacted]		~~20573~~ 20537 / 20,788	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
6/12/04						CASH	

R.O. OPENED	READY	OPTIONS:
14NOV2005 07:36		DLR:14444 ENG:4.2_Liter_MFI_DOHC

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	37		W	ALL THE LIGHTS FROM DRIVER VIEW FADE IN AMD OUT AT ALL SPEEDS

TESTED AND FOUND INTERMITTANT IPC DIMMING DURING HIGH LOAD LOW R.P.M CONDITIONS. TESTED AND FOUND BATTERY, CHARGING, AND STARTING SYSTEMS IN SPEC. SOME DEGREE OF DIMMING IS NORMAL UNDER HIGH LOAD LOW R.P.M CONDITIONS. SEE ATTACHMENT. CCND

02

92

B 55 W 3RD CAR PER GM REP

1GPEF Z7906 383 (dd)
65X56/53363

C 12 W ENG HAS A INTERMIT TAP SOUND ON LEFT SIDE OF ENG HOT OR COLD

CHECKED AND FOUND NORMAL ENGINE NOISE AT THIS TIME.
CCND

481

D 21 W UNDER ACCEL TRANS HAS A HARD SHIFT HOT OR COLD

TEST DROVE AND FOUND NORMAL TRANS SHIFTS UNDER LOAD AND AT NORMAL OPERATION CHECKED AND FOUND NO CODES SET. TRANS OPERATES AS DESIGNED AT THIS TIME. CCND

185

TOTAL ROAD TEST 251 MILES
NO ABNORMAL COND. OCCURED
w/ VEHICLE - ALL VOLTAGES
DATA ON TECH 2 NORMAL

of gas

48 10

TRUCK GONE
NAIL, RECEIPT PLEASE

NO CUST CONCERNS FOUND SINCE TEST & DRIVING 11-14 — 11-22-05 RLY

WE WILL SURVEY ALL OUR SERVICE WORK. MAY WE SURVEY YOU? YES ☐ NO ☐	ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION. ☐ SAVE DISCARD ☐

* SHOP MATERIAL, A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSPRAY, SOLVENT, RAGS, TOWELS, BATTERY CLEANERS, ETC.

TAPES, EXTRA SPEAKERS, TAPE PLAYERS AND PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 tr[redacted]s permission to operate the vehicle herein described on streets, h[redacted]g and/or inspection. An express mechanic's lien is hereby a[redacted] of repairs thereto."

[redacted]

TECHNICIAN COPY

"CUSTOMER RIGHTS"

1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF _____.
2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT.
3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURED UNDER A WARRANTY AGREEMENT.
4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
$	
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
$	DATE TIME

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

December 12, 2017

Candace Blydenburgh, Esq.
Bowman & Brooke, LLP
901 E Byrd St Ste 1500
Richmond, VA 23219-4054

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S042[redacted]
Customer Relationship Manager: Tobey LaRoe

Dear Ms. Blydenburgh:

Enclosed please find a check in the amount of $ 6,500.00 made payable to [redacted] & [redacted] and Consumer Legal Services to settle the above-referenced case.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0062-T
Rev. 6/29/2004

CASE ASSESSMENT BY: Catherine Bertoncini **Siebel/CARS Request No: 1[redacted]**

Customer Name:[redacted]

Year of Vehicle: 2004 **Make: Chevrolet** **Model: Trail Blazer** **Current Mileage: 19,345**

Vehicle ID No.: 1GNDT13S042[redacted] **In Service Date: 6/12/04** **Purchased: New**
If used: (date/miles)

What is customer seeking: REPLACEMENT

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: VEH STALLS

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN: HEADLAMPS DIM/FLICKER

Date:	Mileage:	Days Out:	Description of Repair:
6/16/05	16264		RO 247940 – while driving at night, dash & headlamps dim/flicker for a moment, feels like power surge; CND

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
6/16/05	16264	5	RO 247940 – CD player doesn't play half the time, have to eject it several times before it starts working; rpl radio

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

[redacted]

[redacted]

ACCOUNTING

DUDLEY MARTIN CHEVROLET
A Lanemart, LLC, Enterprise
P.O. BOX 511 MANASSAS, VA 20108
8000 SUDLEY ROAD MANASSAS 20109
703-368-2111

[redacted]

MANASSAS, VA [redacted]

HOME: [redacted] BUS [redacted]

PAGE 1

SERVICE ADVISOR: 116 BILL CASE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S042[redacted]	[redacted]	16264/16264	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JUN04 IS			17:30 16JUN05		84.89	CASH	20JUN05

R.O. OPENED	READY	OPTIONS:
07:26 16JUN05	10:33 20JUN05	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A OL CUST STATES CD PLAYER DOESN'T PLAY HALF THE TIME-HAVE TO EJECT IT SEVERAL TIMES BEFORE IT STARTS WORKING(SEE BILL)								
CAUSE: INOP								
R0763 RECEIVER, RADIO REINSTALL RADIO								
715 WC94	0.50	0.50	1188	4245			42.45	42.45
1 10357894 RADIO			0	0	0			0.00
FC: 6C PART#: COUNT: 0								
CLAIM TYPE:								
AUTH CODE:								
OL								
			0	0	TPARTS			
			1188	4245	TLABOR			
B OL AT TIMES WHILE DRIVING AT NITE-DASH AND HDLITES DIM(FLICKER) FOR A MOMENT-FEELS LIKE POWER SURGE(SEE BILL)								
CAUSE: UNABLE TO VERIFY								
J9991 CUSTOMER CONCERN NOT DUPLICATED								
715 WC94	0.30	0.30	713	2547			25.47	25.47
FC: 9Z PART#: COUNT: 0								
CLAIM TYPE:								
AUTH CODE:								
OL								
			0	0	TPARTS			
			713	2547	TLABOR			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	6792	1901		48000	0	0	
	6792	*******					

COST, SALE, & COMP TOTALS 1901 6792 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

THE SUPPLY CHARGE CONSISTS OF ENVIRONMENTAL PROTECTION MEASURES INCLUDING RECYCLING OIL, ANTIFREEZE, CARDBOARD, AND METALS AS WELL AS THE REMOVAL OF TIRES, USED OIL FILTER, AND

247940

USTOMER # [redacted]

[redacted]

ANASSAS, VA [redacted]

OME: [redacted] BUS: [redacted]

715

WORKORDER

PAGE 1

715134

DUDLEY MARTIN CHEVROLET
8000 SUDLEY RD
MANASSAS VA 20109

SERVICE ADVISOR: 116 CASE,BILL

[redacted]OR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
LUL	04	CHEVROLET TRAILBLAZE	1GNDT13S042[redacted]	XZJ-6757	16264/	28½

N SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2JUN04 IS			17:30 16JUN05		84.89	CASH	

R. O. OPENED	READY	OPTIONS
6JUN2005 07:26		ENG:4.2_Liter_MFI_DOHC

INE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A		WC94	OL CUST STATES CD PLAYER DOESN'T PLAY HALF THE TIME-HAVE TO EJECT IT SEVERAL TIMES BEFORE IT STARTS WORKING [redacted] Reflowed Radio & Reframed
B		WC94	OL AT TIMES WHILE DRIVING AT NITE-DASH AND ADLITES DIM(FLICKER)FOR A MOMENT-FEELS LIKE POWER SURGE(SEE BILL) Could Not Get Light to Act w/ No Dtc's No Bulletins

R0763 5

J9991 3

CORRECTION

COMPLAINT

CAUSE

CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	EMP. NO.	OPER. NO.	TIME	OFF / ON
	8	247940		715	B	0620

CAUSE

10357894

CORRECTION

UM8

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X [signature]
CUSTOMER SIGNATURE

DEC 0 6 RECT

CONSUMER℠ LEGAL SERVICES, P.C.
ATTORNEYS AND COUNSELORS

LINDA LEE CUPIT[1]
RONALD J. BOLZ[2]
STEVEN S. TOTH[2]
CHRISTOPHER M. LOVASZ[2]
MARK P. ROMANO[2]
STEVEN G. STANCROFF[3]
1 - LICENSED ONLY IN VA
2 - LICENSED ONLY IN MI & WI
3 - LICENSED ONLY IN MI

www.lemonauto.com

1700 PLEASURE HOUSE ROAD, SUITE 102A
VIRGINIA BEACH, VA 23455
(757) 460-1110
FAX (757) 460-1199

December 5, 2005

Karen Correia Radley
3421A Jefferson Davis Highway
Fredericksburg, VA 22401

RE: 2004 Chevrolet Trailblazer
VIN: GNDT13S04[redacted]

Dear Ms. Radley:

Please be advised that I represent [redacted] regarding the sale of the above-referenced vehicle purchased at Radley Imports Incorporated on or about June 12, 2004 Our client, pursuant to the Virginia Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Virginia Motor Vehicle Warranty Enforcement Act (commonly referred to as the "Lemon Law"), the Virginia Consumer Protection Act, the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby revoke acceptance of the 2004 Chevrolet Trailblazer and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle, and payment of all monies expended, putting our client back in the position he/she was prior to the contract.

Our client(s) intends to hold General Motors Corporation and Radley Imports Incorporated liable for all other foreseeable damages due to the nonconforming vehicle, including actual attorneys' fees incurred with enforcing the client's rights pursuant to the following: Va. Code Ann. §59.1-207.9, et seq., 15 USC 2310(d)(2), Va. Code Ann. §59.1-196 et seq., Va. Code Ann. §8.2-715.

FEB 13 2006 16:11 FR BUSINESS RES CNTR #5 TO 918663112784 P.01/02

[redacted]

Since the date the client(s) took delivery, the vehicle has been in for repairs on at least four (4) occasions.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with our client(s) must be directed through my office.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Linda Lee Cupit

Linda Lee Cupit, Esq.

LLC/tjs

cc: Client(s)

P.02/02 TO 9186631127 84 FEB 15 2006 16:11 FR BUSINESS RES CNTR #5



RADLEY CHEVROLET

DATE 2-16-06

TO Cliff Blackley

COMPANY OR DEP'T GM

FROM Jeff Merritt

SHEETS TOTAL 19 (INCLUDING COVER) >>If you did not receive the number of sheets indicated, please call us so we can Re-Fax missing pages.

>>

RADLEY CHEVROLET
3670 Jeff Davis Highway, Fredericksburg, VA 22408

PHONE 540 898-4000
FAX NUMBERS: SALES - 540 710-1152 | FINANCE OFFICE - 540 898-2623 | PARTS - 540 891-2074
SERVICE - 540 898-6738 | COLLISION CENTER - 540 898-9267 | ACCOUNTING - 540 891-7519

>>>NOTE: If you are NOT the intended recipient of this FAX you are hereby notified that any disclosure, or copy, or distribution, or the taking of any action due to the contents of this Faxed information is strictly prohibited. If you have received this Faxed information in error, please notify us by phone to arrange for return of our documents.

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(540) 898-4000 • D.C. Metro: 273-2811

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: WILLIAM E. FLOOD J 982	TAG NO.	INVOICE DATE: 04/28/04	[redacted]
RADLEY CHEVROLET 3670 JEFF DAVIS HIGHWAY FREDERICKSBURG, VIRGINIA 22408	LABOR RATE / LICENSE NO. / MILEAGE: 2		COLOR: INDIGOBLUEM	S: [redacted]
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNDT13S042[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 04/27/04	
RESIDENCE PHONE	BUSINESS PHONE: 540-898-4000	COMMENTS		MO: 15

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

J# 2	93CVZPDI	PRE DELIVERY INSPECT HOURS: 1.00 TECH(S):171					70.00
	CUST STATES PRE-DELIVERY INSPECTION3 COMPLETED						

CLAIM #	WARRANTY OP. CODES	FLAT HRS.	OTHER HRS.	FC	AUTH. CODE	CLAIM TYPE	
A86271_N	Z7000	1.00					
				JOB # 2 TOTAL LABOR & PARTS			70.00
					R/O TAX		0.00
					R/O TOTALS		70.00

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC.	TAX	TOTAL
A86271_N	70.00	0.00	0.00	0.00	0.00	0.00	0.00	70.00
CLAIM TOTALS	70.00	0.00	0.00	0.00	0.00	0.00	0.00	70.00

APPROVED BY SIGNATURE

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.

This dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS AND CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES OF DATE OF WORK. THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

Copyright © 1995 The Reynolds and Reynolds Company ERAINTHVE (C20)(RES) (00001)

SERVICE FILE COPY-W

[END OF INVOICE] 08:31am

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[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHELLE DENTON-EV 606	3581	06/24/04	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		174	INDIGOBLUEM	T34857

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	06/12/04	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNDT13S042[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/15/04

[redacted]
FREDERICKSBURG, VA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 174

LABOR & PARTS
J# 1 80CVZ BODY HOURS: 0.50 TECH(S):738 35.00
DRIVER DOOR HANDLE DISCOLORED
HANDLE FADED
REPLACE LT FRONT DOOR OUTSIDE HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15167885	HANDLE 16.350	23.02	23.02	39.01	39.01
			JOB # 1 COST TOTAL		23.02		
			JOB # 1 TOTAL PARTS				39.01
			JOB # 1 TOTAL LABOR & PARTS				74.01

R/O TAX 0.00
R/O TOTALS 74.01

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
207868	74.01
CLAIM TOTALS	74.01

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.887
06/24/2004 WARRANTY NEW CLAIM
1042

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
207868	06/15/2004	1GNDT13S042386271	3	14459	174	XXX-XX-3032

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VS	1	15167885	39.01	1R	B4121	.5			35.00

LN-TOT: 74.01 TECH SSN: XXX-XX-3032 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: DRIVER DOOR HANDLE DISCOLORED HANDLE FAD
ED REPLACE LT
FRONT DOOR OUTSIDE HANDLE

R.O. TOTAL: 74.01

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.

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THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS AND CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES OF DATE OF WORK. THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

Copyright © 1995 The Reynolds and Reynolds Company ESAINTINVE CC227280 R6/01

 SERVICE FILE COPY-W (END OF INVOICE) 10:42am

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3670 Jefferson Davis Hwy. **FREDERICKSBURG, VA 22408**
(540) 898-4000 • D.C. Metro: 273-2811

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DOBSON 553	141	04/28/05	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] FREDERICKSBURG, VA [redacted]			14,611	INDIGOBLUEM	T34857

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	06/12/04	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNDT13S042 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		04/27/05

[redacted] [redacted] COMMENTS MO: 14615

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $200.00 (+TAX)

COMMENTS
DROP
CUST IN RENTAL PER RADLEY BENEFIT CARD FOR 15K SVC.
RENTAL RESEVERED AT ENTERPRISE BY COREY.
BILL STATES INSPECTION TO NEW CARS

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 05/05/2005 / 14981 MI 99CVZS15 15000 SERVICE *

CHECK OUT WWW.RADLEYAUTO.COM FOR SERVICE SPECIALS

TOTAL LABOR....	119.00
TOTAL PARTS....	73.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.70
TOTAL INVOICE $	**196.60**

ALL AFTERMARKET TYPE WHEELS INSTALLED HERE OR ELSEWHERE SHOULD BE RETORQUED EVERY 500 MILES.RADLEY CHEVROLET CAN NOT BE RESPONSABLE FOR LOOSE LUG NUTS OR DAMAGE FROM LACK OF RETORQUING THESE WHEELS.

