INFORMATION Redact
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(6)

December 12, 2017

[redacted]
Akron, OH [redacted]

Service Request: [redacted]
Customer Relationship Manager: Darrell Morrison

Dear Mr. [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 57888 Monday through Friday during the hours of 8:00 a.m. to 2:30 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

December 12, 2017

[redacted]
Akron, OH [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Dana Smothers

Dear Mr. [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 58080 Monday through Friday during the hours of 8:00 a.m. until 4:45 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

Bill of Sale to customer

14065 AW

1-36913400

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

March 13, 2006

SCHUMACHER BUICK-PONTIAC
DOUG BATTELENE-SERVICE
3031 OKEECHOBEE BLVD
WEST PALM BEACH, FL 33409

Dealer Confirmation letter -Collateral Exchange

Subject: **Collateral Exchange Agreement between General Motors and its dealer partner Schumacher Buick Pontiac**
Customer Name [redacted]
Vehicle: **2005 Buick Rainier**
VIN: **5GADS13S85[redacted]**
RVDC Case Number: [redacted]

Dear Doug:

Thank you for assisting General Motors in the collateral exchange transaction for our mutual customer.

General Motors will issue a check in the amount of **$34,355.38** made payable to **Schumacher Buick Pontiac** after receiving the completed repurchase paperwork, title and lien release.

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	**5GADS13S66[redacted]**
New Vehicle Sales Price:	**$31,325.38**
Used Vehicle Trade Value:	**$34,005.38**
Trade Difference:	**($2,680.00)**
Reg/Lic/Title Fees:	**$200.00**
Cash on Delivery (Paid by GM):	**$200.00**
Dealer Processing Fee:	<<$200 applied as warranty credit via W.I.N.S.>>
Not to be included on the Bill of Sale:	
Transportation Fees (paid by GM)	$150.00

****Schumacher Buick Pontiac will issue a check in the amount of $2530.00 to Richard Blumstack****

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. Using the figures above, the customer is to be refunded the following:

Downgrade	$2,680.00
Less Transportation Fee:	$150.00
Total Amount Owed to Customer:	$2,530.00

Schumacher Buick Pontiac 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.

14065
AW

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If you are in agreement with this offer, <u>please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention</u> at the following fax # 888-412-3343 by 3-16-06.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,

Allysha White
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603

Schumacher Buick Pontiac 178304 Management Agent's Signature and Title.

Ray J. Gould Jr. General Mgr.

Schumacher Buick Pontiac 178304 Management Agent's Printed Name and Title.

Case# 14065

14065

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Allysha White
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
5GADS13S8[redacted]	5GADS13S66[redacted]	March 13, 2006

TRADE REP[redacted]			
Replacement Veh.Co[redacted]	$31,325.38	G	
Conversion / Uplit Cost	$0.00	E	
State Sales Tax	$0.00	N	
Additional Tax	$0.00	E	
Reg./Lic./Title Fees (opt)	$200.00	R	
Taxes Reimbursed on old vehicle	$0.00	A	
Fees (Explain)	$0.00	L	
Transportation 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	$150.00	S	customer to pay half of $300 trans. Fee
Misc. (Explain)	$0.00		
Total Replacement Price	$31,675.38		
State Sales Tax	$0.00		
Additional Tax	$0.00		
Reg./Lic./Title Fees (opt)	$0.00	C	
New Aftermarket Items	$0.00	U	
Fees (Explain)	$0.00	S	
Transportation Fees	$150.00	T	
Items below contribute to trade-in allowance		O	
Usage/Depreciation	$0.00	M	
Damage	$0.00	E	
MSRP Upgrade	$0.00	R	
MSRP Downgrade (deducted)	$2,680.00		
Reimb. of Alt. Mkts on Old Unit	$0.00		
Misc. Customer Credit	$0.00		
Less Dealer Contribution to Cust	$0.00		
Total Customer Cost	-$2,530.00		
Trade Repurchase Amount	$34,355.38		
Attorney Fees	$0.00		
Total Repurchase Amount	$34,355.38		
Less Dealer Contribution to GM	$0.00		
(30-day) Lien Payoff	$0.00		5G[redacted]
Good Through (mm/dd/yy)			3/13/06
Dealer Due to GM	NA		
GM Due to Dealer	$34,355.38		Au[redacted] Date
NADA (Legal Only)	$0.00		
Est. Auction Price (Legal Only)	$0.00		**"This is a "work in process" until approved by a Authorized Representative" (Repurchase Group Only)**
Projected (Loss)	-$34,355.38		

Form Rev 11/11/2005

MAR 14 2006

14065

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	Richard Blumstack	Allysha White
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
5GADS13S851[redacted]	5GADS13S662[redacted]	March 13, 2006

TRADE REPURCHASE				
Replacement Veh.Cos[redacted]	$31,325.38	G		
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$0.00	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$200.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$0.00	L		
Transportation 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	$150.00	S	customer to pay half of $300 trans. Fee	
Misc. (Explain)	$0.00			
Total Replacement Price	**$31,675.38**			
State Sales Tax	$0.00			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
Transportation Fees	$150.00	T		
Items below contribute to trade-in allowance		O		
Usage/Depreciation	$0.00	M		
Damage	$0.00	E		
MSRP Upgrade	$0.00	R		
MSRP Downgrade (deducted)	$2,680.00			
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**-$2,530.00**			
Trade Repurchase Amount	**$34,355.38**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$34,355.38**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$0.00		SOC	
Good Through (mm/dd/yy)			[signature]	3/13/06
Dealer Due to GM	**NA**			
GM Due to Dealer	**$34,355.38**		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)	**-$34,355.38**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

14065
AW

GM DOX

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

March 13, 2006

[redacted]

West Palm Beach, FL [redacted]

Trade Settlement Letter
Collateral Exchange

Subject: **2005 Buick Rainier**
VIN: **5GADS13S85**[redacted]
RVDC Case Number: [redacted]

Dea[redacted]

We regret that you are dissatisfied with your **2005 Buick Rainier, 5GADS13S85**[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 General Motors customer. General Motors will assist you into a new **2006 Buick Rainier, 5GADS13S66**[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Downgrade	$2,680.00
Less Transportation Fee:	$150.00
Total Amount Owed to Customer	**$2,530.00**

****Lien to be satisfied through Substitution of Collateral****

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

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

14065
AW

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at (866) 802-6625 ext.2307 if you have any questions or concerns.

Please return this signed document to fax number 888-412-3343 by 3/16/06.

Sincerely,

Allysha White
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603

[redacted]

3/14/06
Date

Customer's and Co-Customer's Printed Name(s)

Case # [redacted]

C14065

Ver.4-1/3/2006
electronic Preliminary Repurchase Authorization (ePRA)
(**To go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy):
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip [redacted]
5.Primary Customer Phone #: [redacted]
6.Additional Customer Phone #: [redacted]
7.Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate

Customer Vehicle Information
10.Year/Make/Model: 2005 Buick r
11.VIN (17 Digits): 5GADS13S852[redacted] 12.Current Mileage: 19,220
13.Purchased:

Detail your agreement with the Dealer and Customer on the following items:
Dealership that will handle entire transaction:
14.Dealership Name: Schumacher Buick-Pontiac-Hummer
15.Dealership Phone #: WEST PALM BEACH,FL
16.Dealership Contact Name and TITLE:Doug Battelene, Service Director
17.Dealership Contact Phone # (if different than Dealership #): 561/683-3200
18.Dealership Contact Fax # 561/615-3381
19.Dealership BAC: 118304 Region:

20.What GOODWILL TOOLS were offered?

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

21.Was a TRADE Repurchase offered?
22.If this will not be a Trade Repurchase, Please explain Why?

TAC case number is requi ot available, Please explain why
23.CAC Case Number: [redacted] 24.TAC Case Number: [redacted]
25.If no TAC number, Exp
26.Reason for Repurchase (Include specific mechanical failure): Vehicle head light flicker. Dlrshp road test the vehicle for 130 miles without duplicating concern. Customer had other concern with the vehicle, road force balance tires. 26 days out-of-service.

27.This case was resolved by:
28.Does this vehicle meet the presumption of Lemon Law in applicable state?

29.Recommended Disposition of Repurchased Vehicle: (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION?
31.Vehicle Damage (explain what damage is present and who is responsible):

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:

33.New Vehicle Year/Make/Model:
34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 210

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: No mileage deduction charged to the customer.

36.Aftermarket Items:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
37.Lease Termination Terms: GMAC to perform collateral swap.
38.Who will be responsible for the Taxes and/or Fees?
-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 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 to pay $150.00 of the $300.00 transport fee.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 12/27/2005
42.Authorizer Name: [redacted].
43.GM Position: Area S
44.VoiceMail Node: [redacted]x Number: 8069
45.Email Address: [redacted]
Save this document[redacted]t 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 gmePRA@gmrvdchq.com
Forward any supporting documentation to FAX- 866-802-6668

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Saginaw (Morley) at 1-888-567-3234 or by e-mail at the address listed above.

December 12, 2017

[redacted]
Columbia, SC [redacted]

Service Request: [redacted]
Customer Relationship Manager: Kristin Walker

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]
Columbia, SC [redacted]

Service Request: [redacted]
Customer Relationship Manager: Kristin Walker

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 Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S4522[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 10/25/05 and ending on 10/25/06, and begins with 5,934 and ends with 17,934 odometer miles.

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 12, 2017

[redacted]
Spotsylvania, VA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Cecilio Nurse

Dear Ms. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Mentor, OH [redacted]

Service Request: [redacted]
Customer Relationship Manager: Shelly Simmons

Dear Mr [redacted]

We are sorry you have experienced concerns with your 2005 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Stowasser Pontiac Buick GMC

600 E. Betteravia

Santa Maria, Ca. 93454

P.O. Box 1866

Santa Maria, Ca. 93456

805 925-9565

FAX 805 925-2775

FAX

To:	From:
AARON SWARTZ	JIM MCKEAN
Company:	**Date:**
GM BRC	11/1/2005
Fax Number:	**Total Number of Pages Not Including Cover**
1 866 359-9721	42
Phone Number	**Senders Reference Number**
1 800-2311841 X 57466	
Re:	**Your Reference Number**
SERNA/RAMIREZ	1-372051758

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply

NOTE: THERE ARE A TOTAL OF 42 PAGES, NOT INCLUDING THE COVER.
I'LL FAX IN TWO WAVES OF 21 EACH NOT INCLUDING COVER

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JIM		07/05/04	[redacted]
	LABOR RATE 257	LICENSE NO.	MILEAGE 23496	
	YEAR / MAKE / MODEL			DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/19/03	13
	1GKDS13S832 [redacted]		DEALER NO. 40195	PRODUCTION DATE
NIPOMO, C[redacted]			06/30/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			MQ: 23507

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	218.35
CLAIM TOTALS	218.35

APPROVED BY SIGNATURE

DCS AUDIT SKIP

DCS DATA FILE: GMGMF.408
07/05/2004 WARRANTY NEW CLAIM
1230

RO NUMBER	RO DATE	VIN	DTV	DEALER	ODOMETER	SERVICE ADVISOR #
039112	06/30/2004	1GKDS13S83[redacted]	8	40195	23496	550-64-6423

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

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	02		NE				97	K9995	.3			21.38
LN TOT:	21.38	TECH SSN: 554-57-9942			AUTH CODE:			AUTH. AUTHOR:				
LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	03		MJ				98	Z7902			89.00	
LN TOT:	89.00	TECH SSN: 554-67-9942			AUTH CODE:			AUTH. AUTHOR:				
LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
3	01		PN	1	12450251	22.43	1D	N2328	1.2			85.54
LN TOT:	107.97	TECH SSN: 554-57-9942			AUTH CODE:			AUTH. AUTHOR:				

R.O. TOTAL: 218.35

PAGE 2 OF 2

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9565
FAX (805) 928-9475

The 1 PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
12:34pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

EPA# CAL 000182311

RECOMMENDED SERVICES

B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00	99PNZ04017	TAIL AND STOP LAMPS	CA	0.40

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[redacted]	[illegible]	[illegible]	[illegible]	W	[illegible]	HEATING CONCERN
				264	W	85PNZ	ACCESSORIES
				264	W	30PNZZ	AUTO TRANS CONCERN
				264	W	20PNZZ2	HEATING CONCERN
03/02/04		16932	257	29	W	51PNZ	BODY ELECTRICAL
				235	W	10PNZ	DRIVEABILITY

SALESPERSON NO. 204 MICHAEL A. SALAZAR SERVICE

VEHICLE I.D. NO. 1GKDS13S832[redacted] YEAR/MAKE/MODEL 03/GMC/ENVOY/2WD 4DR

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

[redacted]

NIPOMO, CA[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	P.O. DATE
10915	WESTERN GENERAL	05/19/03	13	40195	06/30/04

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO
SUMMIT WHITE/LIGH	2002-340242	05/19/10	70013	

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y		A	[illegible]	257	JIM

RESIDENCE PHONE [redacted] X BUSINESS PHONE

TIME RECEIVED 01:02pm DATE/TIME PROMISED 06/30/04 05:30pm PRIORITY

STATE REG# [redacted] LABOR RATE

APPOINTMENT ☐ Yes ☐ No

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 in any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left herein; in case of fire, theft or other cause beyond your control; that an express mec[redacted] the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehi[redacted] r the purpose of testing and/or inspecting such vehicle.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X PN/ID/N2328/1.2/$22.43.

1 W 50PNZ ENGINE ELECTRICAL
THE CAR WONT START - IGNITION SWITCH -

NE/92/K9995/.3

2 W *30PNZ AUTO TRANSMISSION
THE TRANSMISSION SHIFTS HARD AND THERE IS A NOISE IN THE TRANS

MF/98/27902/889

(3) Rental Car

PARTS RETURNED

(SIGNATURE) 6-30 (DATE)

James McF

PAGE 1 OF 1 39112

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY OMEGA FORM SOURCE®

TO REORDER ☎ 1-800-559-3676

AS IS

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
W1	1.2	39112		6-30-04
		EMP. NO. 44 OPER. NO. 2		ON

...ose which may be offered by the manufacturer. The selling dealer here...
...y implied warranties of merchantability or fitness to...
...on to assume for it any liability in connection with the...
...r from the damages to property damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
W1	0.3	39112		6-30-04
		EMP. NO. 44 OPER. NO. NPF		ON

...equipment, ...
...failures such the dealer

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for loss/damage.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealers control.

4. Due to the type of service requested some repairs must be authorized.

5. All charges for repairs including labor and parts/gas furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the vehicle have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to the owner addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (3) days after such notice is given, ... for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein to any person presenting this invoice ...

...drive to any road or test ... vehicle, customer ... or to have it sent on the vehicle described herein for all charges for repairs, including labor and parts brought into or towing and storage charges thereon. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of the sale shall be applied first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may add such charges to its aforesaid lien for collection and the customer will pay a reasonable attorney's fee

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	4	39112		JUN 29 2:58
		EMP. NO. 44 OPER. NO. Joe	No Start No Crank	ON 9:24

STATEM ...Y ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect el... the warranty will not expire until the defect has been fixed. The warranty period will also be e... caused by circumstances beyond the control of the bu... notifies the manufacturer or seller of the failure of the repa... number of attempts, the defect has not been fixed, the buyer may return this product for a replacement o... in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	4	39112		JUN 29 3:39
		EMP. NO. 44 OPER. NO. Joe	Trans concern	ON JUN 30 2:58

LINE NO.
CORRECTION
44
No Crank - no Start
Battery good - found low voltage out from ignition switch, good voltage to ignition Switch - Replace ignition Switch
COMPLAINT
CAUSE
CORRECTION
44
Trans Concern - harsh Shift & noise - this concern more than likely was caused by poor voltage from ignition Switch.
COMPLAINT
CAUSE
CORRECTION
COMPLAINT
CAUSE
CORRECTION

Enterprise
1 800 rent-a-car

VEHICLE:
ADDRESS:

RENTAL TYPE | SOURCE #

RENTAL AGREEMENT NO. D

RENTER
[redacted]

BILL TO: Y COMPANY: STOWASSER PONTIAC-BUICK-GMC AP**
ATTN: UNKNOWN PHONE: 805-[illegible] EXT.
REFERENCE NUMBER: NEED PO#

ADDITIONAL AUTHORIZED DRIVER - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I request Owner's permission to allow NO OTHER DRIVER PERMITTED
[redacted]
who is under my control and direction to drive Vehicle for me and on my behalf. I am responsible for their acts while they are driving, and for fulfilling Terms and Conditions of this Agreement. Use of Vehicle by an unauthorized driver will affect my liability and rights under this agreement.

RENTER: X

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):
CALIFORNIA

Operation in any other State or Country will affect your liability and rights under this agreement.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 5. RENTER.	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE DAMAGE WAIVER NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15. DAMAGE WAIVER IS NOT INSURANCE. X	RENTER
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER.	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17. X	RENTER
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17.	RENTER

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED.

RENTER X | DATE

OWNER REP X | EMPL #

I will return car by: Date | Time

Deposit(s): Amount | Paid By | Date Paid

ADDITIONAL INFORMATION
310-6739 (Cell)
[illegible] 5507 2700 9220 1462
03/05
39112 [redacted]
246

ORIGINAL VEHICLE

COLOR	LICENSE NO.
Gold	7[illegible]
MODEL	ECAR#
[illegible]	[illegible]

MILEAGE IN: 31582
MILEAGE OUT: 31469
DRIVEN

CONDITION AGREED TO X RENTER

CONDITION SAME ON RETURN Yes No

DAMAGE WAIVER NOTICE:
Renter acknowledges receipt of oral disclosure that damage waiver may be duplicate of coverage maintained under his or her own policy of motor vehicle insurance. The purchase of damage waiver is optional and may be declined.

Renter:

REPLACEMENT VEHICLE

COLOR	LICENSE NO.
MODEL	ECAR#

MILEAGE IN / OUT
DRIVEN

CONDITION AGREED TO X RENTER

CONDITION SAME ON RETURN Yes No

TOTAL CHARGES
DEPOSITS
REFUNDS
AMOUNT DUE 89.00

CLOSED BY
Paid By | Cash | Check | Charge
Receipt Of Cash Refund | Date | Amount | Received by

022203

Enterprise Rent-A-Car Company of Los Angeles 20
...or is an affiliate of Enterprise Rent-A-Car Company, which owns all rights to Enterprise names and marks.

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRUCE		08/20/04	[redacted]
[redacted]	LICENSE NO.	MILEAGE 26260		
	YEAR / MAKE / MODEL			DELIVERY MILES
	03 GMC ENVOY 2WD 4DR			PRODUCTION DATE
NIPOMO, CA [redacted]	1GKDS13S832 [redacted]			
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	08/18/04	

MR: 26260

JOB# 1 CHARGES

LABOR

J# 1 30PNZ01 AUTO TRANS CONCERN HOURS: 0.30 TECH(S):264 21.38

CUST STATES THAT TRANSMISSION HAS A HUMMING NOISE WHEN DRIVING AND SHIFTING
COULD NOT VERIFY COMPLAINT
TEST DROVE WITH SERVICE MANAGER AND TWO TECHS FOR 5 MILES. NO ABNORMAL TRANSMISSION HUMMING NOISE EVIDENT. RECC CUSTOMER TO TEST DRIVE WITH SERVICE PERSONEL TO VERIFY CONCERN

JOB# 1 TOTALS

	LABOR	21.38
JOB# 1 JOURNAL PREFIX GCWS	JOB# 1 TOTAL	21.38

JOB# 2 CHARGES

LABOR

J# 2 61PNZ14 AIR LEAK HOURS: TECH(S):264 0.00

CUST STATES HAS AIR LEAKS COMING THRU REAR WINDOWS BOTH REAR. ALSO RUBBER PIECES LOOKED AT BY SALES NEEDED ?
COULD NOT VERIFY AIR LEAKS
DID PHYSICAL EXAMINATION OF REAR WINDOW WEATHERSTRIPS AND SEALS. NO ABNORMALITES. TEST DROVE WITH 2 TECHS AND SERVICE MANAGER. NO AIR LEAKS FOUND. CAR DOES EXIBIT NORMAL WIND RUSH NOISE OVER MIRRORS

JOB# 3 CHARGES

LABOR

J# 3 61PNZ EXTERIOR TRIM HOURS: 0.50 TECH(S):260 35.64

CUST STATES REAR LICENCE PLATE BEZEL SEAL COMING APART
SEAL COMING APART
REPLACED LICENCE PLATE BEZEL

PARTS QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15170981	SEAL 17.185	5.84	5.84	8.18	8.18
		COST TOTAL		5.84		
				TOTAL PARTS		8.18

JOB# 3 TOTALS

	LABOR	35.64
	PARTS	8.18
JOB# 3 JOURNAL PREFIX GCWS	JOB# 3 TOTAL	43.82
	R/O TAX	0.00
	R/O TOTALS	65.20

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
40236	65.20
CLAIM TOTALS	65.20

[CONTINUED ON NEXT PAGE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9565
FAX (805) 928-9475

B.A.R. # AB095375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You

02:12pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRUCE	1921	08/20/04	[redacted]
	LICENSE NO.	MILEAGE		
	YEAR / MAKE / MODEL	26260	SUMMIT WHIT	DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/19/03	13
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13S832 [redacted]		40195	
NIPOMO, CA [redacted]			08/18/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			MO: 26260

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMF.941
08/20/2004 WARRANTY NEW CLAIM
1412

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
040236	08/18/2004	1GKDS13S832 [redacted]	8	40195	26260	646 55 7111

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET AMT.	LAB-TOT.
1	01		NA				97	K9996	.3			21.38
LN-TOT:			21.38		TECH SSN: 561-96-2251		AUTH CODE: B				AUTH. AUTHOR: 0090	
2	03		MI	1	16170981	8.18	93	85910	.5			35.64
LN-TOT:			43.82		TECH SSN: 619-37-6313		AUTH CODE:				AUTH. AUTHOR:	

R.O. TOTAL: 65.20

PAGE 2 OF 2

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9565
FAX (805) 928-9475

B.A.R. # AB905375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
02:12PM

STOWASSER

Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

C

EPA# CAL 000182311 — RECOMMENDED SERVICES — B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00	99PNZ04017	TAIL AND STOP LAMPS	CA	0.40

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/04	[redacted]	23496	207	44	W	30PNZ	ENGINE ELECTRICAL
				44	W	30PNZ	AUTO TRANSMISSION
				44	W	92PNZ	LOAN CAR
04/20/04		19597	20	264	W	20PNZ01	HEATING CONCERN
				264	W	85PNZ	ACCESSORIES
				264	W	30PNZZ	AUTO TRANS CONCERN

SALESPERSON NO. 204 MICHAEL A. SALAZAR — SERVICE

VEHICLE I.D. NO. 1GKDS13S832[redacted] — YEAR/MAKE/MODEL 03/GMC/ENVOY/2WD 4DR — PRODUCTION DATE — STOCK NO. — LICENSE NO. — R.O. NO. [redacted]

[redacted]
NIPOMO, C[redacted]

CUSTOMER NO. [redacted] — SERVICE CONTRACT WESTERN GENERAL — DELIVERY DATE 05/19/03 — DELIVERY MILES 13 — SELLING DEALER NO. 40195 — R.O. DATE 08/18/04

COLOR SUMMIT WHITE/LIGH — CONTRACT NO [redacted] — EXPIRATION DATE 05/19/10 — EXPIRATION MILES 70013 — TAG NO. [redacted]

TURBO — M/MC GCZZ — AIR COND. Y — P.S. — TRANS A — MILEAGE 26260 — ADVISOR NO. 20 — ADVISOR BRUCE

RESIDENCE PHONE [redacted] — BUSINESS PHONE [redacted]

TIME RECEIVED 07:35am — DATE/TIME PROMISED 08/18/04 05:30pm — PR[redacted]

APPOINTMENT ☐ Yes ☐ No — STATE REG# [redacted] — LABOR RAT[redacted]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any [redacted] thorize any other person to assume for you in any liability in connection with such repair; that you shall not be [redacted] above vehicle, or articles left herein; in case of fire, theft or other cause beyond your control; that an express [redacted] ed on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above [redacted] ere for the purpose of testing and/or inspecting such vehicle.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X N2/92/K9995/.3

1 W *30PNZ01 AUTO TRANS CONCERN
CUST STATES THAT TRANSMISSION HAS A HUMMING NOISE WHEN DRIVING AND SHIFTING
FWY Speeds
75 see History

2 W 61PNZ14 AIR LEAK
CUST STATES HAS AIR LEAKS COMING THRU REAR WINDOWS- BOTH REAR- ALSO RUBBER PIECES LOOKED AT BY SALES NEEDED ?
MH/93/B5910/.5/ 8/18 See Mike Salzar

3 W 61PNZ EXTERIOR TRIM
CUST STATES REAR LICENCE PLATE BEZEL SEAL COMING APART

PARTS RETURNED 15170481 2185
8-18-04
(SIGNATURE) (DATE)

PAGE 1 OF 1 40236

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY CMCDA FORM SOURCE®

TO REORDER ☎ 1-800-559-3676

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby ex… y implied warranties of merchantability or fitness for a p… n to assume for it any liability in connection with the sal… from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40236	TIME	OFF 12
W	0.5	EMP. NO. 260 OPER. NO. Seal		ON 8-20-04

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof or otherwise against loss occasioned by theft, fire or vandalism while the property …

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40236	TIME	OFF 2
W	0.3	EMP. NO. 260 OPER. NO. NPF		ON 8-20-04

2. C… on to any and all other legal remedies available, I authorize Said … o have a lien on the vehicle described herein for all charges for … including labor and parts, storage and/or towing, and to enforce … n, Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of the sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested some repairs must be quoted.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. [illegible]	TIME	OFF 3 26
W	NPF	EMP. NO. OPER. NO. 260		ON 3 02

6. If the vehicle descr… such notice is give… for each day there… n unpaid for thirty (30) days after such request may also refer such charges to its attorneys … owner will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

LINE NO. 1
COMPLAINT: Test Drove vehicle No Abnormal
CAUSE: Noise Noted
CORRECTION:

LINE NO. 2
COMPLAINT:
CAUSE:
CORRECTION:

LINE NO. 3
COMPLAINT: Seal around Rear license plate Steel coming off
CAUSE: replaced Seal
CORRECTION:

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40237	TIME	OFF JUN 10 3 09
	W	EMP. NO. 260 OPER. NO. Dave		ON JUN 10 3 37

LINE NO. 4
COMPLAINT:
CAUSE:
CORRECTION:

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1921	08/23/04	[redacted]
[redacted]	LICENSE NO.	MILEAGE	COLOR	
	YEAR / MAKE / MODEL	26265	SUMMIT WHIT	DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/19/03	12
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
NIPOMO, CA [redacted]	1GKDS13S832 [redacted]		40195	
	F.T.E. NO.		PROMISE	
			08/19/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MO: 26265

JOB# 1 CHARGES

LABOR
J# 1 60PNZ INTERIOR TRIM HOURS: TECH(S):260
CUSTOMER STATES WINDNOISE COMIMNG FROM BOTTOM OF REAR DOORS
CHECK AND ADVISE
S.O.P LOWER REAR DOORS MOLDING WARPED
S.O.P.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15126287	WEATHERST 16.225	20.05	0.00	28.07	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
	0	15126288	WEATHERST 16.225	20.05	0.00	28.07	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9565
FAX (805) 928-6475

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
11:24am

[END OF INVOICE]

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1021	08/19/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 26265	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 05/19/03	DELIVERY MILES 13
NIPOMO, CA [redacted]	VEHICLE I.D. NO. 1GKDS13S83 [redacted]		SELLING DEALER NO. 40195	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/19/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MO: 26265

JOB# 1 CHARGES

LABOR

J# 1 60PNZ INTERIOR TRIM TECH(S) 260 WARRANTY

CUSTOMER STATES WINDNOISE COMING FROM BOTTOM OF REAR DOORS
CHECK AND ADVISE
S.O.P. LOWER REAR DOORS MOLDING WARPED
S.O.P.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	15126287	WEATHERST 16 225		WARRANTY
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **		
	0	15126288	WEATHERST 16 225		WARRANTY
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **		
				TOTAL PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO [ ]	TOTAL LABOR	0.00
	TOTAL PARTS	0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL MISC CHG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE $	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

POSTED
AUG 20 2004

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
[illegible]
[illegible]

[illegible]

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS
CASH OR THE FOLLOWING
CREDIT CARDS
VISA / MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

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

Thank You

[END OF INVOICE]

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PART(S) ON ORDER / OUTSTANDING

EPA# CAL 000182311

RECOMMENDED SERVICES

B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00	99PNZ04017	TAIL AND STOP LAMPS	CA	0.40

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/18/04	[redacted]	26260	20	264	W	30PNZ01	AUTO TRANS CONCERN
				284	W	61PNZ14	AIR LEAK
				260	W	61PNZ	EXTERIOR TRIM
06/30/04		23486	257	44	W	50PNZ	ENGINE ELECTRICAL
				44	W	30PNZ	AUTO TRANSMISSION
				44	W	82PNZ	LOAN CAR

SALESPERSON NO. 204 MICHAEL A. SALAZAR

SERVICE

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GKDS13S83[redacted]	03/GMC/ENVOY/2WD 4DR				[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
10915	WESTERN GENERAL	05/19/03	13	40195	08/19/04

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SUMMIT WHITE/LIGH	2002-340242	05/19/10	70013	1921

TURBO	M/M/C	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y		A	26265	267	ABEL AGUILERA

[redacted]
NIPOMO, CA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
04:00pm	08/19/04 05:30pm	

APPOINTMENT ☐ Yes ☒ No

STATE REG# [redacted]

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 in any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X----------

1 W 60PNZ (160)

INTERIOR TRIM
CUSTOMER STATES WINDNOISE COMING FROM BOTTOM OF REAR DOORS
CHECK AND ADVISE

moldin

1512 6287

1512 6289

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS, BY
PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY CMCDA FORM SOURCE®

TO REORDER ☎ 1-800-559-3676

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $15.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

8. In addition to any and all other [illegible] remedies available, I authorize Said Dealer to have a lien on the [illegible]cle described herein for all charges for repairs, including labor and [illegible]ts, storage and/or towing, and to enforce such lien, Said Dealer is hereby expressly authorized to sell said vehicle at public auction after [illegible]g a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intention to so. On the sale date, the vehicle shall be sold to the highest [illegible]bidder and the proceeds of the sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they have been completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION

STOWASSER

Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1703	09/13/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 27092		COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 05/19/03	DELIVERY MILES 13
NIPOMO, C[redacted]	VEHICLE I.D. NO. 1GKDS13S832 [redacted]		SELLING DEALER NO. 40195	PRODUCTION DATE
	P.T.E. NO.		R.O. DATE 09/10/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

MO: 27092

JOB# 1 CHARGES

LABOR
J# 1 60PNZ INTERIOR TRIM HOURS: 0.20 TECH(S) 260 14.26
CUSTOMER STATES WIND NOISE COMING FROM BOTTOM OF REAR DOORS
S.O.P.
TN
DRIVERS SIDE MOLDING WARPED CAUSING WIND NOISE
REPLACE BOTTOM REAR DOOR MOLDING(DRIVERS SIDE)

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15126287	WEATHERST 16.225	20.05	20.05	28.07	28.07
			COST TOTAL		20.05		
					TOTAL	PARTS	28.07

JOB# 1 TOTALS

LABOR	14.26
PARTS	28.07
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	42.33

JOB# 2 CHARGES

LABOR
J# 2 51PNZ BODY ELECTRICAL HOURS: 1.20 TECH(S) 44 85.54
CUSTOMER STATES SOMETIMES THE INGNITION SWITCH GETS STUCK ON
CHECK AND ADVISE
REPLACE IGNITION SWITCH PER SERVICE ADVISOR
CONCERN WAS NOT DUPLICATED AND SWITCH HAD BEEN REPLACE
6/30/04
RO#39112 MILEAGE 23496 6/30/04 WAS REPLACE
WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12450251	SWITCH 2.188	16.02	16.02	22.43	22.43
			COST TOTAL		16.02		
					TOTAL	PARTS	22.43

JOB# 2 TOTALS

LABOR	85.54
PARTS	22.43
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	107.97

JOB# 3 CHARGES

LABOR
J# 3 61PNZ01 EXT TRIM CONCERN HOURS: 0.20 TECH(S) 260 14.26
CUSTOMER STATES PASSENGER SIDE REAR DOOR HAS AIR LEAK
CHECK AND ADVISE
DIAGNOSE AND FOUND REAR PASSENGER SIDE BOTTOM MOLDING
WARPED CAUSING AIR LEAK
REPLACE BOTTOM MOLDING (PASSENGER SIDE)

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15126288	WEATHERST 16.225	20.05	20.05	28.07	28.07
			COST TOTAL		20.05		
					TOTAL	PARTS	28.07

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
[illegible]
FAX [illegible]

P.A.R. • ADMIN

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:00 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS
CASH OR THE FOLLOWING
CREDIT CARDS
VISA/MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

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

Thank You
11:45am

[CONTINUED ON NEXT PAGE]

STOWASSER

Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1793	09/13/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 27092		COLOR: SUMMIT WHIT	
	YEAR / MAKE / MODEL: 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE: 05/19/03	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1GKDS13S832[redacted]		SELLING DEALER NO.: 40195	PRODUCTION DATE
NIPOMO, C[redacted]	F.T.E. NO.		R.O. DATE: 09/10/04	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		

MO: 27092

JOB# 3 TOTALS

LABOR	14.26
PARTS	28.07
JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL	42.33

JOB# 4 CHARGES

LABOR
J# 4+91PNZ SHUTTLE SERVICE HOURS TECH(S):260 0.00
PROVIDE SHUTTLE SERVICE
CUSTOMER NEEDED RIDE TO AND FROM WORK

MISC	CODE	DESCRIPTION	CONTROL NO	
	SS	SHUTTLE SERVICE		10.00
			TOTAL MISC	10.00

JOB# 4 TOTALS

MISC	10.00
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	10.00

COMMENTS
DELETED OPERATION(S)
92PNZ LOAN CAR

R/O TAX	0.00
R/O TOTALS	202.63

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
40761	202.63
CLAIM TOTALS	202.63

APPROVED BY SIGNATURE

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
[illegible]
FAX [illegible]

1 PLACE TO GO

B.A.R. [illegible]

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING
CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments for Smog Check test [illegible]

Thank You

[CONTINUED ON NEXT PAGE]

11:45

STOWASSER

The #1 PLACE TO GO

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1793	09/13/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO	MILEAGE 27092	COLOR SUMMIT WHIT	STOCK NO.
[redacted]	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 05/19/03	DELIVERY MILES 13
NIPOMO, CA [redacted]	VEHICLE I.D. NO 1GKDS13S832 [redacted]		SELLING DEALER NO. 40195	PRODUCTION DATE
	PTE NO.		RO DATE 09/10/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 27092

DCS AUDIT SLIP

DCS DATA FILE EMONM.177
09/13/2004
11:45
WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
040761 09/10/2004 1GKDS13S832 [redacted] 8 40195 27092 555-91-5631

CUSTOMER NAME - FIRST [redacted]
LAST [redacted]
PHONE WORK [redacted] HOME [redacted]

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01		N3	01	15126287	28.07	4N	C1021	.2			14.26
LN TOT		42.33	TECH SSN: 619-37-6313			AUTH CODE:			AUTH AUTHOR			

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	02		QA	1	12450251	62.43	10	N2328	1.2			85.54
LN TOT		107.97	TECH SSN: 554-67-9942			AUTH CODE: B			AUTH AUTHOR	0090		

COMMENTS: PART REPLACED ON 06-30-04 RO 39112 AT 23496 MILES FAILED

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
3	03		N3	01	15126288	28.07	4N	C1020	.2			14.26
LN TOT		42.33	TECH SSN: 619-37-6313			AUTH CODE:			AUTH AUTHOR			

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
A	04		FG			98	27011			16.00		
LN TOT		16.00	TECH SSN: 619-37-6313			AUTH CODE:			AUTH AUTHOR			

R.O. TOTAL: 202.63

PAGE 3 OF 3

[END OF INVOICE]

STOWASSER
Pontiac-Buick-GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
PH: [redacted]
FAX: [redacted]

The #1 PLACE TO GO

S.A.E. SAR005278

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 6:00 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW,
UNLESS OTHERWISE INDICATED

TERMS
CASH OR THE FOLLOWING
CREDIT CARDS
VISA - MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

By law, you must receive a written, itemized estimate before authorizing any repairs. You have the right to request and receive parts that are removed.

Thank You
11:45AM

STOWASSER

Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

EPA# CAL 000182311 — RECOMMENDED SERVICES — B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00	99PNZ04017	TAIL AND STOP LAMPS	CA	0.40

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/19/04	[redacted]	26265	267	260	W	60PNZ	INTERIOR TRIM
08/18/04		26260	20	264	W	30PNZ01	AUTO TRANS CONCERN
				264	W	61PNZ14	AIR LEAK
				260	W	61PNZ	EXTERIOR TRIM
06/30/04		23496	257	44	W	50PNZ	ENGINE ELECTRICAL
				44	W	30PNZ	AUTO TRANSMISSION

SALESPERSON NO. 204 MICHAEL A. SALAZAR — SERVICE

VEHICLE I.D. NO.: 1GKDS13S832[redacted] — YEAR/MAKE/MODEL: 03/GMC/ENVOY/2WD 4DR — PRODUCTION DATE: — STOCK NO: — LICENSE NO: [redacted]

[redacted]
NIPOMO, CA[redacted] 310-6739

CUSTOMER NO.: [redacted] — SERVICE CONTRACT: WESTERN GENERAL — DELIVERY DATE: 05/19/03 — DELIVERY MILES: 13 — SELLING DEALER NO.: 40195 — R.O. DATE: 09/10/04

COLOR: SUMMIT WHITE/LIGH — CONTRACT NO.: [redacted] — EXPIRATION DATE: 05/19/10 — EXPIRATION MILES: 70013 — TAG NO.: [redacted]

TURBO: — M/MC: GCZZ — AIR COND.: Y — P.S.: — TRANS: A — MILEAGE: 27092 — ADVISOR NO.: 267 — ADVISOR: ABEL AGUILERA

RESIDENCE PHONE: [redacted] — BUSINESS PHONE: [redacted]

TIME RECEIVED: 08:20am — DATE/TIME PROMISED: 09/10/04 06:00pm — P[redacted]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any [redacted] nection with such repair; that you shall not be [redacted] r cause beyond your control; that an express [redacted] that your employees may operate the above

APPOINTMENT: ☐ Yes ☒ No

STATE REG# AB005375 — LABOR RA[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X N3 / 4N / C1021 / .2 / $28.07

1 W *60PNZ — INTERIOR TRIM
CUSTOMER STATES WIND NOISE COMING FROM BOTTOM OF REAR DOORS
S.O.P
IN

B OA / 1D / N2328 / 1.2 / $22.43

W *51PNZ — BODY ELECTRICAL
CUSTOMER STATES SOMETIMES THE INGNITION SWITCH GETS STUCK ON
CHECK AND ADVISE

44 See note Repeat Repair Parts Warranty

3 OA / OAR Shuttle

FC / 98 / 27911 / $10

PARTS RETURNED

(SIGNATURE) (DATE) 9-10-04

4 N3 / 4N / C1020 / .2 / $28.07

PAGE 1 OF 1 40761

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY CMCDA FORM SOURCE®

TO REORDER ☎ 1-800-559-3676

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40761	TIME	OFF 2
W	0.2	EMP. NO. 260 OPER. NO. Dave Weatherup		ON 9-13-04

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40761	TIME	OFF 3
W	1.2	EMP. NO. 144 OPER. NO. Jon Swik		ON 9-13-04

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40761	TIME	OFF 3
W	0.2	EMP. NO. 260 OPER. NO. Dave Weatherup		ON 9-13-04

The ... ed by the manufacturer. The selling dealer hereby exp... implied warranties of merchantability or fitness for a p... makes any other person to assume for it any liability in connection with the sale ... from the damages to property, damages for loss of use, loss of time, loss of ... gee.

94 Customer makes claim against remains ... dealer is authorized to deliver the vehicle described herein or any ... to any person presenting this receipt.

... y and all other legal remedies available, I authorize Said Dealer to ... a lien on the vehicle described herein for all charges for ... including storage, towing and ... such lien, Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the date ... sale shall be sold to the highest cash bidder and the proceeds of the sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

Replace ignition switch per service letter (Grounds)

2. Customer states personal property ... vehicle and dealer is not responsible for inspection thereof.

3. Concerns not duplicated at this ... shipment beyond dealer's control.

4. Due to the type of service required, some repairs must be sublet.

Replaced 6/30/04

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the reverse side hereof.

8. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $15.00 per day will be made for each day thereafter.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the ... defect has been fixed. The warranty period will also be ... caused by circumstances beyond the control of the b... notifies the manufacturer or seller of the failure of the ... number of attempts, the defect has not been fixed, the buyer may return this product for replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 407	TIME	OFF Aug 28
W		EMP. NO. 44 OPER. NO. Jose (Grinder Sw		ON Aug 1 33

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40761	TIME	OFF Aug 11 35
	W	EMP. NO. 260 OPER. NO. Dave		ON Aug 11 41

LINE NO. COMPLAINT
CAUSE
CORRECTION Windnoise bottom right rear door replaced weather Strips
LINE NO. COMPLAINT
CAUSE Ignition Stuck can't duplicate Concern
CORRECTION
LINE NO. COMPLAINT
CAUSE
CORRECTION
LINE NO. COMPLAINT Wind noise bottom left rear door replaced weather
CAUSE Strips.
CORRECTION

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40761	TIME	OFF Aug 12 3 29
	W	EMP. NO. 260 OPER. NO. Dave		ON Aug 12 35

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1591	10/29/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 29454	COLOR SUMMIT WHIT	
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 05/18/03	DELIVERY MILES 13
[redacted]	VEHICLE I.D. NO. 1GKDS13S832[redacted]		SELLING DEALER NO. 40105	PRODUCTION DATE
NIPOMO, CA [redacted]	F.T.E. NO.		R.O. DATE 10/26/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 29454

JOB# 1 CHARGES

LABOR
J# 1 52PNZ TRIM ELECTRICAL HOURS TECH(S) 29 0.00
CUSTOMER STATES THAT AT TIMES THE KEY WILL STICK IN
THE START MODE. HAVE TO TURN OFF AND RESTART
WE WERE NOT ABLE TO DUPLICATE THE CONDITION
PUT GRAPHITE LUBRICANT INTO THE LOCK CYLINDER
RECOMMENDED CUSTOMER TRY USING ANOTHER KEY
TO SEE IF THE KEY IS THE PROBLEM

JOB# 2 CHARGES

LABOR
J# 2+10PNZ01 DRIVEABILITY CONCERN HOURS TECH(S) 29 0.00
CUSTOMER STATES THAT WHEN FIRST STARTED COLD, AND AFTER
BACKING OUT OF THE DRIVE, WHEN THE CAR IS SHIFTED INTO
DRIVE AT TIMES IT WILL DIE
IT WILL START RIGHT BACK UP
WE COULD NOT DUPLICATE THE CONDITION AT THIS TIME
CLEANED THROTTLE BODY

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-[illegible]
FAX (805) [illegible]

1 PLACE TO GO

B.A.R. # AB[illegible]

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 6:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS, BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS
CASH OR THE FOLLOWING
CREDIT CARDS
VISA - MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE.

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

Thank You

[END OF INVOICE]

01:01pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

THE #1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ABEL AGUILERA 267	1591	10/27/04	[redacted]
[redacted]	CASH/PAYER	LICENSE NO.	MILEAGE	COLOR
			29454	SUMMIT WHIT
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/10/03	12
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13S832 [redacted]		40105	
	PTE NO.		RO DATE	
			10/26/04	
NIPOMO, CA [redacted]				
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			MO: 29454

JOB# 1 CHARGES

LABOR
OP: 1.52PNZ TRIM ELECTRICAL TECH(S):29 WARRANTY

CUSTOMER STATES THAT AT TIMES THE KEY WILL STICK IN
THE START MODE. HAVE TO TURN OFF AND RESTART.
WE WERE NOT ABLE TO DUPLICATE THE CONDITION.
PUT GRAPHITE LUBRICANT INTO THE LOCK CYLINDER.
RECOMMENDED CUSTOMER TRY USING ANOTHER KEY
TO SEE IF THE KEY IS THE PROBLEM.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
OP: 2.10PNZ05 DRIVEABILITY CONCERN TECH(S):29 WARRANTY

CUSTOMER STATES THAT WHEN FIRST STARTED COLD AND AFTER
BACKING OUT OF THE DRIVE WHEN THE CAR IS SHIFTED INTO
DRIVE AT TIMES IT WILL DIE.
IT WILL START RIGHT BACK UP.
WE COULD NOT DUPLICATE THE CONDITION AT THIS TIME.
CLEANED THROTTLE BODY.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL CORE	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	0.00

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

POSTED
OCT 28 2004

PAGE 1 OF 1

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93454-1866
(805) [redacted]
FAX (805) [redacted]

[redacted]

S.A.E. Members

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS
CASH OR THE FOLLOWING
CREDIT CARDS
VISA - MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

Any sale you make to us must be covered by a check, or by an amount we needed to cover such sale in our check first. Thank you.

Thank You
04:38PM

STOWASSER

Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

1 PLACE TO GO

EPA# CAL 000182311 — RECOMMENDED SERVICES — B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00	99PNZ04017	TAIL AND STOP LAMPS	CA	0.40

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/10/04	[redacted]	27092	267	260	W	60PNZ	INTERIOR TRIM
				44	W	51PNZ	BODY ELECTRICAL
				260	W	61PNZ01	EXT TRIM CONCERN
				260	W	91PNZ	SHUTTLE SERVICE
08/19/04		26265	267	260	W	60PNZ	INTERIOR TRIM
08/18/04		26260	20	264	W	30PNZ01	AUTO TRANS CONCERN

SALESPERSON NO. 204 MICHAEL A. SALAZAR — SERVICE

VEHICLE I.D. NO.: 1GKDS13S83[redacted]
YEAR/MAKE/MODEL: 03/GMC/ENVOY/2WD 4DR
PRODUCTION DATE:
STOCK NO.:
LICENSE NO.:
R. O. NO.: [redacted]

[redacted]
NIPOMO, CA [redacted]

CUSTOMER NO.: 10915
SERVICE CONTRACT: WESTERN GENERAL
DELIVERY DATE: 05/19/03
DELIVERY MILES: 13
SELLING DEALER NO.: 40185
R. O. DATE: 10/26/04
COLOR: SUMMIT WHITE/LIGH
CONTRACT NO.: [redacted]
EXPIRATION DATE: 05/19/10
EXPIRATION MILES: 70013
TAG NO.: 1591
TURBO: M/MC: GCZZ; AIR COND: Y; P.S.: ; TRANS: A; MILEAGE: 29454
ADVISOR NO.: 267
ADVISOR: ABEL AGUILERA

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]
TIME RECEIVED: 07:56am
DATE/TIME PROMISED: 10/26/04 05:30pm
PRIORITY:
APPOINTMENT: ☐ Yes ☐ No
STATE REG#: [redacted]
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 in any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left herein; 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 vehic[redacted]g and/or inspecting such vehicle.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X----------

1 W 52PNZ — TRIM ELECTRICAL
CUSTOMER STATES IGNITION SWITCH GETTING STUCK AND WHEN PUTTING CAR IN DRIVE SHUTTING OFF AGAIN.CHECK AND ADVISE

19

2 W 19 — Dies @ Times when Cold in Reverse

PAGE 1 OF 1 41824

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805)925-9565 FAX (805)925-2775

1 PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY CMCDA FORM SOURCE®

TO REORDER ☎ 1-800-559-3676

The only warranties ap
expressly disclaims all
a particular purpose, an
sale of this part(s) and/
use, loss of time, loss c

1. Customer is hereby not
protected to the [illegible]
against loss [illegible]
remains with the dealer.

2. Customer states no artic
vehicle and dealer is not

3. The dealer is not responsi
shipment beyond dealer's

4. Due to the type of service

5. All charges for repairs inc
and payable simultaneou
vehicle or prior to deliver
notice that the repairs ha
to have been given upon
prepaid, of written notifica
at the address given on th

6. If the vehicle described he
such notice is given, a st
for each day thereafter.

STATEMEN

"A buyer of this produc
warranty period will be
repairs. If a defect exist
period will also be exte
the control of the buyer
of the failure of the repa
not been fixed, the buy
reasonable charge for u

LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION
LINE NO.	COMPLAINT
	CAUSE
	CORRECTION

GM Goodwrench Service

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR LOCKED VEHICLE ON OUR LOT
3. PLACE YOUR KEYS IN THIS ENVELOPE
4. PLACE ENVELOPE IN EARLY BIRD/NITE OWL SLOT

Serna

Name [redacted]

Address [redacted]

City Nipomo State CA Z[redacted]

Home Phone ([redacted] Business Phone [redacted]

What time do you require the work finished _____ AM PM

Year 02 Make & Model Envoy Color _____

License No. [redacted] Mileage 29454

USE THIS HANDY CHECK LIST

- ☐ Lubrication
- ☐ Adjust Brakes
- ☐ Front End Alignment
- ☐ Balance Wheels ☐ Front ☐ Rear
- ☐ Repack Front Wheel Bearings
- ☐ Flush Radiator - Add Antifreeze
- ☐ Engine Tune Up
- ☐ Change Oil and Filter
- ☐ Change Transmission Oil
- ☐ Check AC/Heating Systems
- ☐ Check Exhaust System
- ☐ Check Steering and Shocks
- ☐ Aim Headlights
- ☐ _____ Mile Service

Other Service Desired/Description of Problem

Ignition Switch getting Stuck and when puting car in Drive Shuting off again Droping car off at 6:43 pm 10/25/04 per Able

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 part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, [redacted] of testing and/or inspection. An express mechanic's lien is hereby acknow[redacted] amounts of repairs thereto.

☐ Check here if you d[redacted]

CUSTOMER'S SIGNA[redacted] DATE 10/25/04

Bowman and Brooke LLP

Fax Cover Sheet

879 West 190th Street, Suite 700
Gardena, CA 90248
Phone: 310.768.3068
Fax: 310.719.1019
www.bowmanandbrooke.com

Date: 4/6/2006

To: Betty Kennedy - General Motors Corporation **Fax:** 866-255-3796

From: Christopher A. De Jesus

Number of Pages (Including Coversheet): 21

If you do not receive all pages, please contact us immediately.

Hard copy will follow by U.S. Mail
Hard copy will follow by overnight delivery
⇒ Hard copy will not be sent

Client/Case Name: [redacted] v. GM

Client Number: [redacted]

Matter Number: 95744

Special Instructions: Notice of Settlement / Check Request

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 message to us at the above address via the U.S. Postal Service. Thank you.

Bowman and Brooke LLP

879 West 190th Street, Suite 700
Gardena, CA 90248
Phone: 310.768.3068
Fax: 310.719.1019
www.bowmanandbrooke.com

Christopher A. De Jesus
Direct: 310.380.6529
Email: christopher.dejesus@bowmanandbrooke.com

April 6, 2006

VIA FACSIMILE ONLY **866-255-3796**
Betty Kennedy
General Motors Corporation

Re: Jennie Ramirez v. General Motors Corporation, et al.
San Luis Obispo County Superior Court
Case No. [redacted]
Vehicle : 2003 GMC Envoy
VIN : 1GKDS13S83[redacted]
GM Legal File No. : 503315
Our File No. : 95744

Dear Ms. Kennedy:

NOTICE OF SETTLEMENT / CHECK REQUEST

Please be advised that the above-referenced matter has settled for a total of $34,226.93, including attorney's fees and costs. At your earliest convenience, please forward General Motors Corporation's settlement drafts as follows:

1. A check in the amount of $29,333.97 payable to "[redacted] and Carol D. Janssen, Esq." This check will be used to reimburse plaintiff's down payment, monthly payments and plaintiff's attorney's fees and costs. Ms. Janssen's Federal Tax Identification Number is [redacted]

2. A second check in the amount of $4,892.96 made payable to "GMAC- Bank One." This check will be used to pay off plaintiff's loan for the vehicle so that clear title to the vehicle can be transferred to General Motors Corporation. This payoff is good until 4/24/06. Per diem is $1.19. The plaintiff's account number is [redacted] and GMAC is located at 6719 Grade Lane, Building 9, Suite 910 in Louisville, Kentucky 40213, (800) 200-4622. Attention: Payoff Department.

Concurrent with ordering these checks, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement drafts will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to call me.

Sincerely,

BOWMAN AND BROOKE LLP

Christopher De Jesus
Case Assistant

Enclosures:
1. Check Approval Form
2. Registration
3. Settlement Confirmation
4. Warranty History
5. Purchase Contract
6. Invoice (BARS)
7. Repurchase Worksheet
8. Supporting Repair Orders

RVDC Case# [redacted]

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GKDS13S832 [redacted]
BAC	[redacted]
Dealership Name	RANCHO GRANDE MOTORS, INC.
Dealer Contact/Title	Tim Banalstine, Service Manager
Dealer Phone	8055434745
Dealer Fax	8055434956
Delivery Date	2003-05-19
Buyback Mileage	56846
Transmission	A
UCC Code(s)	N1502 K3010 J0117
MSRP	29765.00
Est. Auction Value	12987.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Local Counsel-Lawsuit
Repurchase Source	Local Counsel- David Ruben
Reason for Repurchase: Engine hard start; headlamps inoperative; transmission hard shift	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary settlement of a state run arbitration or court proceeding		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid In State: CA	Repurchased Under Laws of State: CA	
Vehicle Meets Presumption of LEMON LAW? N		
Closing Schedule: 2006-04-17	Established on: 2006-04-05	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Please send checks to Local Counsel. Plaintiff and attorney to receive joint check.		
GM Legal Case Number: [redacted]		
GM Counsel Name: BOWMAN & BROOKE LLP		
Gm Counsel Contact Name: BOWMAN & BROOKE LLP		
Address1: 879 WEST 190TH STREET, SUITE 700		
Address2:		
City: GARDENA	State: CA	Zip: 90247
Phone #: 3107683068		
Fax #: 3107191019		

Lien Payoff

Lien Payoff Amount: 4892.96	Lien Payoff Expires on: 2006-04-24	Per Diem: 1.19
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	0.00			Check Amt:	29128.58
Payee1:	[redacted]	Payee1:	GMAC- Bank One	Payee1:	[redacted] and
Payee2:		Payee2:	Acct # 061-9034-16905	Payee2:	Carol Janssen, Esq.
Address1:	[redacted]	Address1:	6719 Grade Lane	Address1:	835 12th Street
Address2:		Address2:	Building 9, Suite 910	Address2:	Suite 204
City:	Nipomo	City:	Louisville	City:	Paso Robles
State:	CA	State:	KY	State:	CA
Zip	[redacted]	Zip	40213	Zip	93447
Phone #:	[redacted]	Phone #:	800-200-4622	Phone #:	805-239-7722
Fax #:		Fax #:		Fax #:	805-239-7740
		Attention:	Payoff Department	Attention:	Carol Janssen, Esq.
		Account #:	061-9034-16905	Fed Tax ID:	770-57-3661
				Firm Name:	C. Janssen, et al.

Case ID: 101552 | Initiator: 040831

[redacted]

A Public Service Agency

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

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

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

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

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 05/20/2005 TO: 05/20/2006

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

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	MP	1GKDS13S83[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	03/09/06	40	03/09/06	8

PR EXP DATE: 05/20/2006

AMOUNT PAID
$ 16.00

REGISTERED OWNER
[redacted]
NIPOMO
CA [redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 16.00	CASH :	
	CHCK :	16.00
	CRDT :	

LIENHOLDER
GMAC
PO BX 8129

COCKEYSVILLE
MD 21030

H00 547 12 0001600 0019 CS H00 030906 11 5CIN424 202

Bowman and Brooke LLP

870 West 190th Street, Suite 700
Gardena, CA 90248
Phone: 310.768.3068
Fax: 310.719.1019
www.bowmanandbrooke.com

Christopher A. De Jesus
Direct: 310.380.6529
Email: christopher.dejesus@bowmanandbrooke.com

April 4, 2006

VIA FACSIMILE 805.239.7740

Carol D. Janssen, Esq.
P.O. Box 4447
Paso Robles, CA 93447

Re: [redacted] v. General Motors Corporation, et al.
San Luis Obispo County Superior Court
Case No. : [redacted]
Vehicle : 2003 GMC Envoy
VIN : 1GKDS13S83[redacted]
Our File No. [redacted]

Dear Ms. Janssen:

This letter shall serve to confirm the settlement of this matter, which was agreed to on March 14, 2006 with defendants. This settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by General Motors Corporation, in exchange for return of the subject vehicle free and clear of all liens and encumbrances, and the dismissal of this entire action with prejudice:

Down Payment:	$23,000.00
Monthly Payments:	$ 7,136.38
Sales Tax Inclusive $2,105.69	
Registration:	$ 221.00
Manufacturer's Rebate:	[$ 3,000.00]
Less Offset:	[$ 5,023.41]
Fees and Costs:	$ 7,000.00
Total to Plaintiff and Attorney:.....	$29,333.97
GMAC (Loan Payoff):	$ 4,892.96

General Motors Corporation has begun processing the settlement checks and I expect to receive them in our offices shortly.

::ODMA\PCDOCS\LAX\[redacted]

All the documents necessary to conclude the settlement of this matter have already been forwarded to you. Please sign and fax this page back to our office so we may complete the check processing.

Should you have any questions, please feel free to call me.

Sincerely,

BOWMAN AND BROOKE LLP

Christopher A. De Jesus
Case Assistant

CAD/cad

Carol Janssen, Esq.
Attorney for Plaintiff

::ODMA\PCDOCS\LA\03477701

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 :	1GKDS13S83[redacted]

VEHICLE INFORMATION

Merchandising Model :	TS15506 -2003 ENVOY 2WD (4-DOOR)	**Warranty Start Date :**	05/19/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA , CA 93456-1866 (805) 925-9565	**Selling Source :**	48 - GMC TRUCK
		Site Code :	40195
		Business Associate Code :	116772

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04087	TAIL LAMPS/STOP LAMPS	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/19/2003	13 miles	05/19/2006	36013 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/19/2003	13 miles	05/19/2009	100013 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/19/2003	13 miles	05/19/2011	80013 miles
36/50000 CALIFORNIA EMISSIONS	05/19/2003	13 miles	05/19/2006	50013 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/19/2003	13 miles	05/19/2010	70013 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/28/2005	[redacted]	#	V1265 - 04087 - INSPECT AND REPLACE ONE OR BOTH TAIL LAMP CIRCUIT	50290 miles

02/07/2005	[redacted]	#	C1081 - WEATHERSTRIP - FRONT DOOR OPENING - LEFT - ALIGN OR REPLAC	34255 miles
02/07/2005		#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	34255 miles
02/07/2005		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	34255 miles
02/07/2005		#	B7760 - MOLDING, ROCKER PANEL - RIGHT - R&R OR REPLACE	34255 miles
09/10/2004		#	C1021 - WEATHERSTRIP - SIDE ROOF RAIL - LEFT - ALIGN OR REPLACE	27092 miles
09/10/2004		#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	27092 miles
09/10/2004		#	C1020 - WEATHERSTRIP - SIDE ROOF RAIL - RIGHT - ALIGN OR REPLACE	27092 miles
09/10/2004		#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	27092 miles
08/18/2004		#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	26260 miles
08/18/2004		#	B5910 - HANDLE, LIFTGATE OUTSIDE - REPLACE	26260 miles
07/06/2004		#	T2020 - TOWING	23498 miles
06/30/2004		#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	23496 miles
06/30/2004		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	23496 miles
06/30/2004		#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	23496 miles
04/20/2004		#	D1812 - ACTUATOR AND/OR MOTOR, ELECTRIC - TEMPERATURE DOOR - LEFT	19597 miles
04/20/2004		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	19597 miles
04/20/2004		#	N6640 - WIRING AND/OR CONNECTOR - HORN - REPAIR OR REPLACE	19597 miles
04/20/2004		#	K5180 - CABLE, SHIFT CONTROL - REPLACE	19597 miles
04/20/2004		#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	19597 miles
03/02/2004		#	J3390 - CLUTCH ASSEMBLY, FAN - REPLACE	16932 miles
12/04/2003		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	11602 miles
08/12/2003		#	D1180 - SWITCH, PRESSURE CYCLING - REPLACE	5182 miles
08/12/2003		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	5182 miles
08/12/2003		#	Z7901 - 1-DAY COURTESY TRANSPORTATION	5182 miles
02/24/2003		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.

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 :	1GKDS13S832[redacted]

CLAIM HISTORY

Repair Order Date :	11/28/2005	Repair Order Number :	267305	Odometer Reading :	50290 miles
Serviced By :	RANCHO GRANDE MOTORS, INC. PO BOX 4960 SAN LUIS OBISPO, CA 93403-4960 (805) 543-4745	Selling Source :	48 - GMC TRUCK		
		Site Code :	42300		
		Business Associate Code :	116759		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
12/06/2005	645	01	#	V1265 - 04087 - INSPECT AND REPLACE ONE OR BOTH TAIL LAMP CIRCUIT	16532716 - BOARD	N

Repair Order Date :	02/07/2005	Repair Order Number :	256915	Odometer Reading :	34255 miles
Serviced By :	RANCHO GRANDE MOTORS, INC. PO BOX 4960 SAN LUIS OBISPO, CA 93403-4960 (805) 543-4745	Selling Source :	48 - GMC TRUCK		
		Site Code :	42300		
		Business Associate Code :	116759		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
02/11/2005	560	01	#	C1081 - WEATHERSTRIP - FRONT DOOR OPENING - LEFT - ALIGN OR REPLAC	N/A	N
02/11/2005	560	02	#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	N/A	N
02/11/2005	560	03	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N
02/11/2005	560	04	#	B7760 - MOLDING, ROCKER PANEL - RIGHT - R&R OR REPLACE	N/A	N

Repair Order Date :	09/10/2004	Repair Order Number :	040761	Odometer Reading :	27092 miles

Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK
		Site Code :	40195
		Business Associate Code :	116772

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
09/17/2004	518	01	#	C1021 - WEATHERSTRIP - SIDE ROOF RAIL - LEFT - ALIGN OR REPLACE	15126287 - WEATHERST	N
09/17/2004	518	02	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	12450251 - SWITCH	Y
09/17/2004	518	03	#	C1020 - WEATHERSTRIP - SIDE ROOF RAIL - RIGHT - ALIGN OR REPLACE	15126288 - WEATHERST	N
09/17/2004	518	04	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	08/18/2004	Repair Order Number :	040236	Odometer Reading :	26260 miles

Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK
		Site Code :	40195
		Business Associate Code :	116772

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
08/27/2004	512	01	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N
08/27/2004	512	02	#	B5910 - HANDLE, LIFTGATE OUTSIDE - REPLACE	15170981 - SEAL	N

Repair Order Date :	07/06/2004	Repair Order Number :	309595	Odometer Reading :	23498 miles

Serviced By :	GM ROADSIDE ASSISTANCE PO BOX 50098 PHOENIX, AZ 85076-0098	Selling Source :	48 - GMC TRUCK
		Site Code :	66756
		Business Associate Code :	160087

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
07/09/2004	498	01	#	T2020 - TOWING	N/A	N

Repair Order Date :	06/30/2004	Repair Order Number :	039112	Odometer Reading :	23496 miles

Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866	Selling Source :	48 - GMC TRUCK

	SANTA MARIA, CA 93456-1866 (805) 925-9565	**Site Code :**	40195
		Business Associate Code :	116772

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
07/13/2004	499	01	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N
07/09/2004	498	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	N
07/09/2004	498	03	#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	12450251 - SWITCH	N

Repair Order Date :	04/20/2004	**Repair Order Number :**	037575	**Odometer Reading :**	19597 miles

Serviced By :	AER TECHNOLOGIES 1841 W COMMONWEALTH LOS ANGELES, CA 90001	**Selling Source :**	45 - A/C DELCO
		Site Code :	12345
		Business Associate Code :	192099

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
04/30/2004	478	01	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	12229083	Y

Repair Order Date :	04/20/2004	**Repair Order Number :**	037575	**Odometer Reading :**	19597 miles

Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	**Selling Source :**	48 - GMC TRUCK
		Site Code :	40195
		Business Associate Code :	116772

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
04/30/2004	478	01	#	D1812 - ACTUATOR AND/OR MOTOR, ELECTRIC - TEMPERATURE DOOR - LEFT	N/A	Y
04/30/2004	478	02	#	N6640 - WIRING AND/OR CONNECTOR - HORN - REPAIR OR REPLACE	N/A	N
04/30/2004	478	03	#	K5180 - CABLE, SHIFT CONTROL - REPLACE	N/A	Y
04/30/2004	478	04	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	N/A	N

		Repair Order			

Repair Order Date :	03/02/2004	Number :	036504	Odometer Reading :	16932 miles
Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK		
		Site Code :	40195		
		Business Associate Code :	116772		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
03/12/2004	464	01	#	J3390 - CLUTCH ASSEMBLY, FAN - REPLACE	15116115 - CLUTCH	N

Repair Order Date :	12/04/2003	Repair Order Number :	034816	Odometer Reading :	11602 miles
Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK		
		Site Code :	40195		
		Business Associate Code :	116772		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
12/12/2003	438	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N

Repair Order Date :	08/12/2003	Repair Order Number :	032404	Odometer Reading :	5182 miles
Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK		
		Site Code :	40195		
		Business Associate Code :	116772		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
09/30/2003	417	01	#	D1180 - SWITCH, PRESSURE CYCLING - REPLACE	89040362 - SWITCH	N
09/30/2003	417	02	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N
09/30/2003	417	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N

Repair Order Date :	02/24/2003	Repair Order Number :	A03202	Odometer Reading :	0 miles
Serviced By :	STOWASSER PONTIAC BUICK GMC PO BOX 1866 SANTA MARIA, CA 93456-1866 (805) 925-9565	Selling Source :	48 - GMC TRUCK		
		Site Code :	40195		
		Business Associate Code :	116772		

Cycle	Cycle					

Date	Nbr	Case	Type	Labor Operation	Part	Comments
02/28/2003	356	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N

© 1998-2005 General Motors Corporation. All Rights Reserved.

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] Nipomo CA San Luis Obispo [redacted]	STONASSER PONTIAC BUICK GMC P.O. BOX 1866 SANTA MARIA CA 93456

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	GMC Envoy 2x4	13	1GKDS13S832[redacted]	XX personal, family or household ☐ business ☐ agricultural

Sold As Equipped Subject to Assignee's Credit Approval

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 $ 23000.00
9.95 %	$ 2785.11 (e)	$ 9896.69	$ 12681.80 (e)	$ 35681.80 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	210.03	Monthly, Beginning Jun 19 2003
One Final Payment	210.03	May 19 2008

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 28999.00 (A)
     - 1. Cash Price Vehicle $ 28500.00
     - 2. Cash Price Accessories $ 499.00
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on A + B + C) $ 2185.69 (D)
   - E. (Optional) EPA New Vehicle Report of Sale or Renewal Transaction Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1495.00 (F)
   - G. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (G)
     (see downpayment and trade-in calculation)
   - H. (Optional) Gap Contract (to whom paid)* $ N/A (H)
   - I. Other (to whom paid)* N/A $ N/A (I)
     For N/A
   - Total Cash Price (A through I) $ 32644.69 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees $ 247.00 (A) Estimated
   - B. Registration/Transfer/Titling Fees $ Incl (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)
   - Total Official Fees (A through E) $ 252.00 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4) $ 32896.69 (5)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury	$ N/A Limits	Mos.	$ N/A
Property Damage	$ N/A Limits	Mos.	$ N/A
Medical		Mos.	$ N/A
		Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to [redacted] to obtain.

Buyer _____
Co-Buyer _____
Seller _____

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	Mos.		$ N/A
Credit Disability	Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDI-

A. Agreed Trade-In Value Yr ____ Make ____ $ N/A (A)
Model ____ Odom ____
VIN ____
B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 3000.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ 20000.00 (G)
Total Downpayment (C through G) $ 23000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)
7. Amount Financed (5 less 6) $ 9896.69 (7)
*Seller may keep part of these amounts.

THOSE FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
May 19 200[redacted] Date [redacted] Age
May 19 200[redacted] Date [redacted] Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.
Term N/A Mos N/A Name of Gap Contract
Buyer X [redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
from this Loan is shown in item 5D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:**
N/A

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.
Company Western General Ins.
Term 84 Mos or 70000 Miles
Buyer X [redacted]

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

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution with reply
Buyer X [redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year ____. SELLER'S INITIALS ____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
[redacted]
S/S [redacted]

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree [redacted] change, and it is an unfair or d[redacted]hange.
Buyer Signature X [redacted] Co-Buyer Signatu[redacted]

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this cont[redacted]legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.
YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY [redacted]ED DURING CONTRACT

Buyer Signature X [redacted] Date May 19 2003 Co-Buyer Signatur[redacted] Date May 19 2003

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

Other Owner Signature X N/A
Seller Signature X STOWASSER PONTIAC BUICK GMC Date May 19 2003 Address [redacted] By [redacted] Title MANAGER

2003 ENVOY 2WD (4-DOOR) PONTIAC/GMC DIVISION
50U SUMMIT WHITE /L6G GENERAL MOTORS CORPORATION
65H LIGHT OAK 100 RENAISSANCE CENTER
ORDER NO. FXQH2T/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S8 32[redacted] VEHICLE INVOICE [redacted]
**********48*40195S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
TS15506 ENVOY 2WD (4-DOOR)	28245.00	25561.73
C4D GVW RATING - 5,550 LBS	N/C	N/C
C49 REAR WINDOW DEFOGGER	197.00	169.42
DK2 POWER, HEATED OSRV MIRRORS	133.00	114.38
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
N80 POLISHED ALUMINUM WHEELS	495.00	425.70
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C
V1K LUGGAGE RACK CROSS BARS	45.00	38.70
YF5 50-STATE EMISSIONS	N/C	N/C
1SA SLE STANDARD PACKAGE	N/C	N/C

RETAIL - STOCK	
INVOICE	02/24/03
SHIPPED	02/23/03
EXP I/T	03/09/03
INT COM	03/10/03
PRC EFF	02/23/03
KEYS	S007D S007D
WFP-S QTR	OPT-1
BANK: GMAC - 085	
CHG-TO	40-195
SHIP WT:	4301
HP:	32.1
GVW:	5550
GVWF:	2950
GVWR:	3200
GMS:	26111.48
SUPPLR:	27155.94
MRM:	29765.00
NTR: 1/2	
DAN:	G625
MEMO	1430.75

TOTAL MODEL & OPTIONS	29115.00	26309.93	ACT 237	26086.48
DESTINATION CHARGE	650.00	650.00	H/B 261	873.45
DEALER CO-OP ADVERTISING		291.15	ADV 261	291.15
TOTAL	29765.00	27251.08	PAY 310	27251.08

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25953.95

****

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

****

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

STOWASSER PONTIAC BUICK GMC

REMIT TO GMAC NO. 085
VIN 1GKDS13S832303202
$ 27251.08 INV 5AD80195626
DUE 03/10/03 DEALER 40-195

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Christopher De Jesus

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

Old Vehicle VIN: 1GKDS13S832[redacted]

New Vehicle VIN:

Date: April 4, 2006

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA & FL) OR LEASE REPURCHASE		
1	To calculate usage:		1	Base Price	$0.00	1 Down Pmt / Cap Cost Reduction	$23,000.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2 Pmts (includes 1st month if lease)	$7,136.38
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3 Reg/Lic/Title Fees (leases only)	$221.00
4			4	State Fees	$0.00	4 Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5 Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6 Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7 Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8 Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9 Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10 **Total Additions**	**$30,357.38**
11	**B. USAGE - NEGOTIATED**	$5,023.41	11			11	
12			12	*** Usage/Depreciation**	**$5,023.41**	12 *** Usage/Depreciation**	**$5,023.41**
13			13	Damage	$0.00	13 Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14 Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15 Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16 Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17 Incentives	$3,000.00
18			18	Other-Explain	$0.00	18 Security Deposit (leases only)	$0.00
19			19	Other-Explain	$0.00	19 Ext. Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20 Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21 Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$5,023.41**	22 **Total Deductions**	**$8,023.41**
23	Mileage	0	23			23	
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$5,023.41**	24 **Total Refund to Customer**	**$22,333.97**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25 Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$5,023.41**	26 (GMAC=DL quote) good thru 04/24/06	$4,892.96
27	**"Actual Price Paid" (Pmt/Lease)**	**$27,136.38**	27	Attorney's Fees	$0.00	27 Attorney's Fees	$7,000.00
28	Mileage	0	28	**Total Repurchase**	**-$5,023.41**	28 **Total Repurchase**	**$34,226.93**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29 NADA (Legal Only)	$17,550.00
30	**Usage**	**$0.00**	30	**Estimated Auction Price**	**$0.00**	30 **Estimated Auction Price**	**$12,987.00**
31			31	**Projected Loss**	**-$5,023.41**	31 **Projected Loss**	**$21,239.93**

	PURCHASE PRICE (before t/t/t)	$ -		TRADE ALLOWANCE	$ -		PURCHASE PRICE	$ -
	MSRP (FROM BARS INVOICE)	$ -		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ -		DIFFERENCE	$ -		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ -			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 6/14/2005	

APR-06-2006 09:51 BOWMAN & BROOKE 310 719 1019 P.18/21

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

[redacted] NO.	ADVISOR TOM 168	TAG NO.	INVOICE DATE 09/24/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 5182	COLOR SUMMIT WHIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 06/19/03	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GKDS13S832[redacted]		SELLING DEALER NO. 40195	PRODUCTION DATE
NIPOMO, CA [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/12/03	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 5182

JOB# 1 CHARGES

[illegible]

PARTS [illegible]

JOB# 1 TOTAL [illegible]

JOB# 2 CHARGES

[illegible]

JOB# 2 TOTALS [illegible]

JOB# 3 CHARGES

[illegible]

SUBLET [illegible]

JOB# 3 TOTALS [illegible]

WARRANTY CLAIM DETAIL TOTALS

CLAIM [illegible]

CLAIM TOTALS [illegible]

STOWASSER
Pontiac • Buick • GMC
[illegible]

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
[illegible]

CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING
CREDIT CARDS
VISA/MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

[illegible]

[CONTINUED ON NEXT PAGE]

Thank You

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	JIM 267	559	03/08/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 16032		COLOR: SUMMIT WHIT	STOCK NO.: [redacted]
NIPOMO, CA[redacted]	YEAR / MAKE / MODEL: 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE: 05/19/03	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1GKDS13S832[redacted]		SELLING DEALER NO.: 40195	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE: 03/02/04	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 16932

JOB# 1 CHARGES

LABOR

J# 1 51PNZ BODY ELECTRICAL HOURS TECH(S):89
CUSTOMER STATES THAT WHEN THE HEADLAMP SWITCH IS IN THE
AUTOMATIC POSITION AT TIMES THE HEADLAMPS AND OR THE
DAYTIME RUNNING LIGHTS WILL NOT COME ON WHEN THE VEHICLE
IS STARTED.
WE INSPECTED THE LIGHT OPERATION AND CONFIRMED THE
CONCERN. LIGHTS WERE COMING ON AS SOON AS THE RUNNING VEHICLE
WAS TAKEN OUT OF PARK.
WE ALSO CONFIRMED THE HEADLAMPS WHEN ON THE AUTOMATIC
MODE WERE RESPONDING TO THE LIGHT SENSOR ON THE DASH.

JOB# 2 CHARGES

LABOR

J# 2 10PNZ DRIVEABILITY HOURS 2.50 TECH(S):235 199.58
AT TIMES WHEN TURNING THE ENGINE OFF THE CAR WILL SHAKE AND
CAN HEAR A LOUD NOISE FROM THE ENGINE AREA.
REPLACED ENGINE FAN CLUTCH PER BULLETIN #03B059

PARTS

QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15110119	CLUTCH 1.000	199.16	199.16	278.82	278.82
		COST TOTAL		199.16	TOTAL - PARTS	278.82

JOB# 2 TOTALS

LABOR	199.58
PARTS	278.82
JOB# 2 JOURNAL PREFIX ADDS JOB# 2 TOTAL	478.40

JOB# 3 CHARGES

LABOR

J# 3 10PNZ01 DRIVEABILITY CONCERN HOURS TECH(S):235
AT TIMES WHEN COLD AFTER SHIFTING FROM REVERSE TO DRIVE
THE ENGINE WILL SHUDDER AND DIE.
WE COULD NOT DUPLICATE THE CONDITION AT THIS TIME
IT MIGHT BE RELATED TO REPAIR PERFORMED ON JOB #2

JOB# 4 CHARGES

LABOR

J# 4 10PNZZ DRIVEABILITY CONCERN HOURS TECH(S):235
CUSTOMER STATES THE ENGINE HAS A LOSS OF POWER
INVESTIGATE AND REPORT
LOSS OF POWER RELATED TO DEFECTIVE FAN CLUTCH
REPLACED ON JOB #2

R/O TAX	0.00
R/O TOTALS	478.40

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805)925-3565
FAX (805)928-0475
PLACE TO GO

B.A.R. # AB605375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
03:12pd

[CONTINUED ON NEXT PAGE]

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HM 257		07/05/04	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	SUMMIT WHIT	
	YEAR / MAKE / MODEL	23496	05/19/03	DELIVERY MILES
	03/BMC/ENVOY/2WD 4DR		SELL TO DEALER NO.	PRODUCTION DATE
NIPOMO, CA [redacted]	1BKD8133832 [redacted]		40185	
			06/30/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			

MD: 23507

JOB# 1 CHARGES

LABOR
J# 1 50PNZ ENGINE ELECTRICAL HOURS: 1.20 TECH(S):44 85.54
THE CAR WON'T START
FOUND A FAILED IGNITION SWITCH
REPLACED IGNITION SWITCH

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12450251	SWITCH 2.188	16.02	16.02	22.43	22.43
			COST TOTAL	16.02			
					TOTAL	PARTS	22.43

JOB# 1 TOTALS

LABOR	85.54
PARTS	22.43
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	107.97

JOB# 2 CHARGES

LABOR
J# 2 30PNZ AUTO TRANSMISSION HOURS: 0.30 TECH(S):44 21.38
THE TRANSMISSION SHIFTS HARD AND THERE IS A NOISE IN THE TRANS
TEST DRIVE THE CAR AFTER THE IGNITION SWITCH WAS REPLACED
WE COULD NOT DUPLICATE THE CONCERN
POWER FOR THE TRANS CONTROL MODULE IS THROUGH THE IGNITION SWITCH
REPLACEING THE SWITCH MIGHT HAVE CORRECTED THE CUSTOMERS TRANS CONCERN

JOB# 2 TOTALS

LABOR	21.38
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	21.38

JOB# 3 CHARGES

LABOR
J# 3 92PNZ LOAN CAR HOURS: TECH(S):44 0.00
PROVIDE LOAN CAR

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
	23499	191794	07/02/04	RENTAL	89.00
				TOTAL SUBLET	89.00

JOB# 3 TOTALS

SUBLET	89.00
JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL	89.00
R/O TAX	0.00
R/O TOTALS	218.35

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

[CONTINUED ON NEXT PAGE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9555
FAX (805) 928-9475

The 1 PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
12:34pm

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

November 8, 2005

Carol Janssen, Esq.
Janssen & Scoles
1104 Vine Street, Suite B
Paso Robles, CA 93446

RE: [redacted]
Service Request: [redacted]
2003 GMC Envoy
Vehicle Identification Number: 1GKDS13S832[redacted]
Customer Relationship Manager: Aaron Swartz

Dear Ms. Janssen:

This is to advise that General Motors is in receipt of the above referenced case. 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

cc: Amy Sjolander, Bowman & Brooke

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

FedEx Urgent

Name MSX International

Company

Address 1919 Concept Dr.

City, State, Zip Warren MI 48091

Telephone 248 952-5100

The World On Time

ORIGIN ID:CXCA
313/983-7030
PEMS / GM CORP WHQ
1500 HOWARD ST
DETROIT, MI 48216

PKGID:204551

CAD # 408866
DATE: 27OCT05
ACTUAL WGT: 1 LBS

FedEx Revenue Barcode

TO:
BRENDA HORCHLER
MSX INTERNATIONAL 248-952-5100
1426 PACIFIC DR
336-105-000
AUBURN HILLS, MI 48326

Moved

Delivery Address Barcode (FedEx EDR)

FedEx PRIORITY OVERNIGHT

PRIORITY OVERNIGHT MON

FedEx

Deliver By:
31OCT05
A2

[redacted]

FORM 0201

DTW

48091 -MI -US 66 UIZA

[redacted]

33

Align bottom of Peel and Stick Airbill here.

Align top of FedEx Shipping Label or ASTRA Label here.

9

General Motors Corporation
Legal Staff

Facsimile
866/834-3552

Telephone
813/635-4087

October 24, 2005

Amy Sjolander, Esq.
Bowman and Brooke
879 West 190th Street
Suite 700
Gardena, CA 90247-7468

Dear Ms. Sjolander:

Re: GM Case No. [redacted]
Ramirez Jennie 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 Brenda Horchler, GMC, BRC Legal. c/o MSX International, MC 336-105-000, **1426 Pacific Drive, Auburn Hills, MI 48326.**

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)

11/1E

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

10/20/2005
Log Number [redacted]

503315 ✓

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

RE: **Process Served in California**

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] Plf. vs. General Motors Corporation, et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint, Notice of Case Assignment and Case Management Conference, Attachments, Case Management Statement
COURT/AGENCY:	Sacramento County, Superior Court, . Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - 2003 GMC Envoy, VIN # 1GKDS135832[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Los Angeles, CA
DATE AND HOUR OF SERVICE:	By Process Server on 10/19/2005 at 12:35
APPEARANCE OR ANSWER DUE:	Within 30 Days
ATTORNEY(S) / SENDER(S):	Carol D. Janssen P.O. Box 4447 Paso Robles, CA, 93447 805-239-7722
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 *Transmittal faxed to Rosemarie Williams. Holding papers pending delivery instructions.* CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:** **TELEPHONE:**	C T Corporation System Dianne Christman 818 West Seventh Street Los Angeles, CA, 90017 213-627-8252

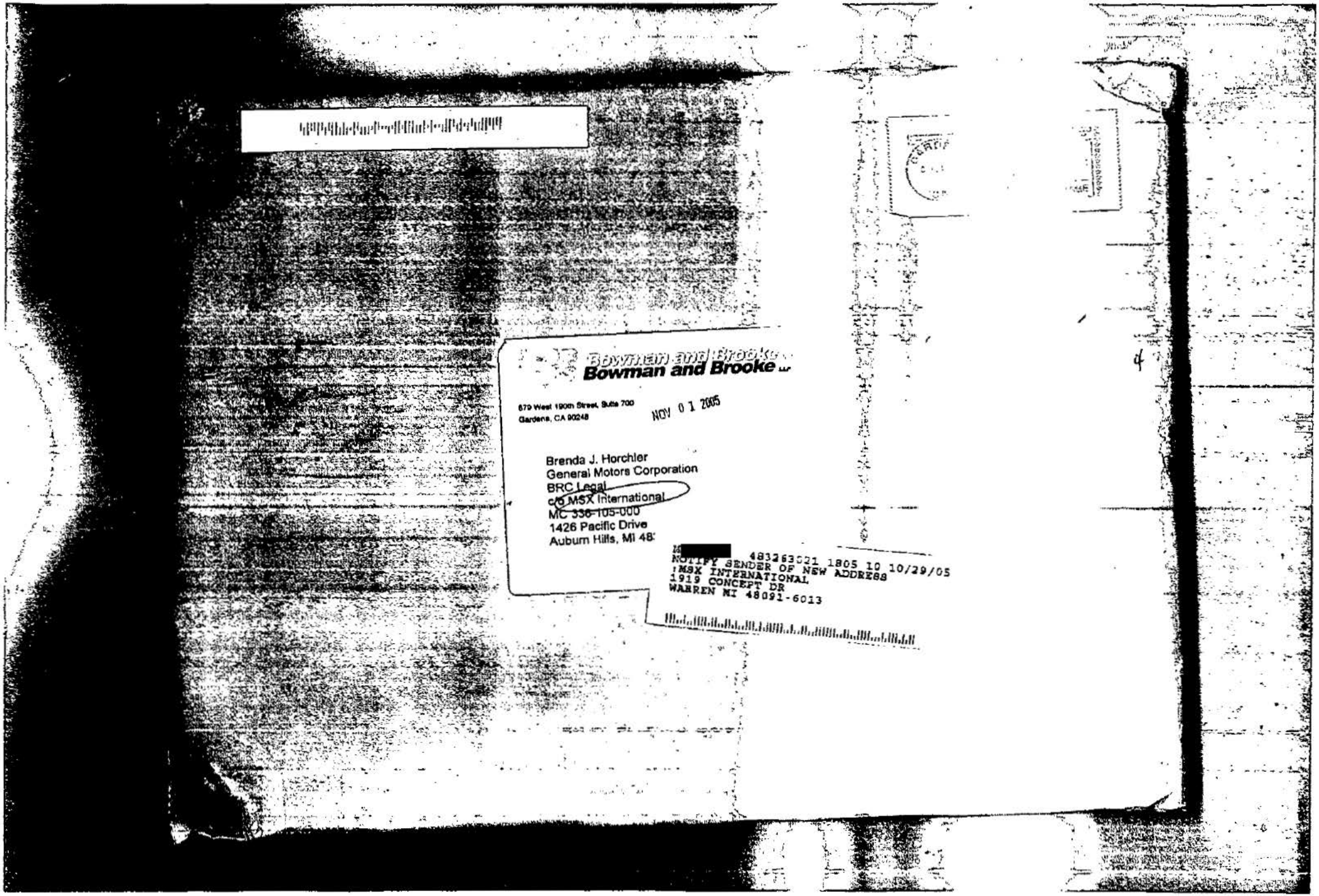
accident or injury ??

ER-BJH

CT-Jere 10/21 11:54

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.

040831
Amy Sjdander



Bowman and Brooke LLP

670 West 190th Street, Suite 700
Gardena, CA 90248

NOV 01 2005

Brenda J. Horchler
General Motors Corporation
BRC Legal
c/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48

[redacted] 483263021 1805 10 10/29/05
NOTIFY SENDER OF NEW ADDRESS
MSX INTERNATIONAL
1919 CONCEPT DR
WARREN MI 48091-6013

/33 Bowman and Brooke LLP

879 West 190th Street, Suite 700
Gardena, CA 90248
Phone: 310.768.3068
Fax: 310.719.1019
www.bowmanandbrooke.com

Amy L. Sjolander
Direct: 310.380.6598
Email: amy.sjolander@bowmanandbrooke.com

October 24, 2005

Brenda J. Horchler
General Motors Corporation
BRC Legal
c/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: New Cases

Dear Ms. Horchler:

Please be advised that we are in receipt of the following new case, which have been assigned to Amy Sjolander.

[redacted] v. GM

Sincerely,

BOWMAN AND BROOKE LLP

DICTATED BUT NOT READ

Amy L. Sjolander

ALS/pmf
Enclosure:

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal
10/20/2005
Log Number 510637062

TO: Amy Sjolander
Bowman & Brooke, LLP
879 West 190th Street, Suite 700
Gardena, CA, 90247-7468

RE: **Process Served in California**

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] Pltf. vs. General Motors Corporation, et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint, Notice of Case Assignment and Case Management Conference, Attachments, Case Management Statement
COURT/AGENCY:	Sacramento County, Superior Court, . Case [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - 2003 GMC Envoy, VIN # 1GKDS135832[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Los Angeles, CA
DATE AND HOUR OF SERVICE:	By Process Server on 10/19/2005 at 12:35
APPEARANCE OR ANSWER DUE:	Within 30 Days
ATTORNEY(S) / SENDER(S):	Carol D. Janssen P.O. Box 4447 Paso Robles, CA, 93447 805-239-7722
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex Standard Overnight [redacted] *10/21/2005 - Forwarding per instructions received today from Emiko Hayash.* Fax Transmittal, Rosemarie Williams 313-665-7572 *Transmittal faxed to Rosemarie Williams. Holding papers pending delivery instructions.* CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
PER:	Dianne Christman
ADDRESS:	818 West Seventh Street Los Angeles, CA, 90017
TELEPHONE:	213-627-8252

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.

10-19-05 1235

SUMMONS
(CITACION JUDICIAL)

SUM-100

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):
General Motors Corporation; Stowasser Cadillac Inc. dba Stowasser Pontiac Buick GMC; and Does 1-10

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):
[redacted]

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.courtinfo.ca.gov/selfhelp/espanol/), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.courtinfo.ca.gov/selfhelp/espanol/) o poniéndose en contacto con la corte o el colegio de abogados locales.

The name and address of the court is:
(El nombre y dirección de la corte es):
Superior Court for the State of California
County of San Luis Obispo
County Government Center
1035 Palm Street, Room 385
San Luis Obispo, CA 93408

CASE NUMBER:
(Número del Caso)
[redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Carol D. Janssen, SBN 156152 (805)239-7722 805-239-7740fax
Carol D. Janssen, Attorney at Law
P.O. Box 4447
Paso Robles, CA 93447

DATE: SEP - 2 2005 WAYNE HALL Clerk, by _____, Deputy
(Fecha) *(Secretario)* *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL] SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN LUIS OBISPO

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☒ on behalf of *(specify):* General motors Corporation
   under: ☒ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
   ☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
   ☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
   ☐ other *(specify):*
4. ☒ by personal delivery on *(date):*

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. January 1, 2004]

SUMMONS

Legal Solutions Plus

Code of Civil Procedure §§ 412.20, 465

Carol D. Janssen, SB # 156152
Carol D. Janssen, Attorney at Law
835 12th Street, Suite 204
P.O. Box 4447
Paso Robles, CA 93447-4447
Telephone: (805) 239-7722
Facsimile: (805) 239-7740

Attorneys for Plaintiff, JENNIE RAMIREZ

FILED
SEP - 2 2005
SAN LUIS OBISPO SUPERIOR COURT
BY
Dawn Akin, Deputy Clerk

SUPERIOR COURT OF THE STATE OF CALIFORNIA

COUNTY OF SAN LUIS OBISPO

[redacted], an individual,

Plaintiffs,

vs.

GENERAL MOTORS CORPORATION; STOWASSER PONTIAC-CADILLAC, INC. dba STOWASSER PONTIAC-BUICK-GMC; and Does 1-10

Defendants.

Case No.: [redacted]

COMPLAINT

Plaintiff complains and alleges as follows:

PRELIMINARY ALLEGATIONS

1. Plaintiff [redacted] (hereinafter sometimes referred to as "[redacted]"), is an individual and at all times relevant herein, was a resident of the County of San Luis Obsipo, State of California.

2. Plaintiff is informed and believes and alleges thereon that defendants GENERAL MOTORS CORPORATION (hereinafter sometimes referred to as "GM"), and STOWASSER PONTIAC- CADILLAC, INC. dba STOWASSER PONTIAC-BUICK-GMC (hereinafter sometimes referred to as "STOWASSER") are business entities, form unknown, existing under

the laws of the State of California. Plaintiff is informed and believes, and thereon alleges that Defendant STOWASSER has its principle place of business in the County of Santa Barbara, California.

3. Plaintiff is ignorant of the true names and capacities of defendants sued herein as Does 1 through 20, inclusive, and therefore sues these defendants by such fictitious names. Plaintiff will amend this complaint to allege their true names and capacities when ascertained. Plaintiff is informed and believes and thereon alleges that each of these fictitiously named defendants is responsible in some manner for the occurrences herein alleged, and that plaintiff's injuries as herein alleged were proximately caused by the aforementioned defendants.

FIRST CAUSE OF ACTION

SONG-BEVERLY CONSUMER WARRANTY ACT

4. On or about May 19, 2003, at Santa Maria, California, plaintiff purchased from STOWASSER, an automobile dealer, for the sum of $ 28,999.00 (exclusive of tax and licensing fees), a 2003 GMC Envoy automobile, vehicle identification number 1GKDS135832[redacted] (hereinafter referred to as "automobile") manufactured by defendant GM. The automobile was a new motor vehicle within the meaning of Civil Code § 1793.22(e)(2) at the time Plaintiff purchased it. The contract was, and is, subject to the Song-Beverly Consumer Warranty Act (Civil Code § 1790 et. seq.)

5. Plaintiff bought the automobile primarily for personal, family or household purposes.

6. Defendant appended to the automobile an express written warranty undertaking to preserve and maintain the utility and performance of the automobile and/or provide compensation in the event of a failure in utility or performance. For an additional sum paid by plaintiff, defendant provided an extended express warranty or "Vehicle Increased Protection" contract.

7. On or about September 23, 2003, with only 5,182 miles on the automobile,

plaintiff brought the automobile to STOWASSER for inoperative lights and other defects. Plaintiff again brought the automobile in for service again on December 4, 2003 for problems with the horn and headlights. Plaintiff brought the automobile in for service on March 3, 2004. At that time, she had problems when she turned the engine off the car shook and she heard a hiss noise from the engine area. At times, after shifting from reverse to drive the engine will shudder and die. The engine had a loss of power. On or about April 21, 2004, plaintiff brought the vehicle back again with various defects. Plaintiff reported to STOWASSER that both the heater and horn worked intermittently. She complained the transmission felt rough and took longer to switch into gear. She also reported a noise after turning the vehicle off.

8. On or about July 2, 2004, plaintiff's automobile would not start. Plaintiff again told the service representatives at Stowasser that there is a noise coming from the transmission and that it shifts hard. The transmission and ignition switch problems continued. STOWASSER failed to correct the defect and plaintiff was forced to bring her car to the dealership for service on August 18, 2004. Ms. [redacted] has continued to bring her car in for service on August 19, 2004, September 10, 2004 and October 27, 2004. In addition to the aforementioned defects, the key gets stuck in the start mode and after backing out of the driveway and shifting into drive, the engine dies.

9. The automobile was subjected to repair by defendant's representatives reasonable number of times in attempts to correct the problem referred to in paragraph 7 herein and to conform the automobile to the applicable express warranty. Attempts for repair occurred within the earlier of 18 months from the initial delivery of the automobile to plaintiff or 18,000 miles on the odometer. The defective condition was likely to cause death or serious injury when the vehicle was driven.

10. After the unsuccessful attempts at repair, plaintiff demanded that defendant replace the automobile in accordance with Civil Code § 1793.2(d)(2)(A) or make restitution to plaintiff in accordance with Civil Code § 1793.2(d)(2)(B). Defendant has failed and refused, and

continues to fail and refuse, to replace the automobile or make restitution. As a result, plaintiff has been damaged and plaintiff will seek leave to amend the complaint to state the exact amount when ascertained.

11. As a further and proximate result of defendant's failure to comply with its obligations to plaintiff, plaintiff has been required to incur attorneys' fees and litigation costs.

12. As a further and proximate result of defendant's failure to comply with it obligations to plaintiff, plaintiff has been unable to use the vehicle for an extended period of time to plaintiff's further damage and plaintiff will seek leave to amend the complaint to state the exact amount when ascertained.

13. Defendants willfully violated the Song-Beverly Consumer Warranty Act and breached the express warranty made in the sale to plaintiff by its actions as alleged above.

WHEREFORE, Plaintiff requests relief as hereinafter provided.

SECOND CAUSE OF ACTION

BREACH OF WARRANTY

14. Plaintiff incorporates herein by reference, paragraphs 1-13 above as though fully set forth herein.

15. Before plaintiff purchased the automobile, defendant, through its agents and employees, expressly and impliedly warranted and represented that the automobile was free from defects and in all respects safe for use in the manner for which it was designed, manufactured, and sold and warranted that the automobile was of merchantable quality and fit for the purpose intended.

16. Plaintiff relied on these warranties and representations of defendant and on defendant's skill and judgment in the purchase of the automobile. On or about January 2004, plaintiff discovered the automobile was defective and not safe for reasonable operation and notified defendants of those facts.

17. The automobile was in fact unmerchantable and unfit to be operated, in that

certain component parts, were defectively manufactured, designed, assembled or distributed, and as a proximate result of that defective condition the automobile was and is, unfit for use and is of unmerchantable quality.

18. The value of the automobile is less than the value it would have had if it had been as warranted.

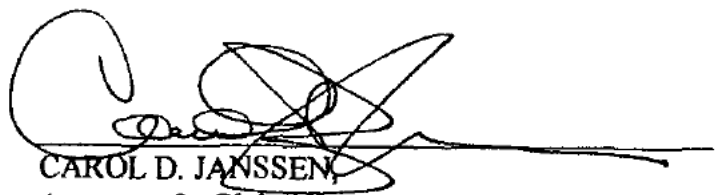
WHEREFORE, Plaintiff requests relief as hereinafter provided.

PRAYER

WHEREFORE, plaintiff prays for judgment as follows:

1. For actual damages;
2. For a civil penalty of two times the amount of actual damages;
3. For a reasonable attorney's fees;
4. For costs of suit herein incurred; and
5. For such other and further relief as the court may deem just and proper.

DATED: September 2, 2005



CAROL D. JANSSEN,
Attorneys for Plaintiff, JENNIE RAMIREZ

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN LUIS OBISPO

[redacted]

Plaintiff(s),

VS

GENERAL MOTORS CORPORATION

Defendant(s).

CASE NUMBER

CV050705

Case Management Conference

[redacted]

Paso Robles CA [redacted]

NOTICE OF ASSIGNMENT & CASE MANAGEMENT CONFERENCE

This case is assigned to **Hon. Douglas Hilton** for all purposes.

Plaintiff must serve the Summons and Complaint, a copy of this Notice, a Case Management Policy Statement, a blank Case Management Statement, Alternative Dispute Resolution Policy & Stipulation to ADR & must file proofs of service within 60 days after the complaint is filed. **Defendants shall file responsive pleadings within 30 days of service** unless the parties stipulate to an extension of not more than 15 days.

IT IS HEREBY ORDERED:

The parties must appear for a first Case Management Conference on:

January 6, 2006 at 9:00 am in Veterans Memorial Bldg.

****THE PARTIES OR THEIR ATTORNEYS MUST APPEAR AT THE CASE MANAGEMENT CONFERENCE****

For information about telephone appearances call **COURTCALL** at (888) 882-6878.

Each party must file & serve a Case Management Statement at least 15 days before the conference.

The person appearing at the first Case Management Conference must be familiar with the case and prepared to discuss suitability of the case for mediation, binding arbitration, judicial arbitration or some form of alternative dispute resolution.

Trial will be set within the 11th or 12th month after the filing of the complaint. Counsel must arrange their schedules, reserve dates with witnesses and schedule trial preparation with this in mind. Continuances will be granted only on a clear showing of good cause.

All law and motion matters will be calendared in the department of the assigned judge and filed with the Clerk's Office.

Each party should be prepared to show cause why sanctions should not be imposed for a failure to comply with these rules.

****LIMITED JURISDICTION ONLY: unless the parties have entered into arbitration as required by Local Rules 9.00 and 26.00. "Entered into arbitration" means the date upon which the administrator mails the arbitration list.**

ENCS: 3

SAN LUIS OBISPO COUNTY SUPERIOR COURT

"The mission of the court is to resolve disputes in a fair, just and efficient manner and to interpret and apply the law consistently, impartially and independently."

CIVIL CASE MANAGEMENT POLICY

All civil actions except those exempted by San Luis Obispo Court Rule 9.02 will be assigned to one judge for all purposes. All cases subject to these rules will be managed in a manner that will meet the case-disposition goals of the Standards of Judicial Administration Sections 2.1 and 2.3. Chapter 9 of the San Luis Obispo County Superior Court Rules describes the policies and procedures of the court for the management of litigated civil disputes. Parties shall be familiar with the rules.

Plaintiff shall serve the documents listed below at the same time the complaint is served. Plaintiff shall serve each of the defendants and file a proof of service within 60 days after the complaint is filed. Documents that must be served with a copy of the complaint include:

1. A copy of the Notice of Case Management Conference;
2. A copy of this Civil Case Management Policy statement;
3. A copy of the Court's Alternative Dispute Resolution Policy Statement
4. A blank Case Management Statement
5. A blank Stipulation to Alternative Dispute Resolution.

The first Case Management Conference will be held approximately 120 days after the complaint is filed. The clerk will enter the date of the conference on Notice of First Case Management Conference when the complaint is filed. **The case will be assigned a trial date in the 12th month after the complaint is filed unless the circumstances and the interests of justice require a different trial date.**

Please note: Failure to comply with the court's case management rules and policies will result in the issuance of an OSC and the imposition of monetary and other sanctions.

Alternative Dispute Resolution Policy

The San Luis Obispo Superior Court recognizes that civil litigation can be time consuming and expensive. Delay rarely serves anyone's interests. It often imposes intolerable social and economic burdens on the parties and the court. It is the policy of the court to achieve a disposition of all litigation at the earliest date consistent with a fair and just resolution of the dispute.

Nearly all cases are resolved without trial. Many settlements are achieved only after significant amounts of time and money have been spent on pre-trial procedures and investigation. It is the goal of the San Luis Obispo County Superior Court to produce a fair and just settlement of the dispute early in the process. To achieve this goal, it is the policy of the San Luis Obispo Superior Court to encourage the parties to pursue alternative methods of dispute resolution as early in the process as possible. All cases will be assessed at the first Case Management Conference to determine which method of ADR is most likely to achieve an early resolution.

Alternative Dispute Resolution is more thoroughly explained in the form "Alternative Dispute Resolution Policy Statement." It is the obligation of counsel to review the alternatives to trial with their clients and to provide them with a copy of the form.

The following websites provide information to attorneys and the public concerning the court system, lawyers, legal services and vendors as well as court calendars:

www.slocourts.net
www.slobar.org
www.courtinfo.ca.gov

ALTERNATIVE DISPUTE RESOLUTION POLICY STATEMENT

WAYS TO RESOLVE YOUR DISPUTE WITHOUT A TRIAL

Presented by the San Luis Obispo County Superior Court

The mission of your Superior Court is to resolve civil disputes fairly and efficiently. It is the court's policy to encourage persons involved in a lawsuit to consider methods other than a trial to resolve their disputes.

Did you know that 95% of all cases filed in court do not go to trial? Most cases are settled or decided in some other way. In fact, methods of settling disputes that do not require a trial have become the first choice of most businesses, government agencies and unions. Agreements to mediate or arbitrate disputes are now commonly found in contracts covering employment, medical care, banking and insurance.

Alternative Dispute Resolution is a catch-all term that refers to the ways other than a trial that can be used to resolve the dispute you brought to the courthouse. These options are typically less formal than trial and many provide opportunities to reach an agreement through a problem-solving approach rather than the adversarial approach of a trial. ADR can save time, reduce costs and increase your overall satisfaction with the outcome.

THE ADVANTAGES OF ADR

- **Reduce Legal Costs**: Nearly all cases are resolved without a trial. If a settlement is likely anyway, wouldn't it be better to save attorneys fees, court costs and experts fees by settling early? In a recent survey, two thirds said they saved money by using ADR.

- **Reduce The Time Spent on the Dispute**: A dispute can usually be decided or settled much sooner by using ADR. It is almost always less expensive.

- **Increase Control Over the Result**: Some methods of ADR allow the parties to fashion creative resolutions that are not available in a trial. Other ADR methods permit the parties to entrust a decision about the dispute to an expert in a particular field instead of to a judge or a jury without the same experience or knowledge. And in ADR, both the dispute and its resolution can remain confidential.

- **Preserve Relationships**: ADR is generally a less adversarial and hostile forum for dispute resolution than a trial. An experienced mediator or arbitrator can help the parties effectively communicate their needs and point of view to the other side. This can be an important advantage where the parties have a relationship to preserve.

- **Increase Satisfaction**: In ADR, the parties usually have a better chance to tell their side of the story than they do in trial. This increases the likelihood the case will settle as well as the parties' overall satisfaction with the outcome.

- **Improve Attorney-Client Relationships**: Attorneys may benefit from ADR by being seen as problem-solvers instead of as aggressive advocates. Quick, cost-effective results are likely to produce repeat and new business from clients and their friends and associates.

WHAT ARE THE ADR OPTIONS?

- **MEDIATION**

In mediation, an independent, neutral person called a mediator helps the parties reach a mutually acceptable resolution of their dispute. The mediator does not decide the dispute but is trained to help the parties communicate so they can settle the dispute on terms they design themselves.

If mediation does not result in a settlement, the case is returned to court. And if the case goes to trial, there are laws that protect the confidentiality of the things discussed during mediation.

Advantages: Mediation leaves control of the outcome with the parties. It may be a particularly effective tool when

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):	FOR COURT USE ONLY
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN LUIS OBISPO STREET ADDRESS: COUNTY GOVERNMENT CENTER MAILING ADDRESS: 1035 Palm Street, Room 385 CITY AND ZIP CODE: San Luis Obispo Ca 93408-2500 BRANCH NAME: web site: www.slocourts.net	
PLAINTIFF/PETITIONER: DEFENDANT/RESPONDENT:	
CASE MANAGEMENT STATEMENT (Check one): ☐ **UNLIMITED CASE** (Amount demanded exceeds $25,000) ☐ **LIMITED CASE** (Amount demanded is $25,000 or less)	CASE NUMBER:

A **CASE MANAGEMENT CONFERENCE** is scheduled as follows:

Date: Time: Dept.: Div.: Room:

Address of court *(if different from the address above)*:

INSTRUCTIONS: All applicable boxes must be checked, and the specified information must be provided.

1. **Party or parties** *(answer one)*:
   a. ☐ This statement is submitted by party *(name)*:
   b. ☐ This statement is submitted **jointly** by parties *(names)*:

2. **Complaint and cross-complaint** *(to be answered by plaintiffs and cross-complainants only)*
   a. The complaint was filed on *(date)*:
   b. ☐ The cross-complaint, if any, was filed on *(date)*:

3. **Service** *(to be answered by plaintiffs and cross-complainants only)*
   a. ☐ All parties named in the complaint and cross-complaint have been served, or have appeared, or have been dismissed.
   b. ☐ The following parties named in the complaint or cross-complaint
      (1) ☐ have not been served *(specify names and explain why not)*:
      (2) ☐ have been served but have not appeared and have not been dismissed *(specify names)*:
      (3) ☐ have had a default entered against them *(specify names)*:
   c. ☐ The following additional parties may be added *(specify names, nature of involvement in case, and the date by which they may be served)*:

4. **Description of case**
   a. Type of case in ☐ complaint ☐ cross-complaint *(describe, including causes of action)*:

PLAINTIFF/PETITIONER:	CASE NUMBER:
DEFENDANT/RESPONDENT:	

4. b. Provide a brief statement of the case, including any damages. *(If personal injury damages are sought, specify the injury and damages claimed, including medical expenses to date [indicate source and amount], estimated future medical expenses, lost earnings to date, and estimated future lost earnings. If equitable relief is sought, describe the nature of the relief.)*

☐ *(If more space is needed, check this box and attach a page designated as Attachment 4b.)*

5. **Jury or nonjury trial**
The party or parties request ☐ a jury trial ☐ a nonjury trial *(if more than one party, provide the name of each party requesting a jury trial):*

6. **Trial date**
   a. ☐ The trial has been set for *(date):*
   b. ☐ No trial date has been set. This case will be ready for trial within 12 months of the date of the filing of the complaint *(if not, explain):*

   c. Dates on which parties or attorneys will not be available for trial *(specify dates and explain reasons for unavailability):*

7. **Estimated length of trial**
The party or parties estimate that the trial will take *(check one):*
   a. ☐ days *(specify number):*
   b. ☐ hours (short causes) *(specify):*

8. **Trial representation** *(to be answered for each party)*
The party or parties will be represented at trial ☐ by the attorney or party listed in the caption ☐ by the following:
   a. Attorney:
   b. Firm:
   c. Address:
   d. Telephone number:
   e. Fax number:
   f. E-mail address:
   g. Party represented:
   ☐ Additional representation is described in Attachment 8.

9. **Preference**
☐ This case is entitled to preference *(specify code section):*

10. **Alternative Dispute Resolution (ADR)**
   a. Counsel ☐ has ☐ has not provided the ADR information package identified in rule 201.9 to the client and has reviewed ADR options with the client.
   b. ☐ All parties have agreed to a form of ADR. ADR will be completed by *(date):*
   c. ☐ The case has gone to an ADR process *(indicate status):*

PLAINTIFF/PETITIONER:	CASE NUMBER:
DEFENDANT/RESPONDENT:	

10. d. The party or parties are willing to participate in *(check all that apply)*:
    (1) ☐ Mediation
    (2) ☐ Nonbinding judicial arbitration under Code of Civil Procedure section 1141.12 (discovery to close 15 days before arbitration under Cal. Rules of Court, rule 1612)
    (3) ☐ Nonbinding judicial arbitration under Code of Civil Procedure section 1141.12 (discovery to remain open until 30 days before trial; order required under Cal. Rules of Court, rule 1612)
    (4) ☐ Binding judicial arbitration
    (5) ☐ Binding private arbitration
    (6) ☐ Neutral case evaluation
    (7) ☐ Other *(specify)*:

e. ☐ This matter is subject to mandatory judicial arbitration because the amount in controversy does not exceed the statutory limit

f. ☐ Plaintiff elects to refer this case to judicial arbitration and agrees to limit recovery to the amount specified in Code of Civil Procedure section 1141.11.

g. ☐ This case is exempt from judicial arbitration under rule 1601(b) of the California Rules of Court *(specify exemption)*:

11. **Settlement conference**
☐ The party or parties are willing to participate in an early settlement conference *(specify when)*:

12. **Insurance**
a. ☐ Insurance carrier, if any, for party filing this statement *(name)*:
b. Reservation of rights: ☐ Yes ☐ No
c. ☐ Coverage issues will significantly affect resolution of this case *(explain)*:

13. **Jurisdiction**
Indicate any matters that may affect the court's jurisdiction or processing of this case, and describe the status.
☐ Bankruptcy ☐ Other *(specify)*:
Status:

14. **Related cases, consolidation, and coordination**
a. ☐ There are companion, underlying, or related cases.
    (1) Name of case:
    (2) Name of court:
    (3) Case number:
    (4) Status:
    ☐ Additional cases are described in Attachment 14a.
b. ☐ A motion to ☐ consolidate ☐ coordinate will be filed by *(name party)*:

15. **Bifurcation**
☐ The party or parties intend to file a motion for an order bifurcating, severing, or coordinating the following issues or causes of action *(specify moving party, type of motion, and reasons)*:

16. **Other motions**
☐ The party or parties expect to file the following motions before trial *(specify moving party, type of motion, and issues)*:

PLAINTIFF/PETITIONER:	CASE NUMBER:
DEFENDANT/RESPONDENT:	

17. **Discovery**
    a. ☐ The party or parties have completed all discovery.
    b. ☐ The following discovery will be completed by the date specified *(describe all anticipated discovery):*

Party	Description	Date

    c. ☐ The following discovery issues are anticipated *(specify):*

18. **Economic Litigation**
    a. ☐ This is a limited civil case (i.e., the amount demanded is $25,000 or less) and the economic litigation procedures in Code of Civil Procedure sections 90 through 98 will apply to this case.
    b. ☐ This is a limited civil case and a motion to withdraw the case from the economic litigation procedures or for additional discovery will be filed *(if checked, explain specifically why economic litigation procedures relating to discovery or trial should not apply to this case):*

19. **Other issues**
    ☐ The party or parties request that the following additional matters be considered or determined at the case management conference *(specify):*

20. **Meet and confer**
    a. ☐ The party or parties have met and conferred with all parties on all subjects required by rule 212 of the California Rules of Court *(if not, explain):*

    b. After meeting and conferring as required by rule 212 of the California Rules of Court, the parties agree on the following *(specify):*

21. **Case management orders**
    Previous case management orders in this case are *(check one):* ☐ none ☐ attached as Attachment 21.

22. Total number of pages attached *(if any):* _____

I am completely familiar with this case and will be fully prepared to discuss the status of discovery and ADR, as well as other issues raised by this statement, and will possess the authority to enter into stipulations on these issues at the time of the case management conference, including the written authority of the party where required.

Date:

_____ ▶ _____
(TYPE OR PRINT NAME) (SIGNATURE OF PARTY OR ATTORNEY)

_____ ▶ _____
(TYPE OR PRINT NAME) (SIGNATURE OF PARTY OR ATTORNEY)

☐ Additional signatures are attached

SUPERIOR COURT OF SAN LUIS OBISPO COUNTY ☐ San Luis Obispo Branch, 1035 Palm Street, Rm 385, San Luis Obispo, CA 93408 ☐ Grover Beach Branch, 214 South 16th Street, Grover Beach, CA 93433 ☐ Paso Robles Branch, 549 10th Street, Paso Robles, CA 93446	
Plaintiff: Defendant:	
STIPULATION TO USE OF ALTERNATIVE DISPUTE RESOLUTION PROCESS (CRC 1590.1)	CASE NO: Judge _____

The parties and their attorneys hereby stipulate that all claims in this action shall be submitted to (select one):

☐ Mediation ☐ Neutral Case Evaluation

☐ Binding Judicial Arbitration ☐ Binding Private Arbitration

☐ Nonbinding judicial arbitration under CCP 1141.2 (discovery to close 15 days before arbitration under CRC, rule 1612)

☐ Nonbinding judicial arbitration under CCP 1141.2 (discovery to remain open until 30 days before trial: order required under CRC, rule 1612)

☐ Other_____

_____

It is also stipulated that the arbitrator, mediator or other neutral shall be:

Name: _____

Date: _____ Date: _____

_____ _____

Name of Plaintiff Name of Defendant

_____ _____

Signature Signature

_____ _____

Name of Plaintiff's Attorney Name of Defendant's Attorney

_____ _____

Signature Signature

_____

(Attach another sheet if additional names are necessary)
It is the duty of the parties to notify the court of any settlement pursuant to California Rules of Court, rule 225.

IT IS SO ORDERED.

IT IS ALSO ORDERED that no new parties may be added without leave of court and all unserved, non-appearing or actions by named parties are dismissed.

Date: _____ _____

Judge of the Superior Court

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 8, 2005

Jim McKean, Service Manager
Stowasser Pontiac Buick GMC
PO Box 1866
Santa Maria, CA 93456-1866

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2003 GMC Envoy
Vehicle Identification Number: 1GKDS13S83[redacted]
Customer Relationship Manager: Aaron Swartz

Dear Mr. McKean:

This is a letter of notification regarding a breach of warranty case involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have any questions regarding this matter, feel free to contact us at the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0040-T

Rev. 5/24/2005

RVDC Case# 101552

BRC Case Number	1[redacted]
Customer Name	[redacted]
Original VIN	1GKDS13S832[redacted]
BAC	116759
Dealership Name	RANCHO GRANDE MOTORS, INC.
Dealer Contact/Title	Tim Banalstine, Service Manager
Dealer Phone	8055434745
Dealer Fax	8055434956
Delivery Date	2003-05-19
Buyback Mileage	56846
Transmission	A
UCC Code(s)	N1502 K3010 J0117
MSRP	29765.00
Est. Auction Value	12987.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Local Counsel-Lawsuit
Repurchase Source	Local Counsel- David Ruben
Reason for Repurchase: Engine Hard Start; Headlamps Inoperative; Transmission Hard Shift	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary settlement of a state run arbitration or court proceeding		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA	
Vehicle Meets Presumption of LEMON LAW? N		
Closing Schedule: 2006-04-17	Established on: 2006-04-05	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case [redacted]		
GM Counsel Name: BOWMAN & BROOKE LLP		
Gm Counsel Contact Name: BOWMAN & BROOKE LLP		
Address1: 879 WEST 190TH STREET, SUITE 700		
Address2:		
City: GARDENA	State: CA	Zip: 90247
Phone #: 3107683068		
Fax #: 3107191019		

Lien Payoff

Lien Payoff Amount: 4892.96	Lien Payoff Expires on: 2006-04-24	Per Diem: 1.19
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	0.00			Check Amt:	29333.97
Payee1:	[redacted]	Payee1:	GMAC	Payee1:	[redacted]
Payee2:		Payee2:	061-9034-16905	Payee2:	Carol Janssen, Esq.
Address1:	[redacted]	Address1:	600 North Marienfeld	Address1:	835 12th Street
Address2:		Address2:	Suite 201	Address2:	Suite 204
City:	Nipomo	City:	Midland	City:	Paso Robles
State:	CA	State:	TX	State:	CA
Zip	[redacted]4	Zip	79701	Zip	93447
Phone #:	[redacted]	Phone #:	800-200-4622	Phone #:	805-239-7722
Fax #:		Fax #:		Fax #:	805-239-7740
		Attention:	Payoff Department	Attention:	Carol Janssen, Esq.
		Account #:	061-9034-16905	Fed Tax ID:	770-57-3661
				Firm Name:	Carol Janssen, Esq.

Case ID: 101552 | Initiator: 040831

Revised 10/27/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Swartz State: CA

Customer Name: [redacted] Service Request: [redacted] GM Legal File No.: [redacted]

Vehicle ID No.: 1GKDS13S832[redacted] In Service Date: 05/19/2003 Vehicle is: New BAC Code: 116772
Year, Make & Model: 2003 GMC Envoy

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:
03/02/04	[redacted]	*	16,932	**CS when shutting off engine, vehicle shakes and can hear a hiss noise from engine area.** Replaced engine fan clutch per bulletin #875059.
"		"	"	**CS at times after shifting from reverse to drive, vehicle will shudder and die.** Could not duplicate condition.
10/26/04		*	29,454	**CS when backing out of drive, vehicle will die.** Could not duplicate concern.
02/07/05		*	34,255	**CS long crank at times.** Per bulletin, reprogrammed the PCM.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/20/04	[redacted]	*	19,597	**CS transmission feels a little more rough and louder.** Adjusted shift cable.
06/30/04		*	23,496	**CS the transmission shifts hard and there is a noise.** Could not duplicate concern.
08/18/04		2	26,260	**CS the transmission has a humming noise.** Could not verify complaint.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/18/04	[redacted]	*	26,260	**CS states wind noise coming from bottom of rear doors.** SOP rear door molding.
09/10/04		2	27,092	Installed SOP molding.
02/07/05		1	34,255	**CS driver door weather strip falling off.** Adjusted weather strip.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/12/03	[redacted]	*	5,182	**CS daytime running lamps intermittently inoperable.** Cannot duplicate concern.
12/04/03		2	11,602	**CS horn intermittently will not work.** Could not verify concern.
"		"	"	**CS day time running lamps intermittently inoperable.** Could not verify complaint.
03/02/04		6	16,932	**CS headlamps and daytime running lamps will not come on in the automatic position.** Verified headlamps and sensor working as designed.
04/20/04		*	19,597	**CS horn sometimes doesn't work.** Cleaned horn contacts.
"		"	"	**CS there is a noise after turning off vehicle.** Replaced instrument cluster.
06/30/04		2 rental	23,496	**CS car won't start.** Replaced ignition switch.
09/10/04		2	27,092	**CS ignition switch gets stuck.** Concern was not duplicated.
10/26/04		3	29,454	**CS at times, the key will stick in the ignition.** Unable to duplicate concern. Put graphite lubricant into cylinder.

☐ Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/18/04	[redacted]	*	26,260	**CS rear windows have air leak.** Could not verify leak.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/12/03	[redacted]	1 rental	5,182	**CS A/C blows warm air.** Replaced low pressure switch.
04/20/04		3	19,597	**CS heater works sometimes then stops.** Found temperature control actuator had excessive play. Secured and freed temperature door. Customer advised that some fluctuation is normal.

Criteria for the state lemon law presumption period:
Days out of service: 30 days
Repairs 4 or more / **Time period** 18 months or 18,000 miles
If applicable, safety-related repairs 2 or more / **Time period** 18 months or 18,000 miles

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	9
Total days out of service during customer's ownership:	24

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Vehicle does not appear to meet presumption of California Lemon Law. Vehicle has had several could not duplicate concerns.

CRM recommends a possible cash settlement in lieu of a repurchase.

REASON FOR REMOVAL

During a Case Management Conference the judge ordered the case into mediation. Therefore, local counsel has requested the file be removed.

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.**

Stowasser Pontiac Buick GMC

600 E. Betteravia

Santa Maria, Ca. 93454

P.O. Box 1866

Santa Maria, Ca. 93456

805 925-9565

FAX 805 925-2775

FAX

To:	From:
AARON SWARTZ	JIM MCKEAN
Company:	**Date:**
GM BRC	11/1/2005
Fax Number:	**Total Number of Pages Not Including Cover**
1 866 359-9721	42
Phone Number	**Senders Reference Number**
1 800-2311841 X 57466	
Re: [redacted]	**Your Reference Number** [redacted]

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply

NOTE: THERE ARE A TOTAL OF 42 PAGES, NOT INCLUDING THE COVER.
I'LL FAX IN TWO WAVES OF 21 EACH NOT INCLUDING COVER

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

[redacted]

IN: VGKDS1/3/S/8/3/2 [redacted] (or see attached list*)

Customer Incentive:

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ 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
03-2/A-22	$3000	CWE
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$3000	

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 _____ (nissan req) +5 w dtr. cash

CUSTOMER AND DEALER ACKNOWLEDGMENT

03-2/AS4 Code POA

n the ultimate retail purchaser/lessee of the vehicle bearing this vehicle identification number which was sold/leased to by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took very of this vehicle on 5/19/03. I acknowledge receipt of incentive(s) as described in item (c) and release the GM ision from any future claim of obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 5/19/03

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

Authorized Dealer Signature: [signature] Date: 5/19/03

Dealership Name: [signature] Dealer Code: 40195

must include VIN, Delivery Date and Program Reference

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

- Dealer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] Nipoqo CA San Luis Obispo [redacted]	STOWASSER PONTIAC BUICK GMC P.O. BOX 1866 SANTA MARIA CA 93456

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	GMC Envoy 2x4	13	1GKDS13S832[redacted]	XX personal, family or household ☐ business ☐ agricultural

Sold As Equipped Subject to Assignee's Credit Approval

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 $ 23000.00 is
9.95 %	$ 2785.11 (e)	$ 9896.69	$ 12681.80 (e)	$ 35681.80 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	210.03	Monthly, Beginning Jun 19 2003
One Final Payment	210.03	May 19 2008

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 28999.00 (A)
     - 1. Cash Price Vehicle $ 28500.00
     - 2. Cash Price Accessories $ 499.00
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on A + B + C) $ 2185.69 (D)
   - E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1495.00 (F)
   - G. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (G)
     (see downpayment and trade-in calculation)
   - H. (Optional) Gap Contract (to whom paid)* $ N/A (H)
   - I. Other (to whom paid)* N/A $ N/A (I)
     For N/A

   Total Cash Price (A through I) $ 32644.69 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees $ 247.00 (A) Estimated
   - B. Registration/Transfer/Titling Fees $ Incl (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

   Total Official Fees (A through E) $ 252.00 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4) $ 32896.69 (5)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury	$ N/A Limits	Mos.	$ N/A
Property Damage	$ N/A Limits	Mos.	$ N/A
Medical		Mos.	$ N/A
		Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

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

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

Buyer [redacted]
Co-Buyer
Seller

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	Mos.		$ N/A
Credit Disability	Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDI-

A. Agreed Trade-In Value Yr ____ Make ____ $ N/A (A)
Model ____ Odom ____
VIN ____
B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 3000.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ 20000.00 (G)

Total Downpayment (C through G) $ 23000.00 (6)

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

7. **Amount Financed** (5 less 6) $ 9896.69 (7)

*Seller may keep part of these amounts.

RONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Cove [redacted]

May 19 200[redacted] Age
Date

May 19 200[redacted] Age
Date

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term N/A Mos N/A
Name of Gap Contract

Buyer X [redacted]

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**
N/A

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company Western General Ins.
Term 84 Mos or 70000 Miles
Buyer X [redacted]

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

X [redacted] X [redacted]
Buyer Initials Buyer Initials

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to cancel if Seller is not approved to a fina[redacted]

Buyer X [redacted]

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR [redacted] SURANCE AGENT.

THE B[redacted] SHE UNDERSTANDS THESE PUBLI[redacted]

S/S X [redacted]

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

Buyer X [redacted] Co-Buyer X [redacted]

Notice to buyer:

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to change, and it is an unfair or [redacted] change.

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

THERE IS NO COOLING OFF PERIOD

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY [redacted]ED DURING CONTRACT

Buyer Signature X [redacted] Date May 19 2003 Co-Buyer Signatu[redacted] Date May 19 2003

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

Other Owner Signature X N/A Address ____
Seller Signature X STOWASSER PONTIAC BUICK GMC Date May 19 2003 By [redacted] Title MANAGER

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO. [redacted]

[redacted]

NIPOMO, CA [redacted]

[redacted] PHONE

BUSINESS PHONE

ADVISOR: TOM 168	TAG NO.		INVOICE DATE: 09/24/03	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 5182	COLOR: SUMMIT WHIT	STOCK NO.: G625
YEAR/MAKE/MODEL: 03/GMC/ENVOY/2WD 4DR			DELIVERY DATE: 05/19/03	DELIVERY MILES: 13
VEHICLE I.D. NO.: 1GKDS13S832 [redacted]			SELLING DEALER NO.: 40195	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 08/12/03	

COMMENTS: MO: 5182

JOB# 1 CHARGES

LABOR
J# 1 21GCZ AIR CONDITIONING HOURS: 0.50 TECH(S): 84 34.74
CUSTOMER STATES A/C BLOWS WARM AIR// INTERMITTANT
NON PRESSURE SWITCH
INSTALL TRP PRESSURE SWITCH

PARTS QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	[redacted]	SWITCH,A/C	16.50	16.50	23.66	23.66

COST TOTAL 16.50
TOTAL PARTS 23.66

JOB# 1 TOTALS
LABOR 34.74
PARTS 23.66
JOB# 1 JOURNAL PREFIX GCMS JOB# 1 TOTAL 58.40

JOB# 2 CHARGES

LABOR
J# 2 51GCZ BODY ELECTRICAL HOURS: 0.30 TECH(S): 84 20.84
CUSTOMER STATES DAYTIME RUNNING LIGHTS INOP// INTERMITTANT
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME

JOB# 2 TOTALS
LABOR 20.84
JOB# 2 JOURNAL PREFIX GCMS JOB# 2 TOTAL 20.84

JOB# 3 CHARGES

LABOR
J# 3 92GCZ LOAN CAR HOURS: 1 TECH(S): 20 0.00
PROVIDE LOAN CAR
PROVIDE LOAN CAR

SUBLET	PO#	VEND#	INV#	DATE	DESCRIPTION	
	20128	105977		09/15/03	CAR RENTAL	30.00

TOTAL SUBLET 30.00

JOB# 3 TOTALS
SUBLET 30.00
JOB# 3 JOURNAL PREFIX GCMS JOB# 3 TOTAL 30.00
R/O TAX 3.24
R/O TOTALS 109.24

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
32404	109.24
CLAIM TOTALS	109.24

[CONTINUED ON NEXT PAGE]

STOWASSER
Pontiac-Buick-GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456 [redacted]
(805) [redacted]
FAX (805) [redacted]

The 1 PLACE TO GO

B.A.R. #AB00575

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING
CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

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

Thank You

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

CUSTOMER NO. [redacted]	ADVISOR TOM 168		TAG NO.	INVOICE DATE 09/24/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 5182	COLOR SUMMIT WHIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR			DELIVERY DATE 05/19/03	DELIVERY MILES 13
NIPOMO, CA [redacted]	VEHICLE I.D. NO. 1GKDS13S832 [redacted]			SELLING DEALER NO. 40195	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/12/03	
[redacted] BUSINESS PHONE	COMMENTS				MO: 5182

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMF 278
09/24/2003 WARRANTY NEW CLAIM
1329

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
032404	08/12/2003	1GKDS13S832303202	8	40195	5182	224-68-4735

CUSTOMER NAME: FIRST: LUPE MIDDLE:
LAST: SERNA PHONE WORK: HOME: 805-929-1840

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01		6K	1	89040362	23.66	10	01180	5			34.74

LN TOT 58.40 TECH SSN: 554-57-9942 AUTH CODE: AUTH. AUTHOR:

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	02		01				97	N9995	3			20.84

LN TOT 20.84 TECH SSN: 554-57-9942 AUTH CODE: AUTH. AUTHOR:

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
3	03		M3				98	27901			30.00	

LN TOT 30.00 TECH SSN: 548-55-7111 AUTH CODE: AUTH. AUTHOR:

R.O. TOTAL 109.24

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
805/928-9585
FAX 805/928-9475

PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING
CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE

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

Thank You

[END OF INVOICE]

Jennie Rameriz
Cell 310-6739

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

1 PLACE TO GO

4:00

Call Part is in

Appt this Friday Sept 5 Sept 23rd

EPA# CAL 000182311

RECOMMENDED SERVICES

B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/18/03	[redacted]	2	168	171	I	75GCZ01	PDI

SALESPERSON NO. 204 MICHAEL A. SALAZAR SERVICE

VEHICLE NO. 1GKDS13S832[redacted] | MODEL 03/GMC/ENVOY/2WD 4DR | PRODUCTION DATE | STOCK NO. G625 | LICENSE NO. [redacted]

[redacted]

NIPOMO, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	P.O. DATE
10915	WESTERN GENERAL	05/19/03	13	40195	08/12/03

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SUMMIT WHITE/LIGH	2002-340242	05/19/10	70013	

TURBO	M.M.O.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y		A	20	168	TOM

Jennie

PROVIDENCE PHONE 929-1640 | BUSINESS PHONE 773-7447

TIME RECEIVED 08:09am | DATE/TIME PROMISED 08/12/03 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☐ No

STATE REG# AB005375 | 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 in any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left herein; in case of fire, theft or other cause beyond your control; that an express [redacted] of repairs thereto; that your employees may operate the above [redacted] such vehicle.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL $23.66

X-OK/HD/D1180/.8/ see Bruce

1 W 21GCZ AIR CONDITIONING
CUSTOMER STATES A/C BLOWS WARM AIR// INTERMITTANT

OL/92/ Low Pressure Switch / ordered out of Reno
N9995/13

2 W 51GCZ BODY ELECTRICAL
CUSTOMER STATES DAYTIME RUNNING LIGHTS INOP// INTERMITTANT

Could not verify - working at this Time - NO TSB'S

3 W Rental as per Mike Salazar
MJ/98/27901/$30.

PAGE 1 OF 1 32404

03-01-39-007

08/07

PN 89040362

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

1 PLACE TO GO

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS, BY
PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 32404	TIME	OFF 9-24-03
W/	0.5	EMP. NO. 44 OPER. NO. Switch		ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 32404	TIME	OFF 9-24-03
W/	0.3	EMP. NO. 44 OPER. NO. no trouble		ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	(W)	EMP. NO. 44 OPER. NO. A/C Cos. Switch		ON
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	(W)	EMP. NO. 44 OPER. NO. DRL		ON

44 A/C Not working intermittently replace low pressure switch per bulletin 03.01.39.007

44 DRL Concern.

UNABLE TO DUPLICATE THIS CONCERN - HOWEVER DRL'S HAVE A DISABLE FUNCTION (TURN HEADLIGHT SWITCH ALL THE WAY LEFT TO DISABLE/REENABLE)

Enterprise
1 800 rent-a-car

32-AA REV. 9/02

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES
1738 S BROADWAY
SANTA MARIA CA 93454-7466 805-349-9552

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
SU CLOSED

+ HOUR DAY 5:24P YEAR 8/12/03
START CHARGES IF DIFFERENT 0839 AM 8/12/03

RENTAL TYPE D SOURCE # I.D. # 007 92A2

RENTAL AGREEMENT NO. D 185977

RENTER [redacted]
HOME PHONE [redacted]
OFFICE PHONE
NIPOMO CA [redacted]
LOCAL ADDRESS
OTHER PHONE [redacted]
DRIVER'S LICENSE [redacted] STATE CA 10/04/03
DOB 12/20/58 HEIGHT 5 WEIGHT 143 EYES BRN HAIR BRN
SOCIAL SECURITY # EMPLOYER

MILES @ .21
150 MI FREE P/DAY
DAY = 24 HOUR PERIOD
HOURS @ 10.00/HOUR
DAYS @ 27.84/DAY 27.
$30/DAY
CARRIERS + SOD-C

ORIGINAL VEHICLE

COLOR wht LICENSE [redacted]
MODEL T4C ECAR# U50807
MILE-AGE IN 71116
OUT 70553
DRIVEN
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

BILL TO Y COMPANY STOWASSER PONTIAC-BUICK-GMC A2**
ADDRESS P.O. BOX 1866
CITY SANTA MARIA STATE CA ZIP 93456-1866
ATTN: TOM** PHONE 805-925-9565 EXT.