[redacted]

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PAID
CK. NO. VISA
DATE 4/29/05

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 SERVICE FILE COPY [END OF INVOICE] 05:17pm

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(540) 898-4000 • D.C. Metro: 273-2811

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DOBSON 553	141	04/28/05	[redacted]
[redacted] FREDERICKSBURG, VA	LABOR RATE / LICENSE NO. / MILEAGE: 14,611		COLOR: INDIGOBLUEM	STOCK NO.: T34857
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE: 06/12/04	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 0 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 04/27/05	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		MO: 14615

LABOR & PARTS

J# 1 99CVZS16 — 15000 SERVICE — UNITS: 1.70 — TECH(S): 782 — 119.00 — INTERNAL

CUST STATES PERFORM 15,000 MILE SERVICE PER SERVICE MENU.
CUST WOULD LIKE RENTAL CAR THAT COME WITH SERVICE PER RADLEY BENEFIT CARD.
PERFORMED 15K SERVICE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		89017342	FILTER 1.836	4.95	4.95
JOB # 1	1		AISC89	AIR INT C	9.95	9.95
JOB # 1	1		IC15	INJ CLEAN	19.95	19.95
JOB # 1	1		100BUK-GM	100BUK-G BULKOIL	10.79	10.79
JOB # 1	1		14090908	GASKET 1.456	1.31	1.31
JOB # 1	1		15036141	ELEMENT 3.410	26.95	26.95
				JOB # 1 TOTAL PARTS		73.90
				JOB # 1 TOTAL LABOR & PARTS		192.90

J# 2 02CVZ — STATE INSPECTION — UNITS: — TECH(S): 154 — INTERNAL

PERFORM VIRGINIA STATE INSPECTION
COMPLETED VIRGINIA STATE INSPECTION

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

J# 3 70CVZL — OUTSIDE LIGHTS — UNITS: — TECH(S): 782 — INTERNAL

CUST STATES THE DASHLIGHTS, RADIO LIGHTS AND HEADLIGHTS GO DIM SOMETIMES. CUST STATES WHEN YOU HIT A BUMP AND SOMETIMES WHEN YOU ARE JUST DRIVING. CUST BELIEVES IT MAYBE A LOOSE WIRE.
NO REPAIR PERFORMED, UNABLE TO DUPLICATE 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 38CVZRR — RADIO REPAIR — UNITS: — TECH(S): 782 — INTERNAL

CUST STATED THAT THE CD PLAY INTERMITTENTLY.
SPECIAL ORDERED UNIT.

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

J# 5 10CVZN — ENGINE NOISE — UNITS: — TECH(S): 782 — INTERNAL

CUST STATED THAT WHEN THE ENGINE IS STARTED COLD, THERE IS A WHHISTLING NOISE HEARD. GOES AWAY AFTER WARMED UP.
NO ABNROMAL NOISE HEARD.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE

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 [CONTINUED ON NEXT PAGE] 05:17pm

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[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JERRY WRIGHT 771	6852	10/06/05	[redacted]

[redacted]
MANASSAS, VA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	S[redacted]
		19,329	INDIGOBLUEM	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	06/12/04	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNDT13S042[redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/27/05

[redacted] [redacted]

COMMENTS MO: 19361

JOB # 9 TOTAL LABOR & PARTS 0.00

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

					WARRANTY
JOB # 4	249682		10/06/05	RENTL	
				TOTAL - SUBLET	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $95.00 (+TAX)
TOTALS----------

CHECK OUT WWW.RADLEYAUTO.COM FOR SERVICE SPECIALS

TOTAL LABOR....	25.05
TOTAL PARTS....	18.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.94
TOTAL INVOICE $	**44.74**

ALL AFTERMARKET TYPE WHEELS INSTALLED HERE OR ELSEWHERE SHOULD BE RETORQUED EVERY 500 MILES.RADLEY CHEVROLET CAN NOT BE RESPONSABLE FOR LOOSE LUG NUTS OR DAMAGE FROM LACK OF RETORQUING THESE WHEELS.

[redacted]

PAID
CK CKO
DATE 10-7

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[END OF INVOICE] 09:13pm

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[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JERRY WRIGHT 771	TAG NO. 6852	INVOICE DATE 10/06/05	[redacted]
[redacted] MANASSAS, VA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 19,329		COLOR INDIGOBLUEM	[redacted]
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE 06/12/04	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNDT13S042 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R.O. DATE 09/27/05	
[redacted]	COMMENTS			MO: 19361

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 19CVZ ENGINE UNITS 0.10 TECH(S) 328 WARRANTY

CUSTOMER STATES WHILE IN IN DRIVE IN LANE AT BANK, WITHOUT WARNING THE VEHICLE JUST SHUT OFF.
FOUND NO CONCERNS, NO BULLENTIN AND PI'S
TECH STATED CHECK WITH TECH LINE AND FOUND POSSIBLE CLEAN THROTTLE BODY FROM CARBON BUILD. TECH CLEAN SMALL AMOUNT OF CARBON FROM THROTTLE BODY.

J3180 PB.IF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	12345089	80C C 8.800		

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+93CVZ SPECIAL OPERATIONS UNITS TECH(S) 328 INTERNAL

TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE
TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE

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

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+12CVZ ENGINE ELECTRICAL UNITS 0.10 TECH(S) 328 WARRANTY

TEST BATTERY FOR VOLTAGE AND MAKE SURE BATTERY CABLE IS CLEAN.
TECH CHECK BATTERY VOLTAGE AND IS NORMAL AT THIS TIME.
ALSO CHECK BATTERY CABLE AND CLEAN AT THIS TIME.

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

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+79CVZ BODY ELECTRICAL GEN. UNITS 0.10 TECH(S) 328 WARRANTY

NEED TO CHECK ALL GROUND WIRES AND CHECK ALL CONNECTORS UNDER FUSE BLOCK, MAKE SURE THEY ARE CLEAN.
TECH CHECK ALL CONNECTORS AND CLEAN AT THIS TIME.

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

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+38CVZRR RADIO REPAIR UNITS 0.10 TECH(S) 704 WARRANTY

CUSTOMER STATES RADIO STILL NOT WORK
JEFF MERRITT ORDER ANOTHER RADIO

R0760.

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

JOB # 9 TOTAL PARTS 0.00

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Reynolds and Reynolds ERANTHME DC227895 (02/01)

[CONTINUED ON NEXT PAGE] 09:13pm

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[redacted]

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR JERRY WRIGHT 771	TAG NO. 6852	INVOICE DATE 10/07/05	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 19,329	COLOR INDIGOBLUEM [redacted]
MANASSAS, VA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE 06/12/04	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNDT13S042 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	RO DATE 09/27/05	
[redacted]	COMMENTS			MO: 19364

LABOR & PARTS

J# 6+93CVZ SPECIAL OPERATIONS HOURS: TECH(S): 828 0.00
TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE
TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE

JOB # 6 TOTAL LABOR & PARTS 0.00

COMMENTS
DELETED OPERATION(S)
79CVZDIAG DIAGNOSE

TOTALS

CONTROL# ACCOUNT# AMOUNT..
T34857

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**

APPROVED BY SIGNATURE

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[END OF INVOICE] 08:34pm

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[redacted]

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JERRY WRIGHT 771	6852	10/06/05	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		19,329	INDIGOBLU[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL	06/12/04	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNDT13S042[redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/27/05

[redacted]

COMMENTS

MO: 19361

LABOR & PARTS

J# 1 01CVZ QUICK LUBE UNITS: TECH(S) 328 8.10
CUSTOMER REQUEST AN OIL CHANGE
CHANGE OIL AND FILTER CK AIR IN TIRES CK AND FILL FLUIDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.95	5.95
JOB # 1	1	100BUK-GM	100BUK-G BULKOIL	11.49	11.49
JOB # 1	1	14090908	GASKET 1.456	1.31	1.31
			JOB # 1 TOTAL PARTS		18.75
			JOB # 1 TOTAL LABOR & PARTS		26.85

J# 2 44CVZRT ROTATE TIRES UNITS: TECH(S) 328 16.95
CUSTOMER REQUEST TIRE ROTATION
TECH COMPLETED TIRE ROTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		16.95

J# 3 12CVZDIAG DIAGNOSE ELECTRICAL UNITS: 0.10 TECH(S) 328 WARRANTY
CUSTOMER STATES WHILE STOP AT LIGHT THE OIL PRESSURE GAUGE FLICKERS
FOUND NO BULLENTINS OR PI'S BUT FOUND ONCE A/C IS ON IT'S TAKING SOME POWER/CURRENT FROM LIGHT AND GAUGES. ALSO THE ALTERNATOR IS PUTTING OUT 13.7 VOLTS. THIS HAPPENS ONCE COMPRESSOR CUTS ON AND OFF.
TECH STATED NO CORRECTION IS NEEDED AT THIS TIME, HAVE GOOD OIL PRESSURE AND NOTIFIED TECH LINE FOR UPDATES AND FOUND THEIR ARE NO UPDATES THAT GAUGES MOVE A LITTLE WITH THE A/C COMPRESSOR CUTS ON.

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

J# 4 70CVZDIAG DIAGNOSE ELECTRICAL UNITS: 0.10 TECH(S) 328 WARRANTY
CUSTOMER STATES THE HEAD LIGHT, AND ALL LIGHTS INSIDE VEHICLE FLICKERS
FOUND ONCE A/C COMPRESSOR IS ON AND OFF CAUSE LIGHTS AND GAUGE TO FLICKER. NO BULLENTIN OR PI'S
TECH STATES NO CORRECTION AT THIS TIME ALSO NOTIFY TECH LINE FOR MORE UPDATES AND THE SAME AS GAUGES NORMAL WITH A/C COMPRESSOR CUTS ON AND FLICKER LIGHT DUE TO MORE COMPONTENS USING OR SHARING POWER/CURRENTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	0	RADIO REF#761948	RADIO E/X		WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

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PAGE 1 OF 3 SERVICE FILE COPY
[CONTINUED ON NEXT PAGE] 09:13

[redacted]

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[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JERRY WRIGHT 771	TAG NO. 6852	INVOICE DATE 11/08/05	[redacted]
[redacted] MANASSAS, VA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 19,329		COLOR INDIGOBLUEM	[redacted]
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE 06/12/04	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNDT13S042386271		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. / P. O. NO.		P. O. DATE 09/27/05	
[redacted] [redacted]	COMMENTS			MO: 19364

LABOR & PARTS

J# 3 12CVZDIAG DIAGNOSE ELECTRICAL HOURS: TECH(S):328 0.00
CUSTOMER STATES WHILE STOP AT LIGHT THE OIL PRESSURE GAUGE
FLICKERS
FOUND NO BULLETINS FOR CONCERN, IT IS NORMAL FOR THE OIL
PRESSURE TO FLUCTUATE DEPENDING ON TEMP AND RPMS
ALL OK
ALL OK
TECH CHECK OPERATION OF OIL PRESSURE
FUNCTIONS ALL OK, FLUCTUATION IS NORMAL
ALL OK
ALL OK
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 70CVZDIAG DIAGNOSE ELECTRICAL HOURS: TECH(S):328 0.00
CUSTOMER STATES THE HEAD LIGHT, AND ALL LIGHTS INSIDE
VEHICLE FLICKERS
DIAGNOSE AND FOUND THAT TRUCK HAS CALIFORNIA EMISSIONS
THIS TRUCK IS EQUIPPED WITH A SECONDARY AIR INJECTION
PUMP,THIS PUMP CUTS ON AND OFF INTERMITTANTLY
WHEN THIS OCCURES THE HEADLIGHTS WILL DIM ALONG WITH
INSTRUMENT PANEL LIGHTS
CHECKED WITH TECH ASSIST
CHECKED GROUNDS,CHECKED ALL BULLETINS,NORMAL OPERATION
LIGHTS WILL DIM WHEN SECONDARY AIR INJECTION PUMP
CUTS ON.
VEHICLE OPERATING AS DESIGNED
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 19CVZ ENGINE HOURS: 0.30 TECH(S):328 21.00
CUSTOMER STATES WHILE IN IN DRIVE IN LANE AT BANK, WITHOUT
WARNING THE VEHICLE JUST SHUT OFF.
COULD NOT DUPLICATE CUST CONCERN
DID FIND THAT SOME CARBON ON THROTTLE BODY COULD CAUSE
STALL AT STOP
TECH ASSIST ADVISED TO CLEAN CARBON
TECH STATED CHECK WITH TECH LINE AND FOUND POSSIBLE CLEAN
THROTTLE BODY FROM CARBON BUILD. TECH CLEAN SMALL AMOUNT OF
CARBON FROM THROTTLE BODY.
TEST DROVE. COULD NOT DUPLICATE CONCERN, VEHICLE DRIVES
OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1	12345089	80C C 8.800	3.59	3.59	5.03	5.03
			JOB # 5 COST TOTAL		3.59		
			JOB # 5 TOTAL PARTS				5.03

JOB # 5 TOTAL LABOR & PARTS 26.03

J# 7+12CVZ ENGINE ELECTRICAL HOURS: TECH(S):328 0.00
TEST BATTERY FOR VOLTAGE AND MAKE SURE BATTERY CABLE IS
CLEAN.
TECH CHECK BATTERY VOLTAGE AND IS NORMAL AT THIS TIME.
ALSO CHECK BATTERY CABLE AND CLEAN AT THIS TIME.
JOB # 7 TOTAL LABOR & PARTS 0.00

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 [CONTINUED ON NEXT PAGE] 02:03pm

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[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JERRY WRIGHT 771	TAG NO. 6852	INVOICE DATE 11/08/05	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 19,329	COLOR INDIGOBLUEM	STOCK NO. [redacted]
MANASSAS, VA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL			DELIVERY DATE 06/12/04	DELIVERY MILES 13
	VEHICLE I.D. NO. 1 G N D T 1 3 S 0 4 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		P. O. DATE 09/27/05	
RESIDENCE PHONE [redacted]	COMMENTS				MO: 19364

J# 8+79CVZ BODY ELECTRICAL GEN. HOURS: TECH(S):328 0.00
NEED TO CHECK ALL GROUND WIRES AND CHECK ALL CONNECTORS
UNDER FUSE BLOCK. MAKE SURE THEY ARE CLEAN.
TECH CHECK ALL CONNECTORS AND CLEAN AT THIS TIME.
JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+38CVZRR RADIO REPAIR HOURS: 0.80 TECH(S):704 56.00
CHECK CUST SAYS C.D. PLAYER WILL NOT PLAY CD AT TIMES
ALSO 2 LIGHTS ARE OUT IN CD
CHECK AND FOUND INTERNALL CD PLAYER FAULT
REPLACE CD PLAYERALOK
TESTED WITH CDS AND ALL IS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 9	1	RADIO REF#761948	RADIO E/X	20.00	20.00	20.00	20.00

JOB # 9 COST TOTAL 20.00
JOB # 9 TOTAL PARTS 20.00

JOB # 9 TOTAL LABOR & PARTS 76.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 4	249682		10/06/05	RENTL	0.00	0.00

TOTAL - SUBLET 0.00

COMMENTS
DELETED OPERATION(S)
79CVZDIAG DIAGNOSE

R/O TAX 0.00
R/O TOTALS 102.03

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
249682	102.03
CLAIM TOTALS	102.03

APPROVED BY SIGNATURE

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.

This dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS AND CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES OF DATE OF WORK. THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

Reynolds and Reynolds EHUNTWAVE D2227695 (0/0)

&THSDCS 3144591007013 3TASNOTIFICTAS
TAC CASE RECORD NUMBER.....[redacted]
REPAIR ORDER NUMBER.....[redacted]
VEHICLE IDENTIFICATION NUMBER...1GNDT13S042[redacted]
CALLER'S NAME.....[redacted]
ASSIGNED TO FIRST NAME.....[redacted]
ASSIGNED TO LAST NAME.....[redacted]
MODEL YEAR.....04
BODY STYLE.....13
KEYWORD QUALIFIER'S BELOW
GMT360 HEADLAMP FLICKER

To: ALERT ----- ALERT

DELIVER TO DEALER SERVICE MANAGER IMMEDIATELY!!!!!
Please deliver to the above mentioned person for completion of this survey.

PLEASE RESPOND WITHIN 5 BUSINESS DAYs
Your dealership recently called the GM Technical Assistance Center (TAC) and we would like to obtain your feedback on the assistance you received For your reference the Repair Order Number, VIN, TAC Case Number, Model Year , Body Style, Callers Name and the Opening Concern are attached. Please deliver this survey to the individual listed above for completion For multi-line dealers, please use the appropriate dealer code that is relative to the case.
You may fax your survey responses to our Toll Free # (877) 894-8234. Please feel free to add any comments to the bottom of the survey before faxing. We thank you for your participation.

You will be asked to provide feedback using the following rating:

Completely satisfied select 5
Very satisfied select 4
Satisfied select 3
Somewhat satisfied select 2
Not satisfied select 1

The four questions you will be prompted to answer are:

1. Did the TAC consultant handle the call in a professional manner?_____

2. Was the TAC consultant knowledgeable about the product?_____

3. Did the TAC consultant provide clear and adequate technical direction to assist in
fixing the vehicle ?_____

4. Considering all of your contacts with the " General Motors Technical Assistance Center", how would you rate your overall satisfaction level with us?_____

If you would like to make any comments, please contact TAC at 1-(877) 446-8227 and request a Team Leader.
Thank you for completing this survey. Your feedback will be used to help us continuously improve our service.

&THSDCS 3144591007013 3TASNOTIFICTAS
TAC CASE RECORD NUMBER.....[redacted]
REPAIR ORDER NUMBER.....[redacted]
VEHICLE IDENTIFICATION NUMBER...1GNDT13S042[redacted]
CALLER'S NAME.....[redacted]
ASSIGNED TO FIRST NAME.....[redacted]
ASSIGNED TO LAST NAME.....[redacted]
MODEL YEAR.....04
BODY STYLE.....13
KEYWORD QUALIFIER'S BELOW
INTERMITTENT STALL NO CODE

To: ALERT ----- ALERT

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RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S04[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

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

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification _____

My commission expires: _____

CC: File

LG0024-T
Rev. 9/09/2004



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2-20-06

Linda Cupit, Esq.
Consumer Legal Services, PC
1700 Pleasure House Rd Ste 102A
Virginia Beach, VA 23455-4062

RE: [redacted]
Service Reques[redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S042[redacted]
Customer Relationship Manager: Cliff Blakley

Dear Ms. Cupit:

We regret that your client(s) is dissatisfied with her 2004 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,500.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date



RADLEY CHEVROLET

DATE 2-/16/06

TO Cliff Blackley

COMPANY OR DEP'T GM

FROM Jeff Merritt

SHEETS TOTAL ~~X~~ 6 (INCLUDING COVER) >>If you did not receive the number of sheets indicated, please call us so we can Re-Fax missing pages.

>> HARD COPYS

RADLEY CHEVROLET
3670 Jeff Davis Highway, Fredericksburg, VA 22408

PHONE 540 898-4000
FAX NUMBERS: SALES - 540 710-1152 | FINANCE OFFICE - 540 898-2623 | PARTS - 540 891-2074
SERVICE - 540 898-6738 | COLLISION CENTER - 540 898-9267 | ACCOUNTING - 540 891-7519

>>>NOTE: If you are NOT the intended recipient of this FAX you are hereby notified that any disclosure, or copy, or distribution, or the taking of any action due to the contents of this Faxed information is strictly prohibited. If you have received this Faxed information in error, please notify us by phone to arrange for return of our documents.

CE IT. RADLEY DELIVERS!

RADLEY AUTOMOTIVE GROUP

www.radleyauto.com
8670 Jefferson Davis Hwy. FREDERICKSBURG, VA 22408
(540) 898-4000 • D.C. Metro: 273-2811

8 Digit Radio Code 10357894 — Called 8:05 Code 8:10

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99CVZS3	3000 MILE SERVICE	MO	30.00	99CVZS18	18000 MILE SERVICE	MI	0.00

1-703-477-1136

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/27/05	[redacted]	14611	553	782	C	99CVZS15	15000 SERVICE
				154	I	02CVZ	STATE INSPECTION
				782	I	70CVZL	OUTSIDE LIGHTS
				782	I	38CVZRR	RADIO REPAIR
				782	I	10CVZN	ENGINE NOISE
06/15/04		174	606	738	W	80CVZ	BODY

SALESPERSON [redacted] PETER CANNON — SERVICE — STATE REG# 00

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDT13S0423 [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/TRAI		[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]	GMPP/MAJOR/72/	06/12/04	13		09/27/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
IND GOBLUEMETAL/M	[redacted]	06/12/10	60,000	6852

TURBO	V/MC	AIR COND	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				19,329	771	JERRY WRIGHT

[redacted] FORT HASSAS, VA

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 07:57pm DATE/TIME PROMISED 09/27/05 - 11:59pm PRIORITY

APPOINTMENT ☐ Yes ☒ No H: [redacted] B:

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

19,351 (19,361) 19364

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 95.00

X _____

(703) 470-0847 Cell

1 C 01CVZ QUICK LUBE .2
CUSTOMER REQUEST AN OIL CHANGE

2 C 44CVZRT ROTATE TIRES .5 0.7hr 328
CUSTOMER REQUEST TIRE ROTATION

3 W 12CVZDIAG DIAGNOSE ELECTRICAL
CUSTOMER STATES WHILE STOP AT LIGHT THE OIL PRESSURE GAUGE FLICKERS

4 W 70CVZDIAG DIAGNOSE ELECTRICAL
CUSTOMER STATES THE HEAD LIGHT, AND ALL LIGHTS INSIDE VEHICLE FLICKERS

Tech 782 Could not Duplicate

#761948

*Cust in Rental 9/27/05 @ pm

PO: 249682

PAGE 1 OF 2

SERVICE FILE COPY

"CUSTOMER'S RIGHTS"

1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF $25.
2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT.
3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER A WARRANTY AGREEMENT.
4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
$	
AUTHORIZED ADDITIONS	ADDITIONS O'K'D BY
$	DATE TIME

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

NOTICE:
OUR MINIMUM DIAGNOSTIC FEE IS ONE HALF (½) HOUR OF OUR POSTED LABOR RATE. THIS IS TO COVER BASIC TESTING/INSPECTION AND ESTIMATION FOR NON-WARRANTY REPAIRS. THIS IS A NON-REFUNDABLE FEE UNLESS OTHERWISE NOTED IN WRITING. SHOULD WORK BE PERFORMED AT A LATER DATE.
I AGREE TO PAY THE DIAGNOSTIC FEE AS STATED.

PART NEEDED Radio

ETA 10/ PHONE 5 (540) 898-4000 D.C. (540) 273-2811

MONDAY-THURSDAY 7:30 AM TO 5:00 PM
FRIDAY 7:30 AM TO 5:00 PM
SATURDAY 8:00 AM TO 2:00 PM

ORDERED BY [redacted] DATE 10/05

CONTINUED ON NEXT PAGE

PO: 249682

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CE IT.
RADLEY DELIVERS!

RADLEY
AUTOMOTIVE GROUP

www.radleyauto.com
3670 Jefferson Davis Hwy. **FREDERICKSBURG, VA 22408**
(540) 898-4000 • D.C. Metro: 273-2811

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99CVZS3	3000 MILE SERVICE	MO	30.00	99CVZS18	18000 MILE SERVICE	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/27/05	[redacted]	14611	553	782	C	99CVZS15	15000 SERVICE
				154	I	02CVZ	STATE INSPECTION
				782	I	70CVZL	OUTSIDE LIGHTS
				782	I	38CVZRR	RADIO REPAIR
				782	I	10CVZN	ENGINE NOISE
06/15/04		174	606	738	W	80CVZ	BODY

SALESPERSON [redacted] PETER CANNON — SERVICE — STATE REG# 00

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDT13S042[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/TRAI		[redacted]	[redacted]	

[redacted]
FREDERICKSBURG, VA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
30910	GMPP/MAJOR/72/6	06/12/04	13		09/27/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
INDIGOBLUEMETAL/M		06/12/10	60,000	6852

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				19,329	771	JERRY WRIGHT

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME PROMISED 07:57pm 09/27/05 11:59pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

(5) W 19CVZ **ENGINE**
CUSTOMER STATES WHILE IN IN DRIVE IN LANE AT BANK, WITHOUT WARNING THE VEHICLE JUST SHUT OFF.

(6) Re-Fuel ✓
Full on

(7) Test Battery for Voltage and Clean Battery Post, (CK) 3 Times with battery tester. tested at 12.8v. (Battery good)

(8) Check all Ground wires & Connetor under fuse block, make sure they are clean.

(9) Radio Repair

(10) Bulletin 04-08-45-010 Various Intermit Electrical

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ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
$	
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
$	DATE TIME

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I AGREE TO PAY THE DIAGNOSTIC FEE AS STATED.

X _____

PHONE
(540) 898-4000
D.C. (540) 273-2811

MONDAY THRU FRIDAY
7:30 AM TO 9:00 PM
SATURDAY
8:00 AM TO 2:00 PM

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 SERVICE FILE COPY 249682

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RADLEY
AUTOMOTIVE GROUP

www.radleyauto.com
3670 Jefferson Davis Hwy. **FREDERICKSBURG, VA 22408**
(540) 898-4000 • D.C. Metro: 273-2811

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99CVZS15	15000 SERVICE	MI	0.00	99CVZS3	3000 MILE SERVICE	MO	30.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/15/04	[redacted]	174	606	738	W	80CVZ	BODY
				666	I	90CVZ	PAINT
05/12/04		3	606	738	C	80CVZ	BODY
				666	C	90CVZ	PAINT
04/27/04		2	982	737	I	02CVZ	STATE INSPECTION
				171	W	93CVZPDI	PRE DELIVERY INSPECT

SALESPER[redacted] PETER CANNON — S E R V I C E — STATE REG# 00

CREDIT CARDS

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDT13S0423[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/TRAI		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]	GMPP/MAJOR/72/60	6/12/04	13		04/27/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
INDIGOBLUEMETAL/M		06/12/10	60,000	141

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				14,611	553	JEFF DOBSON

[redacted]
FREDERICKSBURG, VA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

PROMISED 09:57am 04/27/05 11:59pm PRIORITY

LABOR RATE

APPOINTMENT ☒ Yes ☐ No

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X _____

JOB

4 W 38CVZRR ***RADIO REPAIR***
CUST STATED THAT THE CD PLAY INTERMITTENTLY. ✓
Unable to duplicat - no c.odey

5 W 10CVZN ***ENGINE NOISE***
CUST STATED THAT WHEN THE ENGINE IS STARTED COLD. THERE IS A WHHISTLING NOISE HEARD, GOES AWAY AFTER WARMED UP. ✓
- noise is possible the the THROTTLE body

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ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
$	
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
$	DATE TIME

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I AGREE TO PAY THE DIAGNOSTIC FEE AS STATED.

X _____

PHONE	MONDAY THRU FRIDAY
(540) 898-4000	7:30 AM TO 9:00 PM
D.C. (540) 273-2811	SATURDAY 8:00 AM TO 2:00 PM

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SERVICE FILE COPY

236204

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RADLEY AUTOMOTIVE GROUP

www.radleyauto.com
3670 Jefferson Davis Hwy. **FREDERICKSBURG, VA 22408**
(540) 898-4000 • D.C. Metro: 273-2811

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99CVZS15	15000 SERVICE	MI	0.00	99CVZS3	3000 MILE SERVICE	MO	30.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
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				666	I	90CVZ	PAINT
05/12/04		3	606	738	C	80CVZ	BODY
				666	C	90CVZ	PAINT
04/27/04		2	982	737	I	02CVZ	STATE INSPECTION
				171	W	93CVZPDI	PRE DELIVERY INSPECT

SALESPERSON [redacted] PETER CANNON — SERVICE — STATE REG# 00

VEHICLE I.D. NO. 1GNDT13S042[redacted]	YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAI			PRODUCTION DATE [redacted]				R. O. NO. [redacted]	
[redacted]	CUSTOMER NO. 30910	SERVICE CONTRACT GMPP/MAJOR/72/6		DELIVERY DATE 06/12/04	13				04/27/05
FREDERICKSBURG, VA [redacted]	COLOR INDIGOBLUEMETAL/M		CONTRACT NO.		EXPIRATION DATE 06/12/10	EXPIRATION MILES 60,000		TAG NO. 141	
RES. PHONE [redacted]	BUSINESS PHONE [redacted]	TURBO	M/MO CVZZ	AIR COND.	P. S.	TRANS	MILEAGE ~~14,611~~	ADVISOR NO. 553	ADVISOR JEFF DOBSON

TIME PROMISED 09:57am 04/27/05 11:59pm

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

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X 14,618 14,612 OK

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 200.00

X _____ R/C A.M

782

COMMENTS : DROP

1 C 99CVZS15 ***15000 SERVICE***
CUST STATES PERFORM 15,000 MILE SERVICE PER SERVICE MENU. CUST WOULD LIKE RENTAL CAR THAT COME WITH SERVICE PER RADLEY BENEFIT CARD.