RENTER ACCEPTS DAMAGE RESPONSIBILITY	X RENTER	RENTER REQUESTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN ADJACENT COLUMN. THIS IS NOT INSURANCE. SEE TERMS & CONDITIONS.	X RENTER	DW 8.99/DAY
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE	X RENTER	RENTER REQUESTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN ADJACENT COLUMN. SEE RENTAL AGREEMENT; TICKET JACKET.	X RENTER	PAI 3.00/DAY
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP)	X RENTER	RENTER REQUESTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY RATE SHOWN IN ADJACENT COLUMN. SEE RENTAL AGREEMENT; TICKET JACKET.	X RENTER	SLP 9.95/DAY

ADDITIONAL AUTHORIZED DRIVER - NONE PERMITTED WITHOUT OWNER'S APPROVAL.
I request Owner's permission to allow
AGE LICENSE NO. NO OTHER DRIVER PERMITTED STATE EXP.

TAX 7.25 % 2.
FUEL CHARGE 2.75/GALLON

[redacted] behalf, I am responsible, agreement.
BY OWNER'S REP

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL

YES	NO	Authorized states of operation	AUTH. BY OWNER'S REP
	X	CA ONLY	

TOTAL CHARGES 30.

DEPOSITS

REFUNDS

AMOUNT DUE 30.

CLOSED BY

PAID BY | CASH | CHECK | CR.CARD |

RECEIPT FOR CASH REFUND
DATE RECEIVED BY X AMOUNT

DAMAGE [redacted]

Renter acknowledge[s] receipt of oral disclosu[re] that damage waiver may b[e] duplicative of coverag[e] maintained under his or he[r] own policy of motor vehicle insurance. The purchase of damage waiver is optional and may be declined.

RENTER IS RESPONSIBLE FOR AND AUTHORIZES CHARGES TO THEIR CREDIT CARD OR DEBIT CARD FOR TRAFFIC VIOLATIONS AND HANDLING FEES, AND ANY CHARGES NOT PAID BY INSURANCE COMPANIES, BODY SHOPS, AUTO DEALERSHIPS AND ANY THIRD PARTIES.

NO GASOLINE REFUND - 1 DAY MINIMUM

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL AGREEMENT; TICKET JACKET
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS PAGE AND THE ATTACHED RENTAL AGREEMENT; TICKET JACKET WHICH IS HEREBY INCORPORATED IN AND A PART OF THIS AGREEMENT. MY SIGNATURE BELOW IS CONSIDERED TO HAVE BEEN MADE ON ANY APPLICABLE CREDIT CARD OR DEBIT CARD VOUCHER AND I AUTHORIZE OWNER TO PROCESS SUCH VOUCHER FOR ADVANCE DEPOSITS AND CHARGES INCURRED, INCLUDING PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. SEE REVERSE FOR LIABILITY RESTRICTIONS. I WARRANT THAT LICENSE PRESENTED AT THE TIME OF RENTAL IS CURRENT AND VALID FOR THE STATE OR COUNTRY IN WHICH IT WAS ISSUED.

RENTER X DATE 8/12/03
OWNER REP X EMPL. # 5958V

I WILL RETURN CAR BY	DATE/TIME 8/12/03	ORIG. DEP.	AMOUNT	PD BY	TYPE	DATE PD.	AUTH #
					1462		
EXT. TO		ADDT'L DEP.	20.00 MC	SALE	8/12	065598	
EXT. TO		ADDT'L DEP.					
EXT. TO		ADDT'L DEP.					
EXT. TO		ADDT'L DEP.					

CLAIM INFORMATION
POL OR CL# PO#20128
INSD.
LOSS DATE THEFT ACCIDENT
PHONE NAME 805-925-9565
REPAIR SHOP STOWASSER PONTIAC
TYPE CAR 03 GMC ENVOY

REPLACEMENT VEHICLE

COLOR LICENSE NO.
MODEL ECAR#
MILE-AGE IN OUT
DRIVEN
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

ADDITIONAL INFORMATION:
32404
246

PLEASE USE SEAT BELTS

INVOICE ON FILE

See Terms and Conditions on Reverse and Attached Rental Agreement; Ticket Jacket

© Enterprise Rent-A-Car Company 2003

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The #1 PLACE TO GO

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRUCE 20		12/05/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11602	SUMMIT WHIT	G625
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/19/03	13
	VEHICLE ID NO		SELLING DEALER NO.	PRODUCTION DATE
NIPOMO, CA [redacted]	1GKDS13S832 [redacted]		40195	
	PTE NO.	P.O. NO.	R.O. DATE	
			12/04/03	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]				MO: 11602

JOB# 1 CHARGES

LABOR

J# 1 51GCZ03 HORN HOURS: 0.30 TECH(S):247 20.84

CUST STATES THAT INTERMITTENTLY HORN WILL NOT WORK
COULD NOT VERIFY COMPLAINT
TESTED HORN WORKING NORMAALY PULLED HORN PAD
AND CKED WIRING AND CONTACTS ALL CK GOOD

JOB# 1 TOTALS

LABOR 20.84

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 20.84

JOB# 2 CHARGES

LABOR

J# 2 51GCZ01 BODY ELECT CONCERN HOURS: TECH(S):247 0.00

CUST STATES THAT DAY TIME RUNNING LIGHTS INTERMITTENTLY ARE INOP. IF PUT IN REVERSE OR HEADLIGHTS PUT ON START WORKING
COULD NOT VERIFY COMPLAINT
TEST DROVE CAR , TESTED DRL LIGHTS, SCANNED FOR CODES
NONE FOUND, WORKING AS DESIGNED

R/O TAX 0.00
R/O TOTALS 20.84

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
34816	20.84
CLAIM TOTALS	20.84

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMF.934
12/05/2003 WARRANTY NEW CLAIM
1240

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
034816	12/04/2003	1GKDS135832 [redacted]	8	40195	11602	548-15-7111

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

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	01		01				9Z	N9995	.3			20.84
LN TOT:		20.84	TECH SSN: 565-37-0078		AUTH CODE: B			AUTH AUTHOR: 0090				

R.O. TOTAL: 20.84

PAGE 1 OF 1

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805)928-9595
FAX (805)928-9475

The #1 PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
12:48pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

C

EPA# CAL 000182311

RECOMMENDED SERVICES

B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01GCZ0075	7500 MILE SERVICE	MO	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/12/03	32404	3102	160	44	W	51GCZ	BODY ELECTRICAL
				20	W	92GCZ	LOAN CAR
03/21/03	29646	2	168	28	I	70GCZ01	SUBLET REPAIR
03/18/03	29591	2	168	171	I	75GCZ01	PDI

SALESPERSON NO. 204 MICHAEL A. SALAZAR

SERVICE

VEHICLE I.D. NO. 1GKDS13S832 [redacted]	YEAR/MAKE/MODEL 03/GMC/ENVOY/2WD 4DR	PRODUCTION DATE	STOCK NO. G625	LICENSE NO.	[redacted]
[redacted] NIPOMO, CA [redacted] Cell [redacted]	CUSTOMER NO. 10915	SERVICE CONTRACT WESTERN GENERAL	DELIVERY DATE 05/19/03	DELIVERY MILES 13	SELLING DEALER NO. 40195
	COLOR SUMMIT WHITE/LIGH	CONTRACT NO. [redacted]	EXPIRATION DATE 05/19/10	EXPIRATION MILES 70013	R.O. DATE 12/04/03
	TURBO	MMC GCZZ	AIR COND. Y	P.S.	TRANS A
	MILEAGE 11602	ADVISOR NO. 20	ADVISOR BRUCE		945

[redacted]

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

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
08:03am	12/04/03 05:30pm	

APPOINTMENT ☐ Yes ☐ No

STATE REG# AB005375

LABOR RATE [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL

X 01/92/149995/.3

1 W *51GCZ03 HORN
CUST STATES THAT INTERMITENTLY HORN WILL NOT WORK

2 W *51GCZ01 BODY ELECT CONCERN
CUST STATES THAT DAY TIME RUNNING LIGHTS INTERMITENTLY ARE INOP- IF PUT IN REVERSE OR HEADLIGHTS PUT ON- START WORKING

PAGE 1 OF 1 34816

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

TO REORDER ☎ 1-800-550-2070

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 34816		TIME	OFF 11
		EMP. NO.	OPER. NO.		ON
W	0.3	247	No Trouble		12-5-03

The only warranties applicable to this product are the express warranties set forth in the applicable warranty statement. Except as expressly stated in the applicable warranty statement, all other warranties, including the implied warranties of merchantability and fitness for a particular purpose, are disclaimed. No person is authorized to assume for us any liability in connection with the sale of this product and/or service. In no event shall we be liable for any damages in excess of the purchase price of this product and/or service. In no event shall we be liable for any damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

[illegible] to repair, replace [illegible] at our option, any part which is found to be defective in material or workmanship during the warranty period. [illegible] against any [illegible] in connection with the [illegible] under the warranty.

[illegible] statutes or [illegible] warranty [illegible] to the original retail purchaser of the vehicle and dealer is responsible for [illegible].

The dealer is responsible for [illegible].

[illegible] is responsible for [illegible].

[illegible] to repair or replace [illegible] at our option, [illegible] the right to [illegible] to the original retail purchaser [illegible] the right to [illegible] of the [illegible] to [illegible] [illegible] [illegible]

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The #1 PLACE TO GO

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	JIM 257	559	03/08/04	[redacted]
[redacted] NIPOMO, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 16932		COLOR: SUMMIT WHIT	G625
	YEAR / MAKE / MODEL: 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE: 05/19/03	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1GKDS13S832 [redacted]		SELLING DEALER NO: 40195	PRODUCTION DATE
	P.I.E. NO. / P.O. NO.		P.O. DATE: 03/02/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 16932

JOB# 1 CHARGES

LABOR

J# 1 51PNZ BODY ELECTRICAL HOURS: TECH(S):29
CUSTOMER STATES THAT WHEN THE HEADLAMP SWITHC IS IN THE AUTOMATIC POSITION, AT TIMES THE HEADLAMPS AND/OR THE DAYTIME RUNNING LIGHTS WILL NOT COME ON WHEN THE VEHICLE IS STARTED.
WE INSPECTED THE LIGHT OPERATION, AND CONFIRMED THE DRL LIGHTS WERE COMING ON AS SOON AS THE RUNNING VEHICLE WAS TAKEN OUT OF PARK.
WE ALSO CONFIRMED THE HEADLAMPS, WHEN ON THE AUTOMATIC MODE WERE RESPONDING TO THE LIGHT SENSOR ON THE DASH.

JOB# 2 CHARGES

LABOR

J# 2 10PNZ DRIVEABILITY HOURS: 2.80 TECH(S):235 199.58
AT TIMES WHEN TURING THE ENGINE OFF THE CAR WILL SHAKE AND CAN HEAR A HISS NOISE FROM THE ENGINE AREA.
REPLACED ENGINE FAN CLUTCH PER BULLITEN #878059

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15116115	CLUTCH 1.0SD	199.16	199.16	278.82	278.82
				COST TOTAL	199.16		
					TOTAL - PARTS		278.82

JOB# 2 TOTALS

LABOR	199.58
PARTS	278.82
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	478.40

JOB# 3 CHARGES

LABOR

J# 3 10PNZ01 DRIVEABILITY CONCERN HOURS: TECH(S):235
AT TIMES WARM OR COLD, AFTER SHIFTING FROM REVERSE TO DRIVE THE ENGINE WILL SHUDDER AND DIE
WE COULD NOT DUPLICATE THE CONDITION AT THIS TIME
IT MIGHT BE RELATED TO REPAIR PERFORMED ON JOB #2

JOB# 4 CHARGES

LABOR

J# 4 10PNZZ DRIVEABILITY CONCERN HOURS: TECH(S):235
CUSTOMER STATES THE ENGINE HAS A LOSS OF POWER.
INVESTIGATE AND REPORT.
LOSS OF POWER RELATED TO DEFECTIVE FAN CLUTCH
REPLACED ON JOB #2

R/O TAX	0.00
R/O TOTALS	478.40

WARRANTY CLAIN DETAIL TOTALS

CLAIM#..... TOTAL...

STOWASSER
Pontiac -Buick -GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805)925-9565
FAX (805)928-9475

The #1 PLACE TO GO

B.A.R. # A8005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
03:12pm

[CONTINUED ON NEXT PAGE]

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JIM 257	559	03/08/04	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 16932	COLOR SUMMIT WHIT	STOCK NO. G625
	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR		DELIVERY DATE 05/19/03	DELIVERY MILES 13
NIPOMO, CA [redacted]	VEHICLE I.D. NO. 1GKDS13S832[redacted]		SELLING DEALER NO. 40195	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 03/02/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 16932

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

CLAIM#	TOTAL
36504	478.40
CLAIM TOTALS	478.40

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMSMF.035
03/08/2004 WARRANTY NEW CLAIM
1512

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
036504	03/02/2004	1GKDS13S832[redacted]	8	40195	16932	550-64-6423

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

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT.	LAB TOT.
1	02		NI	1	15116115	278.82	1D	J3390	2.3	5		199.58

LN TOT: 478.40 TECH SSN: 625-03-9513 AUTH CODE: E AUTH. AUTHOR.: 0090

R.O. TOTAL 478.40

PAGE 2 OF 2

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866

(805)925-9565
FAX (805)928-9475

The 1 PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA - MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You

03:12pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

EPA# CAL 000182311 — RECOMMENDED SERVICES — B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[redacted]	[illegible]	[illegible]	247	W	[illegible]	[illegible]
				247	W	51PNZ01	BODY ELECT CONCERN
08/12/03		5182	168	44	W	21PNZ	AIR CONDITIONING
				44	W	51PNZ	BODY ELECTRICAL
				20	W	92PNZ	LOAN CAR
03/21/03		2	168	29	I	70PNZ01	SUBLET REPAIR

SALESPERSON NO. 204 MICHAEL A. SALAZAR SERVICE

VEHICLE I.D. NO. 1GKDS13S83 [redacted] — YEAR/MAKE/MODEL 03/GMC/ENVOY/2WD 4DR — PRODUCTION DATE — S[redacted] — LICENSE NO. [redacted]

[redacted]
NIPOMO, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
10915	WESTERN GENERAL	05/19/03	13	40195	03/02/04

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SUMMIT WHITE/LIGH	[redacted]	05/19/10	70013	559

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	GCZZ	Y		A	16932	257	JIM

RESIDENCE PHONE [redacted] — BUSINESS PHONE

TIME RECEIVED 11:55am — DATE/TIME PROMISED 03/02/04 05:30pm — PRIORITY

APPOINTMENT ☐ Yes ☐ No

STATE REG# AB005375 — 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 in any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left herein. In case of fire, theft or other cause beyond your control; that an express [redacted] of repairs thereto; that your employees may operate the above [redacted] such vehicle.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 W *51PNZ — BODY ELECTRICAL
CUSTOMER STATES THAT WHEN THE HEADLAMP SWITHC IS IN THE AUTOMATIC POSITION, AT TIMES THE HEADLAMPS AND OR THE DAYTIME RUNNING LIGHTS WILL NOT COME ON WHEN THE VEHICLE IS STARTED. See Attached Sheet

Ni / LD / 53390 / 2.3 / $278.82

2 W 10PNZ — DRIVEABILITY
AT TIMES WHEN TURING THE ENGINE OFF THE CAR WILL SHAKE AND CAN HEAR A HISS NOISE FROM THE ENGINE AREA.

Scan no Dtcs

3 W 10PNZ01 — DRIVEABILITY CONCERN
AT TIMES WARM OR COLD, AFTER SHIFTING FROM REVERSE TO DRIVE THE ENGINE WILL SHUDDER AND DIE.

Couldn't Duplicate

4 W 10PNZZ — DRIVEABILITY CONCERN
CUSTOMER STATES THE ENGINE HAS A LOSS OF POWER. INVESTIGATE AND REPORT.

PAGE 1 OF 1 36504

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

TO REORDER ☎ 1-800-550-2676

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 26504	TIME	OFF 9
		EMP. NO. OPER. NO.		ON 3-3-04
W 2 8		235 Fan Clutch		

Subs 1-3-4 closed @ no charge

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 26504	TIME	OFF MAR 8 PM 2:19
		EMP. NO. OPER. NO.		ON MAR 9 8
W		235 Fan Clutch		

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 26504	TIME	OFF 8 MAR 4 PM 1:17
		OPER. NO. Fan clutch		
W		EMP. 235		ON MAR 4 PM 1:58

Replaced fan clutch
need extra time for BRA. Removal + installation

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The #1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRUCE 20 LICENSE NO.	840	04/23/04	[redacted]
	YEAR / MAKE / MODEL	MILEAGE 19597	SUMMIT WHIT	G825 DELIVERY MILES
	03/GMC/ENVOY/2WD 4DR		05/19/03	13
NIPOMO, CA [redacted]	VEHICLE I.D. NO. 1GKDS13S832 [redacted]		40196	PRODUCTION DATE
			04/20/04	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 19597

JOB# 1 CHARGES

LABOR
3# 1 20PN201 HEATING CONCERN HOURS 2.00 TECH(S) 264 142.56
CUSTOMER STATES HEATER WORKS SOMETIMES AND THEN IT STOPS
WORKING AFTER A WHILE
FOUND FAULTY CONTROL ACTUATOR AND EXCESSIVE PLAY R &R
ACTUATOR AND RESTORED ALSO FREED TEMP DOOR
R AND R ACTUATOR AND RESECURE NOTE TO CUSTOMER ADVISE
SLIGHT TEMP VARIATION DUE TO COOLANT FLOW THROUGH HEATER
CORE AND T-STAT FLUXUATION IS NORMAL

JOB# 1 TOTALS
LABOR 142.56
JOB# 1 JOURNAL PREFIX GOMS JOB# 1 TOTAL 142.56

JOB# 2 CHARGES

LABOR
3# 2 85PNZ ACCESSORIES HOURS 0.20 TECH(S) 264 14.26
CUSTOMER STATES HORN WORKS SOMETIMES AND SOMETIMES IT DOESNT
HORN IS WORKING NOW
TESTED HORN O.K. NORMAL R AND R AND CLEANED HORN CONTACTS
PLAT TESTED APX 25 TIMES OK

JOB# 2 TOTALS
LABOR 14.26
JOB# 2 JOURNAL PREFIX GOMS JOB# 2 TOTAL 14.26

JOB# 3 CHARGES

LABOR
3# 3 30PNZ AUTO TRANS CONCERN HOURS 0.40 TECH(S) 264 28.51
CUSTOMER STATES TRANS FEELS LITTLE MORE ROUGH AND LOUDER
THAN BEFORE CUSTOMER STATES TRANS TAKE MORE TIME TO GET
INTO GEAR
R AND R AND ADJUSTED SHIFT CABLE TRANS OPERATION IS NORMAL

JOB# 3 TOTALS
LABOR 28.51
JOB# 3 JOURNAL PREFIX GOMS JOB# 3 TOTAL 28.51

JOB# 4 CHARGES

LABOR
3# 4 20PN222 HEATING CONCERN HOURS 1.40 TECH(S) 264 99.79
CUSTOMER STATES THERE IS A NOISE AFTER TURNING TRUCK OFF
BUZZING NOISE IN DRIVERS SIDE DASH
FOUND CLUSTER IS MAKING NOISE WILL SPECIAL ORDER PART
PART CAME IN AND INSTALL CLUSTER FOR GAUGE NOISE
REPLACE CLUSTER

SUBLET
SUBLET	SVC	VEND INV#	INV DATE	DESCRIPTION		
	22802	937176	04/21/04	EXCHANGE CLUSTER WARRANTY	TOTAL - SUBLET	0.00
						0.00

MISC
CODE	DESCRIPTION	CONTROL NO	
	ELEC HAIR ELECTRONIC EXCHANGE ALLOWANC		20.00

[CONTINUED ON NEXT PAGE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 926-9565
FAX (805) 926-9475

The #1 PLACE TO GO

B.A.R. # AB005875

FOR YOUR CONVENIENCE
SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER
SERVICE DEPT. HOURS BY
PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW
UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING
CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON REVERSE SIDE.

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

Thank You
12:05pm

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	[redacted] 20 LICENSE NO.	MILEAGE 840	04/23/04	[redacted]
[redacted] NIPOMO, CA [redacted]	YEAR / MAKE / MODEL 03/GMC/ENVOY/2WD 4DR	19597	SUMMIT WHIT	6625 DELIVERY MILES
	VIN 1GKDS13S832 [redacted]		05/19/03 DEALER NO.	INTRODUCTION DATE
			40195	
	COMMENTS		04/20/04	
RESIDENCE PHONE 805 929 1840	BUSINESS PHONE			MD: 19597

JOB# 4 TOTALS

TOTAL MISC	20.00
LABOR	99.79
MISC	20.00
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	119.79
SLS TAX	0.00
R/O TOTALS	305.12

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
37575	305.12
CLAIM TOTALS	305.12

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE GMSWF.567
04/23/2004 WARRANTY NEW CLAIM
GCMS
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
037575 04/20/2004 1GKDS13S832303202 8 40195 19597 548-55-7111

CUSTOMER NAME FIRST: LUPE MIDDLE
LAST: SERNA PHONE: WORK: HOME: 805-929-1840

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
1	03		00				3A	D1812	2.0			142.56
LN TOT:			142.56	TECH SSN: 561-96-2251		AUTH CODE:				AUTH:	AUTHOR:	

COMMENTS: TEMPERATURE CONTROL ACTUATOR HAD EXCESSIVE PLAY

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
2	02		01				6J	N6640	.2			14.26
LN TOT:			14.26	TECH SSN: 561-96-2251		AUTH CODE:				AUTH:	AUTHOR:	

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
3	03		00				3A	K5180	.4			28.51
LN TOT:			28.51	TECH SSN: 561-96-2251		AUTH CODE:				AUTH:	AUTHOR:	

COMMENTS: R AND R AND ADJUSTED CABLE

LN	JOB	CT	CC	PC	PART NO	TOT PTS	FC	LABOP	LHRS	OHRS	NET AMT	LAB TOT
4	08		01				1D	N4180	1.4		20.00	99.79
LN TOT:			119.79	TECH SSN: 561-96-2251		AUTH CODE:				AUTH:	AUTHOR:	

R.O TOTAL: 305.12

PAGE 2 OF 2

[END OF INVOICE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-0565
FAX (805) 928-9475

PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
12:05pm

By 2:00
I need to
Call her

$5.00

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

PLACE TO GO

By 2:00
I need to
Call her
w/ something

15195442

PART(S) ON ORDER / OUTSTANDING

EPA# CAL 000182311 — RECOMMENDED SERVICES — B.A.R. # AB005375

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
99PNZ03039	CHILD REST ANCHOR	CA	0.00		will Keep overnite		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[redacted]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
				235	W	10PNZ	DRIVEABILITY
				235	W	10PNZ01	DRIVEABILITY CONCERN
				235	W	10PNZZ	DRIVEABILITY CONCERN
12/04/03		11602	20	247	W	51PNZ03	HORN
				247	W	51PNZ01	BODY ELECT CONCERN

SALESPERSON NO. 204 MICHAEL A. SALAZAR SERVICE

VEHICLE I.D. NO. 1GKDS13S8322[redacted] — YEAR/MAKE/MODEL 03/GMC/ENVOY/2WD 4DR — PRODUCTION DATE — STOCK NO. G625 — LICENSE NO. [redacted]

[redacted]
NIPOMO, CA[redacted]

CUSTOMER NO. [redacted] — SERVICE CONTRACT WESTERN GENERAL — DELIVERY DATE 05/19/03 — DELIVERY MILES 13 — SELLING DEALER NO. 40195 — P.O. DATE 04/20/04

COLOR SUMMIT WHITE/LIGH — CONTRACT NO. [redacted] — EXPIRATION DATE 05/19/10 — EXPIRATION MILES 70013 — TAG NO. 840

TURBO — M/MC GCZZ — AIR COND. Y — P.S. — TRANS A — MILEAGE 19597 — ADVISOR NO. 20 — ADVISOR BRUCE

RESIDENCE PHONE [redacted] — [redacted]

TIME RECEIVED 07:14am — DATE/TIME PROMISED 04/20/04 05:30pm — PRIORITY

APPOINTMENT ☒ Yes ☐ No

STATE REG# AB005375 — 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 [redacted] ...ed availability of parts or material for any ...ction with such repair; that you shall not be ...ause beyond your control; that an express ...at your employees may operate the above veh[redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X 0L | 3A | D1812 | 2.0 |

1 W 20PNZ01 HEATING CONCERN
CUSTOMER STATES HEATER WORKS SOMETIMES AND THEN IT STOPS WORKING AFTER A WHILE.

0L | 6J | N6640 | .2

2 W 85PNZ ACCESSORIES
CUSTOMER STATES HORN WORKS SOMETIMES AND SOMETIMES IT DOESN'T HORN IS WORKING NOW.

04 | 3A | K5180 | .4

3 W 30PNZZ AUTO TRANS CONCERN
CUSTOMER STATES TRANS FEELS LITTLE MORE ROUGH AND LOUDER THAN BEFORE. CUSTOMER STATES TRANS TAKE MORE TIME TO GET INTO GEAR.

4W Ni | 1D | N4180 | 1.2 | .2 | $20.
When car is turn off there
A hizzing noise coming from
Inside the Dash (Drive side)

15195442 cluster

PARTS RETURNED
S.S. 4/21/04
(SIGNATURE) (DATE)

PAGE 1 OF 1 37575

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866
(805) 925-9565 FAX (805) 925-2775

PLACE TO GO

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

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

PRINTED FOR STOWASSER BY SMOBA FORM SOURCE® TO REORDER ☎ 1-800-553-2878

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	OPER. NO.	TIME	OFF / ON
W	2 0	37575	264	Actuator		4-23-04
W	0 2	37575	264	Horn		4-23-04
W	0 4	37575	264	Cable		4-23-04
W	1 2	37575	264	Cluster		4-23-04

...ffered by the manufacturer. The selling dealer her... any implied warranties of merchantability or fitness ...son to assume for it any liability in connection with t... er from the damages to property, damages for loss o... mages.

...d Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

...tion to any and all other legal remedies available, I authorize Said ...er to have a lien on the vehicle described herein for all charges for ...rs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle ...blic auction after giving a twenty (20) day written notice by certified ...o the legal owner, registered owner, and Department of Motor ...les of intent to do so. On the sale date, the vehicle shall be sold ...highest cash bidder and the proceeds of the sale must be used first to satisfy my lien plus storage costs and costs incident to sale, and ...shall be forwarded to the legal owner, or if none, to the ...is unknown, it shall be forwarded to ...

...include a reasonable attorney's fee.

...for thirty (30) days after such request ...to refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	OPER. NO.	TIME	OFF / ON
W	CABLE	37575		264		3 47 / 3 02
W	HORN	37575		264		45 / 12 57
W	Actuator	37575		264		46 / 7 27
W	Cluster	37575		264		5 53 / 3 47

...the vehicle described herein is not called for within three (3) days after ...notice is given ...day thereafter.

STATEMENT ... CT AS FOLLOWS:

"A buyer of this product ... ring the warranty period. The warranty period will be e... the buyer's hands for warranty repairs. If a defect exists ... has been fixed. The warranty period will also be exten... sed by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

COMPLAINT: found L-H temp control actuator had excessive
CAUSE: play R&R actuator L-H & resecured also "freed"
CORRECTION: temp door - cust be advised slight temp variation due to coolant flow through heater core & t.stat
COMPLAINT: fluxuation is normal -
CAUSE: s/o inst. cluster for gauge noise
CORRECTION: replaced cluster
Quiet art #
COMPLAINT: tested horn opp normal - R&R & cleaned horn contact plate - tested apx 25 times OK
CAUSE:
CORRECTION: R&R & adjusted shift cable - trans opp is normal
COMPLAINT:
CAUSE:
CORRECTION:

AER Technologies, Inc

1841 W Commonwealth, Fullerton, CA 92833-3013, www.AERTech.com •714 871.7397 •800 321.6970 •FAX 714 773.0815

INVOICE # [redacted]

Ship To:
STOWASSER PONT/BUI/GMC
600 E BETTERAVIA RD
SANTA MARIA, CA , 93456

Via: **FEX RS**

Bill To:
STOWASSER PONT/BUI/GMC
PO BOX 1866
SANTA MARIA, CA , 93456-1866

Phone: 805.925.9565 Terms: On Acc Fax: 805.928.9475 Acct#: 11812

Order#	Ord Date	RO#	PO#	Cust Name	VIN	Sales Rep
[redacted]	4/20/2004	[redacted]	22802	[redacted]	1GKDS13S832[redacted]	AVALENZU

QTY	ITEM	AC	DESCRIPTION	UNIT PRICE	EXT PRICE
1	15195442	209	CLUSTER ASM-INST		**WARRANTY**

INVOICE TOTAL $0.00

1 4025-30-208*0.00 4050-30-208*0.00 4100-30-208*0.00*101 |ser# 50DUMUF03093AUFP

UPS GROUND A.R.S. TRACKING NUMBER [redacted] REF # / DATE

Notes: WHEN THE CAR IS TURNED OFF ROBERT *PTS*

AER Technologies Inc Warranty Policy & Periods: All mobile electronic devices directly repaired by AER Technologies Inc come with a 12 month parts and labor warranty from date of purchase. Warranty coverage does not cover physical damage, tampering, fluid intrusion, or improper installation. New OEM or after-market products purchased from AER Technologies Inc carry the manufacturer's stated warranty policy. Refer to manufacturer's warranty guidelines. All warranty documents must be completed and registered with manufacturer. All OEM or after-market products returned or exchanged with any of the original contents missing will not receive the full purchase value and must be returned with the original package. A 15% restocking fee will be charged if this procedure cannot be met. All returns will not be accepted without original purchase receipt.

Inv by: DREYNOZO

Rec'd by: _____

997175

STOWASSER

Pontiac • Buick • GMC

600 E. BETTERAVIA ROAD • P.O. BOX 1866
SANTA MARIA, CALIFORNIA 93456-1866

The 1 PLACE TO GO

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JIM		07/05/04	[redacted]
[redacted]	LABOR RATE 257 LICENSE NO.	MILEAGE		
	YEAR / MAKE / MODEL	23496	SUMMIT WHIT	DELIVERY MILES
NIPOMO, CA [redacted]	03 GMC ENVOY 2WD 4DR		05/19/03	12
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13S832 [redacted]		40185	
	PLATE NO.		RO CLOSE	
			06/30/04	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			MD: 23507

JOB# 1 CHARGES

LABOR

J# 1 30PNZ ENGINE ELECTRICAL HOURS: 1.20 TECH(S):44 85.54

THE CAR WONT START
FOUND A FAILED IGNITION SWITCH
REPLACED IGNITION SWITCH

PARTS	QTY	PART NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12450251	SWITCH 2.188	16.02	16.02	22.43	22.43
				COST TOTAL	16.02		
					TOTAL PARTS		22.43

JOB# 1 TOTALS

LABOR	85.54
PARTS	22.43
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	107.97

JOB# 2 CHARGES

LABOR

J# 2 30PNZ AUTO TRANSMISSION HOURS: 0.30 TECH(S):44 21.38

THE TRANSMISSION SHIFTS HARD AND THERE IS A NOISE IN THE TRANS
TEST DRIVE THE CAR AFTER THE IGNITION SWITCH WAS REPLACED
WE COULD NOT DUPLICATE THE CONCERN
POWER FOR THE TRANS CONTROL MODULE IS THROUGH THE IGNITION SWITCH
REPLACEING THE SWITCH MIGHT HAVE CORRECTED THE CUSTOMERS TRANS CONCERN.

JOB# 2 TOTALS

LABOR	21.38
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	21.38

JOB# 3 CHARGES

LABOR

J# 3 92PNZ LOAN CAR HOURS: TECH(S):44 0.00

PROVIDE LOAN CAR

SUBLET

PO#	VEND INV#	INV DATE	DESCRIPTION	
23459	193794	07/02/04	RENTAL	89.00
			TOTAL SUBLET	89.00

JOB# 3 TOTALS

SUBLET	89.00
JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL	89.00
R/O TAX	0.00
R/O TOTALS	218.35

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE]

STOWASSER
Pontiac • Buick • GMC
600 E. BETTERAVIA ROAD
SANTA MARIA, CA 93456-1866
(805) 925-9565
FAX (805) 928-9475

The 1 PLACE TO GO

B.A.R. # AB005375

FOR YOUR CONVENIENCE SERVICE AND PARTS ARE OPEN
Monday thru Thursday
7:30 A.M. to 5:30 P.M.
Friday
7:30 A.M. to 5:00 P.M.
CARS RELEASED AFTER SERVICE DEPT. HOURS, BY PRIOR ARRANGEMENT ONLY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

TERMS:
CASH OR THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

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

Thank You
12:34pm

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name
Serna & Ramirez

Worksheet Filled Out By:
Swartz

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

Old Vehicle VIN:
1GKDS13S832[redacted]

New Vehicle VIN:

Date:
November 9, 2005

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA & FL) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$23,000.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (29 x 210.03)	$6,090.87
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$29,090.87**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$9,084.11**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$3,000.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$12,084.11**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$0.00**	24	**Total Refund to Customer**	**$17,006.76**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$5,732.03
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	(GMAC=DL quote) good thru 11/19/05	
27	**"Actual Price Paid" (Pmt/Lease)**	**$31,822.90**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$3,000.00
28	Mileage	34,255	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$25,738.79**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$18,600.00
30	**Usage**	**$9,084.11**	30	**Estimated Auction Price**	**$0.00**	30	**Estimated Auction Price**	**$13,764.00**
31			31	**Projected Loss**	**$0.00**	31	**Projected Loss**	**$11,974.79**

	PURCHASE PRICE (before t/t/t)	$ 28,999.00		TRADE ALLOWANCE	N/A		PURCHASE PRICE	$ 28,999.00
	MSRP (FROM BARS INVOICE)	$ 29,765.00		PAYOFF OF TRADE	N/A		INCENTIVE* (from BARS)	$ 3,000.00
	DIFFERENCE	$ (766.00)		DIFFERENCE	#VALUE!		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 25,999.00
				TRADE ALLOWANCE	N/A			
				ACV OF TRADE	N/A		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	#VALUE!		Include GM card points	
				ACV=actual cash value			Form Rev. 9/19/2005	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA & FL)

Down Payment (if applicable)
Payments made by customer
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance
Less Late Charges
Less Damage

CASE ASSESSMENT BY: **Cathie Swingle**
Siebel/CARS Request No: [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 Make: Chevrolet Model: trailblazer Current Mileage: 10328

Vehicle ID No.: 1GNDT13S25[redacted]1 In Service Date: 4/4/2005 Leased: New

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: headlamp, dash light and radio light flickers

Date:	Mileage:	Days Out:	Description of Repair:
11-8-05	10138	2	headlamp and dash lights flicker, no problem found
10-6-05	9409	1	headlamp and dash lights flicker, found slight dimming When brakes are pressed or veh is under load.
8-29-05	8215	1	head lamps flicker when brakes prezssed or over bumps Found object plugged into DLC removed object and checked System. Unable to duplicate concern.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Onstar comes on by itself

Date:	Mileage:	Days Out:	Description of Repair:
11-8-05	10138	2	onstar dials at times for no reason, checked wiring and for Codes no problem found, unable to duplicate issue.

OTHER SYMPTOM/CONCERN: **Non current Misc items**

Date:	Mileage:	Days Out:	Description of Repair:
9-8-05	8420	3	check fluid leak at shocks, parts in, replaced both front Shocks.
8-29-05	8215	1	front shock leaking, ordered parts
7-29-05	5169	1	right front window channel bent, replaced channel

Total Days Out of Service: __8__(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)? __Prog summary only, no final repair notice for lemon law. Gm not denying repairs _____

AVM and/or DEALER RECOMMENDATION(s):
Contacted no response

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Upgtrade GMPP to a $0 deductable, for inconvienence. Concerns have not been duplicated at any of the 3 dealers the cust has been to.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

ATTN: KATHY

[redacted]

[redacted]

ACCOUNTING

TENNYSON
CHEVROLET INC.
32570 PLYMOUTH ROAD
LIVONIA, MICHIGAN 48150
(734) 425-6500
(734) 261-9318 FAX

[redacted]
TAYLOR, MI [redacted]
HOME [redacted] BUS: [redacted]

SERVICE CONSULTANT LENA WOOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	CHEVROLET TRAILBLAZE	1GNDT13S25[redacted]		10138/10146	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	SO NO.	RATE	PAYMENT	INV. DATE
04APR05 IS			17:00 08NOV05		78.75	CASH	08NOV05

R.O. OPENED	READY	OPTIONS:
07NOV05	08NOV05	ENG: 4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHECK HEADLIGHTS, DSAH LIGHT AND RADIO FLICKER AT NIGHT						
CAUSE: NO PROBLEM FOUND						
N9995 CUSTOMER CONCERN NOT DUPLICATED						
11 TIM MITTS LIC#: M122364						
WT 0.30	810	2195			21.95	21.95
FC: PART#: COUNT:						
CLAIM TYPE:						
AUTH CODE:						
	0	0 TPARTS				
	810	2195 TLABOR				
10146 NO CODES IN BCM OR PCM. NO BULLETINS OR UPDATES CK POWER AND GROUNDS AT BATTERY AND CHASSIE CK POWER AND GROUND TO BCM. NO PROBLEMS FOUND						
B CHECK ON-STAR, DIALS AT TIMES FOR NO REASSON						
CAUSE: NO PROBLEM FOUND						
NPT UNABLE TO DUPLICATE CONCERN						
11 TIM MITTS LIC#: M122364						
WT 0.00	0	0			0.00	0.00
	0	0 TPARTS				
	0	0 TLABOR				
10146 NO CODES SET FOR ONSTAR, CALL ON START AND CONFIRM OPERATION NORMAL. NO BULLETINS OR UPDATES. RECK OPERATION IN AM WITH NO PROBLEMS						
C** TENNYSON RENTAL,....74838						
CAUSE: RENTAL						
Z7901 CHEVROLET COURTSEY CAR (1) DAY						
9999 WT 0.00	0	0			0.00	0.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MI						
	0	0 TPARTS				
	0	0 TLABOR				
SUBL TENNYSON RENTAL 74838						

AUTHORIZATION INFORMATION: _____

After Repairs By signing below you are stating that you are eligible to receive the above vehicle. By doing so you take responsibility for the vehicle. You are authorizing payment and excepting repairs and that the registered owner has given you permission to receive this vehicle.

X _____

DEALER REGISTRATION NO. F-100834

ALL PARTS NEW UNLESS INDICATED OTHERWISE

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

NOV.14'2005 11:53 TENNYSON #1411 P.001/002

[redacted] [redacted]

ACCOUNTING

TENNYSON
CHEVROLET INC.
32570 PLYMOUTH ROAD
LIVONIA, MICHIGAN 48150
(734) 425-6500
(734) 261-9318 FAX

[redacted]
TAYLOR, MI [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE CONSULTANT LENA WOOD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	CHEVROLET TRAILBLAZE	1GNDT13S25[redacted]		10138/10146	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
04APR05 IS			17:00 08NOV05		78.75	CASH	08NOV05

R.O. OPENED	READY	OPTIONS: ENG: 4.2_Liter_MFI_DOHC
07NOV05	08NOV05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WT			3700	3700			37.00	37.00

EST: 0.00 07NOV05 12:24 SA: 4

IF YOU ARE NOT 100% SATISFIED WITH YOUR VEHICLES OPERATION OR REPAIRS
PLEASE CALL FOR SERVICE: CHRIS BREWIS
FOR BODY SHOP: TOM DAVIDSON
734-425-6500

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-07-05	15:36	16:22	0.77	W	11	A B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	2195	810		[redacted]	3700	3700	
					5895		

COST, SALE, & COMP TOTALS	4510	5895	0

AUTHORIZATION INFORMATION: _____

After Repairs: By signing below you are stating that you are eligible to receive the above vehicle. By doing so you take responsibility for the vehicle. You are authorizing payment and excepting repairs and that the registered owner has given you permission to receive this vehicle.

X _____

DEALER REGISTRATION NO. F-100834

ALL PARTS NEW UNLESS INDICATED OTHERWISE

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

VEHICLE ID. NO.
G N D T 1 3 S 2 5 [redacted]

YEAR / MAKE / MODEL
05/CHEVROLET TRUCK/TRAILBLAZER/STA-

PRODUCTION DATE

STOCK NO.
52294

LICENSE NO.

R.O. NO.
[redacted]

[redacted]

CUSTOMER NO.
[redacted]

COLOR
SILVERSTONE/

DELIVERY DATE
04/04/05

DELIVERY MILES
240

SELLING DEALER NO.
44-256

R.O. DATE
10/06/0

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE
04/04/09

EXPIRATION MILES

ADVISOR
19

DIAGNOSIS

AUTHORIZED ADDITIONS

DATE

TIME

BY

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 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

[redacted]

SUPPLIES A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE PINS, AERO SPRAY, SHELLAC SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, HAZARDOUS WASTE DISPOSAL, ETC.

AUTHORIZATION

INS. CO.

AUTH. NO.

AUTH. BY

DATE

AUTH. AMOUNT

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

TAYLOR, MI [redacted]

RESIDENCE PHONE
[redacted]

BUSINESS PHONE

RECEIVED
05:54pm

DATE / ESTIMATE COMPLETION
10/06/05 11:59pm

PRIORITY

LABOR RATE
88.0

STATE REG#
[redacted]

[redacted]

LABOR INSTRUCTIONS

MAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

TECHNICIAN COMMENTS

CVZ

ELECTRICAL
CHECK REASON WHY DASH LIGHTS AND HEAD LITES FLASH WHEN LET OFF GAS AND HIT BRAKES

CHECKED HEADLAMPS AND DASH LAMPS. SLIGHT DIMMING AND RECOVERY WHEN BRAKES OR ANY ADDITIONAL LOAD IS PLACED ON ELECTRICAL SYSTEM

See History

TAYLOR
CHEVROLET, INC.
"Simply The Best"
13801 TELEGRAPH RD. . TAYLOR, MICHIGAN 48180
PHONE: (734) 287-2600 . FAX: (734) 287-2123

SERVICE & PARTS HOURS
6:00 AM To 6:00 PM
Monday thru Friday

WE ACCEPT

age: Frt. End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Wheel Cover(s) ☐ Other ☐

P.01 734 287 2123 NOV-14-2005 02:26 PM TAYLORCHEVROLET

NOV-14-2005 02:27 PM TAYLORCHEVROLET 734 287 2123 P.02

ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE			
[redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/STA		[redacted]		169341

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	SILVERSTONE/				03/08/05

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
				116

DIAGNOSIS	AUTHORIZED ADDITIONS	DATE	TIME

BY

48180

BUSINESS PHONE [redacted]

.00

DATE / ESTIMATE COMPLETION: 04/20/05 07:00pm

PRIORITY: 9

LABOR RATE: 81.00

F150099

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 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

CUSTOMER SIGNATURE

SUPPLIES A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE PINS, AERO-SPRAY, SHELLAC SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, HAZARDOUS WASTE DISPOSAL, ETC.

AUTHORIZATION

INS. CO.

AUTH. NO.

AUTH. BY

DATE

AUTH. AMOUNT

REPAIRS PROPERLY COMPLETED & CHECKED BY

AUTHORIZED REPRESENTATIVE

CLAIM NO.

MILEAGE: 2394

TRANS.: 5

AIR COND.

TURBO

P.S.

LABOR INSTRUCTIONS

ER ESTIMATE:	PARTS	LABOR	TOTAL

PREP

.6 PDI OK

TECHNICIAN COMMENTS

TAYLOR

CHEVROLET, INC.

"Simply The Best"

13801 TELEGRAPH RD. • TAYLOR, MICHIGAN 48180

PHONE: (734) 287-2600 • FAX: (734) 287-2123

SERVICE & PARTS HOURS

6:00 AM To 6:00 PM

Monday thru Friday

WE ACCEPT

VISA DISCOVER

End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Wheel Cover(s) ☐ Other ☐

VEHICLE ID. NO. 1GHDT13S252[redacted]

YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/STA-

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO.

R.O. NO. 1[redacted]

CUSTOMER NO. [redacted]

COLOR SILVERSTONE/

DELIVERY DATE 04/04/05

DELIVERY MILES 240

SELLING DEALER NO. 44-256

R.O. DATE 09/08/05

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE 04/04/09

EXPIRATION MILES

ADVISOR 192

DIAGNOSIS

AUTHORIZED ADDITIONS

DATE

TIME

BY

SUPPLIES A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE PINS, AERO-SPRAY, SHELLAC SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, HAZARDOUS WASTE DISPOSAL, ETC

AUTHORIZATION

INS. CO.

AUTH. NO.

AUTH. BY

DATE

AUTH. AMOUNT

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

CLAIM NO. 7826

MILEAGE 8420

TRANS.

AIR COND.

TURBO

P.S.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work itemized as 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 joint 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

CUSTOMER SIGNATURE

TAYLOR, MI [redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME RECEIVED 04:26pm

DATE / ESTIMATE COMPLETION 09/08/05 11:59pm

PRIORITY

LABOR RATE 88.00

STATE REG# [redacted]

X [redacted]

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

TECHNICIAN COMMENTS

X----------

W 08CVZ STEERING & SUSP

CHECK FOR FLUID LEAK FROM FRONT SHOCKS PARTS HERE

[redacted]

6 E3807 REPLACED BOTH FRONT SHOCK MODULES

TEST DRIVE

(1.1)

[redacted]

No Inspection Was Just Here

23CVZ3DAY THREE DAY RENTAL

TAYLOR
CHEVROLET, INC.
"Simply The Best"
13801 TELEGRAPH RD. • TAYLOR, MICHIGAN 48180
PHONE: (734) 287-2600 • FAX: (734) 287-2123

SERVICE & PARTS HOURS
6:00 AM To 6:00 PM
Monday thru Friday

WE ACCEPT

Prior Damage: Frt. End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Wheel Cover(s) ☐ Other ☐

NOV-14-2005 02:27 PM TAYLORCHEVROLET 734 287 2123 P.03

STATE FACILITY NO. F150099

[redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/STA

PRODUCTION DATE

STOCK NO.: [redacted]

LICENSE NO.

R.O. NO.: 174090

:CIHSKI

CUSTOMER NO.: [redacted]

COLOR: SILVERSTONE/

DELIVERY DATE: 04/04/05

DELIVERY MILES: 240

SELLING DEALER NO.: 44-256

R.O. DATE: 08/29/05

/ERLY RD

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE: 04/04/09

EXPIRATION MILES

ADVISOR: 192

268-7789

DIAGNOSIS

AUTHORIZED ADDITIONS

DATE

TIME

AUTHORIZATION

CLAIM NO.: 7522

II 48180

BUSINESS PHONE

1958

DATE / ESTIMATE COMPLETION: 08/29/05 11:59pm

PRIORITY

LABOR RATE: 88.00

MILEAGE: 8215

3# [redacted]

SUPPLIES A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE PINS, AERO-SPRAY, SHELLAC SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, HAZARDOUS WASTE DISPOSAL, ETC.

INS. CO.

AUTH. NO.

AUTH. BY

DATE

AUTH. AMOUNT

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

TRANS.

AIR COND.

TURBO

P.S.

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 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 inspection. An express garagekeeper's [redacted] for the amount of Repairs thereto.

X [redacted]

LABOR INSTRUCTIONS

OMER ESTIMATE: PARTS LABOR TOTAL

TECHNICIAN COMMENTS

ELECTRICAL
CHECK REASON WHY HEAD LIGHTS FLASH WHEN DECELL FROM GAS PADEL AND WHEN HIT BRAKES AND OVER BUMPS
INSPECTED FOUND Q. FOUND OBJECT PLUGGED INTO D.L.C. REMOVED, NO FAULT CODES SET CHECKED HEADLAMP SYSTEM, AND CHARGING SYSTEM. TEST DRIVE UNABLE TO DUPLICATE CUSTOMER'S COMPLAINT,

01CVZZ01
OIL AND FILTER CHANGE LUBE FRT END
FIRST FREE OIL CHANGE

3 Complete

ADD 00 OK

Tech # 373

Both Frt Struts Leaking.
Parts are ordered

TAYLOR
CHEVROLET, INC.
"Simply The Best"
13801 TELEGRAPH RD. • TAYLOR, MICHIGAN 48180
PHONE: (734) 287-2600 • FAX: (734) 287-2123
SERVICE & PARTS HOURS
6:00 AM To 6:00 PM
Monday thru Friday

WE ACCEPT

. End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rear End ☐ L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Wheel Cover(s) ☐ Other ☐

NOV-14-2005 02:27 PM TAYLORCHEVROLET 734 287 2123 P.04

December 12, 2017

[redacted]
New Zion, SC 2[redacted]

Service Request: [redacted]
Customer Relationship Manager: Robert Heinkel

Dear Ms. [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S4422[redacted], is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on May 8, 2006 and ending on May 8, 2010, and begins with 23,950 and ends with 83,950 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,

Chevrolet Division
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.

[redacted]

New Zion, SC [redacted]

OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL

[redacted]

UNITED STATES POSTAL SERVICE

0000

[redacted]

U.S. POSTAGE
PAID
LAKE CITY, SC
29560
MAY 03, '06
AMOUNT

$5.60

00039190-04

MAY 0 8 2006

Chevrolet - GM
Attn: Rick Wagner / CEO of General Motors
P.O. Box 33170
Detroit, MI
48232-5170

May 1, 2006

Chevrolet-GM
Attn: Rick Wagner/CEO of General Motors
P.O. Box 33170
Detroit, MI 48232-5170

RE: VIN # 1GNDS13S442[redacted]

Dear Mr. Wagner,

I would like to take this opportunity to make your organization aware of how one of your authorized dealerships does business. The last two vehicles that I have owned have been made by Chevrolet and I do not recall having any major problems with them. So when I purchased a 2004 Trailblazer from Raceway Chevrolet in Lake City, South Carolina, on September 24, 2005, I had no idea what would unravel as time went on.

I purchased a 2003 Chevrolet Venture from Raceway Chevrolet back in October 2003 that had almost 24,000 miles on it. I was told it was a DEMO and had never been titled. I did not have any problems with this vehicle during the time I had it. It had almost 80,000 miles on it so I decided to trade it in before it started giving me any problems.

I went to Raceway and talked with one of the salesmen (Randy Flowers) about trading my van in on another vehicle. I test drove a white 2005 Equinox to see how I liked it. I called Randy the next morning and told him that the car was not big enough and I needed something with a little more room. He said he had a meeting the next day but that I could come by and Rhonda Keefe (financial director) would help me until he returned. I took the Equinox back to Raceway and asked Rhonda what else they had to fit my budget and request. She asked if I liked the Trailblazers. I told her that I had only driven a friend's and I would like to test drive one. She asked how I felt about a "DEMO". I told her that would be great because I could get the better interest rate at my financial institution since the car had not been titled. My van that I was trading in was a "DEMO" and I had never had any problems with it. She said I could get a better price because of this as well and she thought it would fit my budget. I test drove the said vehicle and loved it. She ran the figures and got me the payment that I was looking for. The "Series of Events" below shows the problems that I encountered from the time of purchase.

****

"Series Of Events"

September 22, 2005—Purchased 2004 Trailblazer (9900 miles) I was told by Rhonda @ Raceway that I was purchasing a demo and that the car was never titled. Therefore allowing me to purchase vehicle as a new one at my bank for a lower interest rate .

VIN# 1GNDS13S44[redacted]

September 22, 2005—Vehicle stalls while in park

September 24, 2005—While on an out of town trip car stalls twice this day

September 26, 2005—Took Trailblazer to RaceWay for stalling issues. Could not get problem to duplicate. (Steve) Service manager asked if he could drive vehicle home to test drive. Still could not get to duplicate.

September 27, 2005—Received truck back from RaceWay. Later that evening car stalls again while in reverse backing out of my driveway.

September 28, 2005—Called dealership and spoke with service manager (Steve) and he Stated that if the vehicle does this again to bring it back in but there was nothing he could do until he could get problem to duplicate.

October 26, 2005— Car was idling/vibrating. Called dealership and spoke with Rhonda. I was not sure if I could take vehicle to a closer vehicle dealership for them to check it. I needed something closer to where I worked for convenience. She advised me that I could take it to any dealership that would honor the warranty. Found out Newsome Automotive was a closer dealership. Called and was told by Jesse (service manager) to bring it by whenever the car was giving me problems and they would be glad to look at it.

October 27, 2005—Car was idling high/vibrating while in drive again. Called Jesse and he told me to bring it by.

October 28, 2005—Got a co-worker to drop me off at Newsome to leave Trailblazer. Picked truck up that afternoon and they could not find anything out of ordinary

November 8, 2005—While on my way home at about 6:30 p.m. outside lights and console were flashing on and off for about 45 minutes. When I got home I left keys in the truck to go inside to get my husband to come drive vehicle so he could see lights flicker. Once I shut the door of the truck "all" of the doors automatically locked (I only have one key) for no reason. Locksmith came out and unlocked vehicle (9:00 p.m.)

November 9, 2005—My husband brought vehicle into dealership to check lights. Per Steve they could not get lights to duplicate problem.

November 10, 2005— Called to speak to Rhonda about my dissatisfaction with vehicle she then whispered that she really wasn't supposed to tell me but the car was actually a buy-back and that the car had problems before I purchased it. She suggested that I call GM and complain. She said that sometimes they give allowances if the car has had repeated problems. I was so upset about the fact that she lied about the car being a demo that I asked to speak with Sales Manager

(Kevin) due to my dissatisfaction. I left a message for him to call me. I then called GM and spoke with Kim Lewis and explained that the dealership lied about the vehicle and that I was having numerous problems with it . She took down all of my information and said she would call me back on Monday 11-14-05 due to the fact that she had to do some research on these issues. That afternoon I went by the dealership and personally spoke with Mr. Kevin Huffman to explain to him that I contacted GM and that I could not believe they sold me a car that was a buy back. He stated that he would contact me once he pulled my file and evaluated the situation. I did not receive a call back from him.

November 14, 2005—Rhonda from Raceway calls to tell me to bring vehicle in that GM wants to look over vehicle. GM contacts me as well to take truck to dealership.

November 15, 2005—My husband dropped truck off @ RaceWay. They contacted him later that day to come and pick the truck up because all repairs had been done.

November 16, 2005—Found another dealership's name and number in my glove compartment. I called and got detailed service history on the truck as follows:

10-19-04: Customer complained of a/c problems and cutting off while driving.
03-04-05: Customer complained of truck stalling.
04-06-05: Customer complained of truck stalling. (Repair per service bulletin)
05-02-05: Customer complained of truck idling. (Repair per service bulletin)
07-21-05: A/C failed. (Replaced seals)

Once I received this information I contacted Jamie at Raceway. He stated that Mr. Isgett was out of town and there was nothing he could do. Contacted my Bank and made them aware car was not a demo it was a buy back. They pulled title from their file to confirm that it was new and to mine and their surprise it stated the truck was USED.

Called and spoke with Jamie at Raceway about this issue. He said that John Isgett Was out of town and would return tomorrow night and he would make him aware Of this situation by Friday at the latest and have John contact me.

November 17, 2005—Outside and inside lamps flickered (4) times

November 18, 2005—Contacted every dealership and left messages for John Isgett. Spoke with Jamie several times throughout the day. Rhonda contacted me to let me know that Mr. Isgett wanted her to tell me that he would call me later on. She asked what kind of vehicle I would be interested in to possibly trade me out. I told her I would come up there to look around. I test drove several cars and picked out a 2006 Pontiac Montana. Kevin was not available and Rhonda said she would call around 2:30. I called back up there around 2:45 and she stated Kevin was no where to be found. I went up there about

3:00. Kevin finally met with me about 3:45 p.m. about possibly trading out vehicles. He said that trading into that 2006 Pontiac Montana would be impossible due to negative equity. I explained Rhonda said they may work with me considering the issues with the car. He said that he was not working at the dealership and he did not like being in the middle of this situation. I called Jamie from Kevin's office and explained that Kevin or Rhonda were not trying to make a deal with me. They were just trying to get me to trade out. Jamie then stated that he did not know why I continued to call him because he could not make John Isgett call me back and there was nothing he could do for me without John's OK. I left the dealership and my husband called back and spoke with Kevin. He was promised a call back from John Isgett by Monday at the latest on this issue. No phone call was received.

November 20, 2005—Trailblazer had a slight hesitation while in drive when taking off from a complete stop.

November 21, 2005—Car was idling/vibrating while in drive but at a complete stop.

November 21, 2005—Called RaceWay and spoke with Steve (service manager) and explained problems. He said to bring it back to dealership and that they would give me something to drive for them to check it out.
Also called General Motors to report problems with the truck. Left a message for Kim Lewis (866-942-4368 ext. 47643) to make her aware of these issues
(Case#[redacted]

November 22, 2005—My husband took Trailblazer to Raceway and dropped it off with Steve Odom (service manager). I called up there and spoke with Steve to tell him When the problems occur on the truck. He asked if he could keep it and drive it For about 300 miles to see if he could get car to duplicate issues. I agreed.

Received a call from Kim Lewis at GM. She stated that she was going to follow Up with her GM Rep about issues with vehicle and to let Rep know that Raceway's owner has still not returned my call.

November 22, 2005—Raceway gave my husband a 2005 Trailblazer. While on his way home that evening truck was not driving correctly. Very bad jerking and hesitation. He had to return to dealership for another vehicle.

November 25, 2005—I returned to dealership today and picked up Chevy Trailblazer. According to service report car drove correctly for Steve (service manager).

November 30, 2005—Car continues to idle low.

December 3, 2005—Smelled gas inside of car for short period of time.

December 5, 2005—While on my way home from work my passenger and myself smelled gas inside of car for about 10 minutes.

December 6, 2005—When leaving for work in early a.m. gas smell inside of car was very strong. You could also smell gas on outside of car (this lasted about 20 minutes). Called Newsome Automotive and spoke with Jesse (service manager). He said that it could be several different things that would make the car have that smell and that if I would bring it by they would take a look at it.

December 8, 2005—Have not smelled gas again but wanted to be sure nothing was wrong. Dropped vehicle off at Newsome Automotive in a.m. Spoke with Jesse at lunch time and he stated he had shop foreman and a technician to look over gas lines and such and they did not find anything out of the ordinary. He also states sounds (idling) that I complained of seemed normal. Picked vehicle up in p.m.

December 13, 2005—I printed a CARFAX report from the Department of Motor Vehicles website. It confirmed that the car was repurchased by the manufacturer after repeated repairs in Florida.

December 21, 2005—Car is still idling/vibrating when coming to a complete stop. Noise is slowly getting louder.

December 27, 2005—Car continues to idle/vibrate like it is fixing to shut off at times.

January 4, 2006—Car is still vibrating when coming to a stop while in drive.

January 8, 2006—Lights (front lamps) flickered once.

January 11, 2006—Car continues to idle very low. Noise is increasingly louder.

January 13, 2006—The electric lumbar support on the driver's seat stopped working. It will no longer adjust.

January 16, 2006—Received information that there is a form that has to be signed by myself and the dealership showing that I was told the car was a manufacturer buy back. On this form it was supposed to explain why the car was purchased back from other owner and that they explained this to me when I purchased it. I have no idea what form this is or what it looks like so I wanted to get a copy of it. I called the Raceway where John Isgett's main office is (Darlington store) and asked to speak to Mr. Isgett (owner). I was told that he was with a customer and the young lady said she would have him call me right back. I waited 10 minutes and called back. She said he was still with someone and she would give him the message. I asked if I could hold because it was very important. She said that she was not sure how long he would be but I could hold. After 6-7 minutes of being on hold I left work to go over there. I left the dealership on hold (on speakerphone) and had 2 of my co-workers wait on the line while I made the 10 minute drive over there. When I got there I called work and told them to hang up. I walked in and asked to speak to Mr. Isgett. Two gentlemen were in the lobby area and both told me that Mr. Isgett was not there. I explained that I was just on hold and was told that he was

there but with a customer. Both gentlemen agreed that he had been gone for over 20 minutes. They claimed they did not know where he had gone or when he would return. I told them I was very upset that I had been lied to. Then one of the gentlemen asked if he could help because he was next in charge. I asked what his name was and he said Jaime Myers. I said oh you are the one that I spoke with a while back that told me you did not know why I kept calling you because you could not help me. He said what's your name? I said [redacted] He said well let's go into my office. We went in his office and he closed the door. He said that he was not familiar with the new developments on my case. I explained that John Isgett has never returned my calls and the car was continuing to give me numerous problems. I told him that my lumbar support on my driver's seat was not working and that the car was continuing to make idling noises. I told him no is ever available to get in my car with me to listen to the noise. I asked him if he would come outside and listen to it. He stated that he was not a mechanic and even he heard a noise he would not know what it was. He seemed think my situation was humorous and kept interrupting me stating that there was really nothing he could do for me. I then said that someone needed to do something since I can never speak to Mr. Isgett regarding these matters. I told him the lights continued to flicker once in a while. I then explained that I came up there to get a copy of form that was supposed to be sent to GM stating they told me it was a buy-back. He said he did not know what paperwork I was talking about. I asked if he was next in charge why he didn't know what paperwork I was talking about. He said even if he did know Mr. Isgett was the only one that could authorize giving me a copy of anything. I asked when he expected Mr. Isgett back in. He said he thought he may be back within an hour. He asked for my phone numbers and he said he would give them to Mr. Isgett but I wanted to try to wait for him that I could. I waited for an hour and a ½ in my car at the front door of the dealership. Mr. Isgett never returned. I have still not received a call back from them either of them.