2 I 02CVZ ***STATE INSPECTION***
PERFORM VIRGINIA STATE INSPECTION
Pass #154 -7

3 W 70CVZL ***OUTSIDE LIGHTS*** 782
CUST STATES THE DASHLIGHTS, RADIO LIGHTS AND HEADLIGHTS GO DIM SOMETIMES. CUST STATES WHEN YOU HIT A BUMP AND SOMETIMES WHEN YOU ARE JUST DRIVING. CUST BELIEVES IT MAYBE A LOOSE WIRE.
unable to duplicat - no codes

Done

"CUSTOMER'S RIGHTS"

1. YOU MAY REQUEST A WRITTEN ESTIMATE FOR REPAIRS WHICH COST IN EXCESS OF $25.
2. YOU MAY NOT BE CHARGED ANY AMOUNT TEN PERCENT IN EXCESS OF THE WRITTEN ESTIMATE WITHOUT YOUR CONSENT.
3. YOU ARE ENTITLED TO THE RETURN OF ANY REPLACED PARTS EXCEPT WHEN PARTS ARE REQUIRED TO BE RETURNED TO THE MANUFACTURER UNDER A WARRANTY AGREEMENT.
4. REPAIRS NOT ORIGINALLY AUTHORIZED BY YOU MAY NOT BE CHARGED TO YOU WITHOUT YOUR CONSENT.

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
$	
AUTHORIZED ADDITIONS	ADDITIONS OK'D BY
$	DATE TIME

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

NOTICE:
OUR MINIMUM DIAGNOSTIC FEE IS ONE HALF (½) HOUR OF OUR POSTED LABOR RATE. THIS IS TO COVER BASIC TESTING/INSPECTION AND ESTIMATION FOR NON-WARRANTY REPAIRS. THIS IS A NON-REFUNDABLE FEE UNLESS OTHERWISE NOTED IN WRITING SHOULD WORK BE PERFORMED AT A LATER DATE.
I AGREE TO PAY THE DIAGNOSTIC FEE AS STATED.

X _____

PHONE	MONDAY THRU FRIDAY
(540) 898-4000	7:30 AM TO 9:00 PM
D.C. (540) 273-2811	SATURDAY 8:00 AM TO 2:00 PM

Copyright © 1998 The Reynolds and Reynolds Company EPA/NVHOUSE 02/02/01 (00)01

SERVICE FILE COPY

236204

FACE IT. RADLEY DELIVERS!

RADLEY AUTOMOTIVE GROUP

www.radleyauto.com
3670 Jefferson Davis Hwy. FREDERICKSBURG, VA 22408
(540) 898-4000 • D.C. Metro: 273-2811

6-22-04

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
					Handle		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/04	[redacted]	3	606	738	C	80CVZ	BODY
				666	C	90CVZ	PAINT
04/27/04		2	982	737	I	02CVZ	STATE INSPECTION
				171	W	93CVZPDI	PRE DELIVERY INSPECT

WE GLADLY ACCEPT THE FOLLOWING CREDIT CARDS

BODY

SALESPERSON RECEIVED NO. 22 PETER CANNON

VEHICLE NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDT13S042[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/TRAI		[redacted]	[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]	GMPP/MAJOR/72/6	06/12/04	13		06/15/04

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
INDIGOBLUEMETAL/M		06/12/10	60,000	3581

TURBO	N/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				55	606	MICHELLE DENTON-EV

[redacted] FREDERICKSBURG, VA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

07:54am 06/15/04 05:30pm

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you not otherwise assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X Cell #[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
500.00
X Handle Discolored

1 C* 80CVZ BODY Replace Lt Front Door Handle
B 4121 .5

2 C* 90CVZ PAINT 666

$83.70

Joan Please

"CUSTOMER'S RIGHTS"

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$	
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$	DATE TIME

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I AGREE TO PAY THE DIAGNOSTIC FEE AS STATED.

X _____

PHONE	MONDAY THRU FRIDAY
(540) 898-4000	7:30 AM TO 9:00 PM
D.C. (540) 273-2811	SATURDAY 8:00 AM TO 2:00 PM

Copyright © 1996 The Reynolds and Reynolds Company ERMNTWORK 00328682 (06-00)

SERVICE FILE COPY

207868



General Motors Business Resource Center

FAX

To: ~~Linda Cupit~~ Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: ~~Cliff Blakley~~ Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

cc:

NOTES:

I need the current registration in order to process. Thank You

- ATTACHED IS THE CURRENT REGISTRATION.
- WE WILL PROVIDE RELEASE ONCE IT IS SIGNED BY THE CLIENTS.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2-20-06

Linda Cupit, Esq.
Consumer Legal Services, PC
1700 Pleasure House Rd Ste 102A
Virginia Beach, VA 23455-4062

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S042[redacted]
Customer Relationship Manager: Cliff Blakley

Dear Ms. Cupit:

We regret that your client(s) is dissatisfied with her 2004 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,500.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

Error! Reference source not found.
Page 2

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

[redacted]

Client's Signature

Client's Signature

2/24/06
Date

Date

Plate Number	Plate Type	Expiration Date
[redacted]	PA	06/30/06 07

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
[redacted]	1GNDT13S042[redacted]	BLU	2004

Vehicle Make	Vehicle Body	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4472				GAS	2	06/12/2004

[redacted]
FREDERICKSBURG VA [redacted]

SPOTSYLVANIA COUNTY 281

VIRGINIA MOTOR VEHICLE REGISTRATION
This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

Commissioner,
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE

Plate Number	Plate Type	Expiration Date
[redacted]	PA	06/30/06 07

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
[redacted]	1GNDT13S042[redacted]	BLU	2004

Vehicle Make	Vehicle Body	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4472				GAS	2	06/12/2004

[redacted]
FREDERICKSBURG VA [redacted]

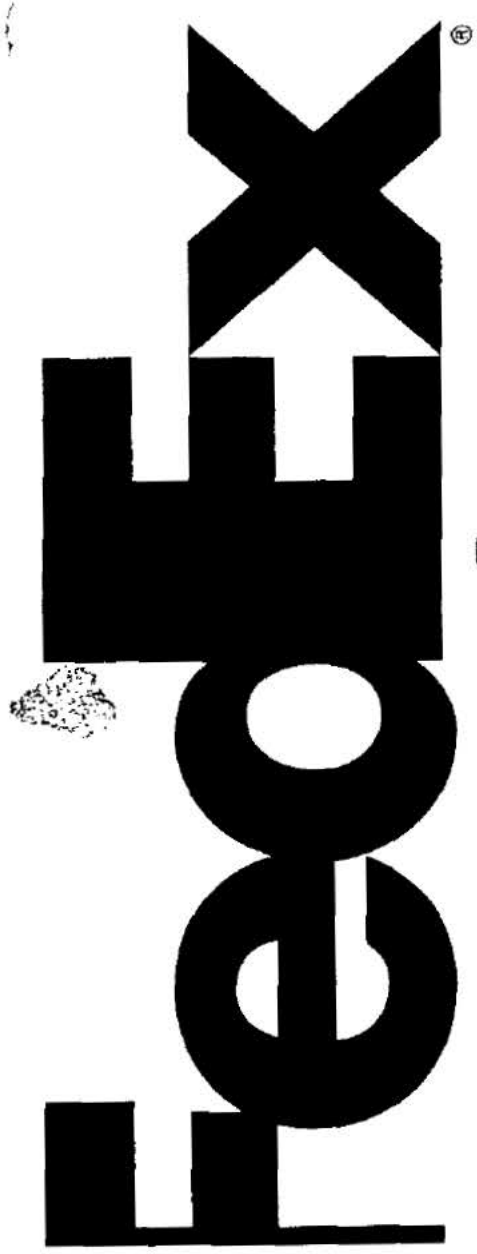
SPOTSYLVANIA COUNTY 281

REG ONLY

VIRGINIA MOTOR VEHICLE REGISTRATION
Use this portion for change of address notification or when you sell, trade, or dispose of this vehicle.

Commissioner,
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE



Express

The World On Ti

Align top of FedEx Shipping Label or ASTRA Label here.

ORIGIN ID:OXCA
313/963-7030
PBMS / GM CORP WHQ
1600 HOWARD ST
DETROIT, MI 48216

PKGID:205436

CAD # 406865
DATE: 13FEB06
ACTUAL WGT: 2 LBS

TO:
BRENDA HORCHLER
MSX INTERNATIONAL 248 952 5100
1919 CONCEPT DR
336-105-000
WARREN, MI 48091

FEB 14 2006

Delivery Address Barcode (FedEx EDR)

36

FedEx PRIORITY OVERNIGHT

TUE

Deliver By:
14FEB06
A2

CAD # 406865 13FEB06

FORM 0201

DTW

48091 -MI-US

66 UIZA

General Motors Corporation
Legal Staff

Facsimile
866/834-3552

Telephone
813/635-4087

February 9, 2006

Candace Blydenburgh, Esq.
Bowman and Brooke
Fifth Street Tower, Suite 2600
150 South Fifth Street
Minneapolis, MN 55402

Dear Ms. Blydenburgh:

Re: GM Case No. [redacted]
[redacted]. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchler, GMC, BRC Legal. c/o MSX International, MC 336-105-000, **1919 Concept Drive, Warren, MI 48091.**

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (813) 635-4087 or Fax (866) 834-3552.

Sincerely,

Brenda J. Horchler
Legal Assistant

cc: Brenda Horchler c/o MSX International (By FedEx)

Service of Process Transmittal

02/08/2006
Log Number 510909329

(closed)
DI-NISM
505917

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

RE: **Process Served in Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] et al., Pltfs. vs. General Motors Corporation, et al., Dfts.
DOCUMENT(S) SERVED:	Notice of Motion for Judgment, Motion for Judgment, Exhibit A, B, C
COURT/AGENCY:	Fredericksburg Circuit Court, Va Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - 2004 Chevrolet Trailblazer, VIN 1GNDT13S04[redacted] Plaintiff claims $49,999.99
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Glen Allen, VA
DATE AND HOUR OF SERVICE:	By Process Server on 02/07/2006 at 08:45
APPEARANCE OR ANSWER DUE:	21 days
ATTORNEY(S) / SENDER(S):	Consumer Legal Services P.C. 1700 Pleasure House Road Ste 102-A Virginia Beach, Va, 23455 804-460-1110
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 *Faxed 02/08/2006, awaiting delivery instructions* CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:**	C T Corporation System Nanette Rider 4701 Cox Road Suite 301 Glen Allen, VA, 23060
TELEPHONE:	804-217-7255

CT- Chris
2/8 1:16

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action.

Candace Blindenburgh

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

March 14, 2006

Candace Blydenburgh, Esq.
Bowman & Brooke, LLP
901 E Byrd St Ste 1500
Richmond, VA 23219-4054

RE: [redacted] v. General Motors Corporation
GM Case number:
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S0[redacted]
Customer Relationship Manager: Tobey LaRoe

Dear Ms. Blydenburgh:

General Motors Corporation has settled this case as outlined below.

A cash settlement in the form of one check in the amount of $6,500.00 made payable to J[redacted] and Consumer Legal Services to settle the above-referenced case.

Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0084-T
Rev. 12/09/2005



General Motors Business Resource Center

FAX

To: Linda Cupit Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: Cliff Blakley Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

CC:

NOTES:

I need the current registration in order to process. Thank You

— ATTACHED IS THE CURRENT REGISTRATION.
— WE WILL PROVIDE RELEASE ONCE IT IS SIGNED BY THE CLIENTS.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2-20-06

Linda Cupit, Esq.
Consumer Legal Services, PC
1700 Pleasure House Rd Ste 102A
Virginia Beach, VA 23455-4052

RE: [redacted]
Service Reques[redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S0[redacted]
Customer Relationship Manager: Cliff Blakley

Dear Ms. Cupit:

We regret that your client(s) is dissatisfied with her 2004 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,500.00.

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

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Sincerely,

Error! Reference source not found.
Page 2

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

Odometer

[redacted]

Client's Signature

Client's Signature

2/24/06

Date

Date

FROM :Dr Java DDS FAX NO. : Nov. 28 2005 10:09AM P5

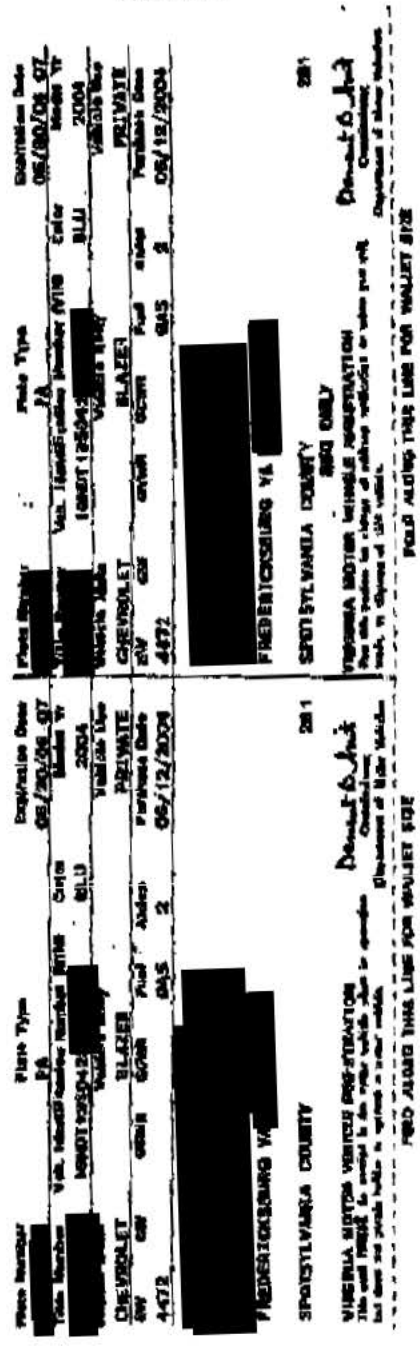

Plate Number	Plate Type	Expiration Date
[redacted]	PA	05/20/06 07

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
[redacted]	1GNDT13S042[redacted]	BLU	2004

Vehicle Name	Vehicle Type	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

SW	GW	GWR	GCWR	Fuel	Axles	Purchase Date
4472				GAS	2	06/12/2004

[redacted]

FREDERICKSBURG VA [redacted]

SPOTSYLVANIA COUNTY 281

VIRGINIA MOTOR VEHICLE REGISTRATION

This card MUST be carried in the motor vehicle when in operation but does not provide holder to operate a motor vehicle.