January 21, 2006—Went to Raceway to speak with Rhonda about my registration not being corrected. I was told that she was no longer employed by Raceway and that I would have to speak with the new business manager (Louis). I waited for about 5 minutes and he came up. He unlocked the door and led me to his office. He asked what he could help me with. I explained that Rhonda was supposed to correct the error on my registration at the DMV and she never fixed it or got back with me. He said that it was a demographic error and I would have to correct it at the DMV. I thanked him and left.

January 26, 2006—Lumbar support is now not working at all. Contacted Prothro Chevrolet in Manning, SC (an authorized Chevy dealership) and Mr. Prothro told me to bring it by at my convenience.

February 15, 2006—The radio buttons on my navigation system in my car are chipping off. You can no longer determine what the name of the buttons are.

March 31, 2006—Contacted Prothro Chevrolet and asked Mr. Prothro if my warranty would cover my radio. He said he would find out and call me.

April 2, 2006—My driver side low beam headlight went out.

April 3, 2006—My husband replaced by low beam headlight. Bought part from Advanced Auto Parts in Lake City.

April 10, 2006—Received a call from Danny at the service department at Prothro Chevrolet telling me my new radio was in. I told him that I would have to talk with my husband to see when we could bring it in to be replaced.

April 14, 2006—Took my car to Prothro to replace radio. Wrong radio was sent so they put my old radio back in and said they would call when the other came in .

April 17, 2006—Received a call from Danny at Prothro to tell me new radio was in and to let him know when we could bring it by.

April 26, 2006—My neighbor took my car to Prothro Chevrolet and had my radio replaced.

May 1, 2006—My passenger side low beam headlight is out.

(last updated 5-1-06)

****

I expected the dealership to treat me fairly and I was mistaken. I have never felt so humiliated and taken advantage of than I have since my last encounter with Raceway Automotive. I made numerous attempts to talk with the owner of the dealership and NEVER received a return phone call from him. The only correspondence from the owner of Raceway that I have received was thru my attorney Mr. Elbert K. Turbeville. I will attach a copy of those letters as well.

In the letters from Raceway they state that as far as they are concerned the car is not giving me any problems because I have not contacted them about doing any work on it. I do not feel comfortable taking my car to that dealership after I found out that this vehicle was a manufacturer buy back and I was not told. So I have taken my car to other Chevrolet authorized dealerships for numerous repairs. Raceway also continues to state that I was made aware of the previous ownership at the time of purchase. When sharing my story with another dealer they asked if I signed the "Non-conformity" form. I had no idea this form existed until then. So I wanted to see a copy of this. I made several attempts to get a copy from Raceway, with no success. I left more messages for John Isgett and I personally spoke with Jamie Myers (sales manager-next in charge) about getting

this. I was told John Isgett was the only one who could give me anything in my file. So I had my attorney request a copy from them. They replied with a letter stating they failed to retain a copy in their records and they would request this from GM and send it to my attorney when they got a copy. What they have failed to review, once the form came in, is the fact that the signature on that form is NOT mine. I was not given a copy of this form until it was requested by my attorney. The person at the dealership that "allegedly" witnessed me sign this form (Marilyn Anderson-title clerk) I have NEVER met and have no idea who she is. The only people that I had any dealings with when purchasing my car were Rhonda Keefe and Randy Flowers. I will also attach copies of cancelled checks from my financial institution for you to compare with any signatures that Raceway has on file in my deal jacket. If you will research this you will find that there are many DIFFERENT signatures in my deal jacket at Raceway.

Like I stated before I have owned more than one Chevrolet but after this experience with this dealership I will find it very hard to purchase a Chevy vehicle. My family and friends are now siding with me on this issue and are very weary of buying a Chevrolet now that they see how this dealership has behaved. I expected GM to help me a little more with this issue since you are consumer driven. This is not an ordinary case and I realize GM is not responsible for their authorized dealerships actions but their actions reflect the way your company is viewed by consumers. My attorney will forward you copies of any future correspondence sent to Raceway.

I hope that you will review all of the information that I have supplied for you. It will be my hope that no one else has to experience what I have with any GM authorized dealership and that proper action is taken.

I am Very Truly Yours

[redacted]

AUTOMOTIVE GROUP
DARLINGTON • LAKE CITY • HARTSVILLE

Raceway Ford
701 S. Hwy. 52 Bypass, P.O. Box 531
Darlington, South Carolina 29540
(843) 393-5000 • (843) 393-8188 Facsimile

Raceway Chevrolet, Pontiac, Buick & GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560
(843) 374-5000 • (843) 394-8089 Facsimile

Raceway Chrysler Jeep Dodge
900 E. Hwy. 151 Bypass, P.O. Box 820
Hartsville, South Carolina 29551
(843) 332-0185 • (843) 332-3951 Facsimile

October 11, 2005

[redacted]
New Zion, SC [redacted]

Dear Valued Customer,

On September 22, 2005 you purchased a vehicle from us and signed a buyers order. (Please see attached.) The buyers order shows a down payment of $ 26,299.50. As of this date a balance of $ 13,969.78 is still owed. In order for this contract to be fulfilled the remaining balance of $ 13,969.78 must be paid no later than October 31, 2005.

If you feel this letter is in error, and can supply receipt of payment for the full amount, please bring documents in at your earliest convenience. To avoid further legal action please contact this office at (843) 374-5000.

Sincerely,

Frances Stokes

Frances Stokes
Accounts Receivable

RACEWAY
GMC
CHEVROLET • PONTIAC • BUICK • GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560

CERTIFIED MAIL

[redacted]

UNITED STATES POSTAL SERVICE

0000

[redacted]

U.S. POSTAGE
PAID
LAKE CITY,SC
29560
OCT 11, 05
AMOUNT
$4.42
00039190-04

[redacted]

New Zion SC

10/13/05

[redacted]

AUTOMOTIVE GROUP
DARLINGTON • LAKE CITY • HARTSVILLE

Raceway Ford
701 S. Hwy. 52 Bypass, P.O. Box 531
Darlington, South Carolina 29540
(843) 393-5000 • (843) 393-8188 Facsimile

Raceway Chevrolet, Pontiac, Buick & GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560
(843) 374-5000 • (843) 394-8089 Facsimile

Raceway Chrysler Jeep Dodge
900 E. Hwy. 151 Bypass, P.O. Box 820
Hartsville, South Carolina 29551
(843) 332-0185 • (843) 332-3951 Facsimile

October 18, 2005

[redacted]
New Zion, S[redacted]

Ms. [redacted]

Please except this letter with our sincere apology for the letter that you received from us on October 14, 2005.

Due to a clerical error outside of our office your account came to me being delinquent. I have expedited the correction to your account as of today.

We apologize for any undue inconvenience this has caused you.

Sincerely,

Frances Stokes

Frances Stokes
Accounts Specialist
Raceway Automotive

LAW OFFICES

NETTLES, TURBEVILLE & REDDECK

P. O. BOX 699
261 KELLEY STREET
LAKE CITY, SOUTH CAROLINA 29560

E. LEROY NETTLES
ELBERT K. TURBEVILLE
LARRY G. REDDECK
E. LEROY NETTLES, JR.(LEAVE OF ABSENCE)
MARIAN D. NETTLES
MICHAEL G. NETTLES

843-374-8511
843-493-2221
FAX: 843-374-3211

December 2, 2005

Kevin Huffman
Sales Manager
Raceway Chevrolet, Pontiac, Buick & GMC
P. O. Box 279
Lake City, S. C. 29560

IN RE: [redacted]
2004 Trailblazer # 1GNDS13S44[redacted]

Dear Mr. Huffman:

Mrs. [redacted] has retained our firm concerning her dissatisfaction with the purchase from your firm. Mrs. [redacted] advises that the vehicle was sold to her as a new vehicle that had not been titled before. Based on this information she obtained a new car loan from her lending institution. After purchasing the vehicle, Mrs. [redacted] has had the vehicle back to your dealership on numerous occasions. None of her complaints have been corrected.

In looking in the pocket of the car she discovered that this vehicle had been sold in Florida, and because of the same complaints that she has experienced the car was purchased back . Then the vehicle was sold to Mrs [redacted] It is obvious that Mrs. [redacted] has been misled by your company. It is obvious that this car had been titled before and was not a program car as represented to Mrs [redacted] it in fact was a used car. This has created a problem with her lending institution.

Mrs. [redacted] s not satisfied with the vehicle that was sold to her. It is not the vehicle represented to her by your employees. Therefore we are requesting that the vehicle be purchased back. Please have someone from your firm contact me concerning this matter.

With best regards, I am

Very truly yours,

NETTLES, TURBEVILLE AND REDDECK

Elbert K. (Kim) Turbeville

EKT

cc: [redacted]

RACEWAY
AUTOMOTIVE GROUP
DARLINGTON • LAKE CITY • HARTSVILLE

Raceway Ford
701 S. Hwy. 52 Bypass, P.O. Box 531
Darlington, South Carolina 29540
(843) 395-8000 • (843) 393-8186 Facsimile

Raceway Chevrolet, Pontiac, Buick & GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560
(843) 374-6000 • (843) 394-8088 Facsimile

Raceway Chrysler Jeep Dodge
900 E. Hwy. 151 Bypass, P.O. Box 820
Hartsville, South Carolina 29551
(843) 332-0188 • (843) 332-3951 Facsimile

December 15, 2005

Elbert K. Turbeville, Esquire
Nettles, Turbeville & Reddeck
PO Box 699
261 Kelley Street
Lake City, SC 29560

Dear Mr. Turbeville,

Please allow this letter to serve as receipt of your concern expressed on behalf of Ms. [redacted] involving the purchase of her 2004 Chevrolet TrailBlazer, last six of the vehicle identification number being [redacted]

Ms. [redacted] purchased the vehicle mentioned in your letter at Raceway Chevrolet, Pontiac, Buick and GMC in Lake City on September 22, 2005. The vehicle was purchased with 9,863 miles on it as was listed in our system as a program vehicle, identifying it as factory auction vehicle, not a new vehicle. In review of the documentation signed by Ms. [redacted] no where does it mention or reference this vehicle as a new vehicle. In fact, it would only seem obvious that this vehicle is used by the nature of the model year, as many 2006 models were already on the ground at that time and with close to 10,000 miles registering on the odometer most financial institutions already would reference such as a used vehicle. Additionally, I have been able to obtain a copy of the original invoice for the vehicle, for which she purchased for $22,000 that as new retailed for $33,095 with a dealer invoice of $30,390.15. A one year depreciation of over $10,000 was noted on this vehicle in consideration of her trade which actually represented negative equity of $3,000.00 which was factored in the current selling price.

In regards to Ms. [redacted] service concerns, her vehicle was noted as having a factory problem yet one that has been corrected. General Motors is aware of the situation and from my understanding in conversation with our service manager, Steve Odom, her problem has been resolved. Mr. Odom states he has been in contact with M[redacted] and that she is presently satisfied with the performance. He has assured her that should she have any further concerns with the vehicle that he would be more than happy to immediately attempt to resolve them.

I hope this addresses the concerns you outlined in your letter. It is our goal with Ms. [redacted] as well as all customers of Raceway, to ensure complete customer satisfaction. Should Ms. [redacted] or yourself have any further questions, please feel free to contact me.

Sincerely,

John Isgett
President
Raceway Automotive Group

JI/js

Cc: Mr. Keven Hoffman, *Sales Manager*
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Mr. Steve Odom, *Service Manager*
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Mr. Jammie Myers, *Corporate General Sales Manager*
Raceway Automotive Group
Accounting Office, Deal Jacket for Privette, F454
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Legal Counsel
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City

RACEWAY
AUTOMOTIVE GROUP
DARLINGTON • LAKE CITY • HARTSVILLE

Raceway Ford
701 S. Hwy. 52 Bypass, P.O. Box 531
Darlington, South Carolina 29540
(843) 393-5000 • (843) 393-8188 Facsimile

Raceway Chevrolet, Pontiac, Buick & GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560
(843) 374-5000 • (843) 394-8089 Facsimile

Raceway Chrysler Jeep Dodge
900 E. Hwy. 151 Bypass, P.O. Box 820
Hartsville, South Carolina 29551
(843) 332-0185 • (843) 332-3951 Facsimile

January 23, 2006

Elbert K. Turbeville, Esquire
Nettles, Turbeville & Reddeck
PO Box 699
261 Kelley Street
Lake City, SC 29560

Dear Mr. Turbeville,

I recently received your request for a copy of the GM Resale Disclosure Notice of Nonconformity that Ms. [redacted] signed at the time of purchase. This form was sent to General Motors for their records and regrettably a copy was not retained in our files. I have contacted GM and have requested a copy be forward to us.

Sincerely,

John Isgett
President
Raceway Automotive Group

JI/js

Cc: Mr. Keven Hoffman, *Sales Manager*
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Mr. Steve Odom, *Service Manager*
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Mr. Jammie Myers, *Corporate General Sales Manager*
Raceway Automotive Group
Accounting Office, Deal Jacket for Privette, F454
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
Legal Counsel
Raceway Chevrolet, Pontiac, Buick & GMC, Lake City

LAW OFFICES

NETTLES, TURBEVILLE & REDDECK

P. O. BOX 699
261 KELLEY STREET
LAKE CITY, SOUTH CAROLINA 29560

E. LEROY NETTLES
ELBERT K. TURBEVILLE
LARRY G. REDDECK
MARIAN D. NETTLES
MICHAEL G. NETTLES

843-374-8511
843-493-2221
FAX: 843-374-3211

April 11, 2006

John Isgett, President
Raceway Automotive Group
900 E. Bobo Newsome Highway
P. O. Box 820
Hartsville, S. C. 29551

IN RE: [redacted]

Dear Mr. Isgett:

Thank you for the GM Resale Disclosure Notice of Nonconformity. My client has reviewed this document and has determined that the signature is not her signature. Mrs. [redacted] advises that she did not receive this form, nor did she sign the form provided. We have also had this vehicle checked out by Carfax and have discovered that this car was a manufacturer buyback or lemon in the State of Florida. Many of the problems Mrs. [redacted] is complaining of, were reported at the time the vehicle was purchased back in Florida. It is obvious that this fact was not represented to Mrs. Privette by your dealership.

This vehicle was sold to Ms. [redacted] as a program car that had never been sold. It is a fact that it was sold twice prior to being sold to Ms. [redacted] In addition she was not provided with the Nonconformity Notice. Ms. [redacted] does not want to engage in protracted litigation, but if your company continues to ignore her claim, she will file suit.

Please contact me or have your attorney contact me within fifteen (15) days of this letter, to discuss settling this matter.

With best regards, I am

Very truly yours,

NETTLES, TURBEVILLE AND REDDECK

Elbert K. Turbeville

EKT/pmk

RACEWAY
AUTOMOTIVE GROUP
DARLINGTON • LAKE CITY • HARTSVILLE

Raceway Ford
701 S. Hwy. 52 Bypass, P.O. Box 531
Darlington, South Carolina 29540
(843) 393-8000 • (843) 393-8188 Facsimile

Raceway Chevrolet, Pontiac, Buick & GMC
410 W. Main St., P.O. Box 279
Lake City, South Carolina 29560
(843) 374-5000 • (843) 394-8009 Facsimile

Raceway Chrysler Jeep Dodge
900 E. Hwy. 151 Bypass, P.O. Box 820
Hartsville, South Carolina 29551
(843) 332-0186 • (843) 332-3951 Facsimile

April 19, 2006

Elbert K. Turbeville
Nettles, Turbeville & Reddeck
PO Box 699
261 Kelly Street
Lake City, SC 29560

Dear Mr. Turbeville:

I am in receipt of your letter dated April 11 expressing your clients concerns over the purchase of her vehicle. Ms. [redacted] has made several claims in regards to the purchase of her vehicle to you and the dealership from not knowing it was a preowned vehicle to concerns of the overall mechanicability, all with the ultimate ending of her wishing us to repurchase the vehicle. We have in return, addressed every concern she has expressed to us with special emphasis on the overall operation of the vehicle. All of Mrs. [redacted] service concerns have been addressed and resolved to our understanding and her level of inconvenience was minimized to best as possible.

With all said, we have reviewed all forms signed by Mrs. [redacted] and feel that she knowingly entered into a contractual agreement purchasing her vehicle. With no present service concerns active and with her continued use of the vehicle, along with the history of the many false claims before, we feel that we have done no wrong and that along with her compliance to purchase the vehicle, she knowingly did so with the full understanding of all areas. No documentation is present that supports her claim that when she purchased the vehicle, she was lead to believe it was new, to include she did not receive or ask for the applicable manufacture rebates available at the time. This along with the many documents needed to enter in such a contractual relationship again support our theory that she was fully aware of advised of all aspects of this purchase and received a copy of all related documents.

Should you have any further questions, please feel free to contact me.

Sincerely,

John Isgett
President
Raceway Automotive Group

cc: Raceway Chevrolet, Pontiac, Buick & GMC, Lake City
-Accounting Office, Deal Jacket for Angela Privette
-Sales Manager
Legal Counsel

RACEWAY AUTOMOTIVE GROUP
Darlington • Lake City • Harrisville
Ford GMC Dodge

LEWAY FORD
701 S. Hwy. 52 Bypass
P.O. Box 531
Darlington, South Carolina 29540
843-393-5000 • Fax: 843-393-8188

RACEWAY CHEV., PONTIAC, B[illegible] & GMC
410 W. Main Street
P.O. Box 279
Lake City, South Carolina 29560
843-374-5000 • Fax: 843-394-8089

RACEWAY CHRYSLER, JEEP & DODGE
900 E. Hwy. 151 Bypass
P.O. Box 820
Hartsville, South Carolina 29550
843-332-0185 • Fax: 843-332-3951

BUYER'S ORDER

Customer Name [redacted] Last Four Digits of SS# ____

Address [redacted]

City NEW ZION State SC Zip [redacted] Phone [redacted] H W

Own

Year	Make	Model	Mileage	Stock #	VIN #
2004	CHEVROLET	TRAILBLAZER 2663		E454	1GNDS13S94[redacted]

Trade 1

Year	Mileage	Stock #
2003	88000	[redacted]
Make	**Model**	
CHEVROLET	VENTURE	
VIN #		
1GNDX03E03D[redacted]		

Trade 2

Year	Mileage	Stock #
Make	**Model**	
VIN #		

Pricing

SALE PRICE	$ 22,000.00
Trade-In Allowance	10,200.00
Sub. Total Due	11,800.00
Sales Tax	300.00
License & Tag Fee	50.00
Dealer Services	149.50
Payoff	14,000.00
Less Rebate	N.A.
Service Contract	N.A.
Gap/Insurance	N.A.
Less Downpayment	26,299.50
TOTAL DUE	$ N.A.

Payoff to: ____
Account #: ____
Address: ____
Phone #: ____
Amount: $ N.A.
PAYOFF VALID FOR 30 DAYS ____ Contact: ____

NEW LIENHOLDER INFORMATION
Lienholder: HEALTH FACILITIES CREDIT UNION
Account #: ____
Address: P.O. BOX 12869
FLORENCE SC 29504
Phone #: ____

INSURANCE COVERAGE VERIFICATION

Company: STATE FARM
Address: ____
Phone #: 843
Policy #: ____
Valid from ____ to ____

LIEN PAYOFF STATEMENT

The customer listed agrees that the above stated trade/vehicle has the noted payoff for a free & clear title. Any monies owed to further clear such title not listed will be the sole responsibility of the customer. Customer acknowledges that there are no other liens or commitments to the listed trade. Any and all costs, to include legal fees, shall be reimbursed to the Raceway Automotive Group if necessary to obtain a clear and free title.

A 30 day payoff has been noted to the trade-in. The pay-off will not be issued until all necessary forms have been filed and completed, typically taking no more than 21 days.

FINAL STATEMENT/CONTRACT AGREEMENT

The seller, Raceway Automotive Group, hereby expressly disclaims all warranties, whether expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Raceway Automotive Group neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

The purchaser of the vehicle described herein understands that it may have suffered damage during production, transit, or while in the control and possession of the seller, and agrees that the seller makes no warranties of merchantability or fitness for a particular purpose with regard to such damage.

The only warranties applicable to the vehicle including dealer-installed equipment are warranties made by the manufacturer and not Raceway Automotive Group.

The undersigned further warrants and agrees that Raceway Automotive Group shall not be liable for any consequential damages, including but not limited to, damages for inconvenience, annoyance, and mental anguish.

THIS VEHICLE RETAIL BUYERS ORDER is an offer by me to purchase the vehicle described herein on the terms and conditions specified on this document. This agreement is not enforceable except upon the acceptance of my offer by the Sales Manager or other Authorized Representative of Raceway Automotive Group as indicated below. THERE ARE NO REPRESENTATIONS, WARRANTIES OR CONDITIONS EXCEPT THOSE WHICH ARE WRITTEN WITHIN THIS VEHICLE RETAIL BUYERS ORDER. The Buyer agrees that all prior negotiations and verbal statements and representations are merged into this instrument and any representations, warranties and or agreements not contained herein are void and unenforceable. I WARRANT THAT I AM EIGHTEEN YEARS OF AGE OR OLDER.

I agree to an[redacted]ithin this Buyer's Order. this is not my signature

Buyer's Signatur[redacted] Date 09-23-2005

Co-Buyer's Signature ____ Date ____

Salesperson Signature [redacted] Date 09-23-2005

MEDIA RESPONSE

☐ TV ____ ☐ Billboard ____
☐ Radio ____ ☐ Friend ____

62050

GM RESALE DISCLOSURE NOTICE OF NONCONFORMITY

PART I: To be completed upon acceptance of the returned vehicle and transfer to the auction.

THIS USED VEHICLE:

YEAR/MAKE: 2004 CHEV MODEL: TRAILBLAZER

VIN: 1GNDS13S442[redacted] MILEAGE: 4522

PRIOR TITLE NUMBER: [redacted] STATE: FL

This vehicle was repurchased from the previous owner or lessee by General Motors on 7/25/05 in the state of FL. The repurchase was based on the following alleged or determined defect(s) or condition(s):

A/C failure that causes engine to stall

This vehicle was repurchased as a result of a:

- ___ Voluntary settlement of a state-run arbitration or court proceeding
- X Voluntary settlement of the GM alternative dispute resolution program
- ___ Decision of a state-run arbitration or court proceeding
- ___ Decision of the GM alternative dispute resolution program
- ___ Voluntary mediated customer satisfaction repurchase

THIS VEHICLE WAS SENT TO A GM-SPONSORED AUCTION ON: 8-3-05 (Date)

FL AUTO AUCTION OF ORLANDO (Name of Auction (please print)) WINTER GARDEN (City) FL (State)

NANCY JACQUMAIN (GM Representative (please print)) [signature] (Signature) 7/29/05 (Date)

PART II: To be completed by GM Dealer upon sale or lease to the next retail consumer.

DEALER REQUIREMENTS: If this vehicle is received with a branded title, you may be required to brand the title again if sold in a different state. You may also need to send a completed copy of this form to the state or comply with additional state laws. If you need different forms or have questions, please contact the Business Resource Center for the model being sold.

RACEWAY Chevrolet, Pontiac, Buick, GMC, INC. (GM Dealership Name (please print)) (BAC Code)

410 West Main St. Lake City, SC (Address) (City) 29560 (State) (ZIP Code)

9863 (Mileage at Time of Sale (please omit tenths)) September 22 2005 (Date of Sale)

MARILYN ANDERSON - Title Clerk [signature] 9/23/2005 (Dealership Representative Name and Title (please print)) (Signature) (Date)

The signature of the GM Dealership representative constitutes agreement that the disclosure information on this form will be made to the next retail consumer prior to the sale or lease of this vehicle in the state where such transaction occurs. This vehicle has been inspected and/or repaired as necessary. From the date of delivery of this motor vehicle to the next retail consumer, the remainder of the manufacturer's original warranty will apply. In no case shall the warranty be less than 12 months or 12,000 miles (unlimited miles in California), whichever comes first. Please see the GM Limited Warranty for Repurchased Vehicles booklet for details. This warranty will also extend to any component not otherwise covered that was the cause of the repurchase of this vehicle.

I read, or had read to me, the terms of this disclosure before I purchased or leased this vehicle.

Consumer Name (please print)

[redacted]

Signature Date

Address (please print) City State ZIP Code

[redacted] NEW ZION SC [redacted]

RVDC Case #

White – RVDC • 2717 Schust Road • Saginaw, MI 48603 • 1 888 567-9234

Green – Customer

Yellow – Dealer

this is not my signature

RACEWAY AUTOMOTIVE GROUP
Darlington • Lake City • Hartsville
Ford GMC Dodge

RACEWAY FORD
70 Hwy. 52 Bypass
P.O. Box 531
Darlington, South Carolina 29540
843-393-5000 • Fax: 843-393-8188

RACEWAY CHEV., PONTIAC, BUICK & GMC
410 W. Main Street
P.O. Box 279
Lake City, South Carolina 29560
843-374-5000 • Fax: 843-394-8089

RACEWAY CHRYSLER, JEEP & DODGE
900 E. Hwy. 151 Bypass
P.O. Box 820
Hartsville, South Carolina 29550
843-332-0185 • Fax: 843-332-3951

BUYER'S ORDER

Customer Name [redacted] Last Four Digits of SS# _____

Address [redacted]

City NEW ZION State SC Zip [redacted] Phone [redacted] H W

Own

Year	Make	Model	Mileage	Stock #	VIN #
2004	CHEVROLET	TRAILBLAZER	9863	[redacted]	1GNDS13S44[redacted]

Trade 1

Year	Mileage	Stock #
Make	Model	
VIN #		

Trade 2

Year	Mileage	Stock #
Make	Model	
VIN #		

Pricing

SALE PRICE	$ 22,000.00
Trade-In Allowance	10,200.00
Sub. Total Due	11,800.00
Sales Tax	300.00
License & Tag Fee	50.00
Dealer Services	149.50
Payoff	14,000.00
Less Rebate	n.a.
Service Contract	n.a.
Gap/Insurance	n.a.
Less Downpayment	26,299.50
TOTAL DUE	$ n.a.

Payoff to: _____
Account #: _____
Address: _____
Phone #: _____
Amount: $ n.a.
PAYOFF VALID FOR 30 DAYS _____ Contact: _____

NEW LIENHOLDER INFORMATION

Lienholder: _____
Account #: _____
Address: _____
Phone #: _____

LIEN PAYOFF STATEMENT

The customer listed agrees that the above stated trade/vehicle has the noted payoff for a free & clear title. Any monies owed to further clear such title not listed will be the sole responsibility of the customer. Customer acknowledges that there are no other liens or commitments to the listed trade. Any and all costs, to include legal fees, shall be reimbursed to the Raceway Automotive Group if necessary to obtain a clear and free title.

A 10 day payoff has been noted on the trade-in. The payoff will not be issued until all necessary forms have been filed and completed, typically taking no more than 2 days.

INSURANCE COVERAGE VERIFICATION

Company: _____
Address: _____
Phone #: 843 _____
Policy #: _____
Valid from __-__-__ to __-__-__

FINAL STATEMENT/CONTRACT AGREEMENT

The seller, Raceway Automotive Group, hereby expressly disclaims all warranties, whether expressed or implied, including any implied warranty if merchantability or fitness for a particular purpose, and Raceway Automotive Group neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

The purchaser of the vehicle described herein understands that it may have suffered damage during production, transit, or while in the control and possession of the seller, and agrees that the seller makes no warranties of merchantability or fitness for a particular purpose with regard to such damage.

The only warranties applicable to the vehicle including dealer-installed equipment are warranties made by the manufacturer and not Raceway Automotive Group.

The undersigned further warrants and agrees that Raceway Automotive Group shall not be liable for any consequential damages, including but not limited to, damages for inconvenience, annoyance, and mental anguish.

THIS VEHICLE RETAIL BUYERS ORDER is an offer by me to purchase the vehicle described herein on the terms and conditions specified on this document. This agreement is not enforceable except upon the acceptance of my offer by the Sales Manager or other Authorized Representative of Raceway Automotive Group as indicated below. THERE ARE NO REPRESENTATIONS, WARRANTIES OR CONDITIONS EXCEPT THOSE WHICH ARE WRITTEN WITHIN THIS VEHICLE RETAIL BUYERS ORDER. The Buyer agrees that all prior negotiations and verbal statements and representations are merged into this instrument and any representations, warranties and or agreements not contained herein are void and unenforceable.

I WARRANT THAT I AM EIGHTEEN YEARS OF AGE OR OLDER.

I agree to and [redacted] me within this Buyer's Order.

Buyer's Signature [redacted] Date 09-15-2005

Co-Buyer's Signature _____ Date _____

Salesperson Signature _____ Date 09-15-2005

Manager Signature Rhonda Kuse Date 09-15-2005

MEDIA RESPONSE

☐ TV _____ ☐ Billboard _____
☐ Radio _____ ☐ Friend _____
☐ Print _____ ☐ Other _____

RACEWAY AUTOMOTIVE GROUP
Darlington • Lake City • Hartsville

RACEWAY FORD
701 ... Hwy. 52 Bypass
P.O. Box 531
Darlington, South Carolina 29540
843-393-5000 • Fax: 843-393-8188

RACEWAY CHEV., PONTIAC, BUICK & GMC
410 W. Main Street
P.O. Box 279
Lake City, South Carolina 29560
843-374-5000 • Fax: 843-394-8089

RACEWAY CHRYSLER, JEEP & DODGE
900 E. Hwy. 151 Bypass
P.O. Box 820
Hartsville, South Carolina 29550
843-332-0185 • Fax: 843-332-3951

BUYER'S ORDER

Customer Name [redacted] Last Four Digits of SS# _____

Address [redacted]

City NEW ZION State SC Zip [redacted] Phone [redacted] H W

Own

Year	Make	Model	Mileage	Stock #	VIN #
2004	CHEVROLET	TRAILBLAZER	9863	[redacted]	1GNDS13S443[redacted]

Trade 1

Year	Mileage	Stock #
Make	Model	
VIN #		

Trade 2

Year	Mileage	Stock #
Make	Model	
VIN #		

Pricing

SALE PRICE	$ 22,000.00
Trade-In Allowance	10,000.00
Sub. Total Due	12,000.00
Sales Tax	300.00
License & Tag Fee	50.00
Dealer Services	149.50
Payoff	14,000.00
Less Rebate	n.a.
Service Contract	n.a.
Gap/Insurance	n.a.
Less Downpayment	n.a.
TOTAL DUE	$ 26,499.50

Payoff to: _____
Account #: _____
Address: _____
Phone #: _____
Amount: $ n.a.
PAYOFF VALID FOR 30 DAYS _____ Contact: _____

NEW LIENHOLDER INFORMATION
Lienholder: Generic Lienholder
Account #: _____
Address: _____
Phone #: _____

INSURANCE COVERAGE VERIFICATION

Company: _____
Address: _____
Phone #: 843- -
Policy #: _____
Valid from ___-___-___ to ___-___-___

LIEN PAYOFF STATEMENT

The customer listed agrees that the above stated trade/vehicle has the noted payoff for a free & clear title. Any monies owed to further clear such title not listed will be the sole responsibility of the customer. Customer acknowledges that there are no other liens or commitments to the listed trade. Any and all costs, to include legal fees, shall be reimbursed to the Raceway Automotive Group if necessary to obtain a clear and free title.

If a 30 day payoff has been noted to the trade in, the payoff will not be issued until all necessary forms have been filed and completed, typically taking no more than 25 days.

FINAL STATEMENT/CONTRACT AGREEMENT

The seller, Raceway Automotive Group, hereby expressly disclaims all warranties, whether expressed or implied, including any implied warranty if merchantability or fitness for a particular purpose, and Raceway Automotive Group neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

The purchaser of the vehicle described herein understands that it may have suffered damage during production, transit, or while in the control and possession of the seller, and agrees that the seller makes no warranties of merchantability or fitness for a particular purpose with regard to such damage.

The only warranties applicable to the vehicle including dealer-installed equipment are warranties made by the manufacturer and not Raceway Automotive Group.

The undersigned further warrants and agrees that Raceway Automotive Group shall not be liable for any consequential damages, including but not limited to, damages for inconvenience, annoyance, and mental anguish.

THIS VEHICLE RETAIL BUYERS ORDER is an offer by me to purchase the vehicle described herein on the terms and conditions specified on this document. This agreement is not enforceable except upon the acceptance of my offer by the Sales Manager or other Authorized Representative of Raceway Automotive Group as indicated below. THERE ARE NO REPRESENTATIONS, WARRANTIES OR CONDITIONS EXCEPT THOSE WHICH ARE WRITTEN WITHIN THIS VEHICLE RETAIL BUYERS ORDER. The Buyer agrees that all prior negotiations and verbal statements and representations are merged into this instrument and any representations, warranties and or agreements not contained herein are void and unenforceable. I WARRANT THAT I AM EIGHTEEN YEARS OF AGE OR OLDER.

I agree to and [redacted] given to me within this Buyer's Order. [redacted]

Buyer's Signature [redacted] Date 09-15-2005

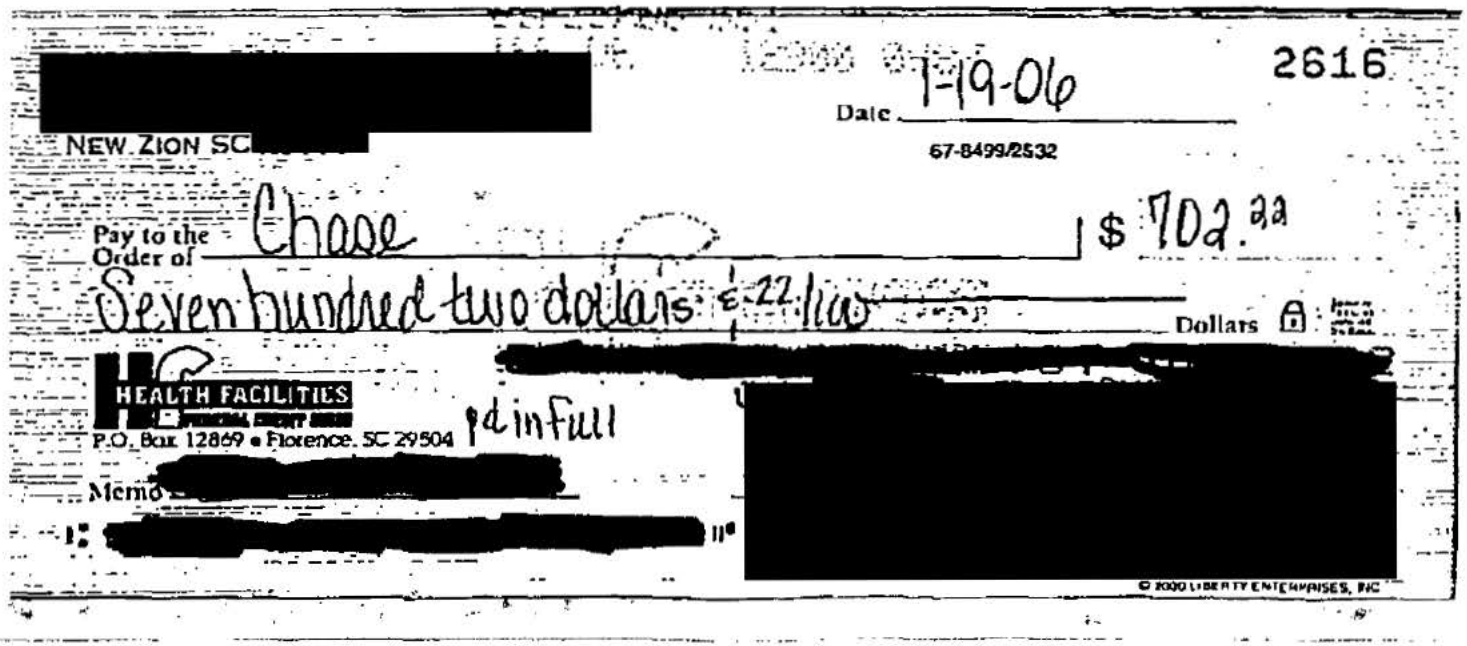
Co-Buyer's Signature _____ Date _____

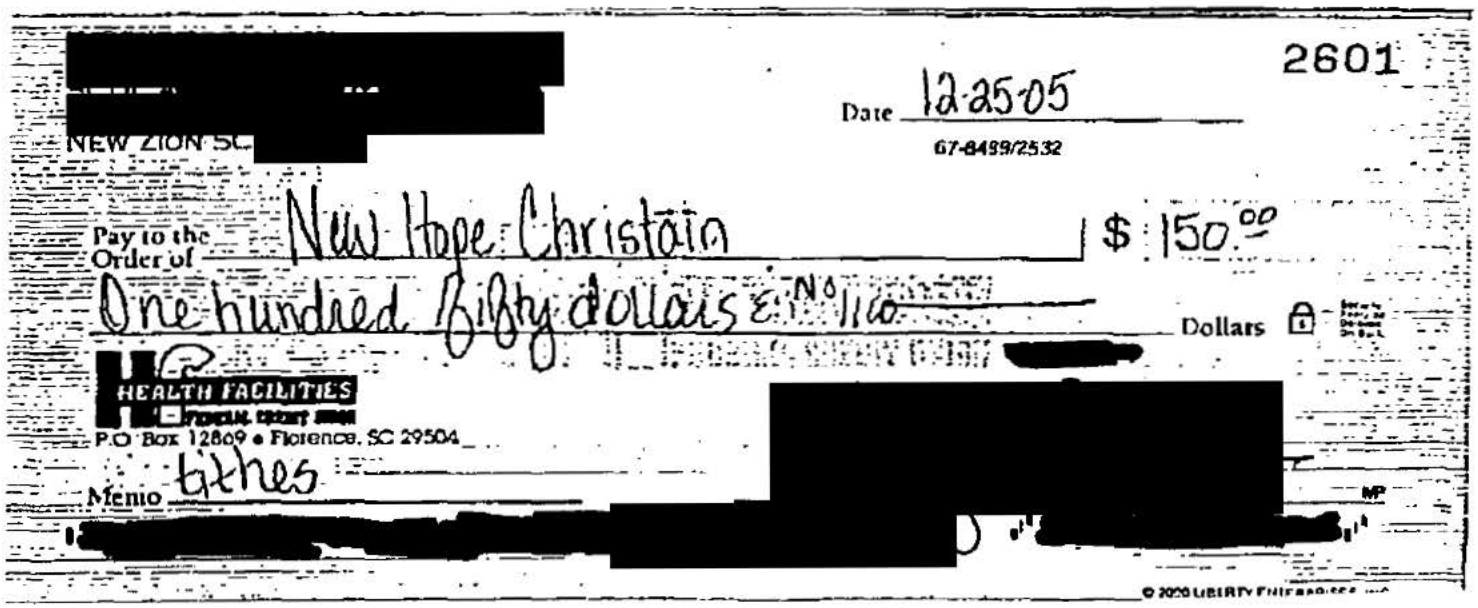
Salesperson Signature _____ Date 09-15-2005

Manager Signature Amanda Kiefe Date 09-15-2005

MEDIA RESPONSE

☐ TV _____ ☐ Billboard _____
☐ Radio _____ ☐ Friend _____
☐ Print _____ ☐ Other _____


[redacted]
NEW ZION SC [redacted]
Date 1-19-06
2616
67-8499/2532
Pay to the Order of Chase
$ 702.22
Seven hundred two dollars & 22/100
Dollars
HEALTH FACILITIES
P.O. Box 12869 • Florence, SC 29504
pd in Full
Memo [redacted]
[redacted]
[redacted]
© 2000 LIBERTY ENTERPRISES, INC



[redacted]

2601

Date 12-25-05

NEW ZION SC [redacted]

67-8459/2532

Pay to the Order of New Hope Christain $ 150.00

One hundred fifty dollars & No/100 Dollars

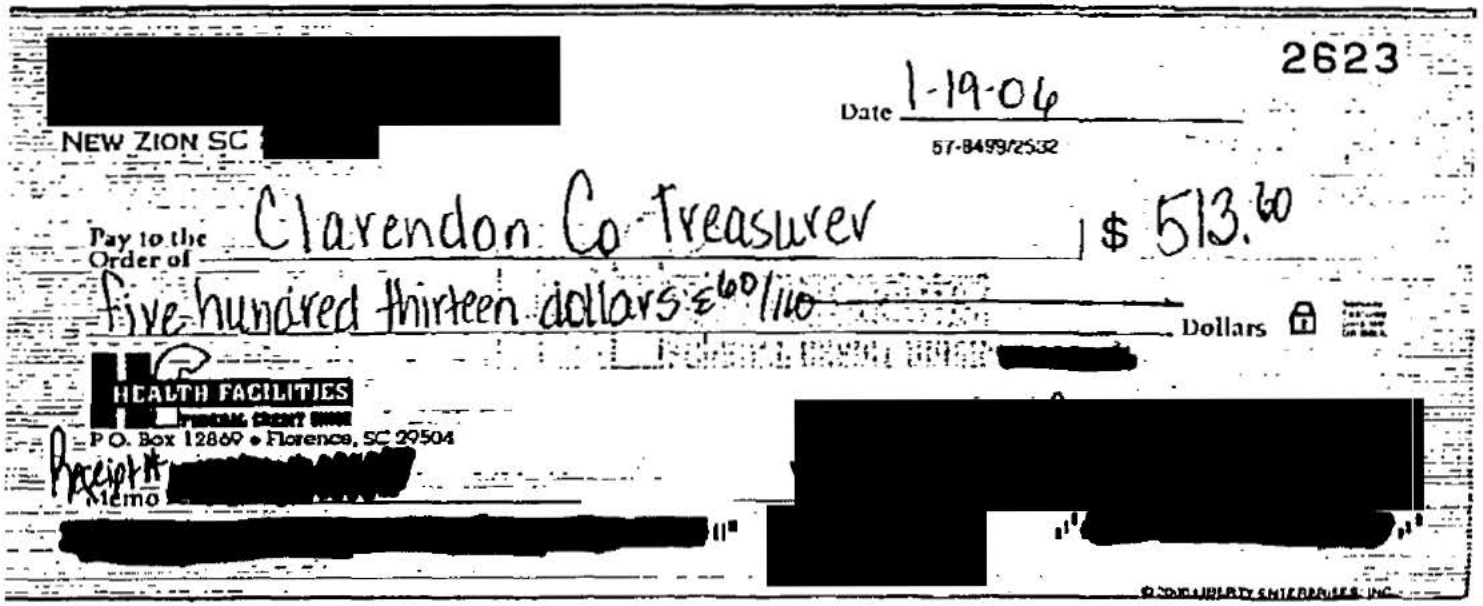
HEALTH FACILITIES [redacted]

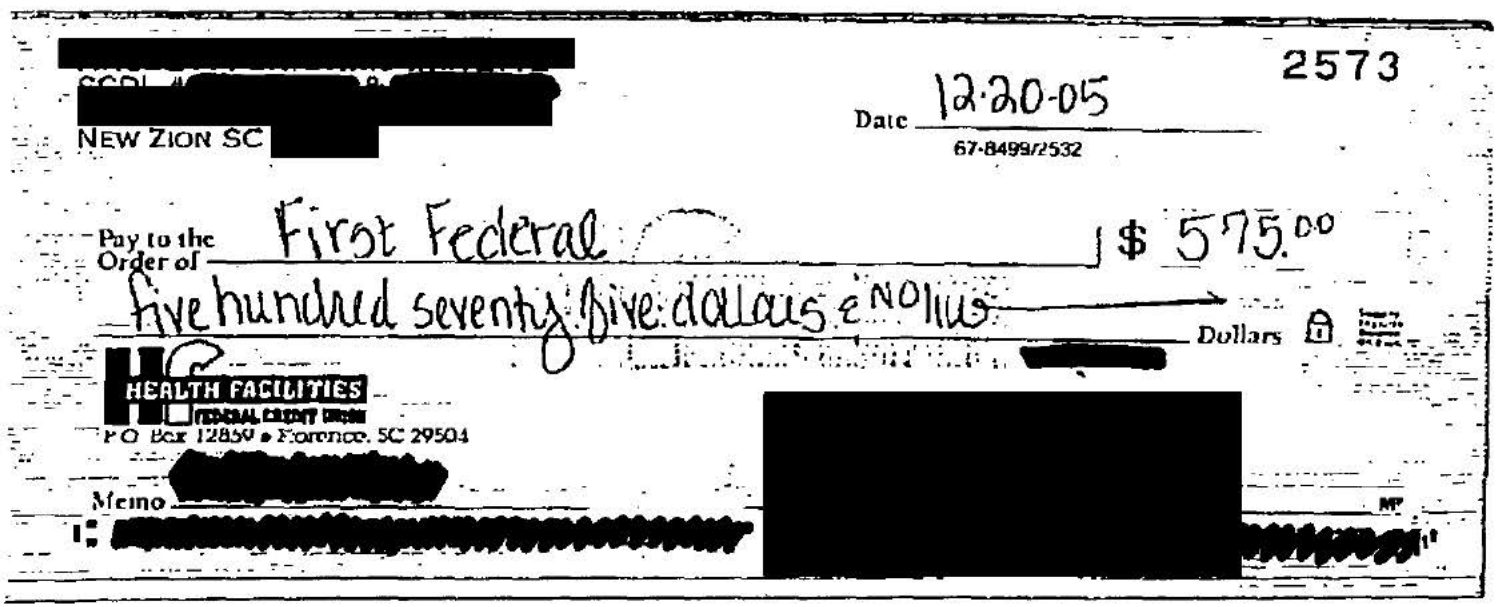
P.O. Box 12809 • Florence, SC 29504

Memo tithes

[redacted]

© 2020 LIBERTY ENTERPRISES


[redacted]
2623
NEW ZION SC [redacted]
Date 1-19-06
57-8499/2532
Pay to the Order of Clarendon Co Treasurer
$ 513.60
five hundred thirteen dollars 60/100
Dollars
[redacted]
HEALTH FACILITIES
P.O. Box 12869 • Florence, SC 29504
Receipt
Memo
[redacted]


[redacted]
2573
NEW ZION SC [redacted]
Date 12-20-05
67-8499/2532
Pay to the Order of First Federal
$ 575.00
five hundred seventy five dollars & NO/100
Dollars
HEALTH FACILITIES FEDERAL CREDIT UNION
P O Box 12859 • Florence, SC 29504
Memo [redacted]
[redacted]

From: [redacted]

Defuniak Spgs Fl

[redacted]

NOV 07 2005

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

[redacted]

0000 [redacted] 48232

UNITED STATES POSTAL SERVICE

U.S. POSTAGE PAID DEFUNIAK SPRING, FL 32433 NOV 03, '05 AMOUNT $4.42 00018768-01

RETURN RECEIPT REQUESTED

To: General Motors Corp
P.O. Box 33170
Detroit, MI
48232-5170

14

ReadyPost.

DOCUMENT MAILER

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☑ 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) electrical

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevy Model Trailblazer Year 2004

VIN 1GNES13S642[redacted] Date of Delivery March 29, 2004

Name and City/State of selling dealer or leasing company (if applicable)

Preston Hood Chev, Fort Walton Beach, FL

Name and City/State of authorized service agent(s) attempting previous repairs

Triangle Chev / Defuniak Spgs, FL

Consumer General Motors Corp. Home phone (850) 834-6010

Address P.O Box 33170 Work phone (850) 217-4896

Detroit, MI 48232-5170 Signature

Date Mailed Nov. 3, 2005

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail. (1/98)

November 11, 2005

[redacted]
Defuniak Springs, FL 3[redacted]

Service request:[redacted]
VIN: 1GNES16S746[redacted]

Dear Ms. [redacted]

Thank you for your recent correspondence received November 7, 2005 regarding your 2004 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

This letter is to confirm that your scheduled repair opportunity at Triangle Chevrolet-Buick-Olds, Inc. located in Defuniak Springs, FL has been delayed. As per our conversation on November 11, 2005 this repair opportunity will be delayed until you advise General Motors that you are having an electrical concern with your vehicle.

If you have any further questions, please contact me at 1-800-231-1841 extension 58669 between 9:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

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

Sincerely,

<signature:farmerho>

Hollie Farmer
Customer Relationship Manager

LC0032-T/

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 30, 2006

August Babcock
Triangle Chevrolet Buick
PO Box 1456
Defuniak Springs, FL 32435-7456

Re: [redacted]
Siebel Request [redacted]
2004 Chevrolet Trailblazer
VIN # 1GNES16S74[redacted]

Dear Mr. Babcock:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Tamara Hall
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21527
FAX# 866-874-7688

ADR File Checklist

SR Number [redacted] **BBB Case:** CHV0653794
Customer:Frymire, Sherry **VIN:1GNES16S746**[redacted]
Make/Model/Year: Chevrolet/Trailblazer/2004 **In Service**: 3/29/2004 **Mileage**: 67,729
Received Date: 06/30/2006 **Day 15 Date:** 07/15/06 **Goes Active:** 06/30/06
Primary Concern: Large Hole in the gas tank

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

☒ **Customer**	**Completion Date/Time:** 07/03/06 / 8:19 AM
☒ **Dealer Svc Mgr**	**Completion Date/Time:** 06/30/06 / 4:03 PM
☐ **Dealer Sales Mgr**	**Completion Date/Time:** /
☒ **AVM**	**Completion Date/Time: 06/30/06** / 4:17 PM

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☐ **BARS / Finance Sheet**

☐ **Case Assessment** (by Day 14)**:**

Lemon Law Eligible:	**Yes** ☐	**No** ☒
Presumption:	**Yes** ☐	**No** ☒

☒ **GM Position – Customer / BBB Due Date** (7-10 days):

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement	**Completion Date/Time: 07/06/06** /
Executive Summary	**Completion Date/Time:** 07/06/06 /
Close Siebel	**Completion Date/Time:** 07/06/06 /

AVM: Larry Adler **Node/Box:** 404082/8119
Service Dealer: Triangle Chevrolet **Svc Mgr: August Babcock Asst MGR**
Selling Dealer: **Contact:**

NOTES: Case closed inelegible

CASE ASSESSMENT BY: **Tamara Hall** **Siebel/CARS Request No: 1**[redacted]

Customer Name: [redacted]

Year of Vehicle: 2004 **Make: Chevrolet Model: Trailblazer** **Current Mileage: 67,729**

Vehicle ID No.: 1GNES16S7462[redacted] **In Service Date:** **Purchased: New**

What is customer seeking: For the vehicle to be replaced

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
			.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
			.

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
			.

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

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

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is not elegible for a repurchase.

AVM and/or DEALER RECOMMENDATION(s):
N/A

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Case closed as ineligible.

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

December 12, 2017

[redacted]
Linwood, MI 4[redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Joseph Knight

Dear Ms. [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]
Cerro Gordo, NC [redacted]

Service Request: [redacted]2
Customer Relationship Manager: Sara Jensen

Dear Mrs. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

CHEVROLET

Service Satisfaction Survey

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

_____

_____

_____

**** Dissatisfied Customer ****

[redacted]

Cerro Gordo NC

[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 John Donoghue Automotive Inc on November 30, 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 John Donoghue Automotive Inc.

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 NOVEMBER 30, 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

1GNDS13S842[redacted]16172
021548209689 00000181015 047690 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) Tail Light Replaced Other Problems Not.
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☐	☐	☐	☑	☐

	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 John Donoghue Automotive Inc?	☐	☐	☐	☐	☑

	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

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

22. Do you have any other comments/recommendations about John Donoghue Automotive Inc?

Forget "John Donoghue", As soon As I can it will Be traded on A Ford or Dodge. No more Chevrolet

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

0399

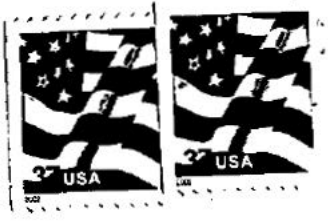
Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDS13S842[redacted]16172
021548209689 9106428432 047690 0582



[redacted]
Bourbonnais, IL



1JAN 0 3 2006

CHEVROLET
P.O. BOX 33170
DETROIT MICH.
48232-5770

ATTN:
LIZA R.

[redacted]

[redacted]

BOURBONNAIS, IL [redacted]
HOME: [redacted] BUS:

INVOICE

PAGE 1

STEVE PETERS CHEVROLET of Homewood

18033 HALSTED STREET
HOMEWOOD, ILLINOIS 60430
(708) 799-2000
FAX (708) 799-4904

SERVICE ADVISOR: 198 VINCE CERNIUK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
WHITE	05	CHEVROLET TRAILBLAZE	1GNDT13S45[redacted]		14918/14925	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV04 IS			18:00 08DEC05		VAR	CASH	08DEC05

R.O. OPENED	READY	OPTIONS:
07:09 15NOV05	08:57 08DEC05	DLR:11481 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES LAST NIGHT WHILE DRIVING IN THE RAIN ALL THE LIGHT STARTED FLASHING INTERIOR AND EXTERIOR			
CAUSE: SHORTED			
N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE			
207 W4 0.90			(N/C)
1 15122670 BCM -- - - -			(N/C)
1 Z5000			(N/C)
OLH OTHER LABOR HOUR TO R&R BCM TWICE DUE TO INCORRECT PART NUMBERS GIVEN BY TECH LINE/AND HARD WIRE DIAG -PROGRAM SYSTEM			
207 W4 2.00			(N/C)
**********			
B EXCESSIVE RENTAL DUE TO PART DELAY			
CAUSE: RENTAL			
Z7907 EXCESSIVE RENTAL DUE TO PART DELAY			
207 W4 0.00			(N/C)
SUBL ENTERPRISE RENTAL 23DAYS			
W4			(N/C)
**********			
**** IMPORTANT**** YOU MAY BE RECIEVING A SERVICE SATISFACTION SURVEY FROM CHEVROLET IN THE NEXT FEW WEEKS.WE REQUEST THAT YOU PLEASE TAKE THE TIME TO FILL IT OUT. IF FOR ANY REASON YOU CANNOT FILL IT OUT WITH **COMPLETELY SATISFIED** PLEASE FEEL FREE TO CONTACT OUR SERVICE DIRECTOR AT 799-2000 x121			

COP

ASE CERTIFIED AUTOMOBILE TECHNICIAN

PARTS & SERVICE DEPARTMENT HOURS:

Monday thru Friday
7:00 A.M. to 6:00 P.M.

Saturday
7:00 A.M. to 1:00 P.M.

EXCLUSION OF WARRANTY
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. **INSURANCE COMPANY PORTION IS YOUR RESPONSIBILITY IF INSURANCE COMPANY DOES NOT REMIT WITHIN 30 DAYS.**

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 DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Citizens
Automobile Finance
RJE 212
One Citizens Drive
Riverside, RI 02915-3000

INSTALLMENT LOAN STATEMENT

Equal Housing Lender Member FDIC

Customer Service 1-877-265-3278

Payment Remittance Address:
Citizens Automobile Finance, Inc.
PO Box 42113
Providence, RI 02940-2113

[redacted]
BOURBONNAIS, IL [redacted]

PAYMENT DUE SUMMARY

Principal:	189.12
Interest:	410.08
Fees:	0.00
Past Due Amount:	0.00
Total Payment Amount Due:	599.20

PAYMENT DUE DATE: August 15, 2005.

ACCOUNT INFORMATION

Account Number:	[redacted]
Statement Date:	July 26, 2005
Current Interest Rate:	8.950%
Current Principal Balance:	37,165.38
*Estimated Payoff Amount Good For August 15, 2005:	37,575.46

*Please call Customer Service for an actual payoff amount.

ACCOUNT ACTIVITY

Date	Description	Amount

Should you have questions regarding your account, please call our Customer Service phone number listed on this statement. Our Customer Service Representatives are available 24 hours, 7 days a week. Thank you for banking with Citizens.

002152

PLEASE DETACH AND RETURN THE PORTION BELOW WITH YOUR CHECK PAYABLE TO CITIZENS AUTOMOBILE FINANCE, INC.

Please allow 7 days for mailing to ensure payment is delivered by the due date.

[redacted]

CURRENT IL PLATE NO.	YEAR	PLATE TYPE
		[illegible]

JESSE WHITE
SECRETARY OF STATE
STATE OF ILLINOIS
VEHICLE IDENTIFICATION CARD

[illegible] 145.00 CK01
6462653 600081612 TR 0705

[redacted] 12 22 1953

KANKAKEE

[redacted]

046

BOURBONNAIS IL [redacted]

6991

12. VEHICLE IDENTIFICATION NUMBER	13. YEAR
1GNDT13S45[redacted]	2005

14. MAKE OF VEHICLE	15. MODEL	16. BODY STYLE
CHEVROLET	TRAIL BLAZER	CARRYALL

[redacted]

07 01 05 XX

18. REBUILT VEHICLE	19. MOTORCYCLE NO. C.C.	20. VEHICLE COLOR UPPER	20. VEHICLE COLOR LOWER	21. RENTAL VEHICLE	LEASED VEHICLE	22. FILE NUMBER (If applicable)	UNIT NUMBER FOR OWNER'S USE
☐ FLOOD ☐ REBUILT		SUMMIT	WHITE	☐ YES	☐ YES		

24. For RV, RT, Truck	NO. AXLES	GROSS WEIGHT	TYPE OF FUEL GAS DIESEL OTHER	VEHICLE OPERATED INTRA STATE INTER STATE	FOR HIRE
				☐ ☐	☐ YES ☐

December 12, 2017

[redacted]
Bourbonnais, IL 6[redacted]

Service Request: [redacted]
Customer Relationship Manager: Cynthia Reyes

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 Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S452[redacted], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on January 11, 2006 and ending on January 11, 2008, and begins with 17,921 and ends with 41,921 odometer miles

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
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]
Tipp City, OH [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the Engine on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S552[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 25, 2013, or 137,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

December 12, 2017

[redacted]
Xenia, OH [redacted]

Service Request: [redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the Engine on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S552[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 25, 2010, or 100,037 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

December 12, 2017

[redacted]
Boxford, MA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Shelly Guerinot

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,

GMC Division
General Motors Corporation

December 12, 2017

[redacted]
Houston, TX [redacted]

Service Request: [redacted]
Customer Relationship Manager: Becky Ruiz

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Houston, TX [redacted]

Service Request [redacted]
Customer Relationship Manager: Becky Ruiz

Dear Ms [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 58902 on Monday through Friday during the hours of 10:00 a.m. until 6:45 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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Oceanport, NJ [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Alicia Milam

Dear Mr [redacted]i:

We are sorry you have experienced concerns with your 2005 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.



Attn: Cheryl Danby

I-35 AT EXIT 90
1101 S.E. ORALABOR
ANKENY, IOWA 50021
PHONE (515) 299-4402
TOLL FREE 1-800-622-8264

www.karlchevrolet.com



CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
[redacted]	MICHAEL STROINSKI 2537	382		[redacted]
[redacted] MAXWELL, IA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 41,393		COLOR: BLACK/	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 02/GMC/ENVOY XL/4 DOOR UTILITY		DELIVERY DATE: 10/03/05	DELIVERY MILES: 38,618
	VEHICLE I.D. NO.: 1 G K E T 1 6 S 8 2 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 12/01/05	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		MO: 41393

JOB# 1 CHARGES

LABOR

J# 1 25CTZ POWER ACCY / WIRING TECH(S):7361 WARRANTY

CUST STATES THEY WERE DRIVING,LOST HEADLIGHTS AND 4/4 WENT OUT,CUST WENT IN DITCH
UNABLE TO DUPLICATE AT THIS TIME, NO PROBLEM FOUND
CHECK OPERATION OF HEADLAMPS & 4WD, OK AT THIS TIME.
CHECK FOR RELATED BULLETINS OR PI'S, NONE. INSTALL SCAN TOOL AND CHECK FOR STORED DTC'S IN ALL MODULES-NO CURRENT OR HISTORY CODES. CHECK CONNECTIONS AT BOTH BATTERY TERMINALS, & HEADLAMPS-OK. LOCATE RELATED GROUNDS FOR HEADLAMPS & 4WD USING SCHMATICS. PERFORM LOADED CIRCUIT VOLTAGE DROP TEST ON SPLICE PACK GROUND G201. ALL WIRE TERMINALS, CONNECTOR, & EYELET CHECK GOOD. UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME. NO PROBLEM FOUND.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 06CTZ WHEELS / TIRES TECH(S):7361 14.95

CUST STATES THE LF TIRE POPPED
INFLAT TIRE BACK ON RIM, CHECK FOR LEAK-OK, REBALANCE AND INSTALL ON VEHICLE.
INSTALL CUSTOMER SPARE BACK UNDER TRUCK, TOOLS IN STORAGE COMPARTMENT, & ADJUST ALL TIRE PRESSURES TO 35 PSI.

JOB# 2 TOTALS

LABOR 14.95

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 14.95

JOB# 3 CHARGES

LABOR

J# 3+28CTZ FUEL SYSTEMS TECH(S):7361 WARRANTY

Added Operation (MSTROINSKI @ 12/03/2005 11:49)
INSPECT FOR FUEL LEAK
SPECIAL POLICY FOR FUEL TANK REPLACEMENT 7YR/70,000 MILE
FUEL TANK NECK BROKEN
REMOVE AND REPLACE FUEL TANK PER BULLETIN #05012
TRANSFER CUSTOMERS FUEL TO NEW TANK.

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	15229310	TANK ASM 3.001 310			WARRANTY
1	Z5000				WARRANTY
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

[CONTINUED ON NEXT PAGE] 08:48am

KARL Chevrolet
www.karlchevrolet.com

I-35 AT EXIT 90
1101 S.E. ORALABOR
ANKENY, IOWA 50021
PHONE (515) 299-4402
TOLL FREE 1-800-622-8264

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHAEL STROINSKI 2537	TAG NO. 382	INVOICE DATE	INVOICE NO. [redacted]
[redacted] MAXWELL, IA [redacted]	LABOR RATE	LICENSE NO	MILEAGE 41,393	COLOR BLACK/ STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/GMC/ENVOY XL/4 DOOR UTILITY		DELIVERY DATE 10/03/05	DELIVERY MILES 38,618
	VEHICLE I.D. NO. 1GKET16S82 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 41393

JOB# 4 CHARGES

LABOR

J# 4199CTZ002 *** NEEDS RENTAL ** TECH(S):7361 WARRANTY
Added Operation (DAWNH @ 12/06/2005 11:01)
CUSTOMER REQUEST RENTAL VEHICLE

SUBLET PO#	VEND INV#	INV DATE	DESCRIPTION	
88865		12/14/05	RENTAL H30841436	WARRANTY
			TOTAL - SUBLET	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL	0.00

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	ISS SHOP SUPPLIES & DISPOSAL FEES		1.50
		TOTAL - MISC	1.50

COMMENTS
234-0909
CALLED TAC CASE # [redacted] TALKED TO DOUG DIEHL. DOUG GAVE ME THE # TO PRODUCT ALIGATIONS 1-800-222-1020 EX.35664. I TALKED TO JAY CHRISTIAN HE SAID TO HAVE CUS CALL HIM TO TALK ABOUT ACCEDENT CALLED PRODUCT ALIGATION ON 12-06-05. CUS HAS CALLED JAY ABOUT THERE ONVOY
CALLED CHERYL DANZEE ON 12-07-05 AT 9:55AM TALK ABOUT ENVOY AND TOLD CHERYL THAT WE DID NOT FIND ANY PROBLEMS WITH HEAD LAMPS OR 4X4 OPERATION. ALSO TOLD CHERYL THAT I DROVE HOME AND HEAD LAMPS AND 4X4 WORKED NORMAL. CHERYL SAID SHE WANT COPY OF REPAIR ORDER FAX TO HER WHEN WE ARE DONE. FAX # 1-866-311-2763.
SHE SAID TO SEE WHAT CUS. WANTS TO DO. IT IS BETWEEN SALES AND CUS. NOW SENSE WE DID NOT FIND ANY PROBLEMS.

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

[CONTINUED ON NEXT PAGE] 08:46am

KARL Chevrolet
www.karlchevrolet.com

I-35 AT EXIT 90
1101 S.E. ORALABOR
ANKENY, IOWA 50021
PHONE (515) 299-4402
TOLL FREE 1-800-622-8264

CELL: [redacted]

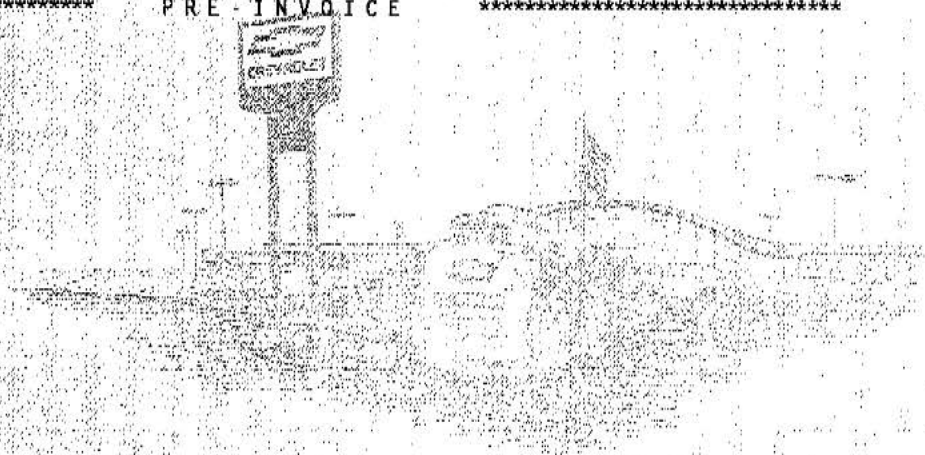
CUSTOMER NO. [redacted]	ADVISOR: MICHAEL STROINSKI 2537	TAG NO.: 382	INVOICE DATE:	INVOICE NO. [redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 41,393	COLOR: BLACK/
MAXWELL, IA [redacted]	YEAR / MAKE / MODEL: 02/GMC/ENVOY XL/4 DOOR UTILITY		DELIVERY DATE: 10/03/05	DELIVERY MILES: 38,618
	VEHICLE I.D. NO.: 1GKET16S826 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	F. I. E. NO.:	P. O. NO.:	R. O. DATE: 12/01/05	
R [redacted]	BUSINESS PHONE:	COMMENTS:		MO: 41393

TOTALS

HERE AT KARL CHEVROLET INC WE APPRECIATE YOUR BUSINESS.
IF YOU ARE SATISFIED, PLEASE TELL A FRIEND. IF YOU ARE NOT SATISFIED PLEASE TELL US.
PAYMENT METHODS:
[ ] CASH [ ] VISA/MC [ ] AMERICAN EXPRESS
[ ] CHECK W/# ..... [ ] ACCT. REC.
12 MONTH 12,000 MILE WARRANTY ON MOST REPAIRS
GSP LIFETIME WARRANTY PARTS ARE IDENTIFIED BY AN ASTERIK (*)
PARTS REPLACED DURING THE FACTORY WARRANTY PERIOD DO NOT APPLY FOR LIFETIME WARRANTY
AFTERMARKET PARTS WARRANTIES EXCLUDE LABOR
OUR SERVICE DEPARTMENT IS OPEN 6 DAYS A WEEK,
MONDAY THURSDAY 6 AM TO 2 AM, FRI-SAT 6 AM TO 6 PM
WE ARE CLOSED ON SUNDAY AND MAJOR HOLIDAYS

TOTAL LABOR....	14.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.90
TOTAL INVOICE $	**17.35**

********** PRE-INVOICE **********



THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

December 12, 2017

[redacted]
Ochlocknee, GA 3[redacted]

Service Request: [redacted]
Customer Relationship Manager: Yuliya Milko

Dear Mrs. [redacted]:

Buick is pleased to provide service coverage for the head lights and internal related wiring in your 2004 Buick Rainier, Vehicle Identification Number 5GADS13S24[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until September 22, 2009, or 60,000 miles, whichever occurs first. Buick will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Head lights and internal related wiring

Buick will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Rainier. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Buick Dealership.

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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Buick Division
General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

CASE ASSESSMENT BY: **JEAN WHYRE** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2004 **Make: CHEVROLET** **Model: TRAILBLAZER** **Current Mileage: 33000**

Vehicle ID No.: 1GNDS13S9423[redacted] **In Service Date: 06/22/04** **Purchased: New**

What is customer seeking: REPURCHASE/REPLACEMENT

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ELECTRICAL CONCERNS

Date:	Mileage:	Days Out:	Description of Repair:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: GAS POURING FROM THE UNDERSIDE OF THE VEH

Date:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:

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

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:X** ☐ **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):
CUST WITHDREW INELIGIBLE DUE TO FILING A LAWSUITE

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

gordon

Fax Cover Sheet

Send to: 866-226-3742	From: Walter
Attention: Jean	Date: 1/16/16
Office Location:	Office Location: Orange Park
Fax Number: 866-226-3742	Phone Number: 904-272-2200

- ☐ Urgent
- ☐ Reply ASAP
- ☐ Please comment
- ☐ Please Review
- ☐ For your information

Total pages, including cover: 7

Comments:

Thank you

1166 Blanding Boulevard • Orange Park, Florida 32065 • 904.272.2200 • Fax: 904.272.3655 • www.gordonchevy.com

Ro [redacted]

"NOTICE TO CUSTOMER"

Damage to New Motor Vehicle

Dealership: Gordon Chevrolet
Address: _____

Customer: [redacted]
Address: [redacted] O.P. [redacted]

In accordance with the provisions of Florida Statutes 320.27 (9) (n), and FAC-2.19.05 (5) Florida Administrative Code, you are hereby notified the motor vehicle described below has sustained damage as described.

Vehicle Description: VIN# 1GNDS13S942 [redacted]
Make/Model/Year: 2004 Chevrolet Trail Blazer

General Description of Damage: Bumper Part Replaced

Authorized Representative of Seller — Date

Laurie E. Snyder — 6/29/04

Acknowledgement of Customer Receipt — Date

gordon

1166 BLANDING BLVD.
ORANGE PARK, FL 32065
(904) 272-2200

CHEVROLET

CHEVROLET

SERVICE HOURS:
MON-FRI 7:00 AM - 6:00 PM

MVR# 05276

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

*SHOP MATERIAL - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (s.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7185).

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X_____
CUSTOMER SIGNATURE

INVOICE TO
00035153

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
00035153

FOR OFFICE USE

TAG: 0676 ADV: 890 VANNATTER INVOICE: FINAL INB F SM
TAX RULES: YYINY INVOICED: 06/17/2004 13:12:52
ODOMETER IN: 5 DIST: 16T
DATES BEGIN: 06/14/04 DONE: 06/17/04

VEHICLE INFORMATION
VIN 1GNDS13S942[redacted]
04 CHEVROLET TRAILBLAZR 4DR SPTUTY BLACK
STOCK# 00035153 INV ACCT 955

CONCERN 51 REPAIR AS PER LOT DAMAGE
CORRECTION REPAIRED

COMMENT REFINISHED

	OPERATION	TECH	HOURS	AMOUNT
	BSR	454	2.6	93.60
		404	3.3	129.60

	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
000	08893708			FASCIA	1	383.58	383.58
SPO	015174444			BAR	1	267.44	267.44
SPO	014093088			RETAINER	10	.68	6.80
SPO	015056810			RETAINER	6	3.78	22.68

SUBTOTAL

PARTS	680.50
BODY SHOP MAT	81.00
LABOR-BODY SHOP	223.20
TOTAL CHARGE FOR CONCERN	984.70

TYPE: INB

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE F98331

PARTS	680.50
BODY SHOP MAT	81.00
LABOR-BODY SHOP	223.20
TOTAL CHARGE	984.70

PAYMENT DISTRIBUTION FOR INVOICE F98331

TOTAL CHARGE	984.70
INTERNAL	984.70

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES R VANNATTER

© 1979

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6048 EXT. 6214

WHITE = ACCOUNTING COPY CANARY = PARTS CUSTOMER COPY BLUE = SERVICE CUSTOMER COPY PINK = FILE COPY

CHEVROLET

gordon

1166 BLANDING BLVD.
ORANGE PARK, FL 32065
(904) 272-2200

CHEVROLET

SERVICE HOURS:
MON-FRI 7:00 AM - 6:00 PM

MVR# 05276

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

*SHOP MATERIAL - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (s.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7185).

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X_____
CUSTOMER SIGNATURE

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

ORANGE PARK FL [redacted]
WORK: ([redacted] HOME: ([redacted] WORK [redacted]

ORANGE PARK FL [redacted]
WORK: [redacted] HOME: [redacted] WORK EXT: 412

FOR OFFICE USE
TAG: [redacted] ADV: 336 SCHAUB, R INVOICE: PRELIM WAR W WS
MFG: 410001 TAX RULES: YY3NN INVOICED: 06/30/2004 16:19:29
ODOMETER IN: 417 OUT: 417 DIST: 10T
DATES BEGIN: 06/29/04 DONE: 06/30/04

VEHICLE INFORMATION
VIN 1GNDS13S942[redacted] LICENSE NUMBER: FL Y
04 CHEVROLET TRAILBLAZR 4DR SPTUTY BLACK
STOCK# [redacted]
DATES INSERVICE: 062204 SOLD: 062204

CONCERN 51 C/S ON ACCLE FROM STOP THERE IS ROAR NOISE FROM ENGINE AREA
CAUSE PLATE BETWEEN BULK HEAD AND BRAKE
CORRECTION BOOSTER LOOSE REMOVE DASH AND TIGHTEN PLATE.
FACTORY COND CODE : 0N FAIL CODE : 2W

OPERATION	TECH	HOURS	AMOUNT
C2540	358	2.0	188.81
		.7	

PART AUTH: JH 063004 16:05

SUBTOTAL
LABOR-MECHANICAL 188.81
TOTAL CHARGE FOR CONCERN 188.81

TYPE: W

CONCERN 52 C/S THERE IS WIND NOISE FROM DRIVERS WINDOW AT ALL TIMES.
CAUSE 0
CORRECTION PARTS HAVE BEEN SPECIAL ORDERED

PART NUMBER	PO#	NOTE	DESCRIPTION		QTY	SELL
000 015130077			*WEATHERST	-SPO	1	

PARTS: COUNT 1
FACTORY COND CODE : 0 FAIL CODE : 0

OPERATION	TECH	HOURS	AMOUNT
SO	358	.0	.00

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE [redacted]
LABOR-MECHANICAL 188.81
TOTAL CHARGE 188.81

PAYMENT DISTRIBUTION FOR INVOICE W99146
TOTAL CHARGE 188.81

FAC WARRANTY 188.81

PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RENE SCHAUB

PAGE 1
LAST PAGE

© 1979 USA
TO REORDER FORMS OR SUPPLIES CALL 1-800-[illegible] EXT. 6214

WHITE = ACCOUNTING COPY CANARY = PARTS CUSTOMER COPY BLUE = SERVICE CUSTOMER COPY PINK = FILE COPY

CHEVROLET

gordon

1166 BLANDING BLVD.
ORANGE PARK, FL 32065
(904) 272-2200

CHEVROLET

SERVICE HOURS:
MON-FRI 7:00 AM - 6:00 PM

MVR# 05276

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

*SHOP MATERIAL - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (s.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7185).

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X_____
CUSTOMER SIGNATURE

INVOICE TO

[redacted]
ORANGE PARK FL [redacted]
WORK: [redacted] HOME: [redacted] WORK EXT:4128

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]

[redacted]
ORANGE PARK FL [redacted]
WORK: [redacted] HOME: [redacted] WORK EXT: 4123

FOR OFFICE USE

TAG: [redacted] ADV: 391 CLARIDA, INVOICE: PRELIM CUS C W PC
TAX RULES: YYINN INVOICED: 12/02/2004 12:11:19
ODOMETER IN: 9764 OUT: 9764 DIST: 1GT
DATES BEGIN: 12/02/04 DONE: 12/02/04

VEHICLE INFORMATION

VIN 1GNDS13S942[redacted] LICENSE NUMBER: FL H61RL
04 CHEVROLET TRAILBLAZR ADR SPTUTY BLACK
STOCK# [redacted]
DATES INSERVICE: 062204 SOLD: 062204

CONCERN 01	SERVICE LEVEL A (3000 MI SERVICE)OIL LIFE INDICATORS MAY VARY				OPERATION	TECH	AMOUNT
CORRECTION	LOF, CHECK ALL FLUIDS, BELTS,HOSE PER MENU INCL.5 QUARTS CASTROL				01	360	* 11.95
COMMENT	CHANGE OIL AND FILTER LUBE AS REQUIRED MISC.CHECKS						
	PART NUMBER	POH	NOTE	DESCRIPTION	QTY	SELL	
	000 KITPF61			OILCHANGE	1	**	**
	000 089017342			FILTER	1S	5.50	5.50
	000 00000OIL		GOG	CASTROL	7S	1.50	10.50

SUBTOTAL

PARTS	5.50
GAS-OIL-GREASE	10.50
HAZARDOUS WASTE CHG	1.00
LABOR-MECHANICAL	11.95
TOTAL CHARGE FOR CONCERN	28.95

TYPE: C LINE FLAGS: HAZ

CONCERN 41	TIRE COURTESY INSPECTION	OPERATION	AMOUNT
CORRECTION	TREAD DEPTH 8/32 OF AN INCH---GREEN---	TIRES 360	.00
COMMENT	TIRE MEASUREMENTS		

SUBTOTAL
TOTAL CHARGE FOR CONCERN .00

TYPE: C

PAGE 1

15261

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER
© 1979
ON LINE SERVICE INVOICING BY [redacted]
TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6548 EXT. 6214

WHITE = ACCOUNTING COPY CANARY = PARTS CUSTOMER COPY BLUE = SERVICE CUSTOMER COPY PINK = FILE COPY

gordon

1166 BLANDING BLVD.
ORANGE PARK, FL 32065
(904) 272-2200

SERVICE HOURS:
MON-FRI 7:00 AM - 6:00 PM

MVR# 05276

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

"SHOP MATERIAL" - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (s.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7195).

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X _____
CUSTOMER SIGNATURE

INVOICE TO

[redacted]
ORANGE PARK FL [redacted]
WORK: [redacted] HOME: [redacted] WORK EXT: 4123

OTHER/OWNER INFORMATION -- INVOICE: [redacted]

[redacted]
ORANGE PARK FL [redacted]
WORK: [redacted] HOME: [redacted] WORK EXT: 4126

FOR OFFICE USE

TAG: 1244 ADV: 391 CLARIDA, TAX RULES: YYSNN INVOICED: 12/02/2004 16:17:02
ODOMETER IN: 9764 OUT: 9764 DIST: 167
DATES BEGIN: 12/02/04 DONE: 12/02/04

VEHICLE INFORMATION

VIN 1GNDS13942[redacted] LICENSE NUMBER: [redacted]
04 CHEVROLET TRAILBLAZR 4DR SPTUTY BLACK
STOCK# [redacted]
DATES INSERVICE: 062204 SOLD: 062204

CONCERN 51	CUSTOMER RETURN FOR SOP WEATHER STRIP FOR DRIVER DOOR REPLACEMENT.	OPERATION	TECH HOURS	AMOUNT
CAUSE	RE ORDER PART DAMAGED (LEAKS)	C0141	360 .7	48.95
CORRECTION	REPLACED RUN CHANNEL W/STRIP LEFT FRONT.			

PART NUMBER	PO#	NOTE	DESCRIPTION		QTY	SELL	
000 015207507			#WEATHERST	-SPO	1		
SPO 015207507			#WEATHERST		1	61.65	61.65

PARTS: COUNT 2

FACTORY COND CODE : VN FAIL CODE : 1D

TYPE: W

SUBTOTAL

PARTS	86.31
LABOR-MECHANICAL	48.95
TOTAL CHARGE FOR CONCERN	135.26

CONCERN 52	CUSTOMER STATES THERE IS A VALVE/RATTLE NOISE WHEN ACCELERATING AND GAINING SPEEDS.	OPERATION	TECH HOURS	AMOUNT
CAUSE	UNABLE TO VERIFY RATTLE	NC	360 .0 B	.00
CORRECTION	9764 MILES BEFORE FIRST OIL CHANGE ROAD TEST UNABLE TO VERIFY			
FACTORY	COND CODE : 0 FAIL CODE : 0			

PART AUTH: GS 120204 11:08

TYPE: W

SUBTOTAL

TOTAL CHARGE FOR CONCERN .00

CONCERN 53	CUSTOMER STATES THE AC HAS NOT BEEN BLOWING COLD AIR, INTERMIT AT TIMES.	OPERATION	TECH HOURS	AMOUNT
CAUSE	UNABLE TO DUPLICATE	NC	360 .0 B	.00
CORRECTION	NO CHARGE			
FACTORY	COND CODE : 0 FAIL CODE : 0			

SUBTOTAL

THIS FORM PRINTED ON PRESSURE SENSITIVE CARBONLESS, RECYCLABLE PAPER
ON LINE SERVICE INVOICING BY: WOS
TO REORDER FORMS OR SUPPLIES CALL 1-800-669-6346 EXT. 6214

WHITE = ACCOUNTING COPY CANARY = PARTS CUSTOMER COPY BLUE = SERVICE CUSTOMER COPY PINK = FILE COPY

gordon

CHEVROLET

1166 BLANDING BLVD.
ORANGE PARK, FL 32065
(904) 272-2200

CHEVROLET

SERVICE HOURS:
MON-FRI 7:00 AM - 6:00 PM

MVR# 05276

PARTS HOURS:
MON-FRI 8:00 AM - 6:00 PM

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

*SHOP MATERIAL - A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A $1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (s.403.718) AND A $1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7185).

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES WITH GM PARTS. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

X _____
CUSTOMER SIGNATURE

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

FOR OFFICE USE — VEHICLE INFORMATION

TAG: [redacted] ADV: 391 CLARIDA, INVOICE#: 12/03/2004 18:17:02 PC 04 TRAILBLAZR BLACK LICENSE NUMBER: [redacted]

TYPE: W — TOTAL CHARGE FOR CONCERN .00

		OPERATION	TECH HOURS	AMOUNT
CONCERN 54	CUSTOMER STATES THE PASS REAR WINDOW SOMETIMES ROLLS DOWN AND SOMETIMES DOES NOT.	NP	360 .0 B	.00
CAUSE	UNABLE TO DUPLICATE CONCERN			
CORRECTION	NO PROBLEM FOUND			
FACTORY	COND CODE : 0 FAIL CODE : 0			

SUBTOTAL
TYPE: W — TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE [redacted]

PARTS	86.31
LABOR-MECHANICAL	48.95
TOTAL CHARGE	135.26

PAYMENT DISTRIBUTION FOR INVOICE W17034

TOTAL CHARGE	135.26
FAC WARRANTY	135.26

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTINA CLARIDA

Mr. Goodwrench

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY [redacted]

TO REORDER FORMS OR SUPPLIES CALL 1-800-[redacted] EXT. 824

WHITE = ACCOUNTING COPY CANARY = PARTS CUSTOMER COPY BLUE = SERVICE CUSTOMER COPY PINK = FILE COPY

[redacted]

DANBY, VT [redacted]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

[redacted]

MAY 01 2008

RETURN RECEIPT REQUESTED

CHEVROLET
CHEVROLET MOTOR DIVISION
POBOX 33170
DETROIT, MI. 48232-5170

ADR

Department of Motor Vehicles
Motor Vehicle Arbitration Board
120 State Street
Montpelier, VT 05603-0001
802-828-2943
800-253-0191 – TTY/TDD

DEMAND FOR ARBITRATION

9 V.S.A §§4170-4181

1

CONSUMER NAME(S)		MANUFACTURER NAME & ZONE OFFICE MAILING ADDRESS
[redacted]		CHEVROLET CHEVROLET MOTOR DIVISION PO Box 33170 DETROIT, MI 48232-5170
MAILING ADDRESS: [redacted]		
CITY/TOWN: Danby	STATE: VT / ZIP CODE: [redacted]	
TELEPHONE NUMBERS: HOME ( ) DAYTIME: [redacted]	CELL PHONE: [redacted]	DEALERSHIP WHERE VEHICLE WAS PURCHASED OR LEASED: ALDERMANS CHEVROLET
FAX: 802-293-5155	E-MAIL ADDRESS	DEALERSHIP NAME(S) WHERE ENCLOSED REPAIRS OCCURRED: HAND CHEVROLET

VEHICLE DESCRIPTION & INFORMATION

2

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)
2005	CHEVROLET	TRAILBLAZER	1GNDT135152[redacted]

PURCHASE PRICE (without financing / fees)	LEASED VEHICLE'S AGREED UPON VALUE	PURCHASE/ LEASE DATE	ODOMETER READING AS OF DATE OF PURCHASE OR LEASE
19,999.00		7/27/06	14,277

FINANCIAL ENTITY, WITH MAILING ADDRESS, THAT HOLDS THE VEHICLE'S TITLE. ENTER N/A IF NO LOAN.	ODOMETER READING AT 1ST REPAIR FOR WARRANTED DEFECT OR AT 1ST DAY OUT OF SERVICE FOR A 30-DAY CLAIM	TRUCK GROSS VEHICLE WEIGHT (The GVW is usually on a label inside the driver's door.)	EXPRESS WARRANTY (An extended warranty is not applicable.) MONTHS / MILES
HERITAGE FAMILY CREDIT UNION 30 ALLEN STREET, RUTLAND VT 05701	16,222	5,750 LB.	36 / 36,000

If loan was refinanced, list name/address of institution. If loan has been "paid in full," enter PIF and submit documentation of interest paid.

3

I hereby demand a hearing and a ☐ REFUND or ☑ REPLACEMENT VEHICLE because the vehicle does not conform to the manufacturer's express warranty. It has the following defect(s) as of the date of filing, OR the vehicle has been out of service 30 days within the express warranty for repair(s) of:

CAR IS UNSAFE TO DRIVE AT NIGHT, HEADLIGHTS GO OFF AND ON, ESPECIALLY WHEN RAINING, SNOWING, MOISTURE IN THE AIR.

4

The defect(s) substantially impairs the vehicle's ☑ Use ☑ Market Value ☑ Safety.

5

Filing Method A

☑ The dealer has attempted to repair the defect(s) on these dates:
1st 10/15/05
2nd 11/09/05
3rd 12/14/05

Submit copies of all repair orders for warranted claimed defects.

CHOOSE ONE ONLY

Filing Method B

☐ The vehicle has been out of service for repair of warranted defects for 30 or more calendar days.

Submit copies of repair orders with a chronology of days when vehicle was at dealer's for major portion of each day.

6

OPTIONAL

I request a subpoena for service on person(s) listed at right. Jurisdiction is in Vermont only. I agree to pay reasonable expenses incurred by persons appearing under subpoena.

1. Name	Daytime Phone Number
Daytime Address	City/Town
2. Name	Daytime Phone Number
Daytime Address	City/Town

7

I request the manufacturer furnish legible copies of the following documents to me and the Board UPON RECEIPT OF THIS DEMAND: [redacted] [redacted] all documents pertaining to trailblazer

8

I certify a copy of this Demand with enclosures has been mailed to the MANUFACTURER, not dealer, on 4/26/06. In doing so, I hereby elect to proceed under the Vermont New Motor Vehicle Arbitration Act instead of the manufacturer's dispute settlement mechanism. I further certify any payments due on the vehicle are up-to-date and will continue to be current.

[redacted] [redacted]
SIGNATURE OF CONSUMER(S)

April 26, 2006
DATE

MAIL THE ORIGINAL COPY (WITH ENCLOSURES) TO THE MOTOR VEHICLE ARBITRATION BOARD, MAIL THE SECOND COPY TO THE VEHICLE MANUFACTURER (NOT THE DEALER) (WITH ENCLOSURES) and KEEP THE THIRD COPY FOR YOUR OWN RECORDS.

RETAIL ORDER FOR A MOTOR VEHICLE

07/27/05
DATE

TO ALDERMAN'S CHEVROLET INC.
DEALER'S NAME
65 WINDCREST RD
STREET ADDRESS
RUTLAND, VT 05701
CITY STATE
MCKEARIN, JAMES
SALESMAN'S NAME

[redacted]
'S NAME
STREET ADDRESS
DANBY VT [redacted]
CITY STATE
[redacted]
RES. PHONE BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☐ NEW ☒ USED ☐ DEMO_____ ☒ CAR ☐ TRUCK ☐ RV

YEAR 05 MAKE CHEVROLET MODEL OR SERIES TRAILBLAZER BODY TYPE 4DR COLOR GRAY TRIM

MVI OR SERIAL NO. 1GNDT13S152[redacted] STOCK NO. [redacted] TO BE DELIVERED ON OR ABOUT 27 JUL 20 05

CASH DELIVERED PRICE OF UNIT	$	19900.00
ACCESSORIES	$	
DOC FEE		99.00
CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$	19999.00
STATE AND LOCAL TAXES		899.94
LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE		37.00
1. TOTAL PRICE OF UNIT	$	20920.94
2. DOWN PAYMENT: consisting of $ N/A in cash and/or $ -3354.35 net trade-in allowance on trade-in; see statement in right hand column for details.	$	-3354.35
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	$	N/A

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN	CHEVROLET	
YEAR 00 MODEL	IMPALA	BODY SD
MVI OR SERIAL NO.	2G1WF52E0Y[redacted]	
BALANCE OWED TO		
ADDRESS		
USED TRADE-IN ALLOWANCE	$	5000.00
BALANCE OWED ON TRADE-IN		8354.35
NET ALLOWANCE ON USED TRADE-IN	$	-3354.35
DEPOSIT OR CREDIT BALANCE		N/A
DOWN PAYMENT (Trans. to Left Col.)	$	-3354.35

REMARKS

MSRP 19900.00

ALDERMANS DISCOUNT

CASH PRICE 19900.00

PLUS AMOUT FINANCED 24348.29

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 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: (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".
IF THIS CONTRACT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM 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 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 hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as 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 of legal age, and

[redacted]

07/27/20
DATE

ACCEPTED BY:
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Heritage Family
CREDIT UNION

April 20, 2006

To Whom It May Concern:

RE: 2005 Chevy Trailblazer
Vin#1GNDT13S152[redacted]

[redacted] have a loan on the above vehicle taken out on 8/19/05. The total interest they have paid to date on this loan is $992.69.

If further information is needed, please feel free to contact me at 802-776-2121.

Very truly yours,

Kathleen M. Skaza,
AVP Consumer Lending

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Chevrolet dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: **This warranty excludes:**

Any communication device that becomes unusable or unable to function as intended due to changes in technology or wireless service.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Chevrolet dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX™ Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX™ Diesel Engine the diesel engine, except those items listed under "What Is Not Covered" later in this section is covered for 5 years or 100,000 miles, whichever comes first. A $100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty on page 9*. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, etc., stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered.

See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 9* for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning

- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty. ***

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

HAND MOTORS

Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRENDA MOREY 270		10/26/05	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		[redacted]	16,122	GRAY/	
SCOTTSVILLE RD DANBY, VT [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNDT13S152[redacted]			SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		P. O. DATE 10/15/05	

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

LABOR & PARTS

J# 1 15CVZ [redacted] LIGHTS [redacted] TECH(S):330 [redacted] WARRANTY

CUSTOMER STATES WHEN RAINING HEADLIGHTS ALMOST COMPLETLY
GO OUT AND THEN COME BACK ON - AT THAT TIME VEHICLE FELT
LIKE IT WANTED TO STALL
CHECKED FOR CODES WITH SCAN TOOL - NO CODES STORED
CHECKED FOR BULLETINS ON ENGINE AND LEFT IDLING IN
THE RAIN - NONE FOUND, DIMING LIGHTS ARE NORMAL AT CERTIN
TIMES - CHECKED CHARGING SYSTEM - ALL OK, POSSIBLY
COULD BE WHEN ELECTRIC FAN KICKS ON LITES DIM SOME
COULD NOT DUPLICATE CUSTOMERS CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR YOUR BUSINESS

***

HAND MOTORS

Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CUSTOMER NO. [redacted]	ADVISOR CATHY ANDERSON 115	TAG NO.	INVOICE DATE 12/01/05	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,329	COLOR GRAY/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 11/23/04	DELIVERY MILES
DANBY, VT [redacted]	VEHICLE I.D. NO. 1 G N D T 1 3 S 1 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. [redacted]	R. O. DATE 11/09/05	
[redacted]	COMMENTS			

LABOR & PARTS
J# 1 15CVZ LIGHTS TECH(S) 187 WARRANTY
CUSTOMER STATES INTERM THE HEADLITES GO OFF WHILE DRIVING
ESP WHEN RAINING- WILL COME BACK ON AFTER A MINUTE-CUSTOMER
ALSO NOTICED DOME LITE FLICKERING ONCE WHEN DOOR WAS OPEN
AND THE BATTERY GAUGE WENT DEAD WHEN HEADLITES WENT OFF
TECHNICIAN ROADTESTED VEHICLE HOME ONE NITE TO EXPERIENCE
LITES WENT DIM AND VOLTAGE DROPPED BELOW 9 VOLTS-NEXT DAY
PERFORMED ALTERNATOR TEST WITH AMP GAUGE-FOUND FAULTY
ALTERNATOR- OVERNITE AND RPLACE ALTERNATOR-RECHECK OK
CUSTOMER WILL NEED TO ADVISE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	10464468	GEN REM 2.275			WARRANTY
JOB # 1	1	10464468	CORE RETURN			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	246A	RENTAL/SHUTTLE		WARRANTY
			TOTAL - MISC	0.00

TOTALS

THANK YOU FOR YOUR BUSINESS

YOUR NEXT OIL CHANGE IS DUE ON

OR

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**

THE PART(S) CIRCLED ABOVE ARE NOT SUPPLIED, MANUFACTURED OR WARRANTED BY YOUR CARLINE MANUFACTURE.....

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

We Will Not Be Under Sold

ALL PARTS ARE NEW OR NEW REBUILT UNLESS SPECIFIED OTHERWISE, NOT ALL PARTS ARE O.E.M.

 CUSTOMER COPY [END OF INVOICE] 04:31pm

Reynolds and Reynolds ERAINTINVE CC2338 70 0 (03/05)

15216

RENTAL AGREEMENT

CUSTOMER: FIRST INITIAL LAST [redacted]

LOCAL ADDRESS: NO. STREET CITY/TOWN STATE ZIP [redacted]

TEL. # [redacted]

PERMANENT ADDRESS: NO. STREET CITY/TOWN STATE ZIP Danby, VT [redacted]

TEL. # ☐ RENT ☐ OWN HOW LONG

SOCIAL SECURITY NO.

DRIVER'S LICENSE NO. [redacted] STATE VT

DATE ISSUED 3/11/02 EXPIRES 3/11/06 DATE OF BIRTH [redacted]

EMPLOYER NAME HOW LONG

ADDRESS TELEPHONE NO.

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND [redacted]

NAME AGE

DRIVER'S LICENSE # STATE

NAME AGE

DRIVER'S LICENSE # STATE

CUSTOMER INSURANCE INFORMATION:

CARRIER:

AGENCY:

POLICY NO.:

EXPIRATION DATE:

Notice to customers renting in District of Columbia:

WARNING — Failure to return this vehicle in accordance with the terms of this rental agreement may result in a criminal penalty of up to 3 years in jail.

X _____ CUSTOMER SIGNATURE DATE

Notice to customers renting in Montana:

If you, without first notifying us and getting our permission, do not return the Vehicle within 48 hours after the return time in this Agreement, then you will commit the offense of failure to return rented property. A person convicted of this offense may be imprisoned in the state prison for up to 10 years.

Notice to customers renting in Vermont:

NOTICE

THE FAILURE TO RETURN A RENTED OR LEASED VEHICLE WITHIN 72 HOURS AFTER THE DATE AND TIME SPECIFIED IN THE WRITTEN AGREEMENT WITHOUT EXTENDING THE DATE AND TIME IS A CRIME UNDER VERMONT LAW (13 V. S. A. § 2592) AND MAY RESULT IN A CRIMINAL PENALTY OF UP TO FIVE YEARS IMPRISONMENT OR A $5,000.00 FINE, OR BOTH.

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.

ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.

The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.

By your signature, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you have read, understand and agree with the terms and conditions stated on this Agreement.

X [redacted] CUSTOMER SIGNATURE DATE

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24? ☐ YES ☐ NO

DEALER SIGNATURE

DEALER: Manchester Auto Rentals

ADDRESS: P.O. [illegible] 1204

Manchester [illegible] 05255

VEHICLE: 2004 Chevy Venture Van Blue P1835

YEAR MAKE MODEL COLOR STOCK NUMBER

1GNDX03E24 [redacted] [redacted]

VIN LICENSE PLATE NO.

				FUEL	
ODOMETER OUT	6404	ODOMETER OUT		OUT	IN
ODOMETER IN		ODOMETER IN		E	E
MILES DRIVEN		DATE AND TIME OUT 12/27/05 AM PM		¼	¼
MILES ALLOWED	100/Day	DATE AND TIME IN / / AM PM		½	½
CHARGEABLE MILES		DUE DATE EXPIRATION OF AGREEMENT 12/31/05 AM PM		¾ F	¾ F

DAMAGE:

EXTERIOR: OUT BODY ___ FENDERS ___ TIRES # ___

IN

OUT WHEELCOVERS ___ LIGHTS ___

IN

INTERIOR: OUT UPHOLSTERY ___ RADIO ___ MATS ___

IN

OUT ACCESSORIES ___

IN

REMARKS:

Miles	@ 20	$
Hours	@	$
Days	@	$
Weeks	@	$
Months	@	$
Total Time and Mileage Charges		$ Took Car Back
Gas (Taxable)		$ To Hands Chevrolet
Additional Driver Charge		$ January 14, 2005
Sub-Total		$
Sales Tax or Surcharge (7 %)		$
Gas (Non-Taxable)	5.50/gal	$
Other:		$
		$
		$
Less Refund for:		$
Less Deposits		$
Net Amount Due		$
Net Due Renter		$

WARNING

- You must read carefully all driving and use instructions on the reverse side.
- You are responsible for all traffic violations and must turn in summonses upon return of vehicle.
- You will report all accidents immediately.

You have read both sides of this agreement and agree to its terms and conditions.

You authorize Dealer to process a credit card voucher, if any, in your name.

THIS IS YOUR INVOICE — PAYMENT DUE ON RECEIPT

[redacted]

EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		
EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		

CHECKED OUT BY: CHECKED IN BY:

TELEPHONE N[redacted]

CITY STATE ZIP

GMAC 379-DR-B 2-99 (For use in District of Columbia, Montana and Vermont)

CUSTOMER COPY

HAND MOTORS

Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CUSTOMER NO [redacted]	ADVISOR CATHY ANDERSON 115	TAG NO	INVOICE DATE 12/14/05	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO [redacted]	MILEAGE 22,167	COLOR GRAY/	STOCK NO
SCOTTSVILLE RD DANBY, VT [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 11/23/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 1 5 2 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO.	P. O. NO	R. O. DATE 12/13/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 15CVZ LIGHTS TECH(S) 187 WARRANTY

CUSTOMER STATES AFTER VEHICLE SAT FOR A COUPLE HOURS THEN
DRIVING FOR APPROX 5MILES THE HEATER FAN CUT OUT FOR 3-4
SECONDS, THE BATTERY VOLT METER WENT DOWN, AND LITES WENT
OUT IN DASH AND OUTSIDE- HAPPENED WHEN SLOWING DOWN TO TURN
INTO GAS STATION- CUSTOMER STATES IT ALSO HAS HAPPENED WHEN
DRIVING
UNABLE TO DUPLICATE CONCERN- PERFORM DIAGNOSTIC CIRCUIT
CHECK-CHECK FOR CODES- NONE STORED- BASED ON CUSTOMER
DESCRIPTION PERFORM ALTERNATOR AND BATTERY TEST-BOTH
TESTING AT SPEC AT THIS TIME-CHECK FOR BULLETINS AND PI'S-
NONE FOUND- NO PROBLEM FOUND AT THIS TIME
SUGGESTED TO CUSTOMER TO STOP IN WHEN CONCERN IS HAPPENING

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR YOUR BUSINESS

```
**************************************************
**************************************************
***      YOUR NEXT OIL CHANGE IS DUE ON        ***
***                                            ***
***                                            ***
***                    OR                      ***
***                                            ***
***                                            ***
***                                            ***
**************************************************
```

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**

THE PART(S) CIRCLED ABOVE ARE NOT SUPPLIED, MANUFACTURED OR WARRANTED BY YOUR CARLINE MANUFACTURE.....

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

We Will Not Be Under Sold

ALL PARTS ARE NEW OR NEW REBUILT UNLESS SPECIFIED OTHERWISE, NOT ALL PARTS ARE O.E.M.

CUSTOMER COPY

[END OF INVOICE] 02:23pm

HAND MOTORS

Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR CATHY ANDERSON 115	TAG NO.	INVOICE DATE 01/25/06	INVOICE NO. [redacted]
[redacted] DANBY, VT [redacted]	LABOR RATE	LICENSE NO. [redacted] MILEAGE 22,167	COLOR GRAY/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 11/23/04	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S152 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 12/13/05	REPRINT# 1
[redacted]	COMMENTS			

LABOR & PARTS

J# 1 15CVZ LIGHTS TECH(S):187,330 WARRANTY

CUSTOMER STATES AFTER VEHICLE SAT FOR A COUPLE HOURS THEN DRIVING FOR APPROX 5MILES THE HEATER FAN CUT OUT FOR 3-4 SECONDS. THE BATTERY VOLT METER WENT DOWN, AND LITES WENT OUT IN DASH AND OUTSIDE- HAPPENED WHEN SLOWING DOWN TO TURN INTO GAS STATION- CUSTOMER STATES IT ALSO HAS HAPPENED WHEN DRIVING
UNABLE TO DUPLICATE CONCERN- PERFORM DIAGNOSTIC CIRCUIT CHECK-CHECK FOR CODES- NONE STORED- BASED ON CUSTOMER DESCRIPTION PERFORM ALTERNATOR AND BATTERY TEST-BOTH TESTING AT SPEC AT THIS TIME-CHECK FOR BULLETINS AND PI'S- NONE FOUND- NO PROBLEM FOUND AT THIS TIME
SUGGESTED TO CUSTOMER TO STOP IN WHEN CONCERN IS HAPPENING
12/26/05-CUSTOMER STOPPED AT TECHNICIAN'S HOME WHEN CONCERN WAS HAPPENING-HEADLITES WOULD GO OUT THEN COME BACK WHILE DRIVING-THE VOLT GAUGE WOULD DROP THEN PEG AT THE SAME TIME- TECHNICIAN CONFIRMED CONCERN-CUSTOMER REQUESTED FOR US TO CHECK WIRING UNDER VEHICLE SINCE CONCERN OCCURS MORE FREQUENTLY IN WET CONDITIONS-PUT CUSTOMER IN RENTAL VEHICLE- CHECK WIRES IN RADIATOR SUPPORT FOR BROKEN OR PINCHED WIRES- NONE FOUND-SPRAY VEHICLE DOWN WITH WATER AND CHECK WITH SCAN TOOL-ROADTEST APPROX 20MINUTES-VOLT GAUGE NEVER MOVED AND LITES WORKED PROPERLY-UNABLE TO DUPLICATE-REMOVE FUSE BLOCK UNDER HOOD AND CHECK FOR MOISTURE OR CORROSION-ALL OK CONTACT TECHNICAL ASSISTANCE AND CUSTOMER ASSISTANCE AND CHEV REPRESENTATIVE-KEEP CUSTOMER IN RENTAL VEHICLE AND CONTINUE TO DRIVE VEHICLE INCLUDING WITH VEHICLE DATA RECORDER-CONCERN NEVER OCCURED UNTIL 1/11/06-HEADLITES DIMMED AND CAME BACK ON APPROX 4-5 TIMES CONSECUTIVELY AND VOLT GAUGE DROPPED TO 13-NO INFORMATION IN DATA RECORDER (WAS SET UP IN ABS MODE PER CHEVROLET TECH ASSIST)
NOTE: WEATHER CONDITIONS WERE EXTREMELY WET- CONDITION EXPERIENCED WAS NOT AS SEVERE AS CUSTOMER'S DESCRIPTION

JOB # 1 TOTAL LABOR &.PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	246A	RENTAL/SHUTTLE		
			TOTAL - MISC	0.00

COMMENTS
CONTINUATION OF JOB 1:
OF CONCERN- CONTACT CHEVROLET TECH ASSISTANCE-WAS TOLD THAT CONCERN IS POSSIBLE CHARACTERISTIC DUE TO MOUNTAINOUS REGION-
MILEAGE 22,950 ON 12/27/05 WHEN BROUGHT IN- MILEAGE 23,196 1/14/06 WHEN VEHICLE PICKED UP BY CUSTOMER- VEHICLE DRIVEN 246 MILES
CUSTOMER CALLED ON 1/18/06 STATING THERE IS A BURNING SMELL INSIDE THE VEHICLE AFTER DRIVING 5 MINUTES- CUSTOMER BROUGHT VEHICLE IN FO US TO CHECK- ROADTEST VEHICLE FOR 10 MINUTES WITH ALL ACCESSORIES ON (FRONT AND REAR WIPERS/RADIO/HEATER/HEADLITES)- UNABLE TO DUPLICATE BURNING SMELL- ALSO MONITORED VOLT GAUGE WHILE DRIVING TO SEE IF IT WOULD DROP (WEATHER CONDITIONS AGAIN WERE EXTREMELY WET) VOLT GAUGE OPERATED PROPERLY- UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

We Will Not Be Under Sold

ALL PARTS ARE NEW OR NEW REBUILT UNLESS SPECIFIED OTHERWISE, NOT ALL PARTS ARE O.E.M.

Mitchell and Reynolds [EXAINTINVE CO2130170 Q (03/05)

HAND MOTORS
Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CATHY ANDERSON 115	TAG NO.	INVOICE DATE 01/25/06	INVOICE NO. [redacted]
[redacted] DANBY, VT [redacted]	LABOR RATE	[redacted] MILEAGE 22,167	COLOR GRAY/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 11/23/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 1 5 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/13/05	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

TOTALS

THANK YOU FOR YOUR BUSINESS

```
*************************************************
*************************************************
***      YOUR NEXT OIL CHANGE IS DUE ON       ***
***                                           ***
***                                           ***
***                  OR                       ***
***                                           ***
***                                           ***
***                                           ***
*************************************************
```

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**

THE PART(S) CIRCLED ABOVE ARE NOT SUPPLIED. MANUFACTURED OR WARRANTED BY YOUR CARLINE MANUFACTURE.....

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

We Will Not Be Under Sold

ALL PARTS ARE NEW OR NEW REBUILT UNLESS SPECIFIED OTHERWISE, NOT ALL PARTS ARE O.E.M.

CUSTOMER COPY

[END OF INVOICE] 03:09pm

Reynolds and Reynolds E.HAINTINVE CC233870 O (03/05)

RENTAL AGREEMENT

15073

CUSTOMER: FIRST [redacted] INITIAL LAST

LOCAL ADDRESS: NO. STREET [redacted] CITY/TOWN Danby STATE VT ZIP [redacted]

TEL. [redacted]

PERMANENT ADDRESS: NO. STREET CITY/TOWN STATE ZIP

TEL. # ☐ RENT ☐ OWN HOW LONG

SOCIAL SECURITY NO.

DRIVER'S [redacted] STATE VT

DATE ISSUED	EXPIRES	DATE OF BIRTH
03-11-02	03-11-06	

EMPLOYER NAME HOW LONG

ADDRESS TELEPHONE NO.

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE

[redacted] AGE

DRIVER'S LICENSE # [redacted] STATE VT

NAME AGE

DRIVER'S LICENSE # STATE

CUSTOMER INSURANCE INFORMATION:

CARRIER:

AGENCY:

POLICY NO.:

EXPIRATION DATE:

Notice to customers renting in District of Columbia:
WARNING — Failure to return this vehicle in accordance with the terms of this rental agreement may result in a criminal penalty of up to 3 years in jail.

X _____
CUSTOMER SIGNATURE DATE

Notice to customers renting in Montana:
If you, without first notifying us and getting our permission, do not return the Vehicle within 48 hours after the return time in this Agreement, then you will commit the offense of failure to return rented property. A person convicted of this offense may be imprisoned in the state prison for up to 10 years.

Notice to customers renting in Vermont:
NOTICE
THE FAILURE TO RETURN A RENTED OR LEASED VEHICLE WITHIN 72 HOURS AFTER THE DATE AND TIME SPECIFIED IN THE WRITTEN AGREEMENT WITHOUT EXTENDING THE DATE AND TIME IS A CRIME UNDER VERMONT LAW (13 V. S. A. § 2592) AND MAY RESULT IN A CRIMINAL PENALTY OF UP TO FIVE YEARS IMPRISONMENT OR A $5,000.00 FINE, OR BOTH.

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.

ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.

The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.

By your signature, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you have read, understand and agree with the terms and conditions stated on this Agreement.

[redacted] DATE

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24? ☐ YES ☐ NO

DEALER SIGNATURE

VEHICLE: 2004 CHEVY CAVALIER SILVER LP-1994

YEAR	MAKE	MODEL	COLOR	STOCK NUMBER

VIN [redacted] LICENSE PLATE NO. [redacted]

				FUEL	
ODOMETER OUT	33,221	ODOMETER OUT		OUT	IN
ODOMETER IN		ODOMETER IN		E	E
MILES DRIVEN		DATE AND TIME OUT	11 / 29 / 05 AM (PM)	¼	¼
MILES ALLOWED	100/day	DATE AND TIME IN	/ / AM PM	½	½
CHARGEABLE MILES		DUE DATE EXPIRATION OF AGREEMENT	12 / 01 / 05 AM PM	¾ F.	¾ F.

DAMAGE:
EXTERIOR: OUT BODY FENDERS TIRES #
IN
OUT WHEELCOVERS LIGHTS
IN
INTERIOR: OUT UPHOLSTERY RADIO MATS
IN
OUT ACCESSORIES
IN
REMARKS:

Miles	@ .20	$
Hours	@	$
Days	@ 39.25	$
Weeks	@	$
Months	@	$
Total Time and Mileage Charges		$
Gas (Taxable)		$
Additional Driver Charge		$
Sub-Total		$
Sales Tax or Surcharge (7 %)		$
Gas (Non-Taxable)	5.50gal	$
Other:		$
		$
		$
Less Refund for:		$
Less Deposits		$
Net Amount Due		$
Net Due Renter		$

WARNING
- You must read carefully all driving and use instructions on the reverse side.
- You are responsible for all traffic violations and must turn in summonses upon return of vehicle.
- You will report all accidents immediately.

You have read both sides of this agreement and agree to its terms and conditions.
You authorize Dealer to process a credit card voucher, if any, in your name.

THIS IS YOUR INVOICE — PAYMENT DUE ON RECEIPT

X [redacted]

EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		
EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		

CHECKED OUT BY: CHECKED IN BY:

DEALER: Manchester Auto Rentals TELEPHONE NO: 802-362-1754
ADDRESS: P.O. Box 1204 CITY STATE ZIP
Manchester Ctr., VT 05255

GMAC 379-OR-B 2-99 (For use in District of Columbia, Montana and Vermont)

CUSTOMER COPY

HAND MOTORS

Box 1204
4849 Main Street
Manchester Center, Vermont 05255
(802) 362-1754 (802) 362-4919 (Fax)
E-Mail handmtrs@sover.net

COPY

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CATHY ANDERSON 115	TAG NO.	INVOICE DATE 01/31/06	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO [redacted]	MILEAGE 24,210	COLOR GRAY/	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 11/23/04	DELIVERY MILES
DANBY, VT [redacted]	VEHICLE I.D. NO. 1 G N D T 1 3 S 1 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO	P. O. NO	R. O. DATE 01/30/06	REPRINT# 1
[redacted]	BUSINESS PHONE [redacted]	COMMENTS		

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

J#: 1 15CVZ LIGHTS TECH(S): 187 WARRANTY

CUSTOMER STATES DAYTIME RUNNING LITES INOP-CUSTOMER TURNED ON HEADLITE SWITCH AND LITES STILL DID NOT WORK UNTIL DRIVING OVER A BUMP
CUSTOMER STATES LITES WORKING PROPERLY AT TIME OF APPT.
CHECK ALL LITES- CONFIRM LITES WORKING- PERFORM SCAN TOOL DIAGNOSIS- NO CODES, BULLETINS, OR PI'S- COMMAND LITES WITH SCAN TOOL- OK-WORKING PROPERLY AT THIS TIME- UNABLE TO DUPLICATE CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

J#: 2 35CVZ1GM FREE 27 POINT INSP TECH(S): 187 0.00

PERFORM 27 POINT SAFETY INSPECTION.

JOB # 2 TOTAL LABOR & PARTS 0.00

J#: 3 35CVZ3GM DECLINED SERVICE TECH(S): 187 0.00

CUSTOMER PERFORMS OWN SERVICE

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS----------

THANK YOU FOR YOUR BUSINESS

****
****
*** YOUR NEXT OIL CHANGE IS DUE ON ***
***
***
*** OR ***
***
***
***
****

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**

THE PART(S) CIRCLED ABOVE ARE NOT SUPPLIED, MANUFACTURED OR WARRANTED BY YOUR CARLINE MANUFACTURE.....

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. I, THE UNDERSIGNED, AGREE TO PAY ANY AND ALL COLLECTION OR ATTORNEY FEES MADE NECESSARY BY A NONSUFFICIENT FUND, STOP PAYMENT, REFER TO MAKER, OR ACCOUNT CLOSED CHECK OR CHARGE CARD OR UNPAID REPAIR ORDER.

We Will Not Be Under Sold

ALL PARTS ARE NEW OR NEW REBUILT UNLESS SPECIFIED OTHERWISE, NOT ALL PARTS ARE O.E.M.

CUSTOMER COPY

[END OF INVOICE] 02:31pm

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES

DEALER REPORT OF SALE
TEMPORARY REGISTRATION

(THIS FORM IS NOT VALID FOR INTRANSIT PERMITS)

THIS FORM MUST BE COMPLETED IN FULL

Dealer/DMV Location: ALDERMAN'S CHEVROLET INC. Dealer #: VT

Owner(s): [redacted]

Address: [redacted] DANBY VT [redacted]

Vehicle: CHEVROLET (Make) TRAILBLAZE (Model) 05 (Year (i.e. 2002)) OFP971 (Color) 07/27/05 (Date Purchased)

1GNDT13S152[redacted] (Vehicle Identification Number) (Auto/Truck) (Registration Plate # / Temporary Plate #)

Date Issued: 07/27/05 Date Expires:

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE.
ANY ALTERATIONS WILL VOID THE CERTIFICATE.

Motor Vehicle Trade In:

CHEVROLET (Make) Year (i.e. 2002): 2000

2G1WF52E0[redacted] (Identification Number)

Plate #: [redacted]

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION.

YOU MAY USE THIS TEMPOBARY REGISTRATION TO HAVE YOUR VEHICLE INSPECTED.

Purchase Price	$	19999.00
Less Trade-In	$	5000.00
Taxable Cost	$	14999.00
Tax Due	$	15.00
Registration Fee	$	
Transfer Fee	$	
Title Fee	$	899.94
Misc.	$	22.00
1ST Class Mail	$	
TOTAL	$	936.94

ODOMETER DISCLOSURE STATEMENT

I state that the odometer now reads 14277 **(no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):**

- ☐ The odometer reading is the actual mileage
- ☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits. (A)
- ☐ The odometer reading is not the actual mileage. **WARNING – ODOMETER DISCREPANCY** (B)

Dealer/Lessor Name (Print): ALDERMAN'S CHEVROLET INC.

Dealer/Lessor Address: 65 WINDCREST RD RUTLAND, VT 05701

Dealer/Lessor Signature:

Buyer/Lessee Name (Print): [redacted]

Buyer/Lessee Address: [redacted] DANBY VT [redacted]

Buyer/Lessee Signature: [redacted]

Date of Statement: Date To Lessee:

Date From Lessee: 07/27/05

TA-VD-127 (d) 400T 09/04 JMB

COPY 1 (WHITE) – DMV COPY 2 (CANARY) - DEALER COPY 3 (PINK) – CUSTOMER

DEPARTMENT USE ONLY - DO NOT WRITE IN SHADED AREA

☐ 231 ____ ☐ 225 ____ ☐ 452 ____
☐ 232 ____ ☐ 227 ____ ☐ 453 ☐ 454
☐ 233 ____ ☐ 455 ____ ☐ 465

OLD #1 | TEMP PLATE DATE | 490 ☐ C or ☐ IP | REG TYPE 9 | PLATE TYPE N | INDEX # 9 | EXP Year Month 06/23

NEW #1 | IN LIEU PLATE | RECEIPT LINE VALIDATES THIS CERTIFICATE

#2 | ☐ 2 YR Registration ☐ WP ☐ LP | 08/10/05 42:01:862 DFP971.A $936.94

1A TRANSACTION TYPE

☐ (421) NEW VT REGISTRATION (NEW PLATES) ____
☐ (431) TRANSFER VT PLATE NO DFP971 EXP ____
☐ (475) RENEWAL VT PLATE NO ____ EXP ____
☐ IRP TAX & TITLE ONLY
☐ WEIGHT CHANGE ONLY

1B VEHICLE TYPE

☑ PLEASURE CAR (19)
☐ TRUCK/TRUCK TRACTOR (27)
☐ OFF-HWY TRACTOR (24)
☐ TRAILER (26, 25, 06)
☐ MOTORCYCLE (18)
☐ MUNICIPAL (15)
☐ JITNEY/RENTAL (37)
☐ ALL TERRAIN (02)
☐ AGRICULTURE (01) *FARM USE ONLY*
☐ STREET ROD (56) (STROD)
☐ SPECIAL PURPOSE TRUCK (20)
☐ STATE (22)
☐ ANTIQUE (03) (AN)
☐ VOLUNTEER (28)
☐ MOPED (17)
☐ FORKLIFT (11)
☐ WELL DRILLER (11)
☐ EXHIBITION (09) (EX)
☐ MOTOR HOME (19)
☐ SCHOOL BUS (19)
☐ MOTOR BUS (04, 05)
☐ FARM TRACTOR (45)

TBZ

1C PLATE TYPE

☐ DISABLED PLATE
☐ VANITY
☐ FIRE FIGHTER (40)
☐ NAT'L GUARD (41)
☐ AMATEUR RADIO OPR (42)
☐ PEARL HARBOR (44)
☐ CONSERVATION PLATE (46)
☐ BUILDING BRIGHT FUTURES (55)
☐ VFW (52)
☐ POW (33)
☐ PURPLE HEART (51)
☐ EMS (49)
☐ VIETNAM VETERANS (50)
☐ VERMONT VETERANS (43)
☐ ROTARY (53)

2

MAKE (a)	MODEL (b)	MODEL YEAR (c) (yyyy)	BODY TYPE (d)	MILEAGE (NO TENTHS) (e)		COLOR (f)
~~CHEVROLET~~	TRAILBLAZER	05	4DR	14277	☐ MILES ☐ KILOMETERS ☐ HOURS	GRAY

SERIAL NUMBER (VIN) (g)	NO. OF CYL. (h)	VEHICLE IS (CHECK ONE) (i)	FUEL TYPE (CHECK ONE) (j)
1GNDT13S1522[redacted] V	6	☐ NEW ☑ USED ☐ REBUILT	☑ GAS ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ OTHER

3A TRACTOR/TRUCK (Includes pick-up) AGRICULTURE VEHICLE

EMPTY WEIGHT (a)	WEIGHT OF TRUCK & LOAD (b)	BRAKE TYPE (e)
# OF AXLES (c)	TIRE SIZE (d)	☐ AIR ☐ HYD ☐ OTHER

3B TRAILER

EMPTY WEIGHT (a)	WEIGHT OF TRAILER & LOAD IS (c)
LENGTH (FT) x WIDTH (FT) (b)	☐ 1499 lbs OR LESS (26) ☐ 1500 lbs OR MORE (25)

3C MOTORCYCLE/ MOPED/ATV

# WHEELS (a)	# OF PASSENGERS (c)
ENGINE SIZE (b)	LOADED WEIGHT (c)

3D BUS/JITNEY RENTAL

EMPTY WEIGHT (a)	
# OF PASSENGERS (c)	LOADED WEIGHT (c)

4A

☐ OWNER ☐ LESSEE (a) | NAME (b) [redacted] | SEX (c) ☐ M ☐ F

☐ CO-OWNER ☐ LESSOR (d) | NAME (f) SEE SECTION 4B [redacted] | SEX (g) ☐ M ☐ F

OWNER/LESSEE MAILING ADDRESS (STREET, RD., OR BOX #) (d) [redacted]

CO-OWNER/LESSOR MAILING ADDRESS (STREET, RD., OR BOX #) (h) [redacted]

TOWN/CITY	STATE	ZIP CODE
DANBY VT [redacted]		

TOWN/CITY	STATE	ZIP CODE
DANBY VT [redacted]		

LEGAL RESIDENCE (TOWN, CITY, STATE) (e) [redacted]

LEGAL RESIDENCE (TOWN, CITY, STATE) (i) [redacted]

DATE OF BIRTH (mm/dd/yyyy) (n) [redacted] | INDICATE OLD NAME BELOW IF NAME HAS CHANGED SINCE LAST VT DMV TRANSACTION (l)

DATE OF BIRTH (mm/dd/yyyy) (m) [redacted] | INDICATE OLD NAME BELOW IF NAME HAS CHANGED SINCE LAST VT DMV TRANSACTION (j)

VERMONT DRIVER LICENSE NO (j) [redacted]

4B IF MORE THAN ONE OWNER YOU MUST INDICATE RIGHTS OF SURVIVORSHIP (CHECK ONE BELOW) (a)
☑ HUSBAND & WIFE OR PARTIES TO A CIVIL UNION ☐ JOINT TENANTS ☐ TENANTS IN COMMON ☐ PARTNERS (business)

VERMONT DRIVER LICENSE NO (k) [redacted]

When you transfer ownership of this vehicle, the registration expires. Please do not submit an application for transfer of your plates until after your old vehicle has changed ownership, otherwise, the application will be returned to you.

NOTICE OF TRANSFER OF OWNERSHIP

DO NOT GIVE THIS REGISTRATION CERTIFICATE TO PURCHASER OF VEHICLE

Ownership of this vehicle has been transferred by me on ____

to ____
(NAME OF NEW OWNER)

____
(ADDRESS OF NEW OWNER)

and I further certify that the plate(s) have been removed from the vehicle described above and will be returned to the Department of Motor Vehicles within 5 days of this notice, or I will return only the certificate and make application for transfer of registration within 24 hours to another unregistered motor vehicle of the same type owned by me.

Signature ____
(MUST AGREE WITH NAME SHOWN IN SECTION 4a)

When validated, this certificate will be returned to you and must remain in the vehicle.

The Department of Motor Vehicles must be notified in writing, within 30 days, of changes in your mailing address, legal name or legal residence.

When you receive registration plate(s) and/or sticker(s), verify that the expiration month matches the expiration month on this registration, and that the plate numbers match the plate number on this certificate and on the validation stickers. If these do not match, **notify the Department of Motor Vehicles immediately.**

When transferring your registration, complete the transfer section of this certificate and attach to a completed application for new vehicle registration. All applications will be returned if not completed properly, or if payment is insufficient. If purchase and use tax credit is being requested, credit will be based on the amount actually received from the person whose name appears on the certificate above.

9 DO NOT SEND CASH - DO NOT WRITE IN SHADED AREAS

A - REGISTRATION	N/A	1	N/A
B - TAX	899.94	2	899.94
C - TITLE $15.00 - PLUS $7.00 PER LOAN ATV TITLE FEE - $10.00 PLUS $6.00 PER LOAN	22.00 ~~15.00~~	3	22
D - TRANSFER $15.00 ATV Transfer fee $10.00		4	15
E - 1ST CLASS MAIL $1.00 (NEW PLATE ONLY)		5	
MISC		10	
OTHER			
F - FUEL USER		31	
G - TOTAL FEES (U.S. FUNDS ONLY)	936.94		936.94
RETURN #	RATER # 27		RF 5C

To be considered for a refund of your registration/renewal fees you must return the number plates, if any, the validation stickers, if issued for that year, and the registration certificate. (1) For registrations which are cancelled prior to the beginning of the registration period, the refund is the full amount of the fee paid, less a fee of $5.00. The validation stickers may be affixed to the plates. (2) For registrations which are cancelled within 30 days of the date of issue, the refund is the full amount of the fee paid, less a charge of $5.00. The owner must prove that the number plates have not been used or attached to a motor vehicle, or that the current validation sticker has not been affixed to the plate. (3) For registrations, which are cancelled prior to the beginning of the second year of a two-year registration period, the refund is one-half of the full amount of the two-year fee paid, less a charge of $5.00. The validation stickers may be affixed to the plates. For information about refund requests and application forms, call 1-(802)-828-2000.

Vehicles not displaying a valid Vermont inspection sticker must be inspected within 15 days of registration.
You must present an insurance card to the inspection station to show proof of insurance or the vehicle cannot be inspected

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

P

REGISTRATION CERTIFICATE

MAKE	MODEL	IDENTIFICATION NUMBER		
CHEV	TBZ	1GNDT13S152[redacted]		
YEAR	**BODY**	**COLOR**	**FUEL**	**REGISTERED WGT**
05	4W	GRY	GAS	
MISCELLANEOUS	**BRAKE TYPE**	**TITLE**	**UNLADEN WGT**	
		ISSUED		

Expires Last Day Of

MAR 07

PLATE NUMBER

DFP971

RECEIPT LINE VALIDATES THIS CERTIFICATE
MAR-13-06 0V-0205 DFP971 AUT 50.00

PASSENGER CAR
OR SCHOOL BUS

[redacted]
DANBY VT [redacted]

Allstate.
You're in good hands.

Vermont
Automobile Insurance
Identification Card

Allstate Insurance Company
Joel & Julie Baker
1009 Scottsville Road
Danby VT 05739-9523

POLICY NUMBER
[redacted]
EFFECTIVE DATE
04/30/06
EXPIRATION DATE
10/31/06

YEAR / MAKE / MODEL
05 Chevy Trk Trailblazer
VEHICLE ID NUMBER
1GNDT13S152[redacted]

Policy provides the minimum insurance expressly prescribed by law. This card must be kept in the possession of or in the vehicle of the named insured at all times that the named insured is operating a vehicle.

THIS STATEMENT IS TO VERIFY THAT WE ARE STILL HAVING THE SAME HEADLIGHT PROBLEMS WITH OUR 2005 CHEVROLET TRAILBLAZER.

AND IT STILL HAS NOT BEEN FIXED, BY THE CHEVROLET COMPANY.

[redacted]

Eric S. Louttit
Attorney at Law
54 Birch Lane
North Clarendon, Vermont 05759
Phone: (802) 775-4076 Fax: (802) 775-6776

RETAINER AGREEMENT FOR LEGAL SERVICES

CLIENTS AND MATTERS: [redacted] **Lemon Law Case**

SCOPE OF SERVICES: Initial Evaluation and Advise

LAW FIRM: Authority: Law Office (Eric S. Louttit, Esq.) may prepare and sign necessary documents. Prior consent of client, whether one or more clients are represented is required for any settlement.

NO WARRANTIES: Firm does not guaranty success of any matter.

TERMINATION: Client can terminate this agreement at any time. Firm can terminate this agreement at any time consistent with the Vermont Code of Professional Responsibility. If Client terminates this agreement, Client is responsible for substitution of counsel. Additionally, if Client terminates this agreement, Firm may, at its sole discretion, collect from Client payment at its usual hourly rate plus costs for all work performed.

FEE BASIS:

Hourly Fee: Client agrees to pay for Firm services at the rate of $125.00 per hour for Attorney Louttit, and lesser hourly charges for staff, including paralegals.

Costs: Client agrees to pay Firm's out of pocket expenses such as filing fees, expert witness' charges, deposition costs, postage, mileage (at a rate of .35 per mile), long distance telephone charges as charged, facsimile transmission charges (at a rate of $2.00 for the first page and then $1.00 per page thereafter), photocopies (at a rate of .10 per page).

Retainer: Client agrees to pay a retainer in the amount of $500.00 to be used as an advance against costs and fees. This payment will be deposited in a trust account and Firm will submit bi-weekly bills, withdrawing from Client's trust account the amount necessary to satisfy such bills. If the trust account balance falls below $100.00, Client will give Firm an additional retainer if required. Failure to replenish is just cause for the Firm to withdraw from the case. Firm will refund the remaining balance in trust at the conclusion of the matter, unless otherwise agreed as set forth below.

Billing: Amounts due which remain unpaid ten (10) days after receipt of a statement are subject to 1 ½% monthly interest charge on the outstanding balance, including accrued interest, from the date payment was initially due.

Collection: Firm shall have a lien on Client's claim on any sum recovered. Client agrees (1) to pay all reasonable attorney's fees and costs incurred by Firm in collecting sums due under this agreement or defending any counterclaim, (2) that attorney or paralegal time expended by Firm in collecting sums due under this agreement shall be compensated at its full, regularly billed hourly rate, (3) to be subject to Vermont jurisdiction, and (4) that any dispute arising pursuant to this Agreement or in connection with Firm's representation of Client shall be litigated only in Vermont.