Commissioner
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE

Plate Number	Plate Type	Expiration Date
[redacted]	PA	05/20/06 07

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
[redacted]	1GNDT13S042[redacted]	BLU	2004

Vehicle Name	Vehicle Type	Vehicle Use
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SW	GW	GWR	GCWR	Fuel	Axles	Purchase Date
4472				GAS	2	06/12/2004

[redacted]

FREDERICKSBURG VA [redacted]

SPOTSYLVANIA COUNTY 281

REG ONLY

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Commissioner
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE

GMC

HUMMER

General Motors Business Resource Center

FAX

To: ~~Linda Cupit~~ Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: ~~Cliff Blakley~~ Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

cc:

3-6-06 @ noon

4 pages

NOTES: See attached Signed release

~~I need the current registration in order to process. Thank You~~

~~ATTACHED IS THE CURRENT REGISTRATION~~
~~LIE WILL PROVIDE RELEASE ONCE IT IS~~
~~SIGNED BY THE CLIENTS.~~

SETTLEMENT AND RELEASE AGREEMENT

This Settlement and Release Agreement is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS [redacted] and GENERAL MOTORS CORPORATION are involved in a dispute regarding a 2004 Chevrolet Blazer, VIN 1GNDT13S042[redacted] which [redacted] purchased from Radley Imports, Inc. on or about June 12, 2004; and

WHEREAS, [redacted] have voluntarily agreed to resolve this dispute and GENERAL MOTORS CORPORATION denies liability with respect to this dispute; and

NOW, THEREFORE, in consideration of the settlement of the claim and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. In sole consideration of payment to [redacted] of $6,500.00 from GENERAL MOTORS CORPORATION [redacted] for themselves and for each and all of their predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, hereby release and forever discharges GENERAL MOTORS CORPORATION, its subsidiaries, divisions, directors, officers, employees, agents, assigns, heirs, successors, executors, administrators, or any other representative, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs or expenses (including reasonable attorney fees and court costs), which [redacted] might have or acquire in the future against GENERAL MOTORS CORPORATION, which are known or unknown, and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use, ownership or disposition of the vehicle referenced above. Notwithstanding the above, GENERAL MOTORS CORPORATION agrees to honor the remaining term of the manufacturer's express limited warranty, any applicable General Motors Protection Plan extended service contracts, and any General Motors Component service coverage agreements which accompany the subject vehicle. This Settlement and Release Agreement shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury arising out of the use or operation of the vehicle referenced herein after the date of execution of this Release Agreement.

2. [redacted] understand and agree that this Settlement Agreement and Release of All Claims shall be considered final and binding upon them.

3. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

4. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of Virginia. If any portion of this Agreement shall for any reason be held invalid or unenforceable, such invalidity and unenforceability shall not affect any other provision hereof, but this Agreement shall be construed as if such invalid or unenforceable provision had never been contained herein.

5. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of [redacted] actions or any matters relating thereto. It is further agreed and mutually declared that the terms of this Agreement have been read and fully understood by the parties hereto, and that this is a full and final release of all claims.

6. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

7. [redacted] ACKNOWLEDGE THAT THEY HAVE READ THIS RELEASE, THAT THEY HAVE HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT THEY UNDERSTAND ALL OF ITS TERMS AND THAT THEY EXECUTE IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

IN WITNESS WHEREOF, the parties hereto have executed this Settlement and Release Agreement as of the dates set forth opposite their respective signatures below.

DATED: 3-2-06

[redacted]

DATED: 3/2/06

[redacted]

DATED: _____

GENERAL MOTORS CORPORATION

By: _____

HUMMER GMC

General Motors Business Resource Center

FAX

To: ~~Linda Cupit~~ Cliff Blakley
Company: Consumer Legal Services
Fax: 757-460-1199
Phone: 757-460-1110

From: ~~Cliff Blakley~~ Linda Cupit
Fax: 1-866-311-2784
Phone: 1-800-231-1841 Ext 10202
E-mail:

cc:

3-6-06 @ noon

4 pages

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~~ATTACHED IS THE CURRENT REGISTRATION~~
~~CAN YOU PROVIDE RELEASE ONCE IT IS~~
~~SIGNED BY THE CLIENT.~~

SETTLEMENT AND RELEASE AGREEMENT

This Settlement and Release Agreement is effective as of the latter of the dates set forth opposite the signatures below.

W I T N E S S E T H:

WHEREAS, [redacted] and GENERAL MOTORS CORPORATION are involved in a dispute regarding a 2004 Chevrolet Blazer, VIN 1GNDT13S0[redacted] which [redacted] purchased from Radley Imports, Inc. on or about June 12, 2004; and

WHEREAS, [redacted] have voluntarily agreed to resolve this dispute and GENERAL MOTORS CORPORATION denies liability with respect to this dispute; and

NOW, THEREFORE, in consideration of the settlement of the claim and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. In sole consideration of payment to [redacted] of $6,500.00 from GENERAL MOTORS CORPORATION, [redacted] for themselves and for each and all of their predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, hereby release and forever discharges GENERAL MOTORS CORPORATION, its subsidiaries, divisions, directors, officers, employees, agents, assigns, heirs, successors, executors, administrators, or any other representative, from any and all past, present and future claims, demands, rights, causes of action, judgments, executions, damages, liabilities, costs or expenses (including reasonable attorney fees and court costs), which [redacted]. might have or acquire in the future against GENERAL MOTORS CORPORATION, which are known or unknown, and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use, ownership or disposition of the vehicle referenced above. Notwithstanding the above, GENERAL MOTORS CORPORATION agrees to honor the remaining term of the manufacturer's express limited warranty, any applicable General Motors Protection Plan extended service contracts, and any General Motors Component service coverage agreements which accompany the subject vehicle. This Settlement and Release Agreement shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury arising out of the use or operation of the vehicle referenced herein after the date of execution of this Release Agreement.

[redacted] understand and agree that this Settlement Agreement and Release of All Claims shall be considered final and binding upon them.

3. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

4. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of Virginia. If any portion of this Agreement shall for any reason be held invalid or unenforceable, such invalidity and unenforceability shall not affect any other provision hereof, but this Agreement shall be construed as if such invalid or unenforceable provision had never been contained herein.

5. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of [redacted] actions or any matters relating thereto. It is further agreed and mutually declared that the terms of this Agreement have been read and fully understood by the parties hereto, and that this is a full and final release of all claims.

6. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

7. [redacted] ACKNOWLEDGE THAT THEY HAVE READ THIS RELEASE, THAT THEY HAVE HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT THEY UNDERSTAND ALL OF ITS TERMS AND THAT THEY EXECUTE IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

IN WITNESS WHEREOF, the parties hereto have executed this Settlement and Release Agreement as of the dates set forth opposite their respective signatures below.

DATED: 3-2-06

[redacted]

DATED: 3/2/06

[redacted]

DATED: _____

GENERAL MOTORS CORPORATION

By: _____



First Class Mail

FEB 13 2006

Bowman and Brooke LLP
Bowman and Brooke LLP

CAB
Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219

Brenda J. Horchler, Legal Assistant
General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

Bowman and Brooke LLP

Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219
Phone: 804.649.6200
Fax: 804.649.1762
www.bowmanandbrooke.com

Candace A. Blydenburgh
Direct: 804.819.1102
candace.blydenburgh@bowmanandbrooke.com

February 10, 2006

Brenda J. Horchler, Legal Assistant
General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted] v. General Motors Corporation, et al.
Fredericksburg Circuit Court
Amount Sued for: $49,999.99

Dear GM:

This letter serves to acknowledge receipt of the above mentioned warranty matter of [redacted] General Motors Corporation, Inc. Enclosed please find a copy of the Motion for Judgment, Summons and Service of Process.

Please be advised that the following individuals will be handling this case:

Candace A. Blydenburgh	804.819.1102
Patrick S. Soug	804.819.1115
Susan F. Mahon	804.819.1104

Please do not hesitate to contact me or Patrick S. Soug if you should have any questions. We look forward to working with you on this matter and thank you for the opportunity to assist you with this case.

Sincerely,

Candace A. Blydenburgh

CAB/cs
Enclosures
cc: Patrick S. Soug, Esquire
Ms. Susan F. Mahon

"ODMA\PCDOCS\RIC\87263\1

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

02/08/2006
Log Number 510909329

TO: Candice Blydenburg
Bowman & Brooke, LLP
Riverfront Plaza West Tower, 901 East Byrd Street
Suite 1500
Richmond, VA, 23219-4080

RE: **Process Served in Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] et al., Pltfs. vs. General Motors Corporation, et al., Dfts.
DOCUMENT(S) SERVED:	Notice of Motion for Judgment, Motion for Judgment, Exhibit A, B, C
COURT/AGENCY:	Frederi[redacted]cuit Court, Va Case #[redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - 2004 Chevrolet Trailblazer, VIN 1GNDT13S042[redacted] Plaintiff claims $49,999.99
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Glen Allen, VA
DATE AND HOUR OF SERVICE:	By Process Server on 02/07/2006 at 08:45
APPEARANCE OR ANSWER DUE:	21 days
ATTORNEY(S) / SENDER(S):	Consumer Legal Services P.C. 1700 Pleasure House Road Ste 102-A Virginia Beach, Va, 23455 804-460-1110
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex Priority Overnigh[redacted] SOP Papers with Transmittal, via Fax, Emiko Hayashi 313-665-7572 Fax Transmittal, Rosemarie Williams 313-665-7572 *Received delivery instructions 02/08/2006* CC Recipient(s) Rosemarie Williams, via Regular Mail Emiko Hayashi, via Regular Mail
SIGNED:	C T Corporation System
PER:	Nanette Rider
ADDRESS:	4701 Cox Road Suite 301 Glen Allen, VA, 23060
TELEPHONE:	804-217-7255

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action.

COMMONWEALTH OF VIRGINIA

VA. CODE § 8.01-275.1
RULE 3:3

NOTICE OF MOTION OF JUDGMENT Case No. [redacted]

Fredericksburg Circuit Court
815 Princess Anne St., P.O. Box 359, Fredericksburg, VA 22404-0359
ADDRESS

TO: General Motors Corporation
SERVE: CT Corporation System
4701 Cox Road, Suite 301
Glen Allen, Va. 23060

Private Process

You are hereby notified that unless within twenty-one (21) days after service of the notice of Motion for Judgment on you, response is made by filing in the clerk's office of this court a pleading in writing, in proper legal form, judgment may be entered against you by default.

Done in the name of the Commonwealth of Virginia.

December 15, 2005
DATE

Sharron S. Mitchell Clerk

by _____ DEPUTY CLERK

Linda Lee Cupit
Consumer Legal Services, PC
1700 Pleasure House Rd, Suite 102A
Virginia Beach, Va. 23455
(757) 460-1110

VIRGINIA: IN THE CIRCUIT COURT FOR THE CITY OF FREDERICKSBURG

[redacted] Plaintiffs

v. AT LAW NO.: CL05- 269

GENERAL MOTORS CORPORATION

Serve: CT Corporation System
4701 Cox Road, Suite 301
Glen Allen, VA 23060

and

RADLEY IMPORTS INCORPORATED,

Serve: Karen Correia Radley
3421A Jefferson Davis Highway
Fredericksburg, VA 22401

Defendants.

MOTION FOR JUDGMENT

COME NOW Plaintiffs [redacted] by and through Plaintiffs' attorneys, CONSUMER LEGAL SERVICES, P.C., and move for judgment against defendants General Motors Corporation and Radley Imports Incorporated, jointly and severally on the grounds and in the amounts set forth below:

JURISDICTIONAL STATEMENT

1. Plaintiffs are residents of Manassas, Virginia.

2. Defendant, General Motors Corporation (hereinafter referred to as "Manufacturer"), is a Delaware Corporation authorized to do business in the State of Virginia and, at all times relevant hereto, was engaged in the manufacture, sale, distribution and/or importing of vehicles and related equipment, with its registered office in the City of Glen Allen, County of Henrico, Virginia.

3. Defendant, Radley Imports Incorporated (hereinafter referred to as "Seller"), is a Virginia Corporation authorized to do business in the State of Virginia and, at all times relevant hereto, was an authorized agent for the Manufacturer, and was engaged in the business of selling and servicing Manufacturer's cars in the city of Fredericksburg, Virginia.

4. On or about June 12, 2004, Plaintiffs purchased a new 2004 Chevrolet Trailblazer, VIN: 1GNDT13S04[redacted] hereinafter referred to as Vehicle), from the Seller which was manufactured by the Manufacturer (see copy of the Retail Installment Contract attached hereto as Exhibit A). The Plaintiffs purchased the vehicle for $36,380.01.

5. Along with the sale of the Vehicle Plaintiffs received written warranties and other express and implied warranties including, but not limited to, warranties from Manufacturer and Seller (Defendants are in possession of a copy of the written warranty).

6. Plaintiffs took the Vehicle to the Manufacturer's authorized agents/dealers, including Seller, on at least five (5) separate occasions and the vehicle has been out of service

due to repairs (see copies of repair orders attached hereto as Exhibit B). The defects with Plaintiffs' Vehicle include, but are not limited to:

DATE	DAYS	MILEAGE	INVOICE #	COMPLAINT
04/27/05	2	14,611	[redacted]	**Electrical:** C/S the dash lights, radio lights and headlights go dim sometimes, customer states-when you hit a bump and sometimes when you are just driving. Customer believes it may be a loose wire (No repair performed. Unable to duplicate at this time) **CD Player:** C/S that the CD plays intermittently (Special ordered unit) **Engine:** C/S that when the engine is started cold there is a whistling noise heard, goes away after warmed up (No abnormal noise heard)
06/16/05	5	16,264	[redacted]	**CD Player:** C/S CD player doesn't play half the time-have to eject it several times before it starts working (See Bill) (Inoperative. Receiver-radio reinstall radio) **Electrical:** At times while driving at night-dash and headlights dim (flicker) for a moment-feels like power surge (See Bill) (Unable to verify. Customer concern not duplicated)
09/27/05	10	19,329	[redacted]	**Oil Pressure Gauge:** C/S while stopped at light the oil pressure gauge flickers (Found no bulletins or PI's but found once a/c is on it's taking some power/current from light and gauges. Also the alternator is putting out 13.7 volts. This happens once compressor cuts on and off. Tech stated no correction is needed at this time. Have good oil pressure and notified Tech Line for updates and found there are no updates that gauges move a little when the a/c compressor cuts on) **Electrical:** C/S the head light and all lights inside vehicle flicker (Found once a/c

compressor is on and off causes lights and gauge to flicker. No bulletins or PI's. Tech states no correction at this time also notify Tech Line for more updates and the same as gauges normal when a/c compressor cuts on and flicker light due to more components using or sharing power/currents/ Part on special order)

Engine: C/S while in drive-in lane at bank, without warning the vehicle just shut off (Found no concerns, no bulletins and PI's. Tech stated check with Tech Line and found possible clean throttle body from carbon build. Tech clean small amount of carbon from throttle body)

Test battery for voltage and make sure battery cable is clean. Tech check battery voltage and is normal at this time. Also check battery cable and clean at this time.