Associate Counsel: Firm may confidentially discuss Client's matter with other attorneys for the purpose of seeking advice.

Appeal: This Agreement does not include any appeal.

Address Change: Client agrees to promptly notify Firm of any change of Client's residence and work address and telephone numbers.

Changes to Agreement: This Agreement may be changed only if the change is in writing and signed by all parties.

Incorporation of all Prior Discussions: All prior discussions are merged into this document, which represents the entire agreement between the parties.

Amendments:

DATED: 1-30-06 [redacted]

DATED: 1/30/06

By: _____
Eric S. Louttit, Esq.

Eric S. Louttit
Attorney at Law
54 Birch Lane
North Clarendon, Vermont 05759
Phone: (802) 775-4076 Fax: (802) 775-6776

January 31, 2006

[redacted]
Danby, VT[redacted]

Re: [redacted]

Dear [redacted]

Enclosed please find a receipt of payment for the $500 that you remitted to retain our services.

Should you have any questions or comments please do not hesitate to contact me. Thank you very much for your business.

Sincerely,

Claire J for ESL
Eric S. Louttit

ESL/cct
Enclosure

ERIC S LOUTTIT

ATTORNEY AT LAW 54 BIRCH LANE
NORTH CLARENDON VT
05759

Receipt No.: 00015

Receipt Of Payment

Tuesday, 31 January2006 ***$500.00***
Amount: *** ***Five Hundred*** *** ***00/100***

From: [redacted]

Matter: -- 06-0006
RE: Lemon Law Arb

Danby VT
[redacted]

Into Account: TRUST 1
Client Name: [redacted]

Signature: [redacted]

Motor Vehicle Arbitration Board
Vermont Department of Motor Vehicles
120 State Street, Montpelier, VT 05603-0001

Phone: 802-828-2943
Fax: 802-828-2092
TTY/TDD: 1-800-253-0191

[redacted]
Danby, VT [redacted]

v.
General Motors

22 MAB 34 (2006)

A hearing was held June 8, 2006 at Montpelier, Vermont.

BEFORE

Anita Chadderton John Manahan, Presiding John Murphy Larry Handy Robert Cody, II

APPEARANCES

Consumer
By: Pro Se

Manufacturer
By: Kate Strickland, Esq.
Brent Roberts, Regional Service Engineer
Donald Blake
Tom Lampman (observer)

Findings of Fact

1. The consumer seeks a replacement for a 2005 Chevrolet Trailblazer purchased used July 27, 2005 for $19,900.

2. In a Demand for Arbitration dated April 28, 2006, received by the Board office April 28, 2006 and accepted for processing May 12, 2006, the consumer claims the vehicle has the following nonconformity subject to the manufacturer's express warranty of 3 years or 36,000 miles: "Car is unsafe to drive at night. Headlights go off and on, especially when raining, snowing, moisture in the air."

3. The consumer demonstrated reasonable repair for the claimed condition. 9 V.S.A. Section 4172(g)(1)

[redacted] v. General Motors -22 MAB 34 (2005) - PAGE 2

4. The odometer reading used to calculate a refund value from the first repair order for a headlight condition on October 15, 2005 was 1,845. This was calculated from 16,122 miles at first repair (repair order #[redacted] minus 14,277 miles as of the date of purchase. 9 V.S.A. Section 4172(h)

5. The vehicle refund value based on mileage directly attributable to the consumer is $19,532.85. 9 V.S.A. Section 4172 (e)

Testimony Summaries

Consumer: The headlight problem began in October of 2005. It occurs when the weather is damp, rainy or snowing. The lights have turned completely off twice and illuminate like a slow strobe light at other times. They can't be fixed, which is a safety issue.

Manufacturer: Brent Roberts – The vehicle was test-driven 600 miles over three days. Two hundred of the miles were driven at night. The headlights dimmed briefly but did not go out.

The Trailblazer is a California emissions car with a secondary air pump emissions system. The air induction reduction (AIR) pump is required for federal emissions. It turns on, off and on to assure correction operation. The lights will momentarily dim.

Vehicle Inspection / Test-Drive

The vehicle was not test-driven or inspected.

DECISION OF THE BOARD

The Board finds the record evidence for ***"headlights go off and on, especially when raining, snowing, moisture in the air"*** is a defect that substantially impairs the vehicle's use, market value and safety. It is ordered:

1. The manufacturer shall contact the consumer to enable the presentation of the vehicle, in an undamaged condition to an authorized dealer, and either:

(i) replace the vehicle by the effective date, July August 2, 2006 of this order with a new motor vehicle acceptable to the consumer from the same manufacturer, if available, of comparable worth to the same make and model with all options and accessories with appropriate adjustments being allowed for any model year differences; or

(ii) if a replacement vehicle meeting the requirements of (i) is not available, refund to the consumer and lien holder, if any, as their interests may appear by the effective date, July August 2, 2006, of this order in the amount of $20,661.54. This amount represents the sum of:

$19,532.85 (refund value)
992.69 (interest)
37.00 (DMV fees) and
99.00 (documentation fee).

[redacted] v. General Motors - 22 MAB 34 (2006) - PAGE 3

2. Any optional life and disability insurance plans or extended service contract are not reimbursable unless demonstrated to be not refundable on a pro-rated basis for the term remaining after the effective date of the Order.

3. Add-ons are not reimbursable.

4. If a replacement vehicle is not acceptable to the consumer and the manufacturer does not complete a refund transaction by the order's effective date, July, 2006, the consumer shall receive an additional 10 percent of the total award, $2,066.15. August 3

5. The consumer shall present the manufacturer clear title to the vehicle upon receipt of any refund check.

6. The effective date of this order is thirty (30) days after receipt by the manufacturer via facsimile June July 3, 2006) by which time the transaction shall be completed.

7. The consumer shall submit the enclosed claim form within 90 days of the order's effective date to obtain a prorated refund of any purchase and use tax paid to the State of Vermont after receipt of the refund check.

8. The manufacturer shall return the title certificate to the Clerk of the Board who shall stamp on the face of the certificate: "This vehicle was returned to the manufacturer pursuant to motor vehicle arbitration board, or similar proceedings, 9 V.S.A. Section 4181."

Dated at Montpelier, Vermont this 3rd day of June July, 2006.

MOTOR VEHICLE ARBITRATION BOARD

By: Larry Handy, Chair

Members participating:

In favor of the consumer: L. Handy J. Manahan J. Murphy A. Chadderton R. Cody II

Motor Vehicle Arbitration Board
Vermont Department of Motor Vehicles
120 State Street, Montpelier, VT 05603-0001

Phone: 802-828-2943
Fax: 802-828-2092
TTY/TDD: 1-800-253-0191

[redacted]
Danby, VT [redacted]

v.
General Motors

22 MAB 34 (2006)

A hearing was held June 8, 2006 at Montpelier, Vermont.

BEFORE

Anita Chadderton John Manahan, Presiding John Murphy Larry Handy Robert Cody, II

APPEARANCES

Consumer
By: Pro Se

Manufacturer
By: Kate Strickland, Esq.
Brent Roberts, Regional Service Engineer
Donald Blake
Tom Lampman (observer)

Findings of Fact

1. The consumer seeks a replacement for a 2005 Chevrolet Trailblazer purchased used July 27, 2005 for $16,900.

2. In a Demand for Arbitration dated April 26, 2006, received by the Board office April 28, 2006 and accepted for processing May 12, 2006, the consumer claims the vehicle has the following nonconformity subject to the manufacturer's express warranty of 3 years or 36,000 miles: "Car is unsafe to drive at night. Headlights go off and on, especially when raining, snowing, moisture in the air."

3. The consumer demonstrated reasonable repair for the claimed condition. 9 V.S.A. Section 4172(g)(1)

Baker v. General Motors -22 MAB 34 (2006) - PAGE 2

4. The odometer reading used to calculate a refund value from the first repair order for a headlight condition on October 15, 2005 was 1,845. This was calculated from 16,122 miles at first repair (repair order # 31750) minus 14,277 miles as of the date of purchase. 9 V.S.A. Section 4172(h)

5. The vehicle refund value based on mileage directly attributable to the consumer is $19,532.85. 9 V.S.A. Section 4172 (e)

Testimony Summaries

Consumer: The headlight problem began in October of 2005. It occurs when the weather is damp, rainy or snowing. The lights have turned completely off twice and illuminate like a slow strobe light at other times. They can't be fixed, which is a safety issue.

Manufacturer: Brent Roberts – The vehicle was test-driven 600 miles over three days. Two hundred of the miles were driven at night. The headlights dimmed briefly but did not go out.

The Trailblazer is a California emissions car with a secondary air pump emissions system. The air induction reduction (AIR) pump is required for federal emissions. It turns on, off and on to assure correction operation. The lights will momentarily dim.

Vehicle Inspection / Test-Drive

The vehicle was not test-driven or inspected.

DECISION OF THE BOARD

The Board finds the record evidence for ***"headlights go off and on, especially when raining, snowing, moisture in the air"*** is a defect that substantially impairs the vehicle's use, market value and safety. It is ordered:

1. The manufacturer shall contact the consumer to enable the presentation of the vehicle, in an undamaged condition to an authorized dealer, and either:

(i) replace the vehicle by the effective date, July Aug 27, 2006 of this order with a new motor vehicle acceptable to the consumer from the same manufacturer, if available, of comparable worth to the same make and model with all options and accessories with appropriate adjustments being allowed for any model year differences; or

(ii) if a replacement vehicle meeting the requirements of (i) is not available, refund to the consumer and lien holder, if any, as their interests may appear by the effective date, July Aug 27, 2006, of this order in the amount of $20,661.54. This amount represents the sum of:

$19,532.85 (refund value)
992.69 (interest)
37.00 (DMV fees) and
99.00 (documentation fee).

Baker v. General Motors - 22 MAB 34 (2005) - PAGE 3

2. Any optional life and disability insurance plans or extended service contract are not reimbursable unless demonstrated to be not refundable on a pro-rated basis for the term remaining after the effective date of the Order.

3. Add-ons are not reimbursable.

4. If a replacement vehicle is not acceptable to the consumer and the manufacturer does not complete a refund transaction by the order's effective date, July , 2006, the consumer shall receive an additional 10 percent of the total award, $2,056.15. August 3

5. The consumer shall present the manufacturer clear title to the vehicle upon receipt of any refund check.

6. The effective date of this order is thirty (30) days after receipt by the manufacturer via facsimile June , 2006) by which time the transaction shall be completed. July 3

7. The consumer shall submit the enclosed claim form within 90 days of the order's effective date to obtain a prorated refund of any purchase and use tax paid to the State of Vermont after receipt of the refund check.

8. The manufacturer shall return the title certificate to the Clerk of the Board who shall stamp on the face of the certificate: "This vehicle was returned to the manufacturer pursuant to motor vehicle arbitration board, or similar proceedings, 9 V.S.A. Section 4181."

Dated at Montpelier, Vermont this 3rd day of June, 2006. July

MOTOR VEHICLE ARBITRATION BOARD

By: Larry Handy, Chair

Members participating:

In favor of the consumer: L. Handy J. Manahan J. Murphy A. Chadderton R. Cody II

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/03/06

Jim Hand
Hand Chevrolet, Inc.
US Rte 7A 4847 Main Street
Manchester Center, VT 05255
Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S15[redacted]

Dear Mr. Hand:

This is a letter of notification regarding a State Arbitration 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 as documented on appraisal form or documented on dealership letterhead
- 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 within 24 hours. If there are any fax difficulties or the documents exceed 50 pages, please Fed-ex me the documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Brittany Griffin
BRC Customer Relationship Manager
Ph# 866-790-5600 x10160
FAX# 866-715-8521
Physical address: 5701 E. Hillsburogh Ave
Suite 2300
Tampa, FL 33610

December 12, 2017

[redacted]d
Danby, VT [redacted]

Service Request: [redacted]
Customer Relationship Manager: Carrie Smith

Dear Mr. [redacted]r:

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,

Chevrolet Division
General Motors Corporation

Heritage Family
CREDIT UNION

April 20, 2006

To Whom It May Concern:

RE: 2005 Chevy Trailblazer
Vin#1GNDT13S15[redacted]

[redacted] have a loan on the above vehicle taken out on 8/19/05. The total interest they have paid to date on this loan is $992.69.

If further information is needed, please feel free to contact me at 802-776-2121.

Very truly yours,

Kathleen M. Skaza,
AVP Consumer Lending

Main Phone (802) 775-7151
Fax (802) 775-0094

ALDERMAN'S CHEVROLET

Fax

To: Brittany Griffin	**From:** Walter Manney
Fax: 866-715 8521	**Pages:**
Phone:	**Date:**
Re:	**CC:**

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

• **Comments:**

Sorry for lateness, Brittany

Walter Manney

Copyright 2000 AGP, Inc. SERVICE WORKORDER #2 XSV/SC

RETAIL COVER SHEET deal # 30277

GM Certified

Buyer: [redacted]
Date of Birth: [redacted]
Social Security #: [redacted]

Co-Buyer: [redacted]
Date of Birth: [redacted]
Social Security #: [redacted]

Stock #: 1907A Mileage: 14277
Salesperson: Jim M / Hub
Delivery Date: 7/27/05 Time: 430

Street: [redacted]
City: Danby State: VT
Telephone #: [redacted] Zip: [redacted]
E-Mail:

Trade-In (Y/N): Y Year: 2000
Make: Chevrolet Model: Impala
Serial #: 2G1WF52E0Y9[redacted]
Plate: DFP971 Color: TAN

Selling Price: 19900
Gross Trade: ~~4800~~ 5000
Money Difference: ~~15100~~ 14900
Payoff: –
Cash Down: –
Rebate(s): –

Lease Turn-in (Y/N):
Total of Remaining Payments:
Less: Unearned Interest:
Plus: Excess Mileage:
Damage:
Other:
Total due Lease Company:
Source of Money due:

Tax Credit (Y/N):
Sold to:
Street:
City: State: Zip:
Year: Make:
Serial #:
Sold for: Plate:

If payoff to whom due:
Name: HERITAGE FAMILY
Street:
City: RUTLAND State: VT Zip: 05701
Account #: [redacted]
Amount: 8354-05 Per Diem:
Good til: 7-27-05 Contact:

Sales Tax: ~~911~~ 899.94 Title: 22
Reg Fee: 15 Warranty:
Doc Fee: 99 Smartcare:
Other:
# of Payments: 72 Rate: 5.99 Family

Insurance Company Name: ALLSTATE
Agent: BILL VIEN
Street: 240 So. Main St
City: Rutland State: VT Zip: 05701
Phone: 775-2587 Contact:
Policy #: [redacted] 100/300000
Collision: 500 Comp: 106 10/31/05
Other Info: WE ONE Ø Bill Vien

Lien Holder: Lien Heritage CU
Street: 30 Allen St
City: Rutland State: VT Zip: 05701

TOTAL CASH DUE ON DELIVERY
Alderman's Chevrolet: 15199
State of Vermont: 984.94
Other:
Partial Payment:
Total due on delivery: 16147.94

SK

GM Certified

+ Title
* 2250 Rebuilt title

BTK

Used Vehicle Deal Pad

Alderman's The Chevrolet Superstore

Year / Make / Model / Stock #

2005 Chevrolet Trailblazer

Blue Book Price

26315—

Equipment

4200 I-6
LS
4 WD
A/C
power locks
" windows
" mirrors
tilt wheel
cruise control
AM/FM CD
trailering pkg
alloy wheels

Additional information

SAVE $ 646

30277

Miles

Your Price 19900—

Current Market Value of Trade $ 4500 ~~480~~

Difference $ 15400

Total Cash Price Including Tax, Fees, and $99 Doc Fee $ 16,165 94

Jim M / Mike B

Sales Person

Most Popular Payment Options

60	Months	$ 408 25	Per month	LOWER FINANCE CHARGES
	Months		Per month	BEST OF BOTH WORLDS
72	Months	$ 325	Per month	LOWEST MONTHLY COMMITMENT

All Payments Calculated with ~~$ 6000~~ 0 Down Payment

Life, Accident & Health Insurance

Included ☐ Extra ☐

All parties agree to the these terms and conditions

$ 16,147 94 + Title

Customer: [redacted]
Street: [redacted]
City: Danby State: VT
Contact Info Zip Code: [redacted]
Primary: [redacted]
Secondary:

Any applicable VT state tax, fees, and $99 Doc Fee are included in the payments

ALDERMAN'S
The Chevrolet Superstore

66 WINDCREST ROAD - P.O. BOX 6287
RUTLAND, VERMONT 05702
TELEPHONE (802) 775-7151

[redacted]

NAME

ADDRESS (Home) DAWBY VT Phone No.

ADDRESS (Business) Phone No.

Demo Given	Interested in	Stock No.	Salesman	Prospect Source
Yes	05 Trailblazer			

OWNERS VEHICLE INFORMATION

Year	Make	Model	Body Style	Color
2000	Chev	Impala	4DR	GOLD

R	Stereo	Tape	Vinyl/F	AT	PS	PB	PW	P/SE	A/C	Eng. (Cyl.)
		CD		✓	✓	✓	✓		✓	6

When Purchased	Where	New	Used	License No.
2003	Williston		✓	

Oil	Trans.	Brakes	Muffler
OK	OK	New	OK

Tune-up	A/C	Recommend
	OK	

Owner's Comments

BUYER'S RECONDITIONING REPORT							COST
TIRES: Saleable - S Replace - R	RF	LF	RR	LR	SP	OTHER	
BODY:							
payoff $8300 Heritage Family							
INTERIOR: Paint							
ENGINE Front End							
TUNE-UP							
BRAKES							
FRONT END							
EXHAUST SYSTEM							
AIR CONDITION							
OTHER (MISC)							
SPEEDOMETER READING	57000						
MILEAGE FACTOR							
SAFETY INSPECTION	DEJT						
COMPLETE CLEAN-UP							
SERIAL NO.		Date	Buyer	Total Cost →			

APPRAISAL GOOD FOR ( ) DAYS ONLY

R. ☐
W. ☐

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

P

REGISTRATION CERTIFICATE

MAKE	MODEL	IDENTIFICATION NUMBER		
CHEV	IMP	2G1WF52E0Y9[redacted]		
YEAR	BODY	COLOR	FUEL	REGISTERED WGT
00	4D	TAN	GAS	
MISCELLANEOUS	BRAKE TYPE	TITLE	UNLADEN WGT	
		ISSUED		

Expires Last Day Of
MAR 06

PLATE NUMBER
[redacted]

RECEIPT LINE VALIDATES THIS CERTIFICATE
MAR-14-05 0V-0063 DFP971 AUT 50.00

PASSENGER CAR
OR SCHOOL BUS

[redacted]
DANBY VT [redacted]

Bill Viens
775-2584
240 S. Main St
Rutland Vt
05701

Vermont
Automobile Insurance
Identification Card

Allstate Insurance Company

[redacted]
Danby VT [redacted]

POLICY NUMBER
[redacted]
EFFECTIVE DATE
04/30/05
EXPIRATION DATE
10/31/05

YEAR / MAKE / MODEL
00 Chevrolet Impala
VEHICLE ID NUMBER
2G1WF52E0Y[redacted]

Policy provides the minimum insurance expressly prescribed by law. This card must be kept in the possession of or in the vehicle of the named insured at all times that the named Insured is operating a vehicle.

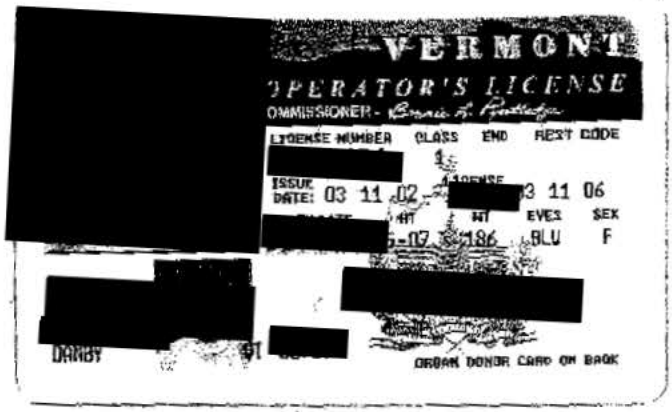
FI980B GROSS PROFIT ANALYSIS ON DEAL #30277 ALD-FI

1)Finance Inst..CHIT 4)Dealer Cost.. $17491.50 Trade1 Allow.. $5000.00
2)Buy Rate 5.90 % APR 5)Comm Cost.. $0.00 8)Trade1 ACV.. $4500.00
3)Reserve Method..100 6)+/- Trade2 Allow..
7)Comm Pack.. 9)Trade2 ACV..

	Amount	#	Dlr. Gross	#	Comm. #1	Comm. #2	Comm. #3
Sale of Vehicle	$19900.00	#	$1908.50	#	$3880.00		
Financing @ 6.04 APR	$5037.23	#	$79.20	#			
Fees		#		#			
Insurance	$0.00	#	$0.00	#	$0.00	$0.00	$0.00
SMARTCARE	$1550.00	#	$345.00	#			
T O T A L S		#	$2332.70	#	$3880.00	$0.00	$0.00

Command (#,DP,DL,P,L,C,V,M,A,VC,@,D,I,R,S,DE): Dlr Net:$-1547.30 -5.83%

F1=Help F2=Home F3=Save F4=Cancel


VERMONT
OPERATOR'S LICENSE
OMMISSIONER -
LICENSE NUMBER CLASS END REST CODE
[redacted]
ISSUE DATE: 03 11 02
[redacted]3 11 06
HT WT EYES SEX
[redacted]-07 186 BLU F
[redacted]
DANBY
ORGAN DONOR CARD ON BACK


VERMONT
COMMERCIAL DRIVER'S LICENSE
CLASS END REST CODE
DATE 06 03 03
06 03 07
EYES SEX
BLU
ORGAN DONOR CARD ON BACK

ERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

P

REGISTRATION CERTIFICATE

MAKE	MODEL	IDENTIFICATION NUMBER
CHEV	IMP	2G1WF52E0Y9[redacted]

YEAR	BODY	COLOR	FUEL	REGISTERED WGT
00	4D	TAN	GAS	

MISCELLANEOUS	BRAKE TYPE	TITLE	UNLADEN WGT
		ISSUED	

Expires Last Day Of
MAR 06

PLATE NUMBER
[redacted]

RECEIPT LINE VALIDATES THIS CERTIFICATE
MAR-14-05 0V-0063 DFP971 AUT 50.00

PASSENGER CAR
OR SCHOOL BUS

[redacted]
DANBY VT [redacted]

[redacted] 1907B STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, [redacted] (transferor's name, Print)

state that the odometer now reads 57862 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

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

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHEVROLET	IMPALA	SD

VEHICLE IDENTIFICATION NUMBER	YEAR
2G1WF52E0Y[redacted]	2000

X [redacted]
TRANSFEROR'S SIGNATURE

[redacted]
PRINTED NAME

[redacted]
TRANSFEROR'S ADDRESS (STREET)

DANBY, VT [redacted]
CITY STATE ZIP CODE

07/27/05
DATE OF STATEMENT

X
TRANSFEREE'S SIGNATURE

PRINTED NAME

ALDERMAN'S CHEVROLET INC.
TRANSFEREE'S NAME

65 WINDCREST RD
TRANSFEREE'S ADDRESS (STREET)

RUTLAND, VT 05701
CITY STATE ZIP CODE

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES

DEALER REPORT OF SALE
TEMPORARY REGISTRATION
(THIS FORM IS NOT VALID FOR INTRANSIT PERMITS)

THIS FORM MUST BE COMPLETED IN FULL

Dealer/DMV Location: ALDERMAN'S CHEVROLET INC. Dealer #: VT

Owner(s): [redacted]

Address: [redacted] DANBY VT [redacted]

Vehicle: CHEVROLET (Make) TRAILBLAZE (Model) 05 (Year (i.e. 2002)) DFP971 (Color) 07/27/05 (Date Purchased)

1GNDT13S152[redacted] (Vehicle Identification Number) (Auto/Truck) (Registration Plate # / Temporary Plate #)

Date Issued: 07/27/05 Date Expires:

THE TEMPORARY REGISTRATION EXPIRES 60 DAYS FROM DATE OF ISSUE.
ANY ALTERATIONS WILL VOID THE CERTIFICATE.

Motor Vehicle Trade In:

CHEVROLET (Make) 2000 (Year (i.e. 2002))

2G1WF52E0[redacted] (Identification Number)

Plate #: [redacted]

A VEHICLE NOT DISPLAYING A VALID VT INSPECTION STICKER MUST BE INSPECTED WITHIN 15 DAYS OF REGISTRATION.

YOU MAY USE THIS TEMPORARY REGISTRATION TO HAVE YOUR VEHICLE INSPECTED.

Purchase Price	$	19999.00
Less Trade-In	$	5000.00
Taxable Cost	$	14999.00
Tax Due	$	15.00
Registration Fee	$	
Transfer Fee	$	
Title Fee	$	899.94
Misc.	$	22.00
1ST Class Mail	$	
TOTAL	$	936.94

ODOMETER DISCLOSURE STATEMENT

I state that the odometer now reads 14277 **(no tenths) and I hereby certify to the best of my knowledge that (check applicable statement below):**

- ☐ The odometer reading is the actual mileage
- ☐ The odometer reading reflects the amount of mileage in excess of its mechanical limits. (A)
- ☐ The odometer reading is not the actual mileage. **WARNING – ODOMETER DISCREPANCY** (B)

Dealer/Lessor Name (Print): ALDERMAN'S CHEVROLET INC.

Dealer/Lessor Address: 65 WINDCREST RD RUTLAND, VT 05701

Dealer/Lessor Signature:

Buyer/Lessee Name (Print): [redacted]

Buyer/Lessee Address: [redacted] DANBY VT [redacted]

Buyer/Lessee Signature: [redacted]

Date of Statement / Date From Lessee: 07/27/05

TA-VD-127 (d) 400T 09/04 JMB

COPY 1 (WHITE) - DMV COPY 2 (CANARY) - DEALER COPY 3 (PINK) - CUSTOMER

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES
120 State Street
Montpelier, VT 05603-0001

AUTHORIZATION FOR PAYOFF

(FOR USE BY VERMONT DEALERS AND INSURANCE COMPANIES ONLY)

OWNER'S NAME	CO-OWNER'S NAME		DATE
[redacted]	[redacted]		07/27/05
ADDRESS (STREET and NUMBER)	**CITY**	**STATE**	**ZIP CODE**
[redacted]	DANBY	VT	[redacted]
LIEN HOLDER NAME	**ADDRESS (STREET, CITY, STATE & ZIP)**		
HERITAGE FAMILY CU	[redacted] RUTLAND VT [redacted]		

For value received, I/we have assigned, transferred and conveyed all rights, title and interest in the following described motor vehicle/vessel/ATV/snowmobile to:

NAME OF PURCHASER	ADDRESS (STREET, CITY, STATE & ZIP)
ALDERMAN'S CHEVROLET INC.	65 WINDCREST RD RUTLAND, VT 05701

MAKE	MODEL	YEAR (IE. 2001)	BODY/HULL TYPE	VESSEL LENGTH	METER READING (VEHICLES ONLY - CHECK ONE)
CHEVROLET	IMPALA	00	SD	FT IN	57862 ☑ MILES ☐ KILOMETERS ☐ HOURS

VEHICLE/VESSEL/ATV/SNOWMOBILE IDENTIFICATION NUMBER	TITLE NUMBER
2G1WF52E0Y9[redacted]	

Subject, however, to the rights and interests therein, and I/we hereby authorize you to accept from said purchaser thereof, the amount of $ 8354.35 , being the full balance due on my/our account and upon receipt and acceptance of the above amount you are instructed to surrender to said purchaser the Certificate of Title to said motor vehicle/vessel/ATV/snowmobile, properly released and endorsed.

TO BE COMPLETED ONLY IF THE VEHICLE IS SALVAGE, SALVAGED AND REBUILT OR TOTALED:

I/we certify that the motor vehicle/vessel/ATV/snowmobile described above is:

☐ Salvage ☐ Salvaged and Rebuilt ☐ Declared a total loss by an insurance company

I certify that the statements made herein are true. This declaration is made under penalties of 23 V.S.A. Sections 202, 2082, 2083, 3829 and 3830.

OWNER'S SIGNATURE	DATE
[redacted]	07/27/05
CO-OWNER'S SIGNATURE	**DATE**
[redacted]	07/27/05
DEALER/INSURANCE COMPANY NAME	
ALDERMAN'S CHEVROLET INC 090	
SIGNATURE (AUTHORIZED AGENT OF DEALER/INSURANCE COMPANY)	**DATE**

SEE INSTRUCTIONS ON BACK

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES
120 State Street, Montpelier, Vermont 05603-0001

REGISTERED OWNER'S ASSIGNMENT/DEALER'S REASSIGNMENT OF TITLE TO A MOTOR VEHICLE/VESSEL/SNOWMOBILE/ATV

VEHICLE IDENTIFICATION NUMBER (VIN)	MAKE	MODEL	YEAR	BODY	COLOR
2G1WF52E0Y91[redacted]	CHEVROLET	IMPALA	2000	SD	

WARNING

Federal and State law require that you state the mileage in connection with a transfer of ownership. Failure to complete the Odometer Disclosure Statement or providing a false statement may result in fines and/or imprisonment.

THIS ASSIGNMENT/REASSIGNMENT DOCUMENT IS NOT VALID UNLESS ALL ASSIGNMENTS ON THE BACK OF THE ORIGINAL TITLE CERTIFICATE HAVE BEEN COMPLETED AND WILL NOT BE ACCEPTED UNLESS SURRENDERED WITH THE CERTIFICATE OF TITLE.
(Vermont Dealers are exempt from the requirement to complete all assignments on the original title, only if original title must be requested from a lienholder. Private sales are not exempt.)

MAKING A FALSE STATEMENT IS A CRIMINAL OFFENSE; ANY CHANGE OR ERASURE WILL VOID THIS DOCUMENT.

Unauthorized printing or reproduction of this document is strictly prohibited.
Any signature on this document is affixed under penalties of T.23 V.S.A. §202 and §2082

The undersigned hereby certifies that the Motor Vehicle/Vessel/Snowmobile/ATV described was transferred on 07/27/05 (date) to (please print):

Buyer(s) Name(s) ALDERMAN'S CHEVROLET INC.

Address 65 WINDCREST RD RUTLAND, VT 05701

ODOMETER DISCLOSURE STATEMENT

I / We state that the odometer now reads 57862 (no tenths) (Check One) ☒ Miles ☐ Kilometers ☐ Hours

and I / We hereby certify to the best of my/our knowledge that (Please check one statement below that is applicable):

☒ (1) The odometer reading is the actual mileage.

☐ (2) The odometer reading reflects the amount of mileage in excess of its mechanical limits. (A)

☐ (3) The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY** (B)

090 DLR #

[redacted] DANBY [redacted] 07/27/05 DATE

S[redacted] NAME AND ADDRESS

SELLER'S SIGNATURE SELLER'S PHONE NUMBER DATE

ALDERMAN'S CHEVROLET 07/27/05 DATE

[redacted] DRESS

BUYER'S PHONE NUMBER 07/27/05 DATE

TO BE COMPLETED ONLY IF THE VEHICLE IS SALVAGE, SALVAGED AND REBUILT OR TOTALED:

I/We certify that the Motor Vehicle/Vessel/Snowmobile/ATV described above is:

☐ Salvage ☐ Salvaged and Rebuilt ☐ Declared a total loss by an insurance company

This information has been conveyed to the purchaser, both orally and in writing in accordance with 23 VSA Sections 2093(b) and (c).

LIENHOLDER TO BE SHOWN ON NEW TITLE (If no lien, print NONE)

Lienholder's Name _____ Date of Lien _____

Lienholder's Address _____ Zip _____

Control Number A 0633913

TA-VT-05a (d) 60T 8/04 JTB

STATE OF VERMONT
AGENCY OF TRANSPORTATION
DEPARTMENT OF MOTOR VEHICLES
120 State Street, Montpelier, Vermont 05603-0001

REGISTERED OWNER'S ASSIGNMENT/DEALER'S REASSIGNMENT OF TITLE TO A MOTOR VEHICLE/VESSEL/SNOWMOBILE/ATV

VEHICLE IDENTIFICATION NUMBER (VIN)	MAKE	MODEL	YEAR	BODY	COLOR
1GNDT13S1522 [redacted]	CHEVROLET	TRAILBLAZER	2005	4DR	

WARNING

Federal and State law require that you state the mileage in connection with a transfer of ownership. Failure to complete the Odometer Disclosure Statement or providing a false statement may result in fines and/or imprisonment.

THIS ASSIGNMENT/REASSIGNMENT DOCUMENT IS NOT VALID UNLESS ALL ASSIGNMENTS ON THE BACK OF THE ORIGINAL TITLE CERTIFICATE HAVE BEEN COMPLETED AND WILL NOT BE ACCEPTED UNLESS SURRENDERED WITH THE CERTIFICATE OF TITLE.

(Vermont Dealers are exempt from the requirement to complete all assignments on the original title, only if original title must be requested from a lienholder. Private sales are not exempt.)

MAKING A FALSE STATEMENT IS A CRIMINAL OFFENSE; ANY CHANGE OR ERASURE WILL VOID THIS DOCUMENT.

Unauthorized printing or reproduction of this document is strictly prohibited.

Any signature on this document is affixed under penalties of T.23 V.S.A. §202 and §2082

The undersigned hereby certifies that the Motor Vehicle/Vessel/Snowmobile/ATV described was transferred on 07/27/05 (date) to (please print):

Buyer(s) Name(s) [redacted]

Address [redacted] VT [redacted]

ODOMETER DISCLOSURE STATEMENT

I / We state that the odometer now reads 14277 (No Tenths) (Check One) ☒ Miles ☐ Kilometers ☐ Hours

and I / We hereby certify to the best of my/our knowledge that (Please check one statement below that is applicable):

☐ (1) The odometer reading is the actual mileage.

☐ (2) The odometer reading reflects the amount of mileage in excess of its mechanical limits. (A)

☐ (3) The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY** (B) 090 DLR. #

ALDERMAN'S CHEVROLET INC 65 WINDCREST RD RUTLAND, VT 05701 — 07/27/05 DATE
SELLER'S/DEALER'S NAME AND ADDRESS

SELLER'S SIGNATURE — SELLER'S PHONE NUMBER — ~~07/27/05~~ DATE

07/27/05
BUYER'S NAME AND ADDRESS — DATE

BUYER'S SIGNATURE — BUYER'S PHONE NUMBER — DATE

TO BE COMPLETED ONLY IF THE VEHICLE IS SALVAGE, SALVAGED AND REBUILT OR TOTALED:

I/We certify that the Motor Vehicle/Vessel/Snowmobile/ATV described above is:

☐ Salvage ☐ Salvaged and Rebuilt ☐ Declared a total loss by an insurance company

This information has been conveyed to the purchaser, both orally and in writing in accordance with 23 VSA Sections 2093(b) and (c).

LIENHOLDER TO BE SHOWN ON NEW TITLE (If no lien, print NONE)

Lienholder's Name CHITTENDEN BANK Date of Lien 07/27/05

Lienholder's Address PO BOX 820 BURLINGTON VT 05401 Zip

Control Number A 0633914

TA-VT-05a (d) 60T 8/04 JTB

Georgia Certificate of Title

DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR	TYPE OF BODY	MODEL	CYL	DATE ISSUED
1GNDT13S152[redacted]	CHEVROLET	2005	MULTI-PURPOSE V	TRAILBLAZER	6	12/11/2004

DATE VEHICLE PUR	FUEL	NEW OR USED	ODOMETER*	PREVIOUS TITLE NBR/STATE OF ISSUE	NBR OF LIENS	COLOR	CURRENT TITLE NUMBER
11/30/2004	GASOLINE	NEW	000010		1	GRY	[redacted]

OWNER

ALAMO FINANCING LP
44 IDA J GADSDEN DR
SAVANNAH GA 31408-8058

1ST LIEN OR SECURITY INTEREST

CITIBANK NA AS AGENT
P O BOX 22204
TULSA OK 74121-2204

2ND LIEN OR SECURITY INTEREST

3RD LIEN OR SECURITY INTEREST

RELEASE OF LIEN OR SECURITY INTEREST

	DATE OF RELEASE	SECURITY INTEREST HOLDER
1ST LIEN	01/20/[illegible]	Citibank NA As Agent [redacted]
2ND LIEN		BY
3RD LIEN		BY

14806571

* ODOMETER READING IS ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW.

MAIL TO

CITIBANK NA AS AGENT
P O BOX 22204
TULSA OK 74121-2204

IF AFLP is the Seller of this vehicle, Purchaser is hereby notified that Seller has assigned its rights, but not its obligations, to Car for a Car, Corp. as Qualified Intermediary in the sale of this vehicle. This sticker is removable and should be removed only by the Purchaser or its agent. This sticker MUST BE REMOVED prior to vehicle registration.

The Ga Dept of Motor Vehicle Safety hereby certifies that on Application duly made the person named herein is registered by this Department as the lawful owner of the vehicle described subject to the liens or security interests herein set forth and such liens or security interests as may subsequently be filed with the Commissioner. This Certificate of Title is issued pursuant to the Motor Vehicle Certificate of Title Act and is subject to the provisions thereof.

012613393

DRIVES COMMISSIONER

DEPARTMENT OF MOTOR VEHICLES

OLD #1 | TEMP PLATE/DATE | Year | Month
NEW #1 | IN LIEU PLATE | PLATE TYPE: N
2 YR Registration
WP | LP

1A TRANSACTION TYPE

- [ ] (421) NEW VT REGISTRATION (NEW PLATES) _____
- [X] (431) TRANSFER VT PLATE NO. DFP971 EXP. 06
- [ ] (479) RENEWAL VT PLATE NO. _____ EXP. _____
- [ ] IRP TAX & TITLE ONLY
- [ ] WEIGHT CHANGE ONLY

1B VEHICLE TYPE

- [X] PLEASURE CAR (19)
- [ ] TRUCK/TRUCK TRACTOR (27)
- [ ] OFF-HWY TRACTOR (24)
- [ ] TRAILER (26, 25, 06)
- [ ] MOTORCYCLE (18)
- [ ] MUNICIPAL (15)
- [ ] JITNEY/RENTAL (37)
- [ ] ALL TERRAIN (02)
- [ ] AGRICULTURE (01) *FARM USE ONLY*
- [ ] STREET ROD (56) (STROD)
- [ ] SPECIAL PURPOSE TRUCK (20)
- [ ] STATE (22)
- [ ] ANTIQUE (03) (AN)
- [ ] VOLUNTEER (28)
- [ ] MOPED (17)
- [ ] FORKLIFT (11)
- [ ] WELL DRILLER (11)
- [ ] EXHIBITION (09) (EX)
- [ ] MOTOR HOME (19)
- [ ] SCHOOL BUS (19)
- [ ] MOTOR BUS (04, 05)
- [ ] FARM TRACTOR (45)

1C PLATE TYPE

- [ ] DISABLED PLATE
- [ ] VANITY
- [ ] FIRE FIGHTER (40)
- [ ] NAT'L GUARD (41)
- [ ] AMATEUR RADIO OPR (42)
- [ ] PEARL HARBOR (44)
- [ ] CONSERVATION PLATE (46)
- [ ] BUILDING BRIGHT FUTURES (55)
- [ ] VFW (52)
- [ ] POW (23)
- [ ] PURPLE HEART (47)
- [ ] EMS (46)
- [ ] VIETNAM VETERANS (50)
- [ ] VERMONT VETERANS (49)
- [ ] ROTARY (53)

2

MAKE (a)	MODEL (b)	MODEL YEAR (yyyy) (c)	BODY TYPE (d)	MILEAGE (NO TENTHS) (e)		COLOR (f)
CHEVROLET	TRAILBLAZER	05	4DR	14277	[ ] MILES [ ] KILOMETERS [ ] HOURS	GRAY

SERIAL NUMBER (VIN) (g)	NO. OF CYL. (h)	VEHICLE IS (CHECK ONE) (i)	FUEL TYPE (CHECK ONE) (j)
1GNDT13S152[redacted]	6	[ ] NEW [X] USED [ ] REBUILT	[X] GAS [ ] DIESEL [ ] ELECTRIC [ ] PROPANE [ ] OTHER

3A TRACTOR/TRUCK (Includes pick-up) AGRICULTURE VEHICLE

EMPTY WEIGHT (a)	WEIGHT OF TRUCK & LOAD (b)	BRAKE TYPE (e)
# OF AXLES (c)	TIRE SIZE (d)	[ ] AIR [ ] HYD [ ] OTHER

3B TRAILER

EMPTY WEIGHT (a)	WEIGHT OF TRAILER & LOAD IS (b)
LENGTH (FT) x WIDTH (FT) (c)	[ ] 1499 lbs OR LESS (25) [ ] 1500 lbs OR MORE (26)

3C MOTORCYCLE/ MOPED/ATV

# WHEELS (a)	# OF PASSENGERS (b)
ENGINE SIZE (c)	LOADED WEIGHT (c)

3D BUS/JITNEY RENTAL

EMPTY WEIGHT (a)	
# OF PASSENGERS (b)	
LOADED WEIGHT (c)	

4A

[ ] OWNER [ ] LESSEE (a)	NAME (h)	SEX (c) [ ] M [ ] F	[X] CO-OWNER [ ] LESSOR (k)	NAME (l) SEE SECTION 4B	SEX (m) [ ] M [X] F
	[redacted]			[redacted]	

OWNER/LESSEE MAILING ADDRESS (STREET, RD., OR BOX #) (d)	CO-OWNER/LESSOR MAILING ADDRESS (STREET, RD., OR BOX #) (n)
[redacted]	[redacted]
TOWN/CITY STATE ZIP CODE: DANBY VT [redacted]	TOWN/CITY STATE ZIP CODE: DANBY VT [redacted]
LEGAL RESIDENCE (TOWN, CITY, STATE) (e)	LEGAL RESIDENCE (TOWN, CITY, STATE) (o)
SSN or FEDERAL ID NUMBER (fg): [redacted]	SSN or FEDERAL ID NUMBER (pq)
DATE OF BIRTH (mm/dd/yyyy) (h): [redacted]	DATE OF BIRTH (mm/dd/yyyy) (r): 03/11/69
INDICATE OLD NAME BELOW, IF NAME HAS CHANGED SINCE LAST VT DMV TRANSACTION. (i)	INDICATE OLD NAME BELOW, IF NAME HAS CHANGED SINCE LAST VT DMV TRANSACTION. (s)
VERMONT DRIVER LICENSE NO. (j)	VERMONT DRIVER LICENSE NO. (t)

4B

IF MORE THAN ONE OWNER YOU MUST INDICATE RIGHTS OF SURVIVORSHIP (CHECK ONE BELOW) (u)
[ ] HUSBAND & WIFE OR [X] PARTIES TO A CIVIL UNION [ ] JOINT TENANTS [ ] TENANTS IN COMMON [ ] PARTNERS (business)

5A

YOUR LIENHOLDER WHO HAS A LOAN ON YOUR VEHICLE (a)	IF NO LOAN CHECK BOX (a)
CHITTENDEN BANK	[ ]

STREET, CITY, STATE, ZIP CODE (b)	DATE OF BIRTH (if individual) (f)	DATE OF LOAN (c)	IS THERE A SECOND LOAN? (d)	VERMONT DRIVERS LICENSE NO. (g)
PO BOX 820 BURLINGTON VT 05401		27 JUL 0	[ ] NO [ ] YES - IF YES, SEND DETAILS	X

5B

NAME OF PERSON/COMPANY VEHICLE ACQUIRED FROM (a)	DATE PURCHASED (b)
ALDERMAN'S CHEVROLET INC.	07/27/05

ADDRESS OF PERSON/COMPANY VEHICLE ACQUIRED FROM (c)	SIGNATURE OF PERSON OF COMPANY (SELLER) VEHICLE ACQUIRED FROM (d)	DEALER NUMBER (e)
65 WINDCREST RD RUTLAND, VT 05701		090

6 TO CLAIM TAX CREDIT OR TRANSFER PLATES COMPLETE SECTION 6 BELOW

PURCHASE PRICE OR ACTUAL VALUE	$ 19999.00	(a) PURCHASER OF OLD VEHICLE (e) ALDERMAN'S CHEVROLET INC.	
LESS TRADE-IN, END OF LEASE BUY OUT PRICE OR OTHER CREDIT	$ 5000.00	(b) TOWN/CITY RUTLAND, VT	STATE 05701 ON (DATE) (f) 07/27/05
NET TAXABLE COST	$ 14999.00	(c) YEAR (g) MAKE CHEV	VIN (SERIAL NUMBER) (g) 2G1WF52E0Y9[redacted]
x 6%	$ 899.94	(d) TRADE-IN OR CREDIT REGISTERED UNDER MY VT PLATE NUMBER (h) DFP971	PURCHASE & USE EXEMPTION NUMBER (i)

[ ] PLEASE CHECK HERE IF VEHICLE WAS REGISTERED/TITLED OUT-OF-STATE IN YOUR SPOUSE'S or PARTY TO A CIVIL UNION'S NAME ONLY AND IS NOW BEING REGISTERED OR TITLED IN YOUR or PARTY TO A CIVIL UNION NAME ONLY, AND YOU WERE MARRIED TO EACH OTHER OR WERE PARTY TO A CIVIL UNION WHEN THE TAX WAS PAID OUT-OF-STATE (j)

9 DO NOT SEND CASH - DO NOT WRITE IN SHADED AREA

A - REGISTRATION	N/A	1	
B - TAX	899.94	2	
C - TITLE $15.00 - PLUS $7.00 PER LOAN ATV TITLE FEE - $10.00 PLUS $6.00 PER LOAN	22.00 15.00	3	
D - TRANSFER $15.00 ATV Transfer fee $10.00		4	
E - 1ST CLASS MAIL $1.00 (NEW PLATE ONLY)		5	
MISC		10	
OTHER			
F - FUEL USER		31	
G - TOTAL FEES (U.S. FUNDS ONLY)	936.94		
RETURN #	RATER #		RF

7 VERIFICATION OF VEHICLE IDENTIFICATION NUMBER

APPLICANT SHOULD NOT WRITE IN THIS SECTION

OUTSIDE VERMONT, DMV OFFICIALS, STATE LEVEL ENFORCEMENT OR THOSE AUTHORIZED BY THAT STATE TO PERFORM VIN VERIFICATIONS

VEHICLE IDENTIFICATION (SERIAL) NUMBER. NO ALTERATION OR ERASURES ACCEPTED. (a)		PRESENTLY REGISTERED IN STATE OF
DATE	AT TOWN OR CITY	STATE
AUTHORIZED SIGNATURE	ORGANIZATION	CERTIFICATE NUMBER
PHONE NUMBER (INCLUDE AREA CODE)	MILEAGE (NO TENTHS) [ ] MILES [ ] KILOMETERS [ ] HOURS	

8

The owner certifies that this vehicle 1) is properly equipped and in good mechanical condition; 2) was placed into use on or before the date this application was signed; 3) currently has liability insurance in effect as required by 23 V.S.A. § 800(a). If transfer of plates, the owner and/or this vehicle are not under suspension pursuant to 23 V.S.A. § 3009(b) [diesel tax related]. Statements and warrants herein are certified under penalty of 23 V.S.A. §§ 202, 2082, and 32 V.S.A. §§ 8901-8915

As the applicant for registration of a commercial motor vehicle, which is a motor vehicle with a gross vehicle weight rating of 10,001 lbs. or more; is a vehicle that is used to transport hazardous material; or is a vehicle that is designed to transport 16 or more passengers, including driver, I hereby declare that I have knowledge of the Federal Motor Carrier Safety Regulations, Title 49 of the Code of Federal Regulations, as adopted by the State of Vermont.

SIG[redacted] (a)	DATE (b) 07/27/200	SIGNATURE (CO-OWNER/LESSOR) [redacted]

TA-VD-179 (d) 400T 09/03 JMB

GMAC FINANCIAL SERVICES Alderman's Chevy

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER | CSG NUMBER | DEALER NUMBER

APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: BAKER
DATE OF BIRTH (MMDDYY): [redacted]

FIRST NAME: JOEL
MI: L
SOCIAL SECURITY NUMBER or (TAX ID #): [redacted]

PO BOX NUMBER:
CURR[redacted]
CURRENT STREET NAME (MAILING ADDRESS): [redacted]

CITY: DANBY
STATE: VT
ZIP CODE: [redacted]

(AREA CODE) HOME PHONE: [redacted]
✓ Own ○ Other ○ Rent ○ Family
MTG [redacted]
TIME AT ADDRESS: 17 YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): J. P. CARRERAS + SON
OCCUPATION: DRIVER

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

(AREA CODE) BUSINESS PHONE: 802-775-2301
GROSS ANNUAL INCOME (ALL SOURCES): 45,000
TIME EMPLOYED: 21 YRS MOS

DEALER USE ONLY

● Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van ○ Demo ○ Off-Lease ○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ Smart Beginnings ○ Custom Pmt. Plan ○ Lease to Retail

● Finance ○ SmartLease ○ SmartBuy ○ ComTRAC ● New ○ Used ○ Certified Used ○ Auction

PRODUCT USE ● Personal ○ Commercial ○ Credit Line

DASH SELLING PRICE	MSRP	TERM	BST PAYMENT	SEC DEP
20920		72		

NET TRADE	TRADE IN (Yr)	(Make)	MILEAGE (thousands)	UPFIT COST
<3370>	00	Chevy	14	

CASH CAP RED REBATE	VEHICLE YR	MAKE	# of UNITS	COST OF CHASSIS
	05	Chevy	81	

CAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION
24290		Trailblazer LS

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

CO-APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: [redacted]
DATE OF BIRTH (MMDDYY): [redacted]

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

PO BOX NUMBER:
CURRENT STREET NUMBER:
CURRENT STREET NAME (MAILING ADDRESS):

CITY:
STATE:
ZIP CODE:

(AREA CODE) HOME PHONE: - -
○ Own ○ Other ○ Rent ○ Family
MTG PAYMENT OR RENT: ,
TIME AT ADDRESS: YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): SHELBURNE LIMESTONE
OCCUPATION: SECRETARY

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

(AREA CODE) BUSINESS PHONE: 802-446-2045
GROSS ANNUAL INCOME (ALL SOURCES): 23,296
TIME EMPLOYED: 4 YRS MOS

SIGNATURES

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

We intend to apply for joint credit. Applicant_____ Co-Applicant_____ (initials only)

See the other side for important notices. By signing below, I certify that I have read and agree to the terms of this application, including terms on the other side.

[redacted] Date 7-27-0[redacted] Date 7/27/05

Applicant's Signature Co-Applicant's Signature

Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

CHITTENDEN BANK

Dealer:_____

CUSTOMER'S STATEMENT – PLEASE PRINT CLEARLY

IMPORTANT: Read these Disclosures before completing this Application and Check Appropriate Statement:

___ If you are applying for an individual account in your own name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete the Applicant section only.

___ If you are applying for a joint account that you and another person will use, complete all Sections, providing information in the Co-Applicant section about the joint applicant or user. We request joint credit: Applicant (initial) _____ Co-applicant (initial) _____

___ If you are applying for an individual account but are relying on income or assets of another person as the basis for repayment of the credit requested, provide information in the Co-Signer section about the person upon whose income or assets you are relying.

A. Applicant's Credit Information:

Social Security # or Tax ID #: _____
First Name (Business Name): _____
MI: ____ Last Name: _____
Date of Birth (MM/DD/YY): ____ / ____ / ____
Home Phone: ____-____-____
Current **PHYSICAL** Address:
Number & Street: _____
City/Town: _____ County: _____
State: _____ Zip: _____
Own ___ Rent/Lease ___ Family ___ Other ___
Years There ____
Landlord/ Mortgage Holder: _____
Address: _____
Payment/Rent: $_____ Mortgage Balance: $_____
Previous Address, Number & Street: _____
City/Town: _____ County: _____
State: _____ Zip: _____
Employment: Others ____ Self ____
Business Name: _____
Address: Number & Street: _____
City/Town: _____
State: _____ Zip: _____
Business Phone: ____-____-____
Trade or Occupation: _____
Salary or Gross Monthly Pay: _____
Time Employed: _____Years _____Months
Name of Previous Employer: _____
Address: _____Years There: _____

B. Co-Applicant's ____ Co-Signers's ____Credit Information:

Social Security # or Tax ID #: _____
First Name (Business Name): _____
MI: ____ Last Name: _____
Date of Birth (MM/DD/YY): ____ / ____ / ____
Home Phone: ____-____-____
Current **PHYSICAL** Address:
Number & Street: _____
City/Town: _____ County: _____
State: _____ Zip: _____
Own ___ Rent/Lease ___ Family ___ Other ___
Years There ____
Landlord/Mortgage Holder: _____
Address: _____
Payment/Rent: $_____ Mortgage Balance: $_____
Previous Address, Number & Street: _____
City/Town: _____ County: _____
State: _____ Zip: _____
Employment: Others ____ Self ____
Business Name: _____
Address: Number & Street: _____
City/Town: _____
State: _____ Zip: _____
Business Phone: ____-____-____
Trade or Occupation: _____
Salary or Gross Monthly Pay: _____
Time Employed: _____Years _____Months
Name of Previous Employer: _____
Address: _____Years There: _____

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

Type of Other Income: _____
Source: _____ Monthly Amount: _____

Name of Nearest Relative or Friend Not Living With You:
_____ Address: _____
Phone: ____-____-____ Relationship: _____

Type of Other Income: _____
Source: _____ Monthly Amount: _____

Name of Nearest Relative or Friend Not Living With You:
_____ Address: _____
Phone: ____-____-____ Relationship: _____

LOAN REQUEST: ___New ___Used

Used Vehicle Equipment/Options: ___A/C ___Auto ___Manual ___P Windows ___P Seat ___CD
___Anti-Theft ___P Locks ___4WD ___Alloys ___Cruise ___Tilt ___P Sunroof ___Leather

Vehicle Year: _____ Make: _____ Model: _____ Mileage: _____

MSRP or Invoice: $_____ VIN: _____

Cash Selling Price: $_____ Net Trade: $_____ Cash/Rebate: $_____

Amount Financed: $_____ **Term:** _____ **Estimated Payment:** $_____

Trade-In: Year: _____ Make: _____ Model: _____ Lienholder: _____

INSURANCE INFORMATION: Automobile insurance is required for the full term of the Contract, at your expense, against the hazards of fire, theft and accidental physical damage (including collision). This insurance must protect the interests of you and Chittenden Bank. The policies issued by the insurance company will describe the terms and conditions. YOU MAY CHOOSE THE PERSON THROUGH WHOM ANY INSURANCE IS OBTAINED.

Insurance Company: _____ Agent: _____ Phone Number: ____-____-____

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

I/we certify that all statements on this application are true and complete. I/we authorize Chittenden Bank to make any credit inquiries necessary to process this application, to review the performance of this account, or to collect any credit extended to me/us. Any credit in[illegible] by me/us and whether approved by any person, organi[illegible] or the full amount of any balance. If this is a joint applic[illegible]

[redacted]

Applicant's Signa[illegible]
Date: _____

Co-Applicant's Signatu[illegible]
Date: _____

(Revised 05/13/05)

Chittenden

INSURANCE INFORMATION AND VERIFICATION MINIMUM INSURANCE REQUIREMENTS/INSTRUCTIONS

FULL COVERAGE A MUST

Comprehensive: $500.00 Deductible (Maximum)
Collision .....: $500.00 Deductible (Maximum)

Insurance with the minimums specified above must be maintained by the owner for the term of the contract. The Insurance Policy, Endorsement Letter or Certificate of Insurance must provide for no less than 30 day notice of any cancellation or reduction in coverage.

The Insurance Agent must be instructed to send the Policy, Endorsement or Certificate to:

Chittenden Loan Library
P.O. Box 820
Burlington, Vermont 05402-0820

NAME	PHONE	INSURANCE AGENT	PHONE
[redacted]	[redacted]	BILL VIEN INS	(802)775-258
ADDRESS		ADDRESS	
[redacted]		240 S MAIN ST	
CITY, STATE, ZIP		CITY, STATE, ZIP	
DANBY VT [redacted]		RUTLAND VT 05701	

INSURANCE COMPANY	POLICY NUMBER	EXPIRATION DATE	CONTINUOUS YES ___ NO ___
ALLSTATE INS	[redacted]	1-7-06	X

COVERAGE LIMITS	PUBLIC LIABILITY	COMPREHENSIVE (DEDUCTIBLE)	COLLISION (DEDUCTIBLE)
		100	500

YEAR VEHICLE	MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER
2006	CHEVROLET	1GNDT13S152[redacted]

The undersigned dealer and owner hereby confirm that by direct telephone contact with the above named insurance agent on 07/28/05 insurance in the amounts indicated above has been obtained and verified through the agent of record and Chittenden is named "Loss Payee".

Name of person contacted at Insurance Agency Bill

[redacted] 07/27/2005 ALDERMAN'S CHEVROLET INC.

Customer Signature — Date — Dealer Name

Dealer Signature

Date 07/27/2005

WHITE — BANK YELLOW — DEALER PINK — AGENT GOLD — OWNER

10/02

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

VEHICLE MAKE _____ MODEL _____ YEAR _____ VIN NUMBER _____

DEALER STOCK NUMBER (Optional) _____

WARRANTIES FOR THIS VEHICLE:

☐ AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

☑ WARRANTY

☐ FULL ☑ **LIMITED WARRANTY. The dealer will pay 50 % of the labor and 50 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.**

SYSTEMS COVERED:

Engine System: All internally lubricated parts. timing gear, intake and exhaust manifolds, engine mounts. Cylinder heads, block, cylinder barrels and rotor housings. Fuel pump, water pump, engine cooling, fan blade, fan clutch, fan motor.

Transmission systems: All internally lubricated parts, transmission case, torque converter, transmission mounts, oil pan.

Drive axle system: All internally lubricated parts with drive axle housing, including universal joints, drive lines.

Brake system: Disc brake calipers, hydraulic lines and fittings, master cylinder, wheel cylinders, vacuum assist booster.

Electrical system: Generator/alternator, ignition, voltage regulator.

Steering system: all internally lubricated parts within steering box.

DURATION:

30 days or 1000 miles
Whichever Occurs First
On all covered systems.

☑ **SERVICE CONTRACT: A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.**

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

RETAIL ORDER FOR A MOTOR VEHICLE

07/27/05
DATE

TO ALDERMAN'S CHEVROLET INC.
DEALER'S NAME
65 WINDCREST RD
STREET ADDRESS
RUTLAND, VT 05701
CITY STATE
MCKEARIN, JAMES
SALESMAN'S NAME

[redacted]
NAME
STREET ADDRESS
DANBY VT [redacted]
CITY STATE
[redacted]
RES. PHONE BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☐ NEW ☒ USED ☐ DEMO ____ ☒ CAR ☐ TRUCK ☐ RV

YEAR 05 MAKE CHEVROLET MODEL OR SERIES TRAILBLAZER BODY TYPE 4DR COLOR GRAY TRIM ____

MVI OR SERIAL NO. 1GNDT13S15[redacted] STOCK NO. [redacted] TO BE DELIVERED ON OR ABOUT 27 JUL 20 05

CASH DELIVERED PRICE OF UNIT	$	19900.00
ACCESSORIES	$	
DOC FEE		99.00
CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$	19999.00
STATE AND LOCAL TAXES		899.94
LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE		37.00
1. TOTAL PRICE OF UNIT	$	20920.94
2. DOWN PAYMENT: consisting of $ N/A in cash and/or $ -3354.35 net trade-in allowance on trade-in; see statement in right hand column for details.	$	-3354.35
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	$	N/A

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN CHEVROLET
YEAR 00 MODEL IMPALA BODY SD
MVI OR SERIAL NO. 2G1WF52E0[redacted]
BALANCE OWED TO
ADDRESS

USED TRADE-IN ALLOWANCE	$	5000.00
BALANCE OWED ON TRADE-IN		8354.35
NET ALLOWANCE ON USED TRADE-IN	$	-3354.35
DEPOSIT OR CREDIT BALANCE		N/A
DOWN PAYMENT (Trans. to Left Col.)	$	-3354.35

REMARKS

MSRP 19900.00

ALDERMANS DISCOUNT

CASH PRICE 19900.00

PLUS AMOUT FINANCED 24348.29

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 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: (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".
IF THIS CONTRACT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM 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 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 hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as 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 of legal age, an[redacted]

PURCHASER'S SIGNATURE

07/27/20
DATE

ACCEPTED BY:
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Chittenden

Date : July 28, 2005

To : 8217 - Alderman's Chevrolet - VT

From : Lisa Lasante X4104 **Phone:** (800) 365-1030

RE : Joel Baker **App ID# :** 35662

Julie Baker

Decision : **APPROVED**

Amount Financed :	$24,290.00
Cash Down :	$0.00
Total Down :	-$3,370.00
Term :	72
Interest Rate :	5.900%

Collateral

2005 Chevy Trailblazer LS

Decision Comments :

Title	Comment
	MSRP: 28,715



Errors and Omissions

We do our best to get it right the 1st time, but if we made a mistake, you agree to re-sign any necessary paperwork within 48 hours.

Customer [redacted]

Alderman's Chevrolet

PLATINUM	GOLD	SILVER	Alternative Option
Comprehensive Service Agreement 72 months and 48,000 miles 100 deductible * Rental and Towing Coverage * 100% Parts and Labor Coverage * Emergency Roadside Service	Comprehensive Service Agreement 72 months and 48,000 miles 100 deductible * Rental and Towing Coverage * 100% Parts and Labor Coverage * Emergency Roadside Service	Comprehensive Service Agreement 72 months and 48,000 miles 100 deductible * Rental and Towing Coverage * 100% Parts and Labor Coverage * Emergency Roadside Service	☐ Comprehensiv Agreem 72 months and 450 100 deductible Rental and Towing Cover 100% Parts and Labor Co Emergency Roadside Serv
Credit Life * Pays the covered balance due on your retail contract in the event of your death * Free and clear Title to Beneficiary	Credit Life * Pays the covered balance due on your retail contract in the event of your death * Free and clear Title to Beneficiary	GAP Waiver * Waive amount due on loan in excess of insurance settlement * Deductible coverage up to $1000.00	☐ Credit Li Pays the covered balance due retail contract in the event of Free and clear Title to Benefic
Credit Disability * Monthly payment is made for you while you are sick or injured and unable to work	GAP Waiver * Waive amount due on loan in excess of insurance settlement * Deductible coverage up to $1000.00		☐ Credit Disal Monthly payment is made for while you are sick or injured a unable to work
GAP Waiver * Waive amount due on loan in excess of insurance settlement * Deductible coverage up to $1000.00			☐ GAP Wai Waive amount due on loa of insurance settlement Deductible coverage up t
72 payments of 461 _____ payments of _____ CUSTOMER INITIAL _____	72 payments of 445 _____ payments of _____ CUSTOMER INITIAL _____	72 payments of 437 _____ payments of _____ CUSTOMER INITIAL _____	JJB 72 ~~436~~ 429

The benefits and protection options have been explained to me and I choose the option initialed above.
I hold the Dealer harmless for my refusal of any optional benefit or protection.
The above items are optional and are not required for credit approval. I understand that I can purchase the vehicle without any of the above products or p

CUSTOMER SIGNATURE [redacted] DATE 7/27/05

DEALER SIGNATURE _____ DATE _____

Contract Registration

GMPP | ~~MRP~~ | Medium Duty | GM Cert X | MRP Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G N D T 1 3 S 1 5 2 [redacted]

AGREEMENT PURCHASE DATE: 07/27/05

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
05	CHEVROLET	TRAILBLAZER	14277	

Customer

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

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: ( ) (8[redacted]

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

Dealer

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

DEALER NAME	DEALER CODE (Required)	PROMOTION CODE
ALDERMAN'S CHEVROLET INC.	32010	

ADDRESS	CITY	STATE	ZIP CODE
65 WINDCREST RD	RUTLA	VT	05701

Lienholder

GMAC SPP NAME

OR CHITTENDEN BANK

ADDRESS	CITY	STATE	ZIP CODE
PO BOX 820	BURLINGTON	VT	05401

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MD-PT +	MD-E&T	MD-BASIC
	XX	XX						

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

USED X The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
07/28/05	72 048	$0 0 0 $50 $100 XX $200	1,550.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES	
	/			,.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	
				$ 0 0 0	0,000.00

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

CUSTOMER SIGNATURE [redacted] DATE 07/27/05

SUBTOTAL	$	1,550.00
TAX	$	, .
TOTAL	$	1,550.

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9288.

© 2003 General Motors Corporation. All Rights Reserved.