Need to check all ground wires and check all connectors under fuse block, make sure they are clean. Tech check all connectors and clean at this time.

Radio: C/S radio still doesn't work (Jeff Merritt ordered another radio)

11/14/05	10	20537	[redacted]

Electrical: All the lights from driver's view fade in and out at all speeds (No problem found. Customer concern not duplicated. Some degree of dimming is normal per GM)

Engine: Engine has an intermittent tap sound on left side of engine hot or cold (Checked for engine noise and not abnormal noise heard at this time)

Transmission: Under acceleration transmission has a hard shift hot or cold (Checked transmission operation and no codes set current or history transmission operation normal at this time)

11/29/05	7	21173	[redacted]	**Engine:** C/S service engine soon light is on; engine stalls at idle (restarts easily) service engine soon light triggered by loose fuel filler cap (the only diagnostic trouble code present was P0440, set by evaporative emissions leak caused by loose fuel filler cap, unable to duplicate the driveability complaint during testing) secured cap and cleared code. Code did not reset. **Engine:** Owner states sound heard from the left side of engine at times (No abnormal sounds heard at this time)

7. This cause of action arises out of Defendant's misrepresentations, various breaches of warranties, violations of statutes and breaches of covenants of good faith and fair dealing as herein alleged.

COUNT I-

BREACH OF EXPRESS WARRANTY

8. Plaintiffs restate and reallege paragraphs 1-7 and incorporates them by reference as if set forth fully herein.

9. Plaintiffs are "buyers" under the Virginia Uniform Commercial Code (hereinafter VA UCC), Va. Code Ann. §8.2-103, (1950) as amended.

10. Manufacturer and Seller are "sellers" under the VA UCC, Va. Code Ann. §8.2-103.

11. The Vehicle constitutes "goods" under the VA UCC, Va. Code Ann. §8.2-105.

12. The transaction at issue is a "transaction in goods", to which the VA UCC, Va. Code Ann. §8.2-102 is applicable.

13. Plaintiffs' purchase of the Vehicle was accompanied by an express warranty, written and otherwise, offered by the Manufacturer and Seller. Whereby said

warranty was part of the basis of the bargain of the contract, upon which Plaintiffs relied, between Plaintiffs and Manufacturer/Seller for its sale of the vehicle.

14. In this express warranty, the Manufacturer warranted if any defects were discovered within certain periods of time, the Manufacturer and/or Seller would provide repair of the Vehicle free of charge to Plaintiffs under specific terms as stated in the express warranty.

15. In fact, Plaintiffs discovered the Vehicle had defects and problems after Plaintiffs purchased the vehicle as discussed above.

16. Plaintiffs notified Manufacturer and Seller of the aforementioned defects.

17. Plaintiffs provided the Seller and Manufacturer with sufficient opportunities to repair or replace the Vehicle.

18. Plaintiffs reasonably met all obligations and pre-conditions as provided in the express warranty.

19. The Manufacturer and Seller have failed to adequately repair the Vehicle and/or have not repaired the Vehicle in a timely fashion and the Vehicle remains in a defective condition.

20. Even though the express warranty provided to Plaintiffs limited Plaintiffs' remedy to repair and/or adjust defective parts, the Vehicle defects have rendered the limited warranty ineffective to the extent the limited remedy of repair and/or adjustment of defective parts failed of its essential purpose pursuant to the VA UCC, Va. Code Ann. §8.2-719(2) and/or the above-remedy is not the exclusive remedy under the VA UCC, Va. Code Ann.§8.2-719(1)(b).

21. The Vehicle continues to contain defects which substantially impair the value of the automobile to the Plaintiffs.

22. These defects could not reasonably have been discovered by the Plaintiffs prior to Plaintiffs' acceptance of the Vehicle.

23. The Manufacturer and Seller induced Plaintiffs' acceptance of the Vehicle by agreeing, by means of the express warranty, to remedy, within a reasonable time, those defects which had not been or could not have been discovered prior to acceptance.

24. As a result of its many defects, the Plaintiffs have lost faith and confidence in the Vehicle and the Plaintiffs cannot reasonably rely upon the Vehicle for the ordinary purpose of safe, efficient transportation.

25. If the finder of facts finds revocation and/or rejection was improper, then, in the alternative, Plaintiffs allege that as of the date of revocation, the Vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear. Therefore, Plaintiffs are entitled to damages for breach of warranty calculated by the difference at the time and place of acceptance between the value of the goods accepted and the value they would have had if they had been as warranted.

26. The Manufacturer and Seller have refused Plaintiffs demands and have refused to provide Plaintiffs with the remedies to which Plaintiffs are entitled pursuant to VA UCC, Va. Code Ann. §8.2-313 and §8.2-711, §8.2-714 and §8.2-715.

COUNT II-

BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY

27. Plaintiffs restate and reallege paragraphs 1-26 and incorporate them by reference as if set forth fully herein.

28. The Manufacturer and Seller are "merchants" with respect to automobiles under the VA UCC, Va. Code Ann. §8.2-104(1).

29. The Vehicle was subject to implied warranties of merchantability under the VA UCC, Va. Code Ann. §8.2-314, running from the Manufacturer and the Seller to the benefit of Plaintiffs.

30. The Vehicle was not fit for the ordinary purpose for which such goods are used.

31. The defects and problems hereinbefore described rendered the Vehicle unmerchantable.

32. The Manufacturer and Seller failed to adequately remedy the defects in the Vehicle; and the Vehicle continues to be in an unmerchantable condition at the time of revocation.

COUNT III-

BREACH OF WRITTEN WARRANTY

UNDER MAGNUSON-MOSS WARRANTY ACT

33. Plaintiffs restate and reallege paragraphs 1-32 and incorporate them by reference as if set forth fully herein.

34. Plaintiffs are "consumers" as defined in the Magnuson-Moss Warranty Act (hereinafter referred to as the "Warranty Act") 15 U.S.C. 2301 (3).

35. The Seller is a "supplier" and "warrantor" as defined by the Warranty Act, 15 U.S.C. 2301 (4) and (5).

36. The Manufacturer is a "supplier" and "warrantor" as defined by the Warranty Act, 15 U.S.C. 2301 (4) and (5).

37. The Vehicle is a "consumer product" as defined in the Warranty Act, 15 U.S.C. 2301 (1).

38. The Vehicle was manufactured, sold and purchased after July 4, 1975.

39. The express warranty given by the Manufacturer pertaining to the Vehicle is a "written warranty" as defined in the Warranty Act, 15 U.S.C. 2301 (6).

40. The Seller is an authorized dealership/agent of the manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

41. The above-described actions (failure to repair and/or properly repair the above-mentioned defects, etc.), including failure to honor the written warranty, constitute a breach of the written warranty by the Manufacturer and Seller actionable under the Warranty Act, 15 U.S.C. 2310(d)(1) and (2).

COUNT IV-

BREACH OF IMPLIED WARRANTY

UNDER MAGNUSON-MOSS WARRANTY ACT

42. Plaintiffs restate and reallege paragraphs 1-41 and incorporate them by reference as if set forth fully herein.

43. The above-described actions on the part of the Seller and Manufacturer constitute a breach of the implied warranties of merchantability actionable under the Warranty Act, 15U.S.C. 2301(7), 2308, 2310(d)(1) and (2).

COUNT V-

VIOLATION OF THE VIRGINIA CONSUMER PROTECTION ACT

VA. CODE ANN. §59.1-196 ET SEQ.

44. Plaintiffs restate and reallege paragraphs 1-43 and incorporate them by reference as if set forth fully herein.

45. Plaintiffs are "persons" within the meaning of Va. Code. Ann. §59.1-198 (1950) as amended.

46. Manufacturer and Seller are engaged in "consumer transaction[s]" as defined in Va. Code Ann. §59.1-198 (1950) as amended.

47. The Manufacturer and Seller have engaged in unlawful, unfair, unconscionable, or deceptive methods, acts or practices, including but not limited to:

a. The Manufacturer and Seller represented to Plaintiffs the Vehicle and the warranty thereof had certain quantities, characteristics, ingredients, uses, or benefits which they did not actually have;

b. The Manufacturer and Seller represented to Plaintiffs the Vehicle and the warranty thereof were of a particular standard, quality, grade, style, or model and they were not;

c. The Manufacturer and Seller have made representations of fact and/or statements of fact material to said transaction such that the Plaintiffs reasonably believed that the represented or suggested standard, quality, characteristics, and uses of the Vehicle to be other than they actually were;

d. The Manufacturer and Seller have made representations of fact and/or statements of fact material to such transaction such that the Plaintiffs reasonably believed that the represented or suggested service to the Vehicle to be other than it actually was;

e. The Manufacturer and Seller have made representations of fact and/or statements of fact material to such transaction such that the Plaintiffs reasonably believed that the repairs, alterations, modifications or services have been performed and/or parts installed, when in fact the repairs performed failed to repair the problems which existed in the Vehicle;

48. The Plaintiffs suffered loss and damages as a result of the aforesaid violations of the Consumer Protection Act.

COUNT VI

VIOLATION OF THE VIRGINIA MOTOR VEHICLE WARRANTY ENFORCEMENT ACT, VA. CODE ANN. §59.1-207.9, ET SEQ.

(AS AGAINST MANUFACTURER ONLY)

49. Plaintiffs restate and reallege paragraphs 1-48 and incorporate them by reference as if set forth fully herein.

50. Plaintiffs are "consumers" under the Virginia Motor Vehicle Warranty Enforcement Act (hereinafter referred to as "Lemon Law"), Va. Code Ann. §59.1-207.11, (1950) as amended.

51. Manufacturer, is a "manufacturer" under the Lemon Law, Va. Code Ann. § 59.1-207.11 (1950) as amended.

52. The Vehicle is a "motor vehicle" under the Lemon Law, Va. Code Ann. § 59.1-207.11 (1950) as amended.

53. The express warranty given by Manufacturer covers the Vehicle and is a "manufacturer's express warranty" under the Lemon Law, Va. Code Ann. § 59.1-207.11 (1950) as amended.

54. The Seller is a "motor vehicle dealer" under the Lemon Law, Va. Code Ann. § 59.1-207.11 (1950) as amended.

55. Plaintiffs' Vehicle has been subject to a reasonable number of repair attempts for the aforementioned defects:

(A) Said motor vehicle has been subject to at least three repair attempts by Defendant Manufacturer, through its motor vehicle dealers, within 18 months following the date of original delivery; and/or

(B) Said motor vehicle has been subject to at least one repair attempt by Defendant Manufacturer, through its motor vehicle dealers, for a serious safety defect within 18 months following the date of original delivery; and/or

(C) Said vehicle was out of service for 30 or more days within 18 months following the date of original delivery.

56. After notifying Manufacturer of the aforementioned defects, the Manufacturer was allowed a final repair attempt.

57. Manufacturer's attempted repair was unsuccessful as the Vehicle continues to manifest the aforementioned defects.

58. The aforementioned defects substantially impair the use or value of the Vehicle from conforming to the Manufacturer's express warranty.

COUNT VII-

REVOCATION OF ACCEPTANCE

(AS AGAINST SELLER ONLY)

59. Plaintiffs restate and reallege paragraphs 1-58 and incorporate them by reference as if set forth fully herein.

60. Plaintiffs accepted the Vehicle without discovering the above defects due to the fact Plaintiffs were reasonably induced to accept the Vehicle by the difficulty of discovery of the above defects.

61. In the alternative, Plaintiffs reasonably assumed, and the Seller represented, that all of the aforesaid defects and/or non-conformities would be cured within a reasonable time.

62. After numerous attempts by Defendant to cure, it has become apparent that the non-conformities could not be seasonably cured.

63. The non-conformities substantially impaired the value of the Vehicle to the Plaintiffs.

64. Plaintiffs previously notified Seller of the non-conformities and Plaintiffs' intent to revoke acceptance pursuant to Va. Code Ann. §8.2-608 (1950) as amended, and demanded the refund of the purchase price for the Vehicle and out-of-pocket expenses (see copy of Plaintiffs' revocation of acceptance letter attached as Exhibit C).

65. Seller has nevertheless refused to accept return of the Vehicle and has refused to refund any part of the sum equal to the purchase price and out-of-pocket expenses incurred by Plaintiffs.

WHEREFORE, Plaintiffs pray for the following relief against all defendants:

AS TO COUNT I - BREACH OF EXPRESS WARRANTY:

A. Declaring acceptance has been properly revoked by Plaintiffs and for damages incurred in revoking acceptance;

B. For a refund of the purchase price paid by Plaintiffs for the Vehicle;

C. To cancel Plaintiffs' retail installment contract and pay off the balance of the contract;

D. or incidental, consequential; and actual damages;

E. For costs, fees and interest;

F. For actual attorney's fees incurred; and

G. For such other relief as this Court deems appropriate.

AS TO COUNT II - BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY:

A. Declaring acceptance has been properly revoked and for damages incurred in revoking acceptance;

B. For damages occasioned by the breach of the implied warranty;

C. For a refund of the purchase price paid by Plaintiffs for the Vehicle;

D. To cancel Plaintiffs retail installment contract and pay off the balance of the contract;

E. For consequential, incidental and actual damages;

F. For costs, fees and interest;

G. For actual attorney's fees incurred; and

H. For such other relief as this Court deems appropriate.

AS TO COUNT III - BREACH OF WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT:

A. Declaring acceptance has been properly revoked by Plaintiffs and for damages incurred in revoking acceptance;

B. For a refund of the purchase price paid by Plaintiffs for the Vehicle;

C. To cancel Plaintiffs retail installment contract and pay off the balance of the contract;

D. For consequential, incidental and actual damages;

E. For costs, fees and interest;

F. For actual attorney's fees incurred; and

G. For such other relief as this Court deems appropriate.

AS TO COUNT IV - BREACH OF IMPLIED WARRANTY UNDER MAGNUSON-MOSS WARRANTY ACT:

A. Declaring acceptance has been properly revoked by Plaintiffs and for damages incurred in revoking acceptance;

B. For a refund of the purchase price paid by Plaintiffs for the Vehicle;

C. To cancel Plaintiffs' retail installment contract and pay off the balance of the contract;

D. For consequential, incidental and actual damages;

E. For costs, fees and interest;

F. For actual attorney's fees incurred; and

G. For such other relief as this Court deems appropriate.

AS TO COUNT V - VIOLATION OF THE VIRGINIA CONSUMER PROTECTION ACT:

A. For this Court to enter judgment on behalf of Plaintiffs that Defendants' violated the Consumer Protection Act;

B. For this Court to enter judgment on behalf of the Plaintiffs in a sum equal to actual damages sustained;

C. For this Court to enter judgment on behalf of the Plaintiffs that Defendants' violation of the Consumer Protection Act was willful;

D. For this Court to enter judgment on behalf of the Plaintiffs in a sum equal to treble the actual damages sustained for the wilful violation of the Consumer Protection Act;

E. Plaintiffs pray this Court to award Plaintiffs costs, expenses and interest;

F. Plaintiffs pray this Court to award reasonable attorney's fees equal to the actual time expended;

G. For such other and further relief as this Court deems appropriate.

AS TO COUNT VI - VIOLATION OF THE VIRGINIA MOTOR VEHICLE WARRANTY ENFORCEMENT ACT (AGAINST MANUFACTURER ONLY):

A. Replacement of the Vehicle with a comparable replacement motor vehicle currently in production and acceptable to Plaintiffs; or in the alternative

B. Manufacturer must accept return of the vehicle and refund to Plaintiffs the purchase price, plus all collateral charges, incidental damages, less a reasonable allowance for Plaintiffs use of the vehicle;

C. The Manufacturer must pay off the balance on the retail installment contract;

D. Plaintiffs are entitled to a sum equal to the aggregate amount of costs and expenses;

E. Plaintiffs are entitled to attorneys' fees based on actual time expended by Plaintiffs' attorney in commencement and prosecution of this action;

F. Plaintiffs are entitled to incidental and consequential damages;

G. Plaintiffs are entitled to prejudgment interest;

H. For such other and further relief as may be justified in this action.

AS TO COUNT VII - REVOCATION OF ACCEPTANCE (AGAINST SELLER ONLY):

A. Declaring acceptance has been properly revoked by Plaintiffs and for damages incurred in revoking acceptance;

B. For a refund of the purchase price paid by Plaintiffs for the Vehicle;

C. To cancel Plaintiffs' retail installment contract and pay off the balance of the contract;

D. For consequential, incidental and actual damages;

E. For fees, costs and interest;

F. For actual attorney's fees incurred; and

G. For such other relief as this Court deems appropriate.

AS TO ALL COUNTS, PLAINTIFFS SUE FOR $49,999.99.

JURY DEMAND

Plaintiffs demand trial by jury on all issues triable as such.

RESPECTFULLY SUBMITTED.
CONSUMER LEGAL SERVICES, P.C.

By: Linda Lee Cupit
Linda Lee Cupit

Linda Lee Cupit, p.q. (VSB #41375)
John A. Monaghan, p.q. (VSB #71286)
CONSUMER LEGAL SERVICES, P.C.
1700 Pleasure House Road, Suite 102A
Virginia Beach, VA 23455
(757) 460-1110
(757) 460-1199 (fax)

FROM : Dr Java DDS FAX NO. : Nov. 28 2005 10:06AM P3

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] FREDERICKSBURG SPOTSYLVAN [redacted]	RADLEY IMPORTS, INC. 3670 JEFF DAVIS HWY. FREDERICKSBURG VA 22408

ou, 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 ehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance harge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET TRUCK TRAILBLAZER [illegible] [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 $ 0.00 is
6.99 %	$ 8394.69	$ 36380.01	$ 44774.64	$ 44774.64

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	621.87	Monthly beginning 07/27/2004

Or As Follows:

Late Charge. If payment is not received in full within 7 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 will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

TEMIZATION OF AMOUNT FINANCED

Cash Price (including $ 1009.01 sales tax)		$ 32589.01 (1)
Total Downpayment =		
Trade-In 2002 FORD TRUCK RANGER (Year) (Make) (Model)		
Gross Trade-In Allowance	$ 9500.00	
Less Pay Off Made By Seller	$ 16050.00	
Equals Net Trade In	$ -6550.00	
+ Cash	$ N/A	
+ Other	$ 5000.00	
(If total downpayment is negative, enter "0" and see 4H below)		$ 0.00 (2)
Unpaid Balance of Cash Price (1 minus 2)		$ 32589.01 (3)
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 Vendor's Single Interest Insurance Paid to Insurance Company(ies)		$ 49.00
C Other Insurance Paid to Insurance Company(ies)		$ N/A
D Official Fees Paid to Government Agencies		$ N/A
1) to CVR for ON LINE FILING FEE		$ 10.00
2) to for		$ N/A
3) to for		$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest insurance is required is checked below.

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
Insurance Company Name _____
Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit (see back). They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 below.

Other Insurance

☐ _____ Type of Insurance _____ Term
Premium $ N/A
Insurance Company Name _____
Home Office Address _____

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

Returned Check Charge: If any check you give to us is dishonored, we may, at our option, charge you $25.

EXHIBIT A

FROM : Dr Java DDS FAX NO. :

Nov 28 2005 10:07PM P4

(If total downpayment is negative, enter "0" and see 4H below) (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 32589.01 (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 Vendor's Single Interest Insurance Paid to Insurance Company(ies).		$ 49.00
C Other Insurance Paid to Insurance Company(ies)		$ N/A
D Official Fees Paid to Government Agencies		$ N/A
1) to VR for ON LINE TITLING FEE		$ 10.00
2) to for		$ N/A
3) to for		$ N/A
E Government Taxes Not Included in Cash Price		$
F Government License and/or Registration Fees (Describe) TLC $ 2.00		$ 2.00
G Government Certificate of Title Fees		$ 10.00
H Other Charges (Seller must identify who is paid and describe purpose.)		
1) to UNION BANK for Prior Credit or Lease Balance		$ 1550.00
2) to SMPF/MAJOR for SERVICE CONTRACT		$ 1430.00
3) to RADLEY IMP for PROCESSING FEE		$ 245.00
4) to for		$ N/A
5) to PROTECTIVE for GAP PROTECTION		$ 495.00
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 3791.00 (4)

5 Amount Financed (3 + 4) $ 36380.01 (5)

I want the insurance checked above.

Buyer Signature Date

Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE O YOUR LIABILITY FOR BODILY INJURY OR PROPERT DAMAGE.

Returned Check Charge: If any check you giv to us is dishonored, we may, at our option, charg you $25.

☒ VENDOR'S SINGLE INTEREST INSURANC (VSI insurance): If the preceding box is checke the Creditor requires VSI insurance for the init term of the contract to protect the Creditor for lo of damage to the vehicle (collision, fire, theft). V insurance is for the Creditor's sole protection. Th insurance does not protect your interest in t vehicle. **You may choose the insuran company through which the VSI insurance obtained.** If you elect to purchase VSI insuran through the Creditor, **the cost of this insuran is $** 49.00 and is also shown in ite 4B of the ITEMIZATION OF AMOUNT FINANCE The coverage is for the initial term of the contra See Section 7 on the back for more information.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before N/A, Year ____, SELLERS INITIALS ____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contrac you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply becaus you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between yc and us relating to this contract. Any change to this contract must be in writing and we must sign it. No or changes are binding. Buyer (and any Co-Buyer) initials [redacted]

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 und this contract without losing them. For example, we may extend the time for making some payments without extending the tin for making others.

See back for other important agreements.

NO LIABILITY INSURANCE INCLUDED

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sig Keep it to protect your legal rights.

You agree to the terms of this contract and confirm that you received a co[redacted] you signed

Buyer Signs [redacted] 06/12/2004 Date 06/12/ Co-Buyer Signs [redacted] Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is 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 th the Creditor has a security interest in the vehicle and consents to the security interest.

Other owner signs here ____ Address ____

Seller signs ____ Date 06/12/2004 By ____ Title ____

Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assig

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited reco

Seller RADLEY IMPORTS, INC. By Title

LMV FORM NO. 553 VA

CUSTOMER/TRUTH IN LENDING COPY

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AUTOMOTIVE GROUP

www.radleyauto.com
3670 Jefferson Davis Hwy. FREDERICKSBURG, VA 22408
(540) 898-4000 • D.C. Metro: 273-2811

CELL: [redacted]

CUSTOMER NO. [redacted]	SERVICE ADVISOR JEFF DOBSON 553	TAG NO. 141	INVOICE DATE 04/28/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE / MODEL NO.	MILEAGE 14,611	COLOR INDIGOBLUEM	STOCK NO. [redacted]
MANASSAS, VA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL		DELIVERY DATE 06/12/04	DELIVERY MILES 13
	VEHICLE I.D. NO. 1 G N D T 1 3 5 0 4 2 [redacted]		BUILDING DEALER NO.	PRODUCTION DATE
	R. T. L. NO.	P. O. NO.	RECEIVED 04/27/05	
[redacted]	COMMENTS			MO: 14615

LABOR & PARTS

JOB # 1 [illegible] 15000 SERVICE [illegible]
CUST STATES PERFORM 15.000 MILE SERVICE PER SERVICE MENU.
CUST WOULD LIKE RENTAL CAR THAT COME WITH SERVICE PER
RADLEY BENEFIT CARD.
PERFORMED 15K SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	4.95	4.95
JOB # 1	1	AISC89	AIR INT C	9.95	9.95
JOB # 1	1	IC15	INJ CLEAN	19.95	19.95
JOB # 1	1	100BUK-GM	100BUK-G BULKOIL	10.79	10.79
JOB # 1	1	14090908	GASKET 1.456	1.31	1.31
JOB # 1	1	15036141	ELEMENT 3.410	26.95	26.95
			JOB # 1 TOTAL PARTS		73.90
			JOB # 1 TOTAL LABOR & PARTS		192.90

[illegible] STATE INSPECTION [illegible] INTERNAL
PERFORM VIRGINIA STATE INSPECTION
COMPLETED VIRGINIA STATE INSPECTION

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

[illegible] CUSTOM LIGHTS [illegible] UNITS [illegible] TECH [illegible] INTERNAL
CUST STATES THE DASHLIGHTS, RADIO LIGHTS AND HEADLIGHTS GO
DIM SOMETIMES. CUST STATES WHEN YOU HIT A BUMP AND SOMETIMES
WHEN YOU ARE JUST DRIVING. CUST BELIEVES IT MAYBE A LOOSE
WIRE.
NO REPAIR PERFORMED. UNABLE TO DUPLICATE AT THIS TIME.

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

[illegible] RADIO REPAIR [illegible] UNITS [illegible] TECH [illegible] INTERNAL
CUST STATED THAT THE CD PLAY INTERMITTENTLY.
SPECIAL ORDERED UNIT.

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

[illegible] ENGINE NOISE [illegible] INTERNAL
CUST STATED THAT WHEN THE ENGINE IS STARTED COLD, THERE IS A
WHISTLING NOISE HEARD. GOES AWAY AFTER WARMED UP.
NO ABNORMAL NOISE HEARD.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

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This dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS AND CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES OF DATE OF WORK. THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

COPY

[CONTINUED ON NEXT PAGE] 08:45pm

EXHIBIT B
8 pages

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3870 Jefferson Davis Hwy. FREDERICKSBURG, VA 22406
(540) 898-4000 • D.C. Metro: 273-2811

CELL: [redacted]

CUSTOMER NO. [redacted]

[redacted]
MANASSAS, VA [redacted]

ADVISOR: JEFF DOBSON | 553 | TAG NO. 141 | INVOICE DATE: 04/28/05 | [redacted]

LABOR RATE | LICENSE NO. | MILEAGE: 14,611 | COLOR: INDIGOBLUEM | [redacted]

YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL | DELIVERY DATE: 06/12/04 | TWENTY MOS: 13

VEHICLE I.D. NO.: 1GNDT13S042[redacted] | SELLING DEALER NO. | PRODUCTION DATE

P.T.E. NO. | P.O. NO. | PROMISED: 04/27/05

COMMENTS | MO: 14615

JOB # 4 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $200.00 (+TAX)

COMMENTS
DROP
CUST IN RENTAL PER RADLEY BENEFIT CARD FOR 15K SVC.
RENTAL RESEVERED AT ENTERPRISE BY COREY.
BILL STATES INSPECTION TO NEW CARS

TOTALS

CHECK OUT WWW.RADLEYAUTO.COM FOR SERVICE SPECIALS

TOTAL LABOR	119.00
TOTAL PARTS	73.30
TOTAL SUBLET	0.00
TOTAL G.O.S.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	-0.60
TOTAL TAX	2.70
TOTAL INVOICE $	**196.60**

ALL AFTERMARKET TYPE WHEELS INSTALLED HERE OR ELSEWHERE SHOULD BE RETORQUED EVERY 500 MILES.RADLEY CHEVROLET CAN NOT BE RESPONSABLE FOR LOOSE LUG NUTS OR DAMAGE FROM LACK OF RETORQUING THESE WHEELS.

CUSTOMER SIGNATURE

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

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 expressed 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.

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530924 [redacted]

ACCOUNTING

DUDLEY MARTIN CHEVROLET
A Lenamar, D.C. Enterprise
P.O. BOX 511 MANASSAS, VA 20108
8000 SUDLEY ROAD MANASSAS 20109
703-368-2111

[redacted]
MANASSAS, VA
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 116 BILL CASH

BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S0[redacted]	KBJ-6757	16264/16264		
12JUN04 IS		17:30 16JUN05		84.89	CASH	20JUN05	

OPTIONS: ENG:4.2_Liter_MFI_DOHC

07:26 16JUN05 10:33 20JUN05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	SEVERAL TIMES BEFORE IT STARTS WORKING(SEE BILL)										
	R0763 RECEIVER, RADIO REINSTALL RADIO										
1	10357894 RADIO					0	0	0			0.00
	CLAIM TYPE:										
	OL										
	[redacted] 4245 TLABOR										
	MOMENT-FEELS LIKE POWER SURGE(SEE BILL)										
	J9991 CUSTOMER CONCERN NOT DUPLICATED										
	PC: 9Z PART#: COUNT: 0										
	AUTH CODE:										
	[redacted] 0 0 TPARTS										
46200	6792	[redacted]				48000	0	0			

COST, SALE, & COMP TOTALS [redacted] 6792 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 merchandise. 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 merchandise.