Litho U.S.A. 10/03 707ALL4

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

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

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT No. Date 27 JUL 2005	Seller ALDERMAN'S CHEVROLET INC. 65 WINDCREST RD RUTLAND, VT 05701 "We" and "us" mean the Seller above, its successors and assigns.	Buyer [redacted] DANBY VT [redacted] "You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased	Year 2005 Make CHEVROLET Model TRAILBLAZER	VIN 1GNDT13S15[redacted] Lic. No./Year [redacted] ☐ New ☒ Used	Other:	

Description of Trade-in 00 CHEVROL IMPALA 2G1WF52E0[redacted]

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of $ 25933.29, plus finance charges accruing on the unpaid balance at the rate of 5.9900 % per year from today's date until maturity. Finance charges accrue on a PER day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 18.00 % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

[redacted]	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE

ADDITIONAL TERMS OF THIS CONTRACT AND SECURITY AGREEMENT

GENERAL TERMS: You have been given the opportunity to purchase the Vehicle and described services for the Cash Price or the Total Sale Price. The Total Sale Price is the total price of the Vehicle and any services if you buy them over time. You agreed to purchase the items over time. The Total Sale Price shown in the TRUTH IN LENDING DISCLOSURES assumes that all payments will be made as scheduled. The actual amount you will pay may be more or less depending on your payment record.

We do not intend to charge or collect, and you do not agree to pay, any finance charge or fee, that is more than the maximum amount permitted for this sale by state or federal law. If you pay a finance charge or fee that is contrary to this provision, we will, instead, apply it first to reduce the principal balance, and when the principal has been paid in full, refund it to you.

You understand and agree that some payments to third parties as a part of this Contract may involve money retained by us or paid back to us as commissions or other remuneration.

If any section or provision of this Contract is not enforceable, the other terms will remain part of this Contract.

PREPAYMENT: You may prepay this Contract in full or in part at any time. Any partial prepayment will not excuse any later scheduled payments until you pay in full.

A refund of any prepaid, unearned insurance premiums may be obtained from us or from the insurance company named in your policy or certificate of insurance.

OWNERSHIP AND DUTIES TOWARD PROPERTY: By giving us a security interest in the Property, you represent and agree to the following:

A. Our security interest will not extend to consumer goods unless you acquire rights to them within 10 days after we enter into this Contract, or they are installed in or affixed to the Vehicle.
B. You will defend our interests in the Property against claims made by anyone else. You will do whatever is necessary to keep our claim to the Property ahead of the claim of anyone else.
C. The security interest you are giving us in the Property comes ahead of the claim of any other of your general or secured creditors. You agree to sign any additional documents or provide us with any additional information we may require to keep our claim to the Property ahead of the claim of anyone else. You will not do anything to change our interest in the Property.
D. You will keep the Property in your possession in good condition and repair. You will use the Property for its intended and lawful

remedy, we do not give up our right to consider the event a default if it happens again.

You agree that if any notice is required to be given to you of an intended sale or transfer of the Property, notice is reasonable if mailed to your last known address, as reflected in our records, at least 10 days before the date of the intended sale or transfer (or such other period of time as is required by law).

You agree that, subject to your right to recover such property, we may take possession of personal property left in or on the Property securing this Contract and taken into possession as provided above.

INSURANCE: You agree to buy property insurance on the Property protecting against loss and physical damage and subject to a maximum deductible amount indicated in the PROPERTY INSURANCE section, or as we will otherwise require. You will name us as loss payee on any such policy. In the event of loss or damage to the Property, we may require additional security or assurances of payment before we allow insurance proceeds to be used to repair or replace the Property. You agree that if the insurance proceeds do not cover the amounts you still owe us, you will pay the difference. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. You will keep the insurance in full force and effect until this Contract is paid in full.

If you fail to obtain or maintain this insurance, or name us as a loss payee, we may obtain insurance to protect our interest in the Property. This insurance may include coverages not required of you. This insurance may be written by a company other than one you would choose. It may be written at a rate higher than a rate you could obtain if you purchased the property insurance required by this Contract. We will add the premium for this insurance to the amount you owe us. Any amount we pay will be due immediately. This amount will earn finance charges from the date paid at the post-maturity rate described in the PROMISE TO PAY AND PAYMENT TERMS section until paid in full.

OBLIGATIONS INDEPENDENT: Each person who signs this Contract agrees to pay this Contract according to its terms. This means the following:

A. You must pay this Contract even if someone else has also signed it.
B. We may release any co-buyer or guarantor and you will still be obligated to pay this Contract.

SHELBURNE LIMESTONE CORPORATION
P.O. BOX 359
ESSEX JUNCTION, VERMONT 05452
802/878-2656

8,164.79

$8,354.35 Balance
payment of 189.56 due 7/30/05
280 in loan acct.

8354.35
+800.00
3554.35

Middlebury Division (20)
Route 7
Middlebury, Vt. 05753
802-388-6964

So. Wallingford Division (30)
Route 7
Wallingford, Vt. 05773
802-446-2045
Fax 802-446-2048

Shelburne Limestone Division (50)
Off Bishop Road
Shelburne, Vt. 05482
802-985-2334
1-800-322-0278
Fax 802-985-9131

Swanton Limestone Division (70)
30 Jewett Street
Swanton, Vt. 05488
802-868-3357
1-800-822-1225
Fax 802-868-4108

Citizens
Automobile Finance, Inc.

July 28, 2005

Fax Time: 09:59

Dealer Name: **Aldermans Chevrolet Inc**
Dealer #: **301155**
Region: **VT**
Fax #: **(802) 775-0094**
Phone #: **(802) 775-7151**

Decision Transmittal based on the Rate of 07/27/2005

Application Number: [redacted]

Business Name:
Applicant:
Co-Applicant: [redacted]

Rate: 6.09% **Reserve Type: UF120**

Please be sure to deduct .25% from above rate if the total amount financed is $25,000 or more.

COLLATERAL:			APPROVED AMOUNT / Term:	
New	2005	CHEVROLET TRAILBLAZER LS	$ 24,290.00	/ 72

CONDITIONS:

*** APPROVED AMOUNT MUST NOT EXCEED 125.00% of
NADA RETAIL VALUE FOR USED OR 125.00% of MSRP FOR NEW ***

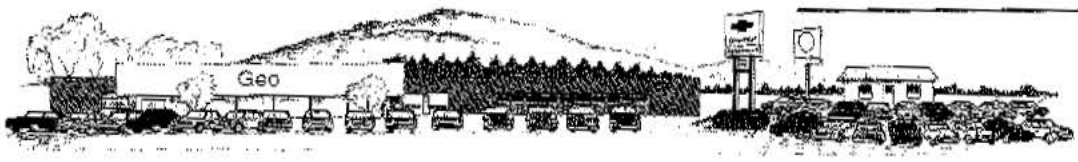
COMMENTS:

IN ORDER TO BE PROPERLY FUNDED THIS TRANSMITTAL SHEET MUST ACCOMPANY YOUR LOAN PACKAGE AND THE CONTRACT MUST REFLECT THE EXACT APPROVAL AND CONDITIONS.

Decisioned by: **Automatic Cr Decision**
Loan Officer #: **Q55**
Phone #: **(800) 610-7300**

THANK YOU FOR YOUR BUSINESS!!!!

Alderman's Chevrolet-Geo, Inc.



424 SOUTH MAIN ST. P.O. BOX 6287
RUTLAND, VERMONT 05702-6287
TELEPHONE (802) 775-7151
FAX (802) 775-0094

I, Joel Baker agree to pay $2250 in consideration for the decrease in value of the 2000 Chevrolet Impala, vin # 2GIWF52E0Y9[redacted] which was traded towards the purchase of a 2005 Chevrolet Trailblazer on 07/27/2005, it was later found to possess a branded title.

[redacted] 8-5-05

Joel Baker
Customer

Date

8/6/05.

Brian Kenny
Used Car ~~Sales Manager~~
Alderman's Chevrolet

Date

ALDERMAN'S CHEVROLET, INC.
P.O. BOX 6287, 65 WINDCREST ROAD
RUTLAND, VERMONT 05702

46815

AMOUNT	PAID BY	COMMENT
2,250.00	PC	DEAL#30277
		CK#113455

[redacted]

DANBY VT [redacted]

2935155

TOTAL RECEIVED: $2,250.00

DATE-TIME: 06AUG2005 08:50
CASHIER: MA
LOCATION:
CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	20111	2,250.00		
		1	23001	-2,250.00	2935155	

64800
per Brian Kenney

CASH RECEIPT

CUSTOMER COPY

Copyright 2000 ADP, Inc. CASH RECEIPT XCR1C

Contract Registration

GMPP | XXRP | Medium Duty | GM Cert X | MRP Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G N D T 1 3 S 1 5 2 [redacted]

AGREEMENT PURCHASE DATE: 07/27/05

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
05	CHEVROLET	TRAILBLAZER	14277	

Customer

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

[redacted]

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: ( ) [redacted]

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

CITY: DANBY | STATE: VT | ZIP CODE: [redacted]

Dealer

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

DEALER NAME: ALDERMAN'S CHEVROLET INC.

DEALER CODE (Required): 32010

PROMOTION CODE:

ADDRESS: 65 WINDCREST RD | CITY: RUTLA | STATE: VT | ZIP CODE: 05701

Lienholder

GMAC | SPP | NAME

OR CHITTENDEN BANK

ADDRESS: PO BOX 820 | CITY: BURLINGTON | STATE: VT | ZIP CODE: 05401

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MD-PT +	MD-E&T	MD-BASIC
	XX	XX						

Plan Coverage and Price

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW: The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

USED X: The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
07/28/05	72 048	$0 000 $50 $100 XX $200	1,550.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES	
	/			,.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	
				$ 000	0,000.00

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

[redacted]

DATE: 07/27/05

SUBTOTAL ..... $ 1,550.00

TAX ..... $,.

TOTAL ..... $ 1,550.

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

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

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9299.

© 2003 General Motors Corporation. All Rights Reserved.

Litho U.S.A. 10/03 701ALL4

ALDERMAN'S
The Chevrolet Superstore
65 Windcrest Road
P.O. Box 6287
RUTLAND • VERMONT • 05702
Telephone 775-7151

SOLD TO [redacted]

ADDRESS [redacted]
DANBY VT [redacted]

DATE	INVOICE NO.	STOCK NO.	KEY
07/27/05	[redacted]	[redacted]	I
SOURCE 10 12 20	SALESMAN NUMBER 911	C 8854	+

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2005	CHEVROLET	TRAILBLAZER	USED	1GNDT13S15[redacted]

SALESMAN MCKEARIN, JAMES Hubb, 00 KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐ ☐ PUBLIC LIABILITY-AMT.

COLLISION-AMT. DEDUCTIBLE ☐ ☐ PROPERTY DAMAGE-AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

PAID

LIENHOLDER: CHITTENDEN BANK

STATE OF VERMONT
COUNTY OF RUTLAND
THIS IS TO CERTIFY THAT THIS IS A BONAFIDE BILL OF SALE AND WE GUARANTEE TITLE.
REGISTERED DEALER IN THE STATE OF VERMONT NCD 090
ALDERMAN'S CHEVROLET, Inc.
SWORN TO AND SUBSCRIBED BEFORE ME THIS 27TH DAY OF JULY 2005

NOTARY PUBLIC _____

00 CHEVROLE IMPALA USED CAR TRADED 2G1WF52E0Y9[redacted]

YEAR	MAKE	MODEL	VEHICLE IDENT. NO.
SD	TAN		

BODY COLOR

PRICE OF CAR

	COST	KEY	ACCT. NO.	SALE	KEY
NEW CARS RETAIL CAPRICE / IMPALA		C	400		–
LUMINA		C	401		–
MONTE CARLO		C	402		–
BERETTA / CORSICA		C	403		–
MALIBU		C	404		–
CAMARO		C	405		–
CAVALIER		C	406		–
CORVETTE		C	407		–
GEO PRIZM		C	408		–
GEO TRACKER		C	409		–
GEO METRO		C	410		–
TRUCKS		C			–
TAX, DOC & DMV		C		1020.94	–
		C		N/A	–
		C		#129	–
USED CARS-RETAIL		C	446	19900.00	–
WHOLESALE		C	448		–
USED TRUCKS-RETAIL		C	450		–
WHOLESALE		C	452		–
			TOTAL CASH PRICE	20970.94	
FINANCING					
INSURANCE				N/A	
			TOTAL TIME PRICE	20935.94	

SETTLEMENT

DEPOSIT		220	C	N/A +
CASH ON DELIVERY		220	C	N/A +
				N/A +
USED CAR ALLOWANCE				5000.00
PAYMENTS MONTHS 72 @ DOLLARS 403.98 PER MONTH				
			TOTAL	15935.94
PAY OFF BAL. OWING FINANCE CO.		220	C	8354.35 –
				+
				+
FINANCE CONTRACT		205		24290.29 +
				+
	1970.09	11	@	147.01 Tim
RECONDITIONING-USED CARS RETAIL		647		147.01 Hubb +
-USED TRUCKS RETAIL		651		+
COST OF SALES-USED CARS RETAIL		646		–
-USED TRUCKS RETAIL 1907B		650		4500.00 –
VALUE OF TRADE STOCK NO.		I	240	+
		I	241	+ S

```
Account_dtl  Control_dtl  Document_dtl  uTil  eXit
AC AGRI                          Control Detail                        SW 173
1   ALDERMANS CHEV.              Control Detail
                          Detail As Of 07/29/05 09:25AM
                                 Amount Display            (more columns ===>)
```

Control	Account	Jrn	Reference	Acctg Dt	Amount	Stat
1907A	24100	60	72324	07/15/05	150.00	0
1907A	24100	80	7506	07/18/05	100.00	0
1907A	24100	80	7506	07/18/05	17,075.00	1
1907A	24100	60	72335	07/18/05	110.00	0
1907A	24100	34	192744	07/18/05	17.75	0
1907A	24100	30	192744	07/18/05	11.25	0
1907A	24100	34	192744	07/19/05	3.00	0
1907A	24100	34	192744	07/19/05	24.50	0
1907A	24100	34	258571	07/27/05	17.41	0
1907A	24100	34	193016	07/28/05	86.00	0
	24100		Sub Tot		17,594.91	1
1907A	31200	80	7506	07/18/05	17,075.00-	
1907A	End Bal				519.91	1
Report Total					519.91	1

```
Press F2 for posting detail, F11 for more columns, SF4 to quit, SF5 to print.
 F1=Help   F2=Dtl   F3=Exit   F6=Acct Dtl   F8=Doc Dtl   SF11=>
```

Sale Contract

B

ADESA Boston
63 Western Avenue
Framingham, MA 01702
(508) 626-7000

ADESA USA & CANADA

Lot # X411 **Sale Date: 07/14/2005** **Stock** [redacted]

VIN: 1GNDT13S152[redacted]

2005 CHEVROLET TRAILBLAZER, Gray

Series: LS Body Style: 4WD 1/2 TON SUV

Odometer: 13,838 Miles

License Plate Number:

Title: [redacted]

Account #:

Category: Rental Repurchase Program

[ ] Certificate of Origin Indicator

MSRP: $31,985.00

In Service Date: 12/06/2004

Client Unit ID:

Auction Lights

[✓] Green Light - Ride and Drive

[ ] Red Light - As Is

[ ] White Light - Seller's Guarantee

[ ] Blue Light - Title Attached

[✓] Announcements

PURCHASE PLUS

Seller: GM Remarketing
100 Renaissance Center
Detroit, MI 48265

Selling Representative - Alan Wolfe

Buyer: Alderman's Chevrolet, Inc
65 Windcrest Road
Rutland, VT 05701
Phone: (802)775-7151
License: VT-NCD090

Buying Representative - Francis Casale

Sale Price:	$16,900.00
Buyer Fee:	$175.00
Other:	$0.00
Total:	$17,075.00

Buyer agrees that ADESA maintains a security interest in this vehicle until paid for with collected funds.

Auctioneer:

Auctioneer - John DAloisio

Buyer and Seller agree that the vehicle described herein is bought and sold subject to the Auction Terms and Conditions communicated to Buyer and Seller (or their Authorized Representatives) in writing via hand delivery, delivery by United States mail and/or posting on the auction premises and such Auction Terms and Conditions are incorporated herein by reference.

1907A

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, GM Remarketing (Seller's name) state that the odometer (of the vehicle described below) now reads 13,838 (no tenths) Miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

[ ] (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

[ ] (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING -- ODOMETER DISCREPANCY.

VEHICLE INFORMATION

MAKE: CHEVROLET MODEL: TRAILBLAZER
VIN: 1GNDT13S15[redacted] YEAR: 2005 BODY: 4 Door
COLOR: Gray

SELLER INFORMATION

NAME: GM Remarketing
ADDRESS: 100 Renaissance Center
CITY: Detroit STATE: MI ZIP: 48265

SIGNATURE 07/14/2005 DATE
Selling Representative - Alan Wolfe 07/14/2005
PRINTED NAME OF PERSON SIGNING DATE

BUYER INFORMATION

NAME: Alderman's Chevrolet, Inc
ADDRESS: 65 Windcrest Road
CITY: Rutland STATE: VT ZIP: 05701

SIGNATURE 07/14/2005 DATE
Buying Representative - Francis Casale 07/14/2005
PRINTED NAME OF PERSON SIGNING DATE

Printed: 07/14/2005 1:04 pm

Friday, July 15, 2005 8:20 AM Fran Casale 603-448-5597 P.04

Copyright 2000 ADP, Inc.

CHECK CONTROL NO. 72455 ISSUED BY: SANDRA WASHBURN

ALDERMAN'S CHEVROLET
RUTLAND, VT 05702

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO	NET AMOUNT
	072905	PAYOFF FOR [redacted]				8,354.35
				72455	20200	-8,354.35
				2935155	30100	8,354.35
				TOTAL	20200	8,354.35

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

ALDERMAN'S CHEVROLET, INC.
P.O. BOX 6287, 65 WINDCREST ROAD
RUTLAND, VERMONT 05702

FIRST VERMONT BANK AND TRUST COMPANY
RUTLAND, VERMONT 05701

72455 58-53/116

DATE	PAY THIS AMOUNT			AMOUNT OF CHECK
	********8,354	DOLLARS 35	CENTS	******8,354.35
29JUL05				

NON-NEGOTIABLE

TWO SIGNATURES REQUIRED
VOID AFTER 90 DAYS

TO THE ORDER OF
HERITAGE FAMILY CREDIT UNION
30 ALLEN ST
RUTLAND VT 05701

****
BY *** NOT NEGOTIABLE ***
****
BY _____
AUTHORIZED SIGNATURE

FILE COPY

VIN 1GNDT13S15Z[redacted] with certification numbe[redacted] ubmitted through the eInventory Tool was accepted as a delivered vehicle on Jul 29, 2005

Print Message

REPORT SALE * denotes a required field.

Sale Date: Jul 29, 2005 Price:* $ 19900.0 Mileage:* 13945.0 Delivery Date: Jul 29, 2005

Salutation:	Mr		
Last Name/Company:*	[redacted]	Address:*	[redacted]
First Name:	[redacted]	Address2:	
Middle Name:	L	City:*	DANBY
Home Phone:*	[redacted]	State/Zip:*	VT [redacted]
Business Phone:		Salesperson:*	JAMES MCKEARIN
Email Address:		Salesperson SSN:*	008443652

Close

GM Certified USED VEHICLES

INSPECTION CHECKLIST

VEHICLE DESCRIPTION & INSPECTION/SERVICING

REFERENCE NUMBER [redacted]

Cross-reference this number on R.O.

☐ **GM FrontLine Ready – GM CUV Compliant**

VIN # 1 G N D T 1 3 S 1 5 [redacted]

Stock/ID# [redacted] R.O. # [redacted]

Original In-Service Date (required for warranty) 11/23/04

Year 2005 Make/Model Chev TrailBlazer

Mileage _____ Color _____ Date ___/___/___

SVC REQ'D | MEETS STD

ROAD TEST

- ☐ ☐ 1. CHECK VEHICLE HISTORY (GM VIS)
- ☐ ☐ 2. CHECK FOR OPEN SAFETY CAMPAIGNS (complete all open)
- ☐ ☐ 3. OWNER'S MANUAL/WARRANTY BOOKLET PRESENT
- ☐ ☐ 4. SEAT BELTS/RETRACTORS/AIR BAGS (wear, operation)
- ☐ ☐ 5. MIRRORS (operation, heat, inside-outside)
- ☐ ☐ 6. INDICATOR LIGHTS/GAUGES/WARNING TONES (operation, lights, clock)
- ☐ ☐ 7. ENGINE START/IDLE (cold, warm)
- ☐ ☐ 8. ENGINE OPERATION/PERFORMANCE/ACCELERATION (at normal temp.)
- ☐ ☐ 9. SHIFTING/AUTOMATIC/MANUAL (transmission, clutch)
- ☐ ☐ 10. ANTI-SKID/TRACTION CONTROL (operation)
- ☐ ☐ 11. BRAKING/ANTI-LOCK BRAKING SYSTEM (straight stop/anti-lock operation if equipped)
- ☐ ☐ 12. STEERING/ALIGNMENT (ease, noise, steering wheel centered, alignment)
- ☐ ☐ 13. BODY/CHASSIS INTEGRITY (noise/vibration/harshness)
- ☐ ☐ 14. TRANSFER CASE (operation, F/RWD, 4W, AWD)
- ☐ ☐ 15. CRUISE CONTROL (hold, acceleration, cancel)
- ☐ ☐ 16. WINDSHIELD WIPERS/WASHERS (operation/blades wipe clean w/o streaks)
- ☐ ☐ 17. SPEEDOMETER/ODOMETER (operational)
- ☐ ☐ 18. TILT-WHEEL/TELESCOPING (operation)
- ☐ ☐ 19. SOUND SYSTEM (radio, tape, CD, speakers, antenna)
- ☐ ☐ 20. HEATER/AIR CONDITIONING (blower, controls)
- ☐ ☐ 21. HORN (operation, function)

FUNCTIONAL

- ☐ ☐ 22. KEY(S)/KEY FOB/REMOTE START (functional)
- ☐ ☐ 23. REAR DEFOGGER (operation)
- ☐ ☐ 24. LUGGAGE COMPARTMENT (spare, air pressure, tools)
- ☐ ☐ 25. CONVERTIBLE TOP/BOOT COVER (operation, condition)
- ☐ ☐ 26. INTERIOR LIGHTS (map lights/dash lights)
- ☐ ☐ 27. EXTERIOR LIGHTS (headlights, DRLs, brake and high mount)
- ☐ ☐ 28. DOORS/DOOR LOCKS (power lock operation)
- ☐ ☐ 29. WEATHER STRIPPING (condition)
- ☐ ☐ 30. SEATS/CHILD SAFETY SEATS & MOUNTINGS (operation, heat)
- ☐ ☐ 31. FUEL DOOR/TRUNK/HOOD/HATCH RELEASE (operation)
- ☐ ☐ 32. WINDOWS/POWER/SWING-OUT (operation, all switches full travel)
- ☐ ☐ 33. ALARM/TELEPHONE (operation, remote)
- ☐ ☐ 34. POWER OUTLET(S)/CIGARETTE LIGHTER (operation, lights)
- ☐ ☐ 35. PARKING BRAKE (operation)
- ☐ ☐ 36. SUN/MOON ROOF (operation, condition, no leaks)
- ☐ ☐ 37. OPTIONS/ACCESSORIES (operation)
- ☐ ☐ 38. ONSTAR (functional)

UNDER HOOD

- ☐ ☐ 39. VISUAL (loose/missing components, leaks, labels, decals)
- ☐ ☐ 40. ELECTRICAL SYSTEM/BATTERY/STARTER (battery, cables, belts, charge)
- ☐ ☐ 41. ENGINE COOLING/RADIATOR/FAN/FAN CLUTCH (level, hoses, condition)
- ☐ ☐ 42. POWER STEERING SYSTEM (level, pump, lines)

UNDER HOOD (Cont.)

- ☐ ☐ 43. BRAKE SYSTEM (level, master cylinder, lines)
- ☐ ☐ 44. IGNITION SYSTEM (wires, condition, routing)
- ☐ ☐ 45. FUEL SYSTEM (lines, leaks, connection)
- ☐ ☐ 46. VACUUM SYSTEM (hoses, condition)
- ☐ ☐ 47. A/C COMPRESSOR/DRIVE BELT (operation, condition)
- ☐ ☐ 48. BELTS/SERPENTINE (tension, wear)

UNDER VEHICLE

- ☐ ☐ 49. VISUAL (body, lower body, underbody)
- ☐ ☐ 50. FRAME (no signs of previous repair/damage)
- ☐ ☐ 51. EXHAUST SYSTEM (pipes, converter, muffler)
- ☐ ☐ 52. BRAKE PADS, SHOES (condition, lining)
  Thickness – RF_____ LF_____ RR_____ LR_____
- ☐ ☐ 53. CALIPERS, ROTORS, DRUMS (condition)
- ☐ ☐ 54. BRAKE HYDRAULICS (seal, lines, hoses)
- ☐ ☐ 55. TIRES (tread depth, type, size, matching brand, no plugs)
  Depth – RF_____ LF_____ RR_____ LR_____
- ☐ ☐ 56. WHEELS (OEM, matching brand/type)
- ☐ ☐ 57. SHOCK ABSORBERS/STRUTS (operation, leaks, etc.)
- ☐ ☐ 58. SPRINGS/SWAY BARS (mount, bushings, etc.)
- ☐ ☐ 59. CONTROL ARMS (condition, mount, bushings)
- ☐ ☐ 60. STEERING/LINKAGE (tie rod ends, linkage)
- ☐ ☐ 61. ENGINE/TRANSMISSION/TRANSFER CASE & MOUNTING (leaks)
- ☐ ☐ 62. DRIVELINE/DRIVESHAFT/AXLES/UNIVERSAL JOINTS (condition, operation)
- ☐ ☐ 63. AXLES/DIFFERENTIALS (leaks, CV joints)
- ☐ ☐ 64. GEAR/RACK & PINION (leaks, mounting)
- ☐ ☐ 65. PARKING BRAKE CABLE (condition, operation, draging)

EXTERIOR

- ☐ ☐ 66. UNDER HOOD (finish, insulation, decals)
- ☐ ☐ 67. FRONT BUMPER (fascia, guards, finish)
- ☐ ☐ 68. GRILLE (headlights, other lights, emblems)
- ☐ ☐ 69. HOOD (emblems, finish, chips, trim, alignment)
- ☐ ☐ 70. LEFT FRONT FENDER (finish, trim)
- ☐ ☐ 71. LEFT FRONT DOOR (finish, trim, alignment, ease of movement)
- ☐ ☐ 72. LEFT REAR DOOR (finish, trim, alignment, ease of movement)
- ☐ ☐ 73. LEFT REAR FENDER (finish, trim)
- ☐ ☐ 74. TRUNK LID/TRUCK BED/BEDLINER (finish, trim)
- ☐ ☐ 75. REAR BUMPER (fascia, guards, finish)
- ☐ ☐ 76. RIGHT REAR FENDER (finish, trim)
- ☐ ☐ 77. RIGHT REAR DOOR (finish, trim, alignment, ease of movement)
- ☐ ☐ 78. RIGHT FRONT DOOR (finish, trim, alignment, ease of movement)
- ☐ ☐ 79. RIGHT FRONT FENDER (finish, trim)
- ☐ ☐ 80. ROOF (finish, trim)
- ☐ ☐ 81. GLASS (cracks, chips, scratches, pitting)
- ☐ ☐ 82. WHEELS/WHEELCOVERS/TRIM RINGS/CENTER CAPS (scratches, pitting)

SVC REQ'D | MEETS STD

INTERIOR

- ☐ ☐ 83. INSTRUMENT PANEL (trim, controls, console)
- ☐ ☐ 84. CLOCK/TIMER (check, reset)
- ☐ ☐ 85. DRIVER/PASSENGER SEATS/HEAD RESTS (cushions, trim, safety belt operation)
- ☐ ☐ 86. DRIVER DOOR (controls, trim, condition)
- ☐ ☐ 87. FRONT PASSENGER DOOR (controls, trim, condition)
- ☐ ☐ 88. FRONT CARPET & FLOOR MATS (presence, condition, wear)
- ☐ ☐ 89. CONSOLE/COMPARTMENT LID - FRONT & REAR (operation, condition)
- ☐ ☐ 90. REAR SEAT/HEAD RESTS (cushions, trim, condition, operation, safety belt operation)
- ☐ ☐ 91. LEFT REAR DOOR/QUARTER TRIM (controls, trim, condition)
- ☐ ☐ 92. RIGHT REAR DOOR/QUARTER TRIM (controls, trim, condition)
- ☐ ☐ 93. REAR CARPET & MATS (presence, condition, wear)
- ☐ ☐ 94. HEADLINER/OVERHEAD CONSOLE (stains, condition)
- ☐ ☐ 95. LUGGAGE COMPARTMENT/CARGO AREA (trim, jack, tools, cargo net/shade)
- ☐ ☐ 96. PACKAGE TRAY (condition)

MAINTENANCE

(including scheduled maintenance for next three months/3,000 miles – GM products recommended)

- ☐ ☐ 97. Lube/Oil/Filter (LOF) and maintenance (reset oil life monitor)
- ☐ ☐ 98. Inspect/clean air filter (replace if necessary)
- ☐ ☐ 99. Inspect/change all other filters (per manufacturer's schedule)
- ☐ ☐ 100. Inspect/top off fluids (cool, brake, p.s., transmission, diff., washer)
- ☐ ☐ 101. Tire pressure (check/adjust, rotate as necessary)
- ☐ ☐ 102. Emission/diagnostic trouble codes (meet state and local stds.)
- ☐ ☐ 103. Fuel level (recommend full tank/optional)

INTERIOR DETAILING

- ☐ ☐ 104. Clean instrument panel/cover pad surface/ashtrays/package shelf
- ☐ ☐ 105. Vacuum and clean carpet/trunk/passenger compartment/cargo area
- ☐ ☐ 106. Clean glass surfaces
- ☐ ☐ 107. Clean headliner/seats/interior cloth trim

EXTERIOR DETAILING

- ☐ ☐ 108. Clean engine compartment
- ☐ ☐ 109. Recondition/touch up minor surface scratches
- ☐ ☐ 110. Remove tar and road oil
- ☐ ☐ 111. Wash/Wax
- ☐ ☐ 112. Clean and detail wheels/wheel covers and tires
- ☐ ○ Other (Describe): _____

NOTE: Refer to Checklist Guidelines in Operations Guide for further details.

☐ ○ **ADDITIONAL ROAD TEST** – Check 'SVC REQ'D' box if additional road test is required after inspection/reconditioning (Also note on R.O.)

MECHANICAL INSPECTION BY:
Signature Walt Mooney ___/___/___

APPEARANCE INSPECTION BY:
Signature _____ ___/___/___

I certify that this vehicle has undergone repair and/or reconditioning in accordance with the GM Certified Used Vehicle process. Upon final inspection, I have determined that the vehicle:

☑ MEETS STANDARDS – Certified

Inspecting/Certifying Location: Watertown Chev

Authorized Signature: _____

Main Phone (802) 775-7151
Fax (802) 775-0094

ALDERMAN'S CHEVROLET

Fax

To: Brittany Griffin **From:** Brian Kenny

Fax: (866)715-8521 **Pages:**

Phone: **Date:**

Re: **CC:**

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

• **Comments:**

Re. [redacted]

Here is the information you requested. If you have any further questions please let me know

Brian Kenny

Alderman's Chevrolet-Geo, Inc.



424 SOUTH MAIN ST. P.O. BOX 6287
RUTLAND, VERMONT 05702-6287
TELEPHONE (802) 775-7151
FAX (802) 775-0094

I, [redacted] agree to pay $2250 in consideration for the decrease in value of the 2000 Chevrolet Impala, vin # 2GIWF52E0Y[redacted] which was traded towards the purchase of a 2005 Chevrolet Trailblazer on 07/27/2005, it was later found to possess a branded title.

[redacted]

8-5-05
Date

Customer

8/5/05.
Date

Brian Kenny
Used Car ~~Sales Manager~~
Alderman's Chevrolet

ALDERMAN'S
The Chevrolet Superstore

65 WINDCREST ROAD - P.O. BOX 6287
RUTLAND, VERMONT 05702

NAME [redacted]

ADDRESS (Home) DAWAY VT Phone No.

ADDRESS (Business) Phone No.

Demo Given	Interested in	Stock No.	Salesman	Prospect Source
Yes	05	Trailblazer		

OWNERS VEHICLE INFORMATION

Year	Make	Model	Body Style	Color
2000	Chev	Impala	4DR	GOLD

R	Stereo	Tape	Vinyl/F	AT	PS	PB	PW	P/SE	A/C	Eng. (Cyl.)
		CD		✓	✓	✓	✓		✓	6

When Purchased	Where	New	Used	License No.
2003	Williston		✓	

Oil	Trans.	Brakes	Muffler
OK	OK	New	OK

Tune-up	A/C	Recommend
	OK	

Owner's Comments

BUYER'S RECONDITIONING REPORT							COST
TIRES: Saleable - S Replace - R	RF	LF	RR	LR	SP	OTHER	
BODY:							
	payoff $8300 Heritage Family						
INTERIOR:	Paint						
ENGINE	Front End						
TUNE-UP							
BRAKES							
FRONT END							
EXHAUST SYSTEM	Re-built						
AIR CONDITION							
OTHER (MISC)							
SPEEDOMETER READING	54000						($4500)
MILEAGE FACTOR							
SAFETY INSPECTION	BK	~~DEJ~~	BK				
COMPLETE CLEAN-UP							
SERIAL NO.	BBEJ	Date	Buyer	Total Cost →			

APPRAISAL GOOD FOR ( ) DAYS ONLY

R. ☐
W. ☐

Westside Press, Inc. 802-438-5726

VERMONT AGENCY OF TRANSPORTATION, DEPARTMENT OF MOTOR VEHICLES
120 STATE STREET, MONTPELIER, VERMONT 05603-0001

REGISTRATION CERTIFICATE

MAKE	MODEL	IDENTIFICATION NUMBER		
CHEV	TBZ	1GNDT13S152[redacted]		
YEAR	BODY	COLOR	FUEL	REGISTERED WGT
05	4W	GRY	GAS	
MISCELLANEOUS	BRAKE TYPE	TITLE	UNLADEN WGT	
		ISSUED		

Expires Last Day Of

MAR 07

[redacted]

PASSENGER CAR
OR SCHOOL BUS

RECEIPT LINE VALIDATES THIS CERTIFICATE
MAR-13-06 0V-0205 DFP971 AUT 50.00

[redacted]

DANBY VT[redacted]

Allstate.
You're in good hands.

Vermont
Automobile Insurance
Identification Card

Allstate Insurance Company
Jost & Julie Baker
1009 Scottsville Road
Danby VT 05739-9523

POLICY NUMBER
0 19 322244 10/31
EFFECTIVE DATE
04/30/05
EXPIRATION DATE
10/31/05

YEAR / MAKE / MODEL
05 Chevy Trk Trailblazer
VEHICLE ID NUMBER
1GNDT13S152[redacted]

Policy provides the minimum insurance expressly prescribed by law. This card must be kept in the possession of or in the vehicle of the named insured at all times that the named insured is operating a vehicle.

Eric S. Louttit
Attorney at Law
54 Birch Lane
North Clarendon, Vermont 05759
Phone: (802) 775-4076 Fax: (802) 775-6776

January 31, 2006

[redacted]
Danby, VT [redacted]

Re: [redacted]

Dear [redacted]

Enclosed please find a receipt of payment for the $500 that you remitted to retain our services.

Should you have any questions or comments please do not hesitate to contact me. Thank you very much for your business.

Sincerely,

Claire J for ESL
Eric S. Louttit

ESL/cct
Enclosure

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name J[redacted]

Worksheet Filled Out By: Yvonne Cervantes

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

Vehicle VIN: 1GNDT13S15[redacted]

Date: July 18, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$19,532.85	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$37.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	Doc. Fee	$99.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$1,535.83	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$21,204.68**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$0.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$21,204.68**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$0.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$21,204.68**	24	**Total Refund to Customer**	**$0.00**
25	**OR**		25	Loan Payoff good thru 8/11/06	$23,573.41	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$2,368.73**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$21,204.68**	28	**Total Repurchase**	**$0.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$21,204.68**	31	**Projected Loss**	**$0.00**

	PURCHASE PRICE (before t/t/t)	$ 19,900.00		TRADE ALLOWANCE	$ 5,000.00		PURCHASE PRICE	$ 19,900.00
	MSRP (FROM BARS INVOICE)	$ 31,985.00		PAYOFF OF TRADE	$ 8,354.35		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (12,085.00)		DIFFERENCE	$ (3,354.35)		OVERALLOWANCE	$ 500.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 19,400.00
				TRADE ALLOWANCE	$ 5,000.00			
				ACV OF TRADE	$ 4,500.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 500.00		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	
	Figures are based on the State Ruling Letter.							

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

RETAIL ORDER FOR A MOTOR VEHICLE

07/27/05
DATE

TO ALDERMAN'S CHEVROLET INC.
DEALER'S NAME
65 WINDCREST RD
STREET ADDRESS
RUTLAND, VT 05701
CITY STATE
MCKEARIN, JAMES
SALESMAN'S NAME

[redacted]
[redacted] RD
STREET ADDRESS
DANBY VT [redacted]
STATE
[redacted]
RES. PHONE BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☐ NEW ☒ USED ☐ DEMO ____ ☒ CAR ☐ TRUCK ☐ RV

YEAR 05 MAKE CHEVROLET MODEL OR SERIES TRAILBLAZER BODY TYPE 4DR COLOR GRAY TRIM

MVI OR SERIAL NO. 1GNDT13S152[redacted] STOCK NO. [redacted] TO BE DELIVERED ON OR ABOUT 27 JUL 20 05

CASH DELIVERED PRICE OF UNIT	$	19900	00
ACCESSORIES	$		
DOC FEE		99	00
CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE	$	19999	00
STATE AND LOCAL TAXES		899	94
LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE		37	00
1. TOTAL PRICE OF UNIT	$	20920	94
2. DOWN PAYMENT: consisting of $ N/A in cash and/or $ -3354.35 net trade-in allowance on trade-in; see statement in right hand column for details.	$	-3354	35
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between items 1 and 2)	$	N/A	

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN	CHEVROLET	
YEAR 00 MODEL	IMPALA	BODY SD
MVI OR SERIAL NO.	2G1WF52E0Y5[redacted]	
BALANCE OWED TO		
ADDRESS		
USED TRADE-IN ALLOWANCE	$	5000.00
BALANCE OWED ON TRADE-IN		8354.35
NET ALLOWANCE ON USED TRADE-IN	$	-3354.35
DEPOSIT OR CREDIT BALANCE		N/A
DOWN PAYMENT (Trans. to Left Col.)	$	-3354.35

REMARKS

MSRP 19900.00
ALDERMANS DISCOUNT
CASH PRICE 19900.00
PLUS AMOUT FINANCED 24348.29

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 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: (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".
IF THIS CONTRACT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM 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 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 hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as 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 of legal age, and hereby acknowledge receipt of a copy of this order.

[redacted]
PURCHASER SIGNATURE

07/27/20
DATE

ACCEPTED BY
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Department of Motor Vehicles
Motor Vehicle Arbitration Board
120 State Street
Montpelier, VT 05603-0001
802-828-2943
800-253-0191 – TTY/TDD

DEMAND FOR ARBITRATION

9 V.S.A §§4170-4181

1

CONSUMER NAME(S): [redacted]

MAILING ADDRESS: [redacted]

CITY/TOWN: Danby | STATE: VT | ZIP CODE: [redacted]

TELEPHONE NUMBERS — HOME: [redacted] DAYTIME: | CELL PHONE: [redacted]

E-MAIL ADDRESS: [redacted]

MANUFACTURER NAME & ZONE OFFICE MAILING ADDRESS:
CHEVROLET
CHEVROLET MOTOR DIVISION
PO Box 33170
DETROIT, MI 48232-5170

DEALERSHIP WHERE VEHICLE WAS PURCHASED OR LEASED:
ALDERMANS CHEVROLET

DEALERSHIP NAME(S) WHERE ENCLOSED REPAIRS OCCURRED:
HAND CHEVROLET

VEHICLE DESCRIPTION & INFORMATION

2

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER (VIN)
2005	CHEVROLET	TRAILBLAZER	1GNDT13S152[redacted]

PURCHASE PRICE (without financing / fees)	LEASED VEHICLE'S AGREED UPON VALUE	PURCHASE/ LEASE DATE	ODOMETER READING AS OF DATE OF PURCHASE OR LEASE
19,999.00		7/27/06	14,277

FINANCIAL ENTITY, WITH MAILING ADDRESS, THAT HOLDS THE VEHICLE'S TITLE. ENTER N/A IF NO LOAN.	ODOMETER READING AT 1ST REPAIR FOR WARRANTED DEFECT OR AT 1ST DAY OUT OF SERVICE FOR A 30-DAY CLAIM	TRUCK GROSS VEHICLE WEIGHT (The GVW is usually on a label inside the driver's door.)	EXPRESS WARRANTY (An extended warranty is not applicable.)
HERITAGE FAMILY CREDIT UNION 30 ALLEN STREET, RUTLAND VT 05701	16,222	5,750 LB.	36 MONTHS / 36,000 MILES

If loan was refinanced, list name/address of institution. If loan has been "paid in full," enter PIF and submit documentation of interest paid.

3

I hereby demand a hearing and a ☐ REFUND or ☑ REPLACEMENT VEHICLE because the vehicle does not conform to the manufacturer's express warranty. It has the following defect(s) as of the date of filing, OR the vehicle has been out of service 30 days within the express warranty for repair(s) of:

CAR IS UNSAFE TO DRIVE AT NIGHT, HEADLIGHTS GO OFF AND ON, ESPECIALLY WHEN RAINING, SNOWING, MOISTURE IN THE AIR.

4

The defect(s) substantially impairs the vehicle's ☑ Use ☑ Market Value ☑ Safety.

5

Filing Method A

☑ The dealer has attempted to repair the defect(s) on these dates:
1st 10/15/05
2nd 11/09/05
3rd 12/14/05

Submit copies of all repair orders for warranted claimed defects.

CHOOSE ONE ONLY

Filing Method B

☐ The vehicle has been out of service for repair of warranted defects for 30 or more calendar days.

Submit copies of repair orders with a chronology of days when vehicle was at dealer's for major portion of each day.

6

OPTIONAL

I request a subpoena for service on person(s) listed at right. Jurisdiction is in Vermont only. I agree to pay reasonable expenses incurred by persons appearing under subpoena.

1. Name	Daytime Phone Number
Daytime Address	City/Town
2. Name	Daytime Phone Number
Daytime Address	City/Town

7

I [redacted] owing documents to me and the Board UPON RECEIPT OF THIS DEMAND: all documents pertaining to trailblazer

8

I certify a copy of this Demand with enclosures has been mailed to the MANUFACTURER, not dealer, on 4/26/06. In doing so, I hereby elect to proceed [redacted] ation Act instead of the manufacturer's dispute-settlement mechanism. I further certify any payments due on the vehicle [redacted]

[redacted] April 26, 2006
SIGNATURE OF CONSUMER(S) DATE

MAIL THE ORIGINAL COPY (WITH ENCLOSURES) TO THE MOTOR VEHICLE ARBITRATION BOARD, MAIL THE SECOND COPY TO THE VEHICLE MANUFACTURER (NOT THE DEALER) (WITH ENCLOSURES) and KEEP THE THIRD COPY FOR YOUR OWN RECORDS.

Revised 7/21/04

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

[redacted] **Request #:** [redacted] **BBB#:** State Arbitration

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)	$19,900.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$31985.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$12,085.00

Trade Allowance (from dealer Bill of Sale)	$5,000.00
Actual Cash Value Statement	$4,500.00
Difference (if positive, this is the overallowance)	$500.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$8,354.35
Actual Cash Value Statement	$4,500.00
Difference (if positive, this is the negative equity)	$3,854.35

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.)	$19,900.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$N/A
Overallowance and/or Negative Equity minus	$3,854.35
Actual price of Vehicle that should be presented to BBB for ATA	$16,045.65

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/03/06

Walter Manney
Alderman s Chevrolet, Inc.
Rte 7 S
Rutland, VT 05701
Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S15[redacted]

Dear Mr. Manney:

This is a letter of notification regarding a State Arbitration 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 as documented on appraisal form or documented on dealership letterhead
- 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 within 24 hours. If there are any fax difficulties or the documents exceed 50 pages, please Fed-ex me the documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Brittany Griffin
BRC Customer Relationship Manager
Ph# 866-790-5600 x10160
FAX# 866-715-8521
Physical address: 5701 E. Hillsburogh Ave
Suite 2300
Tampa, FL 33610

:005 TRAILBLAZER LS 4WD
:2U DK GRAY METALLIC /L6G
:7H LIGHT CASHMERE/EBONY
)RDER NO. [redacted] STOCK NO.
/IN 1GN DT13 S1 522[redacted]

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

**********13*04023S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	29770.00	26048.75
C5N GVW RATING - 5750 LBS	N/C	N/C
)T4 ASHTRAY AND LIGHTER	30.00	24.90
7E9 50-STATE EMISSIONS	N/C	N/C
3U6 REAR AXLE 3.42 RATIO	N/C	N/C
KCV ALAMO RENT A CAR	0.00	0.00
K34 CRUISE CONTROL	275.00	228.25
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
TFD RETAIL AMENITY DELETE	0.00	27.85-
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00
YT1 DAILY RENTAL FLAT RATE DEPREC.	0.00	0.00
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1016.75
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* BODY SIDE MOLDING		
* TOW HOOKS		
* LUGGAGE RACK CROSS BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		

FLEET	
INVOICE	11/22/04
SHIPPED	11/22/04
EXP I/T	12/01/04
INT COM	12/01/04
PRC EFF	08/09/04
KEYS	S011A S011A
WFP-S QTR OPT-1	
FAN:	000820524
BANK: GMAC - 007	
CHG-TO	04-023
SHIP-TO	45-697
ALAMO RENT A CAR	
SAVANNAH	GA
SHIP WT:	4480
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
MRM:	31985.00
NTR: 1/2	
CUST PO NUMBER:	
429028	
DAN:	ALAMO
MEMO	1565.00

TOTAL MODEL & OPTIONS	31300.00	27290.80	ACT 237 27975.80
DESTINATION CHARGE	685.00	685.00	
TOTAL	31985.00	27975.80	PAY 310 27975.80

****

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.

WALDEN FLEET GROUP, INC.

REMIT TO GMAC NO. 007
VIN 1GNDT13S15[redacted]
$ 27975.80 INV [redacted]
DUE 12/01/04 DEALER 04-023

*** TOTAL PAGE 01 ***

December 12, 2017

[redacted]
Lizemores, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Frances Blauer

Dear Mr. [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 1-866-932-4368 extension 35397, Monday through Friday during the hours of 8:00 a.m. to 4:30 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 voice mail 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,

Chevrolet Division
General Motors Corporation

Customer Claim Form

Contact Date: 03/21/06 Start Date: 03/21/06 Case Number : [redacted]

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date:_____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
LIZEMORE, WV [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Ferrell Nichols
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0
Make: Chevrolet Model: Trailblazer Model Year: 2005 Current Mileage: 7861
Vehicle Identification Number: 1GNDS13S852[redacted]
Servicing Dealer/City/State : Joe Holland Chevrolet,
Selling Dealer/City/State : Dan Vaden Chevrolet, Brunswick, GA
Insurance Carrier : Horace Mann Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

531

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

Purchase Date:08/05/05 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: Charleston Federal Credit Union
Address: 300 virginia Street East Room 4203
City/St/Zip: Charleston , WV 25301
Phone: ( ) -
Lienholder Acct # : _____

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

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

I wish for general Motors to take this vehicle back and to pay repay my total original loan, and to repay me for all of the add ons that I have on the vehicle.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

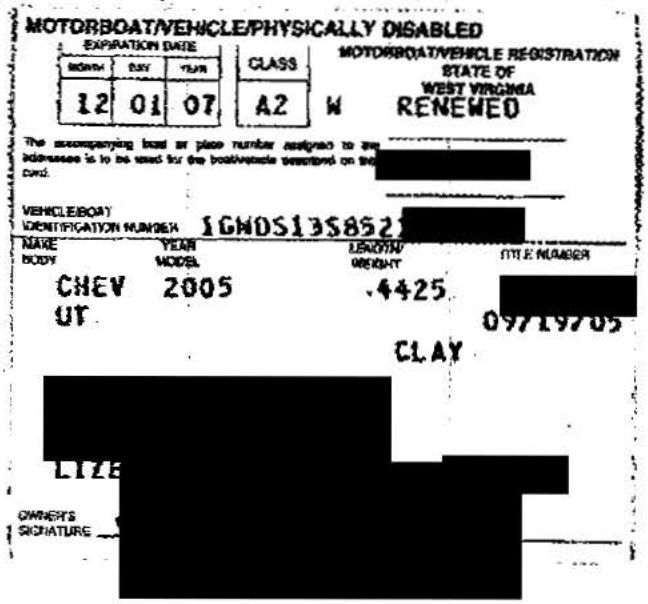
Customer Claim Form

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

Vehicle Concerns

First Repair Attempt Date: 12/14/05 Mileage: 6819
Last Repair Attempt Date: _____ Mileage: _____
Total Days out of Service: _____

Problems –**Please list your primary concern first**	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
on star system does not work or funtion properly.		yes				
interior and exterior lights dim and brighten.		yes				
electronic door locks do not funtion properly		yes				



MOTORBOAT/VEHICLE/PHYSICALLY DISABLED

EXPIRATION DATE

MONTH	DAY	YEAR	CLASS
12	01	07	A2

MOTORBOAT/VEHICLE REGISTRATION
STATE OF
WEST VIRGINIA
W RENEWED

The accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on the card.

[redacted]

VEHICLE/BOAT IDENTIFICATION NUMBER 1GNDS13S852[redacted]

MAKE BODY	YEAR MODEL	LENGTH/WEIGHT	TITLE NUMBER
CHEV UT	2005	.4425	[redacted]

09719705

CLAY

[redacted]

LIZ[redacted]

OWNER'S SIGNATURE [redacted]

DAN VADEN GM CHEVROLET ISUZU Oldsmobile

GM Certified USED VEHICLES

You Can Count On Us!

121 Altama Connector • P.O. Box 1798 • Brunswick, GA 31521
Tel: (912) 265-3540 • Toll Free: [redacted] dalentel.net

PURCHASER'S NAME [redacted] (PRINT OR TYPE) DATE 8/5/05

☒ NEW ☐ USED ☐ DEMO AS FOLLOWS

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM
2005	Chev	TrailBlazer	LT	Green	Leather

VIN # 1GNDS135852 [redacted] STOCK NO [redacted] MILEAGE AT DELIVERY 531 DELIVERY DATE 20

SELLING PRICE	TRADE-IN (CURRENT MARKET VALUE)	MSRP	32490 —
		GMS Discount	< 3854 82 >
CASH INVESTMENT a) 25%	MONTHLY BUDGET	NEW CAR - DEALER INSTALLED	
		MANUFACTURER MAKES NO. WARRANTIES ON THESE OPTIONS	
		SUB TOTAL	28635 18
		CUSTOMER SERVICES	159 00
		TOTAL	28794 18
		DIFFERENCE X TAX	
		TOTAL CASH DELIVERED PRICE	28794 18

VEHICLE PURCHASING

LIEN HOLDER Charleston Fed CU

ADDRESS 300 Virginia St. East Room 203

CITY Charleston ST WV ZIP 25301

TELEPHONE NO.

LICENSE ☐ TITLE ☐ WARRANTY RIGHT TO KNOW ☐

SETTLEMENT

CASH DEPOSIT $ INCENTIVE $ 2500 OTHER		
ALLOWANCE FOR TRADE-IN AS APPRAISED	15441 32	
LESS BALANCE OWED - ACCOUNT #	23144 14	
2nd LIEN YES ☐ NO ☐ DATE LAST PAID	NET EQUITY	5419 14
YEAR 2001 MAKE Chrysler MODEL Sebring TYPE Touring Convert.	TOTAL CREDITS	
VIN # 1C3EL55R34N [redacted] LICENSE NO. MILEAGE AT TRADE IN 56147	UNPAID CASH BALANCE ON DELIVERY	34000 —

LIEN HOLDER Aldersons Fed Credit Union PHONE # (304) 445 2901 Ext 340 PAYOFF GOOD TILL Dee Clust

ADDRESS CITY West Virginia SPOKE WITH

I WARRANT THAT THE BALANCE OWED ON MY TRADE-IN IS CORRECT AS STATED ABOVE, THAT THERE ARE NO OTHER LIENS OTHER THAN THOSE LISTED ABOVE, AND IF THE ACTUAL AMOUNT IS GREATER I WILL REIMBURSE DAN VADEN CHEVROLET. I UNDERSTAND THAT IF THE ACTUAL AMOUNT IS LESS, DAN VADEN CHEVROLET WILL REFUND THE DIFFERENCE TO ME.

I WARRANT THAT SAID VEHICLE HAS NOT BEEN RECONSTRUCTED OR REBUILT OR OTHERWISE ALTERED SO AS TO CAUSE FRAME REPAIR OR RESTRUCTURING OF THE BODY.

The front and back of this Order comprise the *entire* agreement affecting this purchase and no other agreements or understanding of any nature concerning same has been made or entered into or will be recognized.

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 18 years of age or older, and hereby acknowledge receipt of a copy of this order.

SALESMAN Tonie Wreech

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

APPROVED [redacted] DEALER OR AUTHORIZED REPRESENTATIVE

SIGNED [redacted] PURCHASER

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

CITY Kenova WV COUNTY ZIP [redacted]

BUS. PHONE RES. PHONE [redacted]

DAN VADEN GM CHEVROLET ISUZU Oldsmobile

Certified USED VEHICLES

You Can Count On Us!

121 Altama Connector • P.O. Box 1798 • Brunswick, GA 31521

Tel: (912) 265-3540 • Toll [redacted] dorientel.net

PURCHASING NAME [redacted] DATE 8/5/05

☒ NEW ☐ USED ☐ DEMO AS FOLLOWS

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM
2005	Chev	T-Blazer	LT	Green	Leather

VIN # 1GNDS13585 [redacted] STOCK NO. 5714 MILEAGE AT DELIVERY 531 DELIVERY DATE 20

SELLING PRICE	TRADE-IN (CURRENT MARKET VALUE)	MSRP	32490 —
		GMS Discount	<3854.82>
CASH INVESTMENT a) 25%	MONTHLY BUDGET	NEW CAR - DEALER INSTALLED	
		MANUFACTURER MAKES NO.	
		WARRANTIES ON THESE OPTIONS	

VEHICLE PURCHASING

LIEN HOLDER Charleston Fed CU

ADDRESS 200 Virginia St. East Room 4203 CITY Charleston ST WV ZIP 25301

TELEPHONE NO.

SUB TOTAL	28635	18
CUSTOMER SERVICES	159	00
TOTAL	28794	18
DIFFERENCE X TAX		
TOTAL CASH DELIVERED PRICE	28794	18

LICENSE ☐ TITLE ☐ WARRANTY RIGHT TO KNOW ☐

SETTLEMENT

CASH DEPOSIT $ INCENTIVE $ 2500 OTHER

ALLOWANCE FOR TRADE-IN AS APPRAISED	15441	32
LESS BALANCE OWED - ACCOUNT #	23144.	14
2nd LIEN YES ☐ NO ☐ DATE LAST PAID	NET EQUITY	5419 14
YEAR 2004 MAKE Chrysler MODEL Sebring TYPE Touring Coupe	TOTAL CREDITS	
VIN # 1C3EL55R34N412573 LICENSE NO. MILEAGE AT TRADE IN 56477	UNPAID CASH BALANCE ON DELIVERY	34000 —

LIEN HOLDER Alderson Fed Credit Union PHONE # (304) 445 2901 Ext 340 PAYOFF GOOD TILL per cust

ADDRESS CITY West Virginia SPOKE WITH

I WARRANT THAT THE BALANCE OWED ON MY TRADE-IN IS CORRECT AS STATED ABOVE, THAT THERE ARE NO OTHER LIENS OTHER THAN THOSE LISTED ABOVE, AND IF THE ACTUAL AMOUNT IS GREATER I WILL REIMBURSE DAN VADEN CHEVROLET. I UNDERSTAND THAT IF THE ACTUAL AMOUNT IS LESS, DAN VADEN CHEVROLET WILL REFUND THE DIFFERENCE TO ME.

I WARRANT THAT SAID VEHICLE HAS NOT BEEN RECONSTRUCTED OR REBUILT OR OTHERWISE ALTERED SO AS TO CAUSE FRAME REPAIR OR RESTRUCTURING OF THE BODY.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreements or understanding of any nature concerning same has been made or entered into or will be recognized.

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 18 years of age or older, and hereby acknowledge receipt of a copy of this order.

SALESMAN Tone Warrick

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

APPROVED [redacted]

DEALER OR AUTHORIZED REPRESENTATIVE

SIGNED [redacted] PURCHASER

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

CITY Lizemore WV COUNTY [redacted] ZIP [redacted]

BUS. PHONE [redacted] RES. PHONE [redacted]

MOTORBOAT/VEHICLE/PHYSICALLY DISABLED

EXPIRATION DATE MONTH	DAY	YEAR	CLASS	MOTORBOAT/VEHICLE REGISTRATION STATE OF WEST VIRGINIA
12	01	07	A2	W RENEWED

This accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on this card. [redacted]

VEHICLE/BOAT IDENTIFICATION NUMBER 1GNDS13S8521[redacted]

MAKE BODY	YEAR MODEL	LENGTH WEIGHT	TITLE NUMBER
CHEV	2005	.4425	[redacted]
UT			09/19/05
			CLAY

[redacted]

LIZENDRES WV [redacted]

OWNER'S SIGNATURE [redacted]

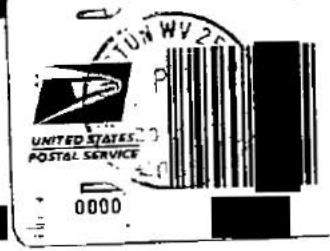
[redacted]

Litmore, WV

FEB 01 2006

CERTIFIED MAIL™







General Motors Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170 Final

RETURN RECEIPT REQUESTED

48232+5170

General Motors Customer Assistance Center
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

January 30, 2006

To Whom It May Concern:

I [redacted] am the owner of a 2005 Chevrolet Trailblazer, I have experienced several problems with the electrical system of the vehicle, which includes the interior, and exterior lights dimming and brightening with out notice. This occurs with no certain frequency when the vehicle is driven, which causes an unsafe condition when driving at night, although the condition only lasts for 1 or 2 seconds. Also, the electric door locks do not function properly. The locks will not always open to allow exit of the vehicle, which could create a dangerous situation in the event of an accident, this malfunction also occurs with no certain frequency. I am also experiencing problems with the On Star system, the systems no longer works, and every time the door is opened to the vehicle, or the vehicle is approached the system comes on and states "phone not available" several times. I have had this vehicle to Joe Holland Chevrolet in Charleston, WV beginning on December 14, 2005, and on January 13, 2006. The dealer ordered a part for the On Star system on December 14, 2005 and was unable to tell me, even after several inquires through GM Customer Assistance, On Star, and the dealer, when the part would arrive so that my vehicle could be repaired. If I or my spouse had not contacted GM and the dealer we still would not have known the status because the dealer closed out the work order due to the end of the year. The part arrived at the dealer on January 13th, 2006 when I took the vehicle back for another look at the electrical problems, and when I went to pick up the vehicle they said the part arrived and was installed, there is no reason it should have took 30 days to get a part for my vehicle. Also the dealer still has not been able to determine the cause of the lighting or the door lock problems. I am very dissatisfied with the operation of the vehicle and with the service that I have received from GM, there is no reason that it should take over 30 days to receive a part for repair. My wife and I have 3 children and the problems with this vehicle create a very unsafe driving condition which needs to be resolved in the quickest possible manner, as not only does she not have a safe vehicle to transport the children to school or doctors appointments, but we are also making over $500.00 monthly payment on a vehicle which is useless. Also after picking up the vehicle and being assured that everything was fixed with the on star and given several excuses about the locks and lighting issues, my wife tried to place a call on January 17 th, on star phone and the call would not go through, she was told a supervisor would contact her within 24 hours, however no call was received. On January 26th my wife again contacted on star and tried to use the system while talking on our home phone, and was told to return the vehicle for service, which I did on January 30, 2006.

I am very dissatisfied with the vehicle and the service of General Motors and On Star, and I am requesting action be taken on this matter.
I will be looking forward to your prompt response to this matter.