CUSTOMER SIGNATURE

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

THE SUPPLY CHARGE CONSISTS OF ENVIRONMENTAL PROTECTION MEASURES INCLUDING RECYCLING OIL, ANTIFREEZE, DASHBOARD, AND METALS, AS WELL AS THE REMOVAL OF TIRES, USED OIL FILTER, AND [illegible]

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COPY

CELL [redacted]

CUSTOMER NO. [redacted]

[redacted]
MANASSAS, VA [redacted]

ADVISOR: JERRY WRIGHT 771 TAG NO. 6852
INVOICE DATE: 10/06/05
LABOR RATE | LICENSE NO. | MILEAGE: 19,329
MAKE: INDIGOBLUEM
STOCK NO.: 134857
YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL
DELIVERY DATE: 06/12/04
DELIVERY MILEAGE: 13
VEHICLE I.D. NO.: 1GNDT13S042 [redacted]
SERVICING DEALER NO.
PRODUCTION DATE
P.T.E. NO. | P.O. NO.
INVOICE DATE: 09/27/05
COMMENTS
RO: 19361

LABOR & PARTS

JOB # 1	DECVZ	QUICK LUBE	UNITS:	TECH: 999	LOP: 10

CUSTOMER REQUEST AN OIL CHANGE
CHANGE OIL AND FILTER CK AIR IN TIRES CK AND FILL FLUIDS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.95	5.95
JOB # 1	1	1QOBUK-GM	1QOBUK-G BULKOIL	11.49	11.49
JOB # 1	1	14090908	GASKET 1.456	1.31	1.31
			JOB # 1 TOTAL PARTS		18.75
			JOB # 1 TOTAL LABOR & PARTS		26.85

JOB # 2	RTIRES	ROTATE TIRES	UNITS:	TECH: 999	LOP: 10

CUSTOMER REQUEST TIRE ROTATION
TECH COMPLETED TIRE ROTATION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		16.95

JOB # 3	CHECK	CHECK ELECTRICAL UNITS	UNITS:	TECH: 999	LOP: WARRANTY

CUSTOMER STATES WHILE STOP AT LIGHT THE OIL PRESSURE GAUGE FLICKERS
FOUND NO BULLENTINS OR PI'S BUT FOUND ONCE A/C IS ON IT'S TAKING SOME POWER/CURRENT FROM LIGHT AND GAUGES. ALSO THE ALTERNATOR IS PUTTING OUT 13.7 VOLTS! THIS HAPPENS ONCE COMPRESSOR CUTS ON AND OFF
TECH STATED NO CORRECTION IS NEEDED AT THIS TIME. HAVE GOOD OIL PRESSURE AND NOTIFIED TECH LINE FOR UPDATES AND FOUND THEIR ARE NO UPDATES THAT GAUGES MOVE A LITTLE WITH THE A/C COMPRESSOR CUTS ON.

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

JOB # 4	CHECK	2 GAUGES ELECTRICAL UNITS	UNITS:	TECH: 999	LOP: WARRANTY

CUSTOMER STATES THE HEAD LIGHT, AND ALL LIGHTS INSIDE VEHICLE FLICKERS
FOUND ONCE A/C COMPRESSOR IS ON AND OFF CAUSE LIGHTS AND GAUGE TO FLICKER, NO BULLENTIN OR PI'S
TECH STATES NO CORRECTION AT THIS TIME ALSO NOTIFY TECH LINE FOR MORE UPDATES AND THE SAME AS GAUGES NORMAL WITH A/C COMPRESSOR CUTS ON AND FLICKER LIGHT DUE TO MORE COMPONTENS USING OR SHARING POWER/CURRENTS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	0	RADIO	RADIO E/X		WARRANTY
		REF#761948			
PART ON SPECIAL ORDER					
		** QUANTITY 1 IS SPECIAL ORDERED **			

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PAGE 1 OF 3

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 10:13am

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CELL: [redacted]

CUSTOMER NO. [redacted]
[redacted]
MANASSAS, VA [redacted]

ADVISOR: JERRY WRIGHT 771 TAG NO: 6852
INVOICE DATE: 10/06/05 [redacted]
LABOR RATE | LICENSE NO | MILEAGE: 19,329
COLOR: INDIGOBLUEM
JOB NO: 134857
YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/TRAIL
DELIVERY DATE: 06/12/04
DELIVERY SALES: 13
VEHICLE I.D. NO: 1GNDT13S042 [redacted]
SELLING DEALER NO.
PRODUCTION DATE
T. T. L. NO. | P. O. NO.
IN SERVICE: 09/27/05
RE [redacted] [redacted]
COMMENTS
MO: 19361

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 TECH2 ENGINE UNDER 4.0 TO TECHNICIAN WARRANTY
CUSTOMER STATES WHILE IN IN DRIVE IN LANE AT BANK, WITHOUT WARNING THE VEHICLE JUST SHUT OFF.
FOUND NO CONCERNS, NO BULLENTIN AND PI'S
TECH STATED CHECK WITH TECH LINE AND FOUND POSSIBLE CLEAN THROTTLE BODY FROM CARBON BUILD. TECH CLEAN SMALL AMOUNT OF CARBON FROM THROTTLE BODY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	12345689	80C C B 800		WARRANTY

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 SERVICE SPECIAL OPERATIONS UNDER 4.0 TO TECHNICIAN WARRANTY
TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE
TECH REPLACE FUEL THAT WAS USED TO SERVICE CUSTOMER VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 SERVICE ENGINE ELECTRICAL UNDER 4.0 TO TECHNICIAN WARRANTY
TEST BATTERY FOR VOLTAGE AND MAKE SURE BATTERY CABLE IS CLEAN.
TECH CHECK BATTERY VOLTAGE AND IS NORMAL AT THIS TIME.
ALSO CHECK BATTERY CABLE AND CLEAN AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 SERVICE BODY ELECTRICAL UNDER 4.0 TO TECHNICIAN WARRANTY
NEED TO CHECK ALL GROUND WIRES AND CHECK ALL CONNECTORS UNDER FUSE BLOCK, MAKE SURE THEY ARE CLEAN.
TECH CHECK ALL CONNECTORS AND CLEAN AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 SERVICE RADIO REPAIR UNDER 4.0 TO TECHNICIAN WARRANTY
CUSTOMER STATES RADIO STILL NOT WORK
JEFF HERRITT ORDER ANOTHER RADIO

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 9 TOTAL PARTS 0.00

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THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS AND CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES OF DATE OF WORK. THANK YOU FOR LETTING US SERVICE YOUR VEHICLE.

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[CONTINUED ON NEXT PAGE] 12:13pm

[redacted] COPY [redacted]

INVOICE

MIKE PALLONE
AUTO STORES
Chevrolet Cadillac
7722 Backlick Road
SPRINGFIELD, VA 22150
Phone 703-451-4511
www.mikepallone.com

[redacted]
MANASSAS, VA [redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 4104 ALTON ADCOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S042[redacted]	[redacted]	20537/20718	T593

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
IS			14NOV05			CASH	23NOV05

R.O. OPENED	READY	OPTIONS:
07:36 14NOV05	10:39 23NOV05	DLR:14444 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A ALL THE LIGHTS FROM DRIVER VIEW FADE IN AND OUT AT ALL SPEEDS
CAUSE: NO PROBLEM FOUND
J9995 CUSTOMER CONCERN NOT DUPLICATED
4115 W 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

LUBE 18.5 GALLONS OF GAS GM TO PAY
W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

SOME DEGREE OF DYNMING IS NORMAL PER GM
****
B 3RD CAR PER GM REP
CAUSE: 9 DAYS RENTAL
Z7906 RENTAL FOR 9 DAYS
999 W 0.00 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

SUBL THIRD CAR RENTAL 9 DAYS
W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****
C ENG HAS A INTERMIT TAP SOUND ON LEFT SIDE OF ENG HOT OR COLD
I CHECKED FOR ENGINE NOISE AND NO ABNORMAL NOISE
HEARD AT THIS TIME

EXCLUSION OF WARRANTIES

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

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

X
CUSTOMER SIGNATURE

LIMITED WARRANTY - THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. GM REPLACEMENT PARTS WARRANTY 1 YEAR OR 12,000 MILES. ALL ADJUSTMENT WORK MUST BE PERFORMED AT MIKE PALLONE CHEV.

CUSTOMER COPY

COPY

INVOICE

MIKE PALLONE AUTO STORES
7722 Backlick Road
SPRINGFIELD, VA 2215(
Phone 703-451-4511
www.mikepallone.com

[redacted]
MANASSAS, VA [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 4104 ALTON ADCOCK

COLOR	YEAR	MAKE/MODEL	VIN	MILEAGE IN/OUT	TAG
BLUE	04	CHEVROLET TRAILBLAZE	1GNDT13S04[redacted]	20537/20[illegible]88	T593

DEL DATE	PROM. DATE	WARR EXP	PROMISED	P.O.#	RATE	PAYMENT	$ DATE
IS			14NOV05			CASH	23NOV05

R.O. OPENED	READY	OPTIONS:
07:36 14NOV05	10:39 23NOV05	DLR:14444 ENG:4.2_Liter_MPI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	4115		CT	0.00		0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D UNDER ACCEL TRANS HAS A HARD SHIFT 1ST OR COLD
21 CHECKED TRANS OPERATION AND NO CODES SET
CURRENT OR HISTORY TRANS OPERATION NORMAL AT THIS TIME

	4115		CT	0.00		0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

EXCLUSION OF WARRANTIES

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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

X
CUSTOMER SIGNATURE

LIMITED WARRANTY - THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. GM REPLACEMENT PARTS WARRANTY 1 YEAR OR 12,000 MILES. ALL ADJUSTMENT WORK MUST BE PERFORMED AT MIKE PALLONE CHEV.

CUSTOMER COPY

PONTIAC

ROUTE 1 PONTIAC BUICK, GMC, INC.

14530 Jefferson Davis Highway
Woodbridge, VA 22191
Service (703) 494-1336
Parts (703) 494-1319

BUICK GMC Goodwrench

PNIS69309

[redacted]

[redacted]	ADVISOR KEVIN 108	TAG NO.	INVOICE DATE 12/05/05
[redacted] FREDERICKSBURG, VA [redacted]	[redacted] MILEAGE 21,173		COLOR DK.BLUE/ STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 06/12/04 DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S042 [redacted]		SELLING DEALER NO. PRODUCTION DATE
	P. O. NO.		R. O. DATE 11/29/05
[redacted]	COMMENTS		MO: 21173

JOB# 1 CHARGES

LABOR

[redacted]
SERVICE ENGINE SOON LIGHT IS ON; ENGINE STALLS AT IDLE (RESTARTS EASILY)
SERVICE ENGINE SOON LIGHT TRIGGERED BY LOOSE FUEL FILLER CAP (THE ONLY DIAGNOSTIC TROUBLE CODE PRESENT WAS P0440, SET BY EVAPORATIVE EMISSIONS LEAK CAUSED BY LOOSE FUEL FILLER CAP. UNABLE TO DUPLICATE THE DRIVEABILITY COMPLAINT DURING TESTING)
SECURED CAP AND CLEARED CODE. CODE DID NOT RESET.

JOB# 2 CHARGES

LABOR

[redacted]
OWNER STATES THAT A SOUND [illegible] ROLLING AROUND
HEARD FROM LEFT SIDE OF ENGINE AT TIMES
NO ABNORMAL SOUNDS HEARD AT THIS TIME

TOTALS

CONTROL#	ACCOUNT#	AMOUNT

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**

APPROVED BY [illegible]

SERVICE FILE COPY

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. VEHICLES LEFT OVER 72 HOURS ARE SUBJECT TO A STORAGE CHARGE.

CUSTOMER SIGNATURE

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION.

COPY

THANK YOU FOR YOUR BUSINESS

SERVICE FILE COPY

[END OF INVOICE] 09:53am

CONSUMER℠
LEGAL
SERVICES, P.C.
ATTORNEYS AND COUNSELORS

LINDA LEE CUPIT[1]
RONALD J. BOLZ[2]
STEVEN S. TOTH[2]
CHRISTOPHER M. LOVASZ[2]
MARK P. ROMANO[2]
STEVEN G. STANCROFF[3]
1 - LICENSED ONLY IN VA
2 - LICENSED ONLY IN MI & WI
3 - LICENSED ONLY IN MI

1700 PLEASURE HOUSE ROAD, SUITE 102A
VIRGINIA BEACH, VA 23455
(757) 460-1110
FAX (757) 460-1199

www.lemonauto.com

December 5, 2005

Karen Correia Radley
3421A Jefferson Davis Highway
Fredericksburg, VA 22401

RE: 2004 Chevrolet Trailblazer
VIN: GNDT13S04[redacted]

Dear Ms. Radley:

Please be advised that I represent [redacted] regarding the sale of the above-referenced vehicle purchased at Radley Imports Incorporated on or about June 12, 2004 Our client, pursuant to the Virginia Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Virginia Motor Vehicle Warranty Enforcement Act (commonly referred to as the "Lemon Law"), the Virginia Consumer Protection Act, the Federal Magnuson-Moss Warranty Act and other rights and remedies, does hereby revoke acceptance of the 2004 Chevrolet Trailblazer and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle, and payment of all monies expended, putting our client back in the position he/she was prior to the contract.

Our client(s) intends to hold General Motors Corporation and Radley Imports Incorporated liable for all other foreseeable damages due to the nonconforming vehicle, including actual attorneys' fees incurred with enforcing the client's rights pursuant to the following: Va. Code Ann. §59.1-207.9, et seq., 15 USC 2310(d)(2), Va. Code Ann. §59.1-196 et seq., Va. Code Ann. §8.2-715.

EXHIBIT C
2 pages

Since the date the client(s) took delivery, the vehicle has been in for repairs on at least four (4) occasions.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with our client(s) must be directed through my office.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Linda Lee Cupit (398)

Linda Lee Cupit, Esq.

LLC/tjs

cc: Client(s)

[redacted]

Akron, Ohio [redacted]

AKRON OH 443

04 OCT 2005 PM 3 L



OCT 0 6 2005

Chevrolet
P.O. Box 33170
Detroit Mi. 48232-5170

48232-5170

[redacted]
Akron, Ohio[redacted]

October 3, 2005

Chevrolet
P.O. Box 33170
Detroit Mi. 48232-5170

Dear Sir or Madam:

On June 18th 2005, I purchased a 2005 trailblazer.
On several occasions I noticed the headlights flicker or dim on the vehicle while driving.
On September 24,2005 11:30P.M. while returning from fishing with boat in tow and headlights on, the headlights dimmed several times (8 or more) to a "Dangerous Level".
On September 26th I scheduled the vehicle for service at Doug Chevrolet in regards to the light problem.
After the vehicle was checked, I was told this problem was "a normal operating characteristic of the vehicle"per service bulletin #05-08-42-001. Have all your customers with this problem been told the same thing?

I feel that this problem is both unexceptable and extremely dangerous. This problem seems to go back as far as your 2002 models.
Will it take an accident or death to warrant a fix, or has this already happened?

Can GM resolve this problem or must other measures be considered?
Your response in a timely manner would be greatly appreciated.

[redacted]

VIN 1GNDT13S152[redacted]