Sincerely

[redacted]

Lizemore, WV

[redacted]

Case Number	[redacted]
Name	[redacted]
City-State-Zip	Lizemore, WV [redacted]
Phone #	[redacted]
Specialist	Cheryl Carey ccarey@cbbb.bbb.org
Start Date	03/21/06
Close Date	04/28/06
Days Elapsed	38
Attorney	
Arbitrator	Ms. Susan R. Allen

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A02	03/21/2006	VIN Taken with initial claim ... Carolyn Hill Ext 5
UPDATE	A06	04/11/2006	Arbitration Scheduled for 11:00 on 04/25/06
UPDATE	A05	04/24/2006	TE Form Available
UPDATE	A07	04/28/2006	Repurchase was awarded
UPDATE	A13	05/02/2006	c-fax
UPDATE	A08	05/11/2006	Customer Accepts Final Decision
UPDATE	A09	05/11/2006	Performance Due by 06/15/06

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	ARD	Acceptance or Rejection of Decision	05/11/06
☐	post	Post Decision Settlement Form	05/10/06
☐	M58	Cover ltr for Post Dec Settlmnt	05/10/06
☐	post	Post Decision Settlement Form	05/10/06
☐	m04	Decision Letter To Manufacturer	04/28/06
☐	p-ard	Pilot ARD	04/28/06
☐	F-DEC	Decision	04/28/06
☐	te	Technical Expert report	04/24/06

☐	ATA	Agreement to Arbitrate	04/24/06
☐	als	Arbitrator Listing Sheet	04/11/06
☐	als	Arbitrator Listing Sheet	04/11/06
☐	noh	Notice of Hearing	04/11/06
☐	m03	ATA To Manufacturer	04/11/06
☐	opn	Opening Statements	04/11/06
☐	sug	Suggested Hearing Format	04/11/06
☐	sug	Suggested Hearing Format	04/11/06
☐	opn	Opening Statements	04/11/06
☐	sug	Suggested Hearing Format	04/11/06
☐	opn	Opening Statements	04/11/06
☐	sug	Suggested Hearing Format	04/11/06
☐	map	Map to Hearing Site	04/11/06
☐	ata	Agreement to Arbitrate	04/06/06
☐	map	Map to Hearing Site	04/06/06
☐	tereq	TE Request Form	04/06/06
☐	m09	Updated CCF/Documentation Letter	03/21/06
☐	ccf	Customer Claim Form	03/21/06
☐	mrf	Manufacturer Response Form	03/21/06
☐	ccf	Customer Claim Form	01/31/06
☐	CCF	Customer Claim Form	02/07/06
☐	csdoc	Customer's suprt docs	04/03/06
☐	veh	Vehicle Registration	02/07/06
☐	csla	Customer's SLA	02/10/06
☐	CCF	Customer Claim Form	02/10/06
☐	veh	Vehicle Registration	02/10/06
☐	prgm	Program Summary	03/21/06

Time Line:

Step Dated	Description	Dated By
Not Yet Dated	Follow Up w/Mfr for Figures	N/A
06/15/06	Fin Dec Promised Perf Date	samuel

05/11/06	Send Fin Acc/Rej to Mfr	samuel
05/11/06	Cust Accepts/Rejects Fin Dec	samuel
05/11/06	Call Customer re: ARD	samuel
04/28/06	Send Fin Dec/Reasons to Mfr	meryl
04/28/06	Send Fin Dec Acc/Rej to Cust	meryl
04/28/06	Decision Finalized	meryl
04/28/06	Decision Review Outcome	vicky
04/27/06	Decision Rcvd-Not Reviewed	vicky
04/28/06	Send Arb Email for Decision	vicky
04/25/06	Dt Arb got all info for dec	vicky
04/25/06	Arb Requests Additional Info	vicky
04/25/06	Go to Hrng/Dt M Makes Offer	carolyn
04/11/06	Send ATA/NOH to C,Mfr,Arb	carolyn
04/11/06	Enter Hrg/Inspect Info	carolyn
04/11/06	Date HSB Checklist Rcvd	carolyn
04/11/06	Cust Accepts/Rejects Offer	carolyn
04/11/06	Mrf Offered Adjustment	carolyn
04/06/06	Send HSB Checklist	cheryl
04/06/06	Draft ATA	cheryl
04/06/06	Contact C & Mfr/Sched Call	cheryl
04/06/06	Cust Accepts/Rejects Offer	cheryl
04/06/06	Mfr Offered Adjustment	cheryl
04/05/06	Call Manufacturer	cheryl
03/21/06	Call Customer	carolyn
03/21/06	Create/Send C36 Letter	carolyn
03/21/06	Date Claim Opened	carolyn
03/21/06	Claim Sent to Mfr	carolyn
03/21/06	Date Claim Taken	carolyn

Reports:

On-Line CRM Tickler

Recent FTP Cases

Closed Cases Report

On-Line Tickler for Managers

New On-Line Tickler for Managers

Upcoming Hearings Schedule

Joe Holland Chevrolet

Facsimile

To: Rod
@Fax: Bartoe
From: Joe Holland Chevrolet
Date: 2/27/06
Re: Invoices that you called about.
Pages: 10, including t

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

INVOICE

PAGE 3

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:13 13JAN06	14:15 13JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				**********			
				**********			
				**********THANK YOU**********			
				**********			
				**********WE APPRECIATE YOUR BUSINESS**********			
				**********			
				**********			

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	9.24
PARTS AMOUNT	19.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	30.61
LESS INSURANCE	0.00
SALES TAX	1.83
PLEASE PAY THIS AMOUNT	32.44

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE Pf XS120

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

INVOICE

[redacted]

LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:13 13JAN06	14:15 13JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHILE DRIVING THE INTERIOR LIGHTS ON DASH AND EXTERIOR LIGHTS DIM AND BRIGHTEN WHILE DRIVING*PROBLEM LASTS FOR A FEW SECONDS			
FIPO FOR INFORMATION PURPOSE ONLY			
267ICPOD 0.00			(N/C)
SUBL VCIM NET AMOUNT			
WPNA			(N/C)
7186 SEE MIKE ON BULLENTIN DIA TEST DRIVE.RUN BULL SEARCH FOUND BULL.ON AIR PUMP KICKING IN AT TIMES.			
**********			
B CUSTOMER STATES WHEN PUTTING VEHICLE INTO PARK AT TIMES THE VEHICLE WONT UNLOCK,ALSO AT TIMES WHEN THEY DONT UNLOCK THEY CAN PUSH DOOR UNLOCK BUTTON AND IT STILL WONT UNLOCK*AL			
CAUSE: NPF			
N9995 CUSTOMER CONCERN NOT DUPLICATED			
267 WF 0.30			(N/C)
FC: 9Z PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			
7186 CAN NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.			
**********			
C CUSTOMER STATES THE DOOR LOCK PROBLEMS ARE INTERMITTEN,BUT THE LIGHT CONCERN HAPPENS ALL THE TIME BUT DOESNT HAPPEN AT THE SAME AMOUNT OF DRIVING*			
FIPO FOR INFORMATION PURPOSE ONLY			
267ICPOD 0.00			(N/C)
7186 SEE LINE B			
**********			
D** LOF{CHANGE ENGINE OIL&OIL FILTER,LUBRICATE FRONT SUSPENSION & DRIVELINE			
3A LOF{CHANGE ENGINE OIL&OIL FILTER.LUBRICATE			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X612C

ADP, Inc. SERVICE INVOICE #2 X612C

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE WV
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7861/7863	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 30JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:07 30JAN06	15:31 30JAN06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E** COURTESY SHUTTLE TWO WAY			
CAUSE: COURTESY SHUTTLE			
Z7911 COURTESY SHUTTLE TWO WAY			
267 WCT 0.00			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
SUBL COURTESY SHUTTLE			
WCT			(N/C)

****
****
**********THANK YOU**********
****
*********WE APPRECIATE YOUR BUSINESS*********
****
****

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

[redacted]
LIZEMORE, WV
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 1

JOE HOLLAND
SERVICE CENTER AND BODY SHOP
P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7861/7863	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 30JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:07 30JAN06	15:31 30JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES WHEN CUSTOMER IS TRYING TO USE ONSTAR*ONSTAR COULD TELL THEM THERE LOCATION AND HAS NO RECORD OF THEM HAVING SERVICE
CAUSE: NPF
R4807 MIN AND/OR MDN CELLULAR COMMUNICATIONS (ONSTAR) PROGRAM
267 WF 0.40 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

7862 ONSTAR UP DATED GPS SYSTEM. DIA CALLED ONSTAR AND THEY RAN SYS CHECK AND VERIFIED TRAILBLAZER LOCATION.AND TALK TO TECH NAMED EDWARD WHO CHECK HISTORY ON THE ONSTAR AND HE UPDATED GPS SYSTEM AND TOLD ME THAT THE CUSTOMER HAD ISSUES WITH THE HANDSFREE AND THAT THEY WERE WORKING WITH THE CUSTOMER ON THAT PROBLEM.
****

B CUSTOMER STATES HEADLIGHTS ARE STILL DIMING WHILE DRIVING*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 GAVE CUSTOMER INFO ON PREV. RO.
****

C CUSTOMER STATES THE DOOR LOCKS ARE STILL INOP AT TIMES*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 CAN NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.
****

D CUSTOMER CONTACTED ONSTAR AND THEY HAVE INFO OF WHEN PROBLEM WITH SERVICE OCCURED
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 SEE LINE A

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.

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.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 2
PAGE 1

JOE HOLLAND
SERVICE CENTER AND BODY SHOP
P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9348

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S85[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:41 15DEC05	17:10 16DEC05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN OPENING DOOR THE PHONE FOR ONSTAR COMES ON SAYING INOP			
PO PARTS ORDERED			
267ICPOD 0.00			(N/C)
6819 HAS A CODE U1500AS CURRENT.CHECKED ONSTAR FUSE AND CONNECTIONS AT VCIM.RAN TSB SEARCH AND FOUND #PIC3718B-DEC.8 2005.CALLED AUTOCRAFT ELECTRONICS SPOKE TO CHEYANNE AND ORDERED VCIM OLD PART #10394074 VCI STATION ID # 014370802 GEN 6 PHONE S/W 15207316.SHE GAVE NEW GM PART #15795953 AND CONFORMATION #2408114.IT IS ON BACK ORDERED.DON'T KNOW WHEN ONE WILL COME IN. WAS NOT ORDERED THROUGH JOE HOLLAND PARTS.			
**********			
B CUSTOMER STATES THE EXTERIOR AND INTERIOR LIGHTS DIM AND BRIGHTEN WHILE DRIVING			
CAUSE: OUT OF ADJUSTMENT			
N2290 R&R SWITCH AND ADJUST DIMMER			
267 WF 0.50			(N/C)
FC: 3A PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OL			
6819 DIMMER KNOB WAS BARELY ON SO WHEN YOU WORKED ANY ELECTRICAL DEVICE THAT PULLED ANY AMPS THE DASH LIGHTS APPEARED TO GO OUT. DIA CHECK CHARGING SYS AND BATTERY CONNECTIONS TEST DROVE.CHARGING 14.6 VOLTS AND BATTERY TERM INALS ARE TIGHT.ADJUST DIMMER.			
**********			
C CUSTOMER STATES THE VEHICLE SURGES WHEN STARTING VEHICLE AND TAKING OFF WITHOUT LETTING VEHICLE WARM UP			
CAUSE: NPF			
J9991 CUSTOMER CONCERN NOT DUPLICATED			
267 WF 0.30			(N/C)
FC: 9Z PART#: COUNT: 0			
CLAIM TYPE:			

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.

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.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X612C

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]
LIZEMORE WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S85[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:41 15DEC05	17:10 16DEC05	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:
PV

6819 TEST DROVE WITH TECH2 SCANNER AND CHECKED FOR CODES.ONLY THING FELT WAS THE AC COMPRESSURE KICKING IN AND OUT.

****

D CUSTOMER STATES GAS CAP STRAP IS BROKE
CAUSE: MATERIAL FAILURE
L1020 CAP, FUEL TANK REPLACE
267 WF 0.20 (N/C)
1 15794103 CAP (N/C)
FC: 3N
PART#: 15794103
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VB

6819 STRAP BROKEN ON GAS CAP REPLACE GAS CAP.

****

E CUSTOMER STATES BOTH FRONT INNER FENDER WELL COVERS ARE LOOSE
CAUSE: LOOSE
B1780 RETAINER AND/OR BOLTS, BATTERY REPLACE (N/C)
267 WF 0.40
FC: 1J PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

6819 CHECK AND FOUND A COUPLE RETAINERS LOOSE, NECESSARY TO RETENSION TO CORRECT

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XBIDC

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

INVOICE

DUPLICATE 2
PAGE 3

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:41 15DEC05	17:10 16DEC05	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
F CUSTOMER STATES AT LEAST ONCE A WEEK THEY ARE PUTTING AIR IN ALL FOUR TIRES			
9996 MISCELLANOUS REPAIR			
267 IUM 0.20			(N/C)
6819 CHECK TIRES COULD NOT DUPLICATE AT THIS TIME			
**********			
G RENTAL CAR			
CAUSE: RENTAL			
Z7902 TWO DAY CAR RENTAL			
267 WF 0.00			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
SUBL ENTERRISE			
PO#52290			
WF			(N/C)
FC:			
6819 RENTAL 1GCDT136X681[redacted] INV# 3[redacted]			
**********			
H** OWNER STATES DOOR LOCKS WON'T UNLOCK WHEN PUTTING IN PARK. SOMETIMES WON'T UNLOCK WITH KEY FOB			
9996 MISCELLANOUS REPAIR			
267 IUM 0.20			(N/C)
6819 WORKING AT FACTORY SPECS AT THIS TIME.			
**********			
I** CUSTOMER STATES THERE IS A VIBRATION IN FRONT END WHEN GOING DOWN STEEP HILLS			
FIPO FOR INFORMATION PURPOSE ONLY.			
267ICPOD 0.00			(N/C)
6819 TEST DROVE DOWN MONTROSE COULD NOT FEEL ANY VIBRATION. BUT HAS A LARGE BRUSH GUARD ON FRONT OF VEHICILE.THAT IS CAUSING IT SET LOW IN			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #3 XSI2C

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

INVOICE

DUPLICATE 2
PAGE 4

[redacted]

LIZEMORE WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S8521[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:41 15DEC05	17:10 16DEC05	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THE FRONT END.

****

****

****

**********THANK YOU**********

****

**********WE APPRECIATE YOUR BUSINESS**********

****

****

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.

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.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

[redacted]

[redacted]

[redacted]

LIZEMORE, WV [redacted]

HOME: [redacted] BUS:

INVOICE

PAGE 2

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9348

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:13 13JAN06	14:15 13JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
FRONT SUSPENSION & DRIVELINE			
267 CPT 0.40		9.24	9.24
1 89017342 FILTER	6.95	6.95	6.95
6 676676 OIL	2.07	2.07	12.42
7186 COMPLETE			
**********			
E** CHECK FLUID LEVELS			
3B CHECK FLUID LEVELS			
267ICPOD 0.00			(N/C)
7186 COMPLETE			
**********			
F** CUSTOMER STATES WHEN OPENING DOORS THE ONSTAR STATES PHONE			
UNAVIABLE*SOP			
CAUSE: SHORTED			
R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM			
REPLACE			
267 WF 0.90			(N/C)
FC: 6G PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			
ADM WARRANTY ADMINISTATIVE TIME			
2 WADM 0.20			(N/C)
7186 INTERNALL SHORT IN VCIM SEE PIC3718B DIA TRIED TO CALL ON ONSTAR SYS.WOULD NOT PUT ANY CALLS THROUGH.RUN CODE CK HAD U1500.CHECK AND REMOVE REAR SEAT CHECKED VCIM POWER AND GROUND CONNECTIONS.REPLACED AND REPROGRAM VCIM			
**********			
MISCELLANEOUS SHOP CHARGE			2.00

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X912C

Mandatory Repurchase

❑ **BBB Case** **Trade**

❑

COMPLIANCE DATE _____06/25/2006_____

ADR REQUEST NUMBER_____[redacted]_____

CUSTOMER NAME [redacted]chols___

LAST SIX OF VIN ____52[redacted]_____

ADR CRM _Rodney Cross__ EXT. __20167_____

AVM _Mike Harris __ PHONE _404082 8211 __

DATE ACCEPTANCE RECEIVED _____05/11/2006_____

NUMBER OF DAYS FOR COMPLIANCE _____45_____

TEAM MANAGERS SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:
1) Follow BBB Settlement and Post Decision settlement letters for monies and process.

File will be returned without all information above completed.

12/12/17

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)	$28,635.18
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$32,490.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$(3,854.82)

Trade Allowance (from dealer Bill of Sale)	$15,441.32
Actual Cash Value Statement	$15,441.32
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)*	$23,144.14
Actual Cash Value Statement	$15,441.32
Difference (if positive, this is the negative equity)	$ 7,702.82

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.)	$28,635.18
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$ 2,500.00
Overallowance and/or Negative Equity minus	$ 7,702.82 Negative equity
Actual price of Vehicle that should be presented to BBB for ATA	$18,432.36

December 12, 2017

[redacted]
Lizemores, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Ronald Bartow

Dear Mr. [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 800-231-1841 extension 20186 on Monday –Friday during the hours of 9:00 AM – 5:45 PM EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

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

Sincerely,

Chevrolet Division
General Motors Corporation

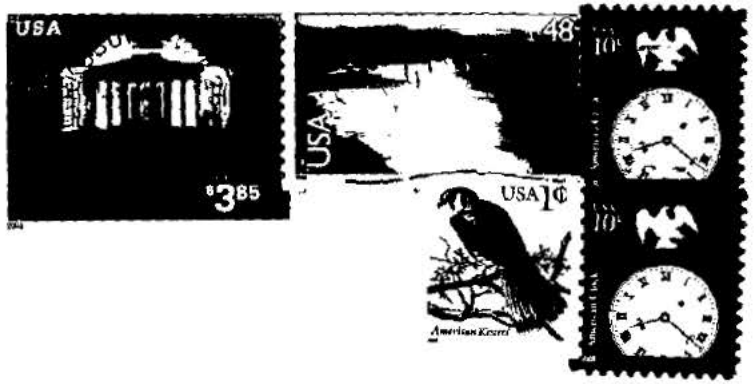
CERTIFIED MAIL™

[redacted]

Lizemore, WV [redacted]

FEB 10 2008

[redacted]



RETURN RECEIPT REQUESTED

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

Lemon

48232+5170

10

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

Re: 2005 Chevrolet Trailblazer
VIN # 1GNDS13S852[redacted]
Date of Purchase August 5, 2005
Selling Dealer Dan Vaden Chevrolet

Dear Sir/Madam:

Your authorized dealer and repair facility have been unable to repair my vehicle under the warranty after they have been given a reasonable opportunity to make repairs. I am experiencing the following difficulties with my vehicle:

1. Interior and exterior lights dim and brighten.
2. Electronic door locks do not function.
3. On Star System does not work or function properly.

I believe that all of these problems substantially impair the use or market value of my vehicle, and pose a safety risk.

The purpose of this letter is to give the manufacturer one last chance to repair my vehicle under the warranty. If you wish to take advantage of this [redacted]unity, please contact me. My address is 4[redacted], Lizemore WV.[redacted] I can be reached, during the daytime, at the following phone number[redacted]

This letter will serve as written notice and the opportunity to cure the defects in the vehicle under the written warranty as set forth in the West Virginia Lemon Law (W. Va. Code 46A-6A-1, et seq.) This is the second written notice.

Awaiting your reply, I am,

[redacted]

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 02/02/06

PROCESSING SOURCE: BARS 11:23:20

VIN: 1GNDS13S8 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 26107
DDATE: 08/05/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 08/09/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: FD NICHOLES
TRD DOE: 4188 DIXIE HWY
SRVC IN: LIZEMORE WV 25125
SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CSE	01	13 26107	00028660979	08/10/05	2,500.00	OA	0.00	9
FFC	01	13 26107	00028660979	08/10/05	37.74	OA	0.00	9
GFP	01	13 26107	00028660979	08/10/05	1,515.25	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:

Revised 3/17/05

ADR REPURCHASE CHECKLIST
Effective date: 08/26/2004

☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)

☐ PRA FORM (Voluntary Repurchase only)

☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates

☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade

☒ Incentive Acknowledgement Form

☒ Signed Bill of Sale on original vehicle

☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA

☒ Agreement to Arbitrate

☐ Repair Orders (**KY and FL only**)

☐ Invoice for any conversion package **(if applicable)**

☐ Receipts for any after-market items **(if applicable)**

☒ BBB ruling/lemon law ruling and/or BBB settlement letter **(if applicable)**

☒ Signed customer acceptance of decision for Mandatory Repurchases

☒ Financial Institution information including: account #, phone # & Institution name

☒ Overallowance/Incentives/Negative Equity Form

☒ ACV on trade-in documented

☒ Copy of the Customer Claim Form (**CCF**) only on Mandates

☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

Facsimile

To: Mr Bartow
@Fax: 866-430-2713
From: Joe Holland Chevrolet Service
Date: 3-30-06
Re: Nichols
Pages: 13 including

Linda Starchu
304-720-9266

[redacted]

[redacted]

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 4

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	13JAN06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:41 15DEC05	17:10 16DEC05	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THE FRONT END.

****

****

****

**********THANK YOU**********

****

**********WE APPRECIATE YOUR BUSINESS**********

****

****

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.

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.

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

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #3 XSI2C

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

INVOICE

DUPLICATE 1
PAGE 2

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	13JAN06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:41 15DEC05	17:10 16DEC05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AUTH CODE: PV			
6819 TEST DROVE WITH TECH2 SCANNER AND CHECKED FOR CODES.ONLY THING FELT WAS THE AC COMPRESSURE KICKING IN AND OUT.			
**********			
D CUSTOMER STATES GAS CAP STRAP IS BROKE			
CAUSE: MATERIAL FAILURE			
L1020 CAP, FUEL TANK REPLACE			
267 WF 0.20			(N/C)
1 15794103 CAP			(N/C)
FC: 3N			
PART#: 15794103			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: VB			
6819 STRAP BROKEN ON GAS CAP REPLACE GAS CAP.			
**********			
E CUSTOMER STATES BOTH FRONT INNER FENDER WELL COVERS ARE LOOSE			
CAUSE: LOOSE			
B1780 RETAINER AND/OR BOLTS, BATTERY REPLACE			
267 WF 0.40			(N/C)
FC: 1J PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE: ON			
6819 CHECK AND FOUND A COUPLE RETAINERS LOOSE, NECESSARY TO RETENSION TO CORRECT			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

[redacted]

[redacted]

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	13JAN06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:41 15DEC05	17:10 16DEC05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN OPENING DOOR THE PHONE FOR ONSTAR COMES ON SAYING INOP			
PO PARTS ORDERED			
267ICPOD 0.00			(N/C)
6819 HAS A CODE U1500AS CURRENT.CHECKED ONSTAR FUSE AND CONNECTIONS AT VCIM.RAN TSB SEARCH AND FOUND #PIC3718B-DEC.8 2005.CALLED AUTOCRAFT ELECTRONICS SPOKE TO CHEYANNE AND ORDERED VCIM OLD PART #10394074 VCI STATION ID # 014370802 GEN 6 PHONE S/W 15207316.SHE GAVE NEW GM PART #15795953 AND CONFORMATION #2408114.IT IS ON BACK ORDERED.DON'T KNOW WHEN ONE WILL COME IN. WAS NOT ORDERED THROUGH JOE HOLLAND PARTS.			
**********			
B CUSTOMER STATES THE EXTERIOR AND INTERIOR LIGHTS DIM AND BRIGHTEN WHILE DRIVING			
CAUSE: OUT OF ADJUSTMENT			
N2290 R&R SWITCH AND ADJUST DIMMER			
267 WF 0.50			(N/C)
FC: 3A PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OL			
6819 DIMMER KNOB WAS BARELY ON SO WHEN YOU WORKED ANY ELECTRICAL DEVICE THAT PULLED ANY AMPS THE DASH LIGHTS APPEARED TO GO OUT. DIA CHECK CHARGING SYS AND BATTERY CONNECTIONS TEST DROVE.CHARGING 14.6 VOLTS AND BATTERY TERM INALS ARE TIGHT.ADJUST DIMMER.			
**********			
C CUSTOMER STATES THE VEHICLE SURGES WHEN STARTING VEHICLE AND TAKING OFF WITHOUT LETTING VEHICLE WARM UP			
CAUSE: NPF			
J9991 CUSTOMER CONCERN NOT DUPLICATED			
267 WF 0.30			(N/C)
FC: 9Z PART#: COUNT: 0			
CLAIM TYPE:			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 RS18C

[redacted]

[redacted]

INVOICE

PAGE 3

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		8748/8767	T3485

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 08MAR06		0.00	CASH	09MAR06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
07:52 08MAR06	12:11 09MAR06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WF				(N/C)

FC:
8767 RENTAL 1G1AK52F3576[redacted]
****

G** SEE LLOYD ON DIAG
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
8767
****
****
****
**********THANK YOU**********
****
*********WE APPRECIATE YOUR BUSINESS*********
****
****

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

Copyright 2000 ADP, Inc. SERVICE INVOICE FE XS190

[redacted] [redacted]

INVOICE

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]
LIZEMORE, WV [redacted]
HOME [redacted] BUS:

PAGE 2

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		8748/8767	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 08MAR06		0.00	CASH	09MAR06

R.O OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
07:52 08MAR06	12:11 09MAR06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

SIDE REAR WINDOW AND THE INTERIOR LIGHTS WENT OUT
CAUSE: NPF
N9995 CUSTOMER CONCERN NOT DUPLICATED
267 WF 1.70 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: E
OJ

8767 ROLLED WINDOW UP AND DOWN SEVERAL TIMES AND ROLLED THE OTHER WINDOWS UP AND DOWN SEVERAL TIMES LIGHTS NEVER WENT OUT. OLH OK PER JB 1.4 1.75 PUNCH TIME .

****

E CUSTOMER STATES AT TIMES WHEN TRYING TO UNLOCK OR LOCK DOORS FROM INSIDE THEY WILL NOT WORK*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
8767 WORKED DOOR LOCKS SEVERAL TIMES AND THEY NEVER DID NOT WORK.WORKED TRANSMITTERS ALSO AND COULD NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME. SEE PREV 465809 01,30,06

****

F** RENTAL CAR
CAUSE: RENTAL
Z7901 ONE DAY RENTAL
267 WF 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL CARRENT
PO#54002

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2009 ADP, Inc. SERVICE INVOICE #2 X812C

[redacted] [redacted]

INVOICE

PAGE 1

JOE HOLLAND
SERVICE CENTER AND BODY SHOP
P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]
LIZEMORE, WV[redacted]
HOME:304-632-0077 BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		8748/8767	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 08MAR06		0.00	CASH	09MAR06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
07:52 08MAR06	12:11 09MAR06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES ONSTAR DOESNT WORK OUTSIDE OF CHARLESTON*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
8767 CHECKED CODES IN SYSTEM NO CODES FOUND TEST DROVE OUT ON INTERSTATE 79 AND STOP OFF EXIT TO MINK SHOALS. CALLED ON STAR AT 10:45 AM AND THEY RAN DIAGNOSTIC ON VEHICILE AND COULD NOT FIND IN PROBLEM WITH THE SYSTEM.THEN SHE SWITCH ED ME TO TECH. ASSISTANCE AND I TALKED TO RANDY HE PUT ME ON HOLD AND RAN A DIAGNOSTIC FOR TEN MINUTES AND HE SAID CUSTOMER WILL NEED TO GET IN CONTACT WITH HIS PROVIDER AND TELL THEM THE EXACT POINT HE HAS NO SERVICE.INSTEAD OF SAYING AREA THEY NEED MORE DETAILED INFORMATION. ROAD TEST APPROX 10 MILES COULD NOT DUPLICATE P ROBLEM REVIEWED FINDINGS WITH M. HARRIS 03,08,0 6 PER LS
****

B CUSTOMER STATES THEY ARE STILL HAVING PROBLEMS WITH THE INTERIOR AND EXTERIOR LIGHT GOING SO DIM THAT THEY COULDNT SEE THE ROAD*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
8767 TESTED CHARGING SYSTEM AND SHOWED 14.2 VOLTS TURNED ON ALL ASSESSORIES AND IT NEVER WENT BELOW 12.5 VOLTS AT 1000 RPM.TEST DROVE WITH THE LIGHTS ON THE DOME AND INSTRUMENT CLUSTER NEVER DIMMED OR GO OFF.CHECK BATTERY CONNECTION S NO PROBLEM FOUND AT THIS TIME. SEE PREV 465809 01,30,06
****

C CUSTOMER STATES THEY HAVE HAD PROBLEMS WHILE USING ONSTAR AND THEY WERE TRYING TO MOVE POWER SEAT UP AND IT STARTED JERKING AND WOULDNT WORK
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
8767 WHEN I WAS ON HOLD WITH ONSTAR I WORKED THE WINDOWS THE DOOR LOCKS ANDOTHER ELECTRICAL ASSORIES AND AC BLOWER AND AIR COMPRESSOR.COULD NOT DUPLICATE CUSTOMER'S CONCERN.
****

D CUSTOMER STATES THEY HAVE HAD TIMES WERE THEY WERE ROLLING DOWN PASS

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.

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.

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

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

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

[redacted]

[redacted]

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE, WV[redacted]
HOME [redacted] BUS :

INVOICE

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7861/7863	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 30JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:07 30JAN06	15:31 30JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
E** COURTESY SHUTTLE TWO WAY			
CAUSE: COURTESY SHUTTLE			
Z7911 COURTESY SHUTTLE TWO WAY			
267 WCT 0.00			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
SUBL COURTESY SHUTTLE			
WCT			(N/C)

****
****
****
**********THANK YOU**********
****
*********WE APPRECIATE YOUR BUSINESS*********
****
****

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X8130

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7861/7863	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 30JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:07 30JAN06	15:31 30JAN06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WHEN CUSTOMER IS TRYING TO USE ONSTAR*ONSTAR COULD
TELL THEM THERE LOCATION AND HAS NO RECORD OF THEM HAVING
SERVICE
CAUSE: NPF
R4807 MIN AND/OR MDN CELLULAR COMMUNICATIONS
(ONSTAR) PROGRAM
267 WF 0.40 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

7862 ONSTAR UP DATED GPS SYSTEM. DIA CALLED ONSTAR AND THEY RAN SYS
CHECK AND VERIFIED TRAILBLAZER LOCATION.AND TALK TO TECH NAMED EDWARD
WHO CHECK HISTORY ON THE ONSTAR AND HE UPDATED GPS SYSTEM AND TOLD ME
THAT THE CUSTOMER HAD ISSUES WITH THE HANDSFREE AND THAT THEY WERE
WORKING WITH THE CUSTOMER ON THAT PROBLEM.
****

B CUSTOMER STATES HEADLIGHTS ARE STILL DIMING WHILE DRIVING*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 GAVE CUSTOMER INFO ON PREV. RO.
****

C CUSTOMER STATES THE DOOR LOCKS ARE STILL INOP AT TIMES*SEE PREV
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 CAN NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.
****

D CUSTOMER CONTACTED ONSTAR AND THEY HAVE INFO OF WHEN PROBLEM WITH
SERVICE OCCURED
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
7862 SEE LINE A

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2001 ADP, Inc. SERVICE INVOICE #2 X512C

[redacted]

[redacted]

LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

INVOICE

PAGE 3

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:13 13JAN06	14:15 13JAN06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

****
****
**********THANK YOU**********
****
**********WE APPRECIATE YOUR BUSINESS**********
****
****

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	9.24
PARTS AMOUNT	19.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	30.61
LESS INSURANCE	0.00
SALES TAX	1.83
PLEASE PAY THIS AMOUNT	32.44

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X512C

[redacted]

464927

INVOICE

PAGE 2

JOE HOLLAND

SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:13 13JAN06	14:15 13JAN06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
FRONT SUSPENSION & DRIVELINE			
267 CPT 0.40		9.24	9.24
1 89017342 FILTER	6.95	6.95	6.95
6 676676 OIL	2.07	2.07	12.42
7186 COMPLETE			
**********			
E** CHECK FLUID LEVELS			
3B CHECK FLUID LEVELS			
267ICPOD 0.00			(N/C)
7186 COMPLETE			
**********			
F** CUSTOMER STATES WHEN OPENING DOORS THE ONSTAR STATES PHONE			
UNAVIABLE*SOP			
CAUSE: SHORTED			
R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM			
REPLACE			
267 WF 0.90			(N/C)
FC: 6G PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			
ADM WARRANTY ADMINISTATIVE TIME			
2 WADM 0.20			(N/C)
7186 INTERNALL SHORT IN VCIM SEE PIC3718B DIA TRIED TO CALL ON ONSTAR SYS.WOULD NOT PUT ANY CALLS THROUGH.RUN CODE CK HAD U1500.CHECK AND REMOVE REAR SEAT CHECKED VCIM POWER AND GROUND CONNECTIONS.REPLACED AND REPROGRAM VCIM			
**********			
MISCELLANEOUS SHOP CHARGE			2.00

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS120

[redacted] [redacted]

INVOICE

JOE HOLLAND
SERVICE CENTER AND BODY SHOP

P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]
LIZEMORE, WV [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S852[redacted]		7184/7186	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 13JAN06		0.00	CASH	27FEB06

R.O. OPENED	READY	OPTIONS:
08:13 13JAN06	14:15 13JAN06	DLR:09196 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHILE DRIVING THE INTERIOR LIGHTS ON DASH AND EXTERIOR LIGHTS DIM AND BRIGHTEN WHILE DRIVING*PROBLEM LASTS FOR A FEW SECONDS			
FIPO FOR INFORMATION PURPOSE ONLY			
267ICPOD 0.00			(N/C)
SUBL VCIM NET AMOUNT			
WPNA			(N/C)
7186 SEE MIKE ON BULLENTIN DIA TEST DRIVE.RUN BULL SEARCH FOUND BULL.ON AIR PUMP KICKING IN AT TIMES.			
**********			
B CUSTOMER STATES WHEN PUTTING VEHICLE INTO PARK AT TIMES THE VEHICLE WONT UNLOCK,ALSO AT TIMES WHEN THEY DONT UNLOCK THEY CAN PUSH DOOR UNLOCK BUTTON AND IT STILL WONT UNLOCK*AL			
CAUSE: NPF			
N9995 CUSTOMER CONCERN NOT DUPLICATED			
267 WF 0.30			(N/C)
FC: 9Z PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			
7186 CAN NOT DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.			
**********			
C CUSTOMER STATES THE DOOR LOCK PROBLEMS ARE INTERMITTEN,BUT THE LIGHT CONCERN HAPPENS ALL THE TIME BUT DOESNT HAPPEN AT THE SAME AMOUNT OF DRIVING*			
FIPO FOR INFORMATION PURPOSE ONLY			
267ICPOD 0.00			
7186 SEE LINE B			(N/C)
**********			
D** LOF{CHANGE ENGINE OIL&OIL FILTER.LUBRICATE FRONT SUSPENSION & DRIVELINE			
3A LOF{CHANGE ENGINE OIL&OIL FILTER.LUBRICATE			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE 4.2 X3480

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

JOE HOLLAND
SERVICE CENTER AND BODY SHOP
P.O BOX 8536 · 1000 D STREET
SOUTH CHARLESTON, WEST VIRGINIA 25303
SERVICE CENTER TELEPHONE (304) 720-9222
BODY SHOP TELEPHONE (304) 720-9346

[redacted]

LIZEMORE, WV [redacted] BUS:
HOME: [redacted]

SERVICE ADVISOR: 200 MIKE HARMON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDS13S8521[redacted]		6814/6819	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05AUG05 IS			17:00 16DEC05		0.00	CASH	13JAN06

R.O. OPENED	READY	OPTIONS: DLR:09196 ENG:4.2_Liter_MFI_DOHC
08:41 15DEC05	17:10 16DEC05	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

F CUSTOMER STATES AT LEAST ONCE A WEEK THEY ARE PUTTING AIR IN ALL FOUR TIRES
9996 MISCELLANOUS REPAIR (N/C)
267 IUM 0.20
6819 CHECK TIRES COULD NOT DUPLICATE AT THIS TIME
****

G RENTAL CAR
CAUSE: RENTAL
Z7902 TWO DAY CAR RENTAL (N/C)
267 WF 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL ENTERRISE
PO#52290
WF (N/C)
FC:
6819 RENTAL 1GCDT136X6813[redacted] INV#[redacted]
****

H** OWNER STATES DOOR LOCKS WON'T UNLOCK WHEN PUTTING IN PARK. SOMETIMES WON'T UNLOCK WITH KEY FOB
9996 MISCELLANOUS REPAIR
267 IUM 0.20 (N/C)
6819 WORKING AT FACTORY SPECS AT THIS TIME.
****

I** CUSTOMER STATES THERE IS A VIBRATION IN FRONT END WHEN GOING DOWN STEEP HILLS
FIPO FOR INFORMATION PURPOSE ONLY
267ICPOD 0.00 (N/C)
6819 TEST DROVE DOWN MONTROSE COULD NOT FEEL ANY VIBRATION. BUT HAS A LARGE BRUSH GUARD ON FRONT OF VEHICILE.THAT IS CAUSING IT SET LOW IN

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

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

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

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE 4.0 X9120

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

May 31, 2006

KING COAL CHEVROLET COMPANY
Bill DeAth
1508 E MAIN ST
OAK HILL, WV 25901

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: Ferrell D Nichols

Vehicle: 2005 Chevrolet TrailBlazer
VIN: 1GNDS13S852[redacted]
REF [redacted]

Dear Bill DeAth,

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

KING COAL CHEVROLET COMPANY will issue a check in the amount of **$3,376.48** to General Motors. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of $31,304.68 to Charleston Federal Credit Union to payoff the customer's loan.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GCDT13686[redacted]
New Vehicle Sales Price:	**$25,718.20**
Used Vehicle Trade Value:	**$27,878.20**
Trade Difference:	**($2,160.00)**
Reg/Lic/Title Fees:	**$50.00**
Cash Paid on Delivery (Paid by GM):	**$50.00**
Document Fees:	**Not paid by either party**
Dealer Processing Fee:	<<$200 applied as warranty credit via W.I.N.S.>>

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Thursday June 1, 2006. If you have any questions you may reach me at 866-802-6625 ext2305.

William B. DeAth

KING COAL CHEVROLET COMPANY 112974 Management Agent's Signature and Title.

William B. DeATH

KING COAL CHEVROLET COMPANY 112974 Management Agent's Printed Name and Title.

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. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

CASE ASSESSMENT BY: **Ron Bartow** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 Make: Chevrolet Model: Trailblazer Current Mileage: 7,861

Vehicle ID No.: 1GNDS13S8521[redacted] **In Service Date: 08/05/05** **Purchased: New/ If used:** (date/miles)

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: On star system does not work or function properly

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	2	Ordered VCIM through Autocraft Electronics
01/13/06	7184	1	Replace and reprogram VCIM.
01/30/06	7863	1	OnStar updated GPS system. Diagnosis, called OnStar and they ran ------- system check and verified Trailblazer location. OnStar advised ---------- customer has concern with hands free and they are working with the ----- customer on this concern.
03/08/06	8748	2	No codes in system, test drove 10 miles, contacted OnStar who ran -------- diagnostic on vehicle, transferred to tech assistance who ran diagnostic - for 10 minutes and advised customer would need to with provider to ------ advise the exact point he has no service. Unable to duplicate concern. --- Reviewed findings with AVM.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: interior and exterior lights dim and brighten

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	*	Adjust dimmer.
01/13/06	7184	*	Did diagnostic test drive, did bulletin search. Found bulletin on air pump -- kicking in at times.
01/30/06	7863	*	No work done. For information purposes only.
03/08/06	8748	*	Tested charging system, showed 14.2 volts, turned on all accessories ----- and never went below 12.5 volts at 1,000 RPM. No problem found at this - time.

OTHER SYMPTOM/CONCERN: **Electronic door locks do not function properly**

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	*	Working at factory specs at this time.
01/13/06	7184	*	Customer concern not duplicated.
01/30/06	7863	*	For information purposes only.
03/08/06	8748	*	Could not duplicate customer concern.

Total Days Out of Service: _6___(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)? Georgia case. Customer has submitted both letters and is eligible for all remedies._____

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

AVM and/or DEALER RECOMMENDATION(s):
CRM has call out the dealer at this time. AVM advised that with the mountains in the area the vehicle can loose service in areas as the phone system works off towers just like a cellular phone does. Dealer can not find any verifiable concern with the vehicle and documents on last RO that customer would need to advise the exact location which they state loss of OnStar so that OnStar can notify they cellular provider.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
CRM recommendation is to defend this case

Decision reached by CRM: Arbitrate case: X if needed Settle case: ☐

Team Manager Approval: Date:

Revised by r.fick 09/28/04

TO:Ronald Bartow COMPANY:

FACSIMILE TRANSMISSION

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

FROM:	Name:	Cheryl Carey
	Fax Number:	(703) 247-9700
TO:	Name:	Ronald Bartow
	Fax Number:	18668271134

MESSAGES:

Date and time of transmission: Wednesday, May 10, 2006 2:46:32 PM
Number of pages including this cover sheet: 03

TO:Ronald Bartow COMPANY:

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: May 10, 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:

Ms. Karen Nixon of General Motors and Mr. [redacted] the consumer, agree to a replacement of Mr. [redacted] 2005 Trailblazer. The replacement will be MSRP to MSRP, and the Manufacturers Suggested Retail Price of his current 2005 Trailblazer is $32,490.00. Mr. [redacted] will be responsible for a reasonable allowance for use in the amount of $3130.00 for the mileage placed on the vehicle up to the time of the arbitration hearing. Further details regarding the replacement will be forthcoming from GM. The replacement transaction shall be completed within 45 days from GMs receipt of this Post Decision Settlement Letter signed by Mr [redacted]

Customer (print name)	Manufacturer's Representative (print name)
Signature	Signature
Date	Date

TO:Ronald Bartow COMPANY:

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.

May 10, 2006

Re:M58 [redacted] vs Chevrolet Motor Division 1GNDS13S85 [redacted]

RONALD BARTOW
CHEVROLET
P O BOX 33170
DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the *Post Decision Settlement* agreed to by you and the customer. This settlement will replace the arbitration award made in the above mentioned case. If any of the information regarding the terms of the settlement are inaccurate, please contact your case specialist immediately.

Please sign and return the form so it is received in our office **within eight days** from the date of this letter. We recommend that you call your case specialist to confirm receipt of this form a few days after you send it to us. The form may be faxed to 703.247.9700.

If you have any questions, please contact me at 800.334.2406.

Sincerely,

Cheryl Carey at Extension 397

DAN VADEN GM

Fax

To: GENERAL MOTORS BUSINESS RESOIURCE CENTER

From: PAT VISCONTI
patvisconti@danvadenbrunswick.com

ATTN: RON BARTOW

Fax: 866-430-2713 **Pages:** 16

Phone: [redacted] **Date:** 2/2/2006

Re: [redacted] **CC:**

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

• **Comments:**

Dear Mr. Bartow:

Here are the documents you requested on the Ferrell deal, please call me if any other information is required.

Sincerely,

Pat Visconti

Comptroller

DAN VADEN GM WE OWE

SALESMAN Antonio Warrich 4022

DATE 8/8/05

CUSTOM [redacted]		SERIAL # 1GNDS13585 [redacted]	
ADDRES [redacted]		STOCK # [redacted]	YEAR 05
CITY Lizemore	STATE WV ZI [redacted]	MAKE Chev	MODEL ~~T-Blazer~~
HOME [redacted]		MILES 531	

	WORK TO BE PERFORMED OR EQUIPMENT TO BE ADDED	PARTS	LABOR
1	Customer is Responsible for		
2	all taxes and Registration Fees		
3			
4	Customer is Responsible for		
5	any difference in Payoff over what was stated		
SPECIAL INSTRUCTIONS:		TOTAL	

MANAGER'S SIGNATURE

CUSTOMER SIGN [redacted]

VOID AFTER 30 DAYS

CUSTOMER SIGNATURE - NO EQUIPMENT OWED ME

WHITE - Service YELLOW - Customer PINK - File GOLDENROD - Manager

GM DAN VADEN CHEVROLET Oldsmobile ISUZU
121 Altama Connector • P.O. Box 1798 • Brunswick, Georgia 31521
Tel: (912) 265-3540 • Toll Free: 1-800-437 4750 • Fax: (912) 267-1367

You can count on us!

[redacted]

CASH RECEIVED FROM

[redacted]

LIZEMORE, WEST VIRGINIA [redacted]

NUMBER 38218

RECEIVED BY FYRE CZLINA BROWNING CL
DATE 08/15/05
TIME 15:17

ACCT.	AMOUNT	CONTROL NUMBER
220A	34,000.00	38218

PAYMENT TYPE	AMOUNT
CHECK	34,000.00

PYMT ON STK# 5714

[redacted]

PAGE 1

RECEIPT

CHARLESTON FEDERAL CREDIT UNION
300 Virginia Street
Room 4203
Charleston, West Virginia 25301
Phone: (304) 347-3393

BB&T

No. 033407

OFFICIAL CHECK

PAY
TO THE ORDER OF Thirty Four Thousand Dollars And 00 Cents

DATE 08/12/05

AMOUNT **$34000.00**

DAN VADEN CHEVROLET

RE: [redacted]
2005 CHEVROLET TRAILBLZER LT

MP

[redacted]

SEE THROUGH NUMBERS SHOW ON BACK IN RED - MICRO-PRINT SIGNATURE LINE (MAGNIFY TO VIEW)

DAN VADEN CHEVROLET 912267136 7 02/02/2006 14:58

Deposit of this check guarantees title and/or lien recorded in favor of Charleston Federal Credit Union 300 Virginia St. E., Room 4203 Charleston, WV 25301.

2005 Chevy T/B S/T 34,230-

[redacted] S/A

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

FEDERAL RESERVE BOARD OF GOVERNORS REG. CC

CHEVROLET Oldsmobile ISUZU

You Can Count On Us!

Dan Vaden Chevrolet Olds Isuzu
P.O. Box 1798
121 Altama Connector
Brunswick, Georgia 31521

(912) 265-3540
1-800-437-4750
Fax (912) 267-1367
www.danvadenbrunswick.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
				N T STK	DAVID COPELAND	05/13/05	

CVI
** DUPLICATE **

BILL TO

SHIP TO

NEW TRUCK

PER WE OWE MARTYY
5714 TRAILBLAZER

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	PIN STRIPE		65.95	28.89	28.89

Pro SHOP

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND MADE WITHIN 10 DAYS AND SUBJECT TO 30% RESTOCKING CHARGES. NO REFUNDS ON ELECTRICAL PARTS; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER $10. GM PARTS GUARANTEED FOR 12 MONTHS or 12,000 MILES, WHICHEVER COMES FIRST.

REC. BY _____

SUBTOTAL	28.89
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	**28.89**

NO REFUND WITHOUT THIS INVOICE

Due to GMPD parts return policy, altered or damaged cartons, opened mouldings or paper packages will not be returnable. Your cooperation will be appreciated.

ALL ELECTRICAL PARTS SALES ARE FINAL

CUSTOMER COPY

14:30:16 PAGE 1 OF 1
** DUPLICATE ** NET516

PARTS INVOICE

GM Parts

DAN VADEN

GM Parts

CHEVROLET Oldsmobile ISUZU

You Can Count On Us!

Dan Vaden Chevrolet Olds Isuzu
P.O. Box 1798
121 Altama Connector
Brunswick, Georgia 31521

(912) 265-3540
1-800-437-4750
Fax (912) 267-1367
www.danvadenbrunswick.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
				N T STK	JASON BARWICK	05/12/05	

CVI

** DUPLICATE **

BILL TO

NEW TRUCK DEPT.

SHIP TO

WE OWE 1764
05 TRAILBLAZER
PER J.DANIEL
PRO DENT REMOVAL

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	REMOVED DENT	TEST	33.33	33.33	33.33

Pro SHOP

NO REFUND WITHOUT THIS INVOICE

Due to GMPD parts return policy, altered or damaged cartons, opened mouldings or paper packages will not be returnable. Your cooperation will be appreciated.

ALL ELECTRICAL PARTS SALES ARE FINAL

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND MADE WITHIN 10 DAYS AND SUBJECT TO 30% RESTOCKING CHARGES. NO REFUNDS ON ELECTRICAL PARTS; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER $10. GM PARTS GUARANTEED FOR 12 MONTHS or 12,000 MILES, WHICHEVER COMES FIRST.

REC. BY _____

SUBTOTAL	33.33
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	**33.33**

CUSTOMER COPY

14:30:08 PAGE 1 OF 1
** DUPLICATE ** NET516

PARTS INVOICE

[redacted]

CUSTOMER'S LAST NAME: [redacted] FIRST [redacted] INITIAL

ADDRESS: [redacted] CITY LIZEMORE STATE WV ZIP [redacted]

VEHICLE DESCRIPTION: YEAR 2005 MAKE CHEVROLET TRUCK NEW ☐ USED ☐ MODEL TRAILBLAZER ODOMETER MILEAGE 531

DEALER XX

SERIAL NUMBER: 1GNDS13S85[redacted] PURCHASED FROM DAN VADEN CHEVROLET-OLD DATE OF PURCHASE 08/05/2005

SALESMAN ANTONIO JOVAN HARRICK MO FINANCED 1 EXTENDED WARRANTY YES NO XX

[redacted] 08/05/2005 Date Customer's Work Phone Number [redacted] Home Phone

STOCK NUMBER 5714 (OPTIONAL) BIRTH DATE: 09/23/1966

CUSTOMER E-MAIL ADDRESS

ADVANTAGE PLUS PACKAGE RECEIPT

advantage plus

A CUSTOMER FOR LIFE!

FORM #200
Rev. 3-14-02

DEALERSHIP COPY

SPECIFY STOCK # PAP-ODOM-SOLD

© COPYRIGHT 1999 PAP

SOLD VEHICLE

DATE 08/05/2005 CUSTOMER [redacted] STOCK NO. [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 fals statement may result in fines and/or imprisonment.

I, DAN VADEN CHEVROLET-OLDSMOBILE, INC of 121 ALTAMA CONNECTOR BRUNSWICK GA 31525 (ADDRESS)

Owner of Year 2005 Make CHEVROLET TRUCK

Body Type 2WD UTILITY Model TRAILBLAZER VIN 1GNDS135852[redacted]

License No. _____ Sticker No. _____ State _____ Year _____

State that the odometer now reads 531 (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.

531

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

TRANSFEROR'S NAME DAN VADEN CHEVROLET-OLDSMOBILE, INC

TRANSFEROR'S ADDRESS 121 ALTAMA CONNECTOR

BRUNSWICK GA 31525 (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE Dayne Clements

DATE OF STATEMENT 08/05/2005

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS 4188 DIXIE HWY

[redacted] (ZIP CODE)

TRANSFEREE'S SIGNATURE [redacted]

(PRINTED NAME)

ODOMETER STATEMENT

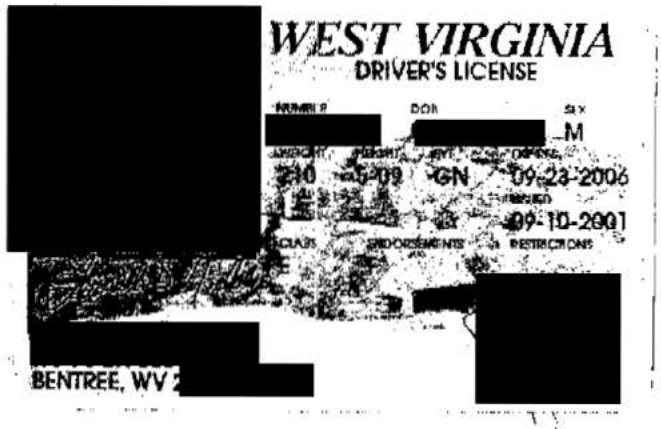
STATEMENT REGARDING CASH PROCEEDS

POWER OF ATTORNEY

DISCLAIMER

DELIVERY RECEIPT

CREDIT LIFE & ACCIDENT & HEALTH WAIVER / INSURANCE AFFIDAVIT



st Virginia
rtificate of Insurance

Horace Mann.
Insuring America's Educational Community

Horace Mann Prop & Cas Ins Co

An authorized West Virginia insurer, certifies that there is in effect a motor vehicle liability policy upon the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Code.

Auto Policy: **Eff:** 04/08/2005
Exp: 10/08/2005

Named Ins:

Year	Make	Model	Vehicle ID Number
2004	CHRY	SEBRING	1C3EL55R34N

To report a claim, call 1-800-999-1030

Agent: WALKER, RONALD L 304-465-0137

This certificate must be carried in the vehicle described above for use as proof of insurance. A copy of this certificate may be requested by the commissioner of motor vehicles.

Form CL-VJA266 (11/99)

Authorized Representative

ADDITIONAL AGREEMENT TERMS

Arbitration Agreement

Thank you for choosing Dan Vaden for your vehicle purchase. The following additional terms are an important addition to the Purchase Agreement we have executed together. These additional terms are incorporated into your Purchase Agreement and the Retail Installment Contract and Security Agreement or Lease Agreement (if applicable) which you have completed and entered into this date.

As with all the terms and conditions detailed in the Purchase and related agreements executed in this transaction, please do not hesitate to ask any questions you might have regarding these documents.

Any controversy or claim arising out of or relating to the transaction evidenced by the Purchase Agreement and Retail Installment Contract and Security Agreement or Lease Agreement, between the SELLER and BUYER of even date hereof, and any related finance, lease, insurance or service agreement (the "Agreements"), or any breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The arbitration proceeding shall be conducted at Savannah, Georgia through the Better Business Bureau in Savannah, Georgia. The Arbitrator will have no authority to award punitive damages or other damages not measured by the prevailing party's actual damages and may not, in any event, make any ruling, finding or award that does not conform to the terms and conditions of the Agreements. It is also acknowledged that the Agreements evidence a transaction involving interstate commerce. The Federal Arbitration Act, 9 U.S.C. Sec 1 *et seq.* (1947, as amended) shall govern the interpretation, enforcement and proceedings pursuant to the arbitration clause in the offer. Either party may demand arbitration by filing with the Better Business Bureau, a written demand for arbitration along with a statement of the matter in controversy. A copy of the demand for arbitration shall simultaneously be served upon the other party. Each party shall be responsible for their costs associated with the arbitration. SELLER and BUYER agree that the only claim not subject to this Arbitration Agreement is a claim by SELLER or its assignee, that an event of default by BUYER identified in the Agreements, has occurred, which shall include but is not limited to situations where the BUYER has failed to make payments on a timely basis in compliance with the Agreements. Such a claim may be pursued in any court of competent jurisdiction.

AGREED to by the parties, this the 8 day of Aug, 2005

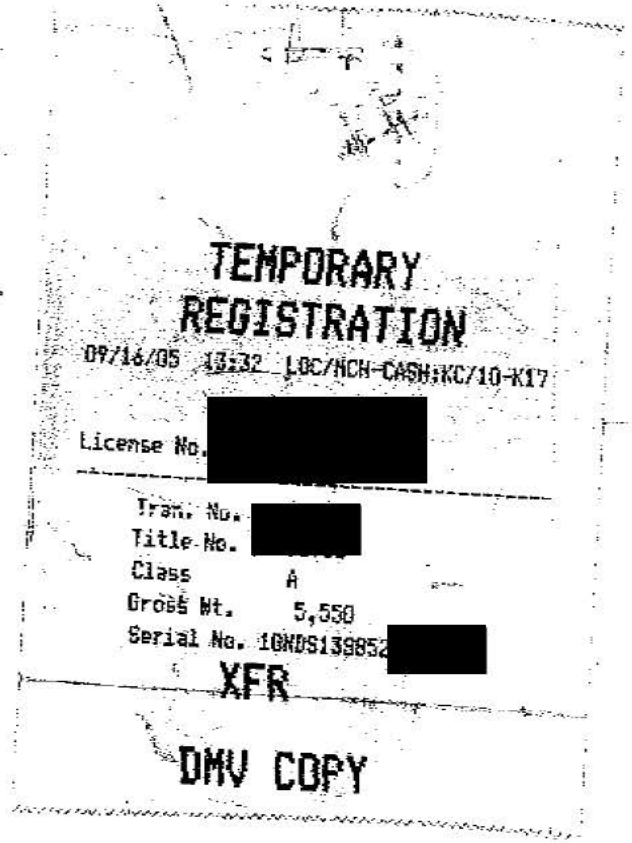
SELLER

_____ (Dealership)

By: _____

[redacted]

_____



TEMPORARY
REGISTRATION
09/16/05 13:32 LOC/NCH-CASH:KC/10-K17

License No. [redacted]

Tran. No. [redacted]
Title No.
Class A
Gross Wt. 5,550
Serial No. 1GNDS13985[redacted]

XFR

DMV COPY

Per your request
This is the WV
registration for
[redacted]

Title will be sent to
CHAS FED CREDIT UNION
9/15/05

DAN VADEN GM

September 1, 2005

9/8/05 - 8:45
N/A 1:30 - left message

WEST VIRGINIA DMV
CAPITAL COMPLEX BUILDING 3
TITLE DEPARTMENT
CHARLESTON WV 25317

TITLE 10.00
Lein 5.00
TAX 667.80
plate 682.80

RE: [redacted]
2005 Chevrolet Trailblazer
VIN: 1GNDS13S852[redacted]

To Whom It May Concern:

Enclosed is the documentation for title registration for [redacted] I have included a copy of the Bill of Sale, Odometer Statement, Certificate of Origin for A Vehicle, driver license and insurance. The customer is responsible for the tax and title fee.

Please call Mr. And Mrs [redacted] at [redacted] to complete any paper work not completed. I have enclosed a self addressed stamped envelope for you to send us a copy of his completed title and registration or you can fax a copy to (912) 267-1367 Attention, Fyre. If you have any questions that I may be able to help you with call (912) 265-3540 Ex. 201.

Sincerely,

Fyre Clements

Fyre Clements
Out of State Title Clerk

CHEVROLET Oldsmobile ISUZU

121 Altama Connector · Post Office Box 1798 · Brunswick, Georgia 31521
Tel: (912) 265-3540 · Toll Free: 1-800-437-4750 · Fax: (912) 267-1367

You Can Count On Us!

02/02/2006 14:58 9122671367 DAN VADEN CHEVROLET PAGE 14/16

LIEN

Transfer BG 36042

DMV-1-TR-WEB
REV. 2/98

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES
CHARLESTON 25317

[redacted]

FOR DEPARTMENT USE ONLY
CLASS A
NUMBER [redacted]
EXP.DATE 12-1-05

Application for a Certificate of Title for a Motor Vehicle

TYPE OR PRINT IN BLUE OR BLACK INK

MAKE CHECKS PAYABLE TO DIVISION OF MOTOR VEHICLES

The owner(s) of the following vehicle make application for a certificate of title for that vehicle and for that purpose state the following:

[redacted] icate of Title

[redacted] Lizemore WV [redacted]

VEHICLE DESCRIPTION

MAKE Chevrolet	YEAR 2005	VIN 1GNDS135852 [redacted]
STYLE OF BODY Trailblazer LT 2WD	WEIGHT ** Passenger Vehicles Only **	WEIGHT ** Trucks (Registered GVW) **
ODOMETER READING ** No Tenths ** 531		

Purchase Price $	Trade-In $	Net Cost $	6% Tax
28797.18	15441.32	13,355.86	1067.80

(Credit allowed only on registered in West Virginia and the tax paid thereon by applicant)

TRADE-IN DESCRIPTION

1) MAKE 2004	YEAR Chrysler	SERIAL NO. [redacted]	WEST VIRGINIA TITLE NUMBER BG 36042
2) MAKE	YEAR	SERIAL NO.	WEST VIRGINIA TITLE NUMBER

Registration Plate Transferred from: (Send copy of registration card both sides)

Make of Vehicle	Weight	Serial Number	Title Number	License Number

LIEN AND ENCUMBRANCES

1 Name of Lienholder: Charleston Federal Credit Union — Amount: 34,000.00 — 8-5-05
Address (Street, City, State, Zip Code): 300 Virginia St. East Room 4303 Charleston, WV 25301 — Kind of Lien (C/S/C, D/T, S/A) — Date

2 Name of Lienholder — Amount
Address (Street, City, State, Zip Code) — Kind of Lien (C/S/C, D/T, S/A) — Date

I hereby state that there is a motor vehicle liability policy in effect on the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Laws and certify that the statements made are true and correct to the best of my knowledge and belief under penalty of false swearing. West Virginia Motor Vehicle Law 17A-9-1: Fraudulent Applications.

Effective date of Insurance Policy: From 8/9/05 To 10/8/05	TITLE APPLICATION MUST BE SIGNED BY OWNER
Name of Insurance Company Horace Mann Prop & Cas. Ins. Co	If Title [redacted]
Name of Insurance Agent Ronald L. Walker	OWNER'S SIGNATUR [redacted]
Insurance Policy Number 47-7048210	OWNER'S SIGNATUR

[redacted] BK85985

INSURANCE MUST BE IN EFFECT WHEN APPLICATION IS RECEIVED.

DEALER CERTIFICATION

This is to certify that the above described vehicle was acquired from DAN VADEN CHEV, OLDS, ISUZU, INC. month 8-5 day 2005 year

[redacted] and sold to the above named purchaser on month 08 day 05 year 2005. The undersigned dealer further certifies that the sale price, trade-in, and net cost are true and correct and that the Federal Odometer Regulation has been satisfied. Federal Regulations Require You to State the Odometer Mileage Upon Transfer of Ownership.

I certify to the best of my knowledge that the odometer reading is 531 and reflects the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage - WARNING -- ODOMETER DISCREPANCY.

Dealer Name: DAN VADEN CHEV, OLDS, ISUZU, INC.
Address: 121 Altama Connector, Brunswick GA 31525
Signature (X): Wayne Clements
Dealer Number: 001108426265

[redacted]

09/16/05 13:32 LOC/MCH-CASH:KC/10-K17
0035 TL-ORG - [redacted] 682.79
09/16/05 13:32 LOC/MCH-CASH:KC/10-K17
0036 RG-XFR - #DEKI202 5.50
DECAL #

LION 304 347 3343 FAX (304) 347-3346

#60765

DAN VADEN GM CHEVROLET ISUZU Oldsmobile

GM Certified® USED VEHICLES

You Can Count On Us!

121 Altama Connector • P.O. Box 1798 • Brunswick, GA 31521
Tel: (912) 265-3540 • Toll Free: 1-800-437-4750 • Fax (912) 267-1367 • vaden@darientel.net

PURCHASER'S NAME [redacted] (PRINT OR TYPE) DATE 8/5/05

☒ NEW ☐ USED ☐ DEMO AS FOLLOWS

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM
2005	Chev	T-Blazer	LT	Green	Leather

VIN # 1GNDS135852[redacted] STOCK NO [redacted] MILEAGE AT DELIVERY 531 DELIVERY DATE 20

SELLING PRICE	TRADE-IN (CURRENT MARKET VALUE)			
		MSRP	32490	—
		GMS Discount	<3854.	82>
CASH INVESTMENT a) 25%	MONTHLY BUDGET	NEW CAR - DEALER INSTALLED		
		MANUFACTURER MAKES NO.		
		WARRANTIES ON THESE OPTIONS		

VEHICLE PURCHASING

LIEN HOLDER Charleston Fed CU
ADDRESS 300 Virginia St. East Room 4203
CITY Charleston ST WV ZIP 25301
TELEPHONE NO.

SUB TOTAL	28635	18
CUSTOMER SERVICES	159	00
TOTAL	28794	18
DIFFERENCE X TAX	Customer to pay	

LICENSE ☐ TITLE ☐ WARRANTY RIGHT TO KNOW ☐

TOTAL CASH DELIVERED PRICE 28794 18

SETTLEMENT

CASH DEPOSIT $ INCENTIVE $ 2500 OTHER			
ALLOWANCE FOR TRADE-IN AS APPRAISED	15441 32		
LESS BALANCE OWED - ACCOUNT #	23144.14		
2nd LIEN YES ☐ NO ☐ DATE LAST PAID	NET EQUITY	5419	14
YEAR 2004 MAKE Chrysler MODEL Sea Bring TYPE Touring/Convert.	TOTAL CREDITS		
VIN # 1C3EL55R34N412573 LICENSE NO. MILEAGE AT TRADE IN 5647	UNPAID CASH BALANCE ON DELIVERY	34000	—

LIEN HOLDER Alderson Fed Credit Union PHONE # (304) 445 2901 Ext 340 PAYOFF GOOD TILL Per cust
ADDRESS CITY West Virginia SPOKE WITH

I WARRANT THAT THE BALANCE OWED ON MY TRADE-IN IS CORRECT AS STATED ABOVE, THAT THERE ARE NO OTHER LIENS OTHER THAN THOSE LISTED ABOVE, AND IF THE ACTUAL AMOUNT IS GREATER I WILL REIMBURSE DAN VADEN CHEVROLET. I UNDERSTAND THAT IF THE ACTUAL AMOUNT IS LESS, DAN VADEN CHEVROLET WILL REFUND THE DIFFERENCE TO ME.

I WARRANT THAT SAID VEHICLE HAS NOT BEEN RECONSTRUCTED OR REBUILT OR OTHERWISE ALTERED SO AS TO CAUSE FRAME REPAIR OR RESTRUCTURING OF THE BODY.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreements or understanding of any nature concerning same has been made or entered into or will be recognized.

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 18 years of age or older, and hereby acknowledge receipt of a copy of this order.

SALESMAN Tone Wareich

SIGNED X [redacted] URCHASER

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

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

APPROVED [signature]
DEALER OR AUTHORIZED REPRESENTATIVE

CITY Lizemore WV COUNTY ZIP [redacted]

BUS. PHONE RES. PHONE [redacted]

CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: # 1GNDS13S52[redacted] (or attached list*)

#1: CUSTOMER INCENTIVE(S) APPLIED TO DOWN PAYMENT OR AS A PRICE REDUCTION

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 or b) ____ where permitted by law, as a price reduction. (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied).

Program Reference	Indent Code	Amount	Program Reference	Indent Code	Amount
GM Rebate	CJE	$ 2500			$
GM Employee		$			$
		$			$

#2: CUSTOMER INCENTIVE(S) REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER

I understand that I am entitled to customer incentive(s) in the program(s) listed. I do not want to use it as part of the down payment. I request that a check be issued in my name by Dealer named below.

Customer Initials:_____ Date: __/__/____

Program Reference	Indent Code	Amount	Program Reference	Indent Code	Amount
		$			$
		$			$
		$			$

#3: PROGRAM ALTERNATIVE SELECTED

I understand that I am entitled to another option in lieu of customer incentive program(s), (eg., division supported financing/leasing, special pricing, no charge option, etc.). I understand that by taking _____, I am not entitled to the alternative rebate that is part of this program.

Customer Initials:_____ Date: __/__/____ (Months____ Rate ____%)

---- 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 __/__/____. I acknowledge receipt of incentive(s) as described in B[redacted] claims or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] 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 ck #_____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this Dealership and that properly completed accurate delivery date has been forwarded to (Division).

Authorized Dealer Signature: _____ Date: 8/1/05

Dealership Name: Dan Vaden Chev, Olds, Isuzu, Inc. Dealer Code: 20107

DEALER NOTE: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File. It must include VIN, Delivery Date and Program Reference.

121 Altama Connector
Brunswick, GA 31525

Secondary Air Injection System Description

Secondary Air Injection (AIR) System Description

The Secondary Air Injection (AIR) System reduces exhaust emissions following initial engine start up. This occurs when the engine Start-up coolant temperature is between 3-50°C (37-122°F) and the intake air temperature (IAT) is more than 1°C (32°F). The AIR pump will operate until Closed Loop operation is achieved.

The powertrain control module (PCM) activates the AIR system by suppling a ground to the AIR pump relay and AIR solenoid relay simultaneously. This action closes the internal contacts of the AIR pump relay, energizing the AIR pump and also closes the internal contacts of the AIR solenoid relay, energizing the AIR solenoid, opening the shut-off valve. The AIR pump forces pressurized fresh air into the pipes/hoses and past the check valve into the exhaust manifold, accelerating catalyst operation. When the AIR system is inactive, the AIR shut-off valve prevents airflow in either direction.

The AIR system includes the following components:

- The AIR pump The AIR pump supplies pressurized, filtered air to the exhaust stream. The AIR pump is a turbine type pump which is permanently lubricated ad requires no periodic maintenance. The AIR pump for the 4.2 liter engine will draw a steady 35-40 amps under normal operation. The AIR pump has an internal circuit breaker to protect the pump from overheating. The circuit breaker is an integral part of the AIR pump.
- The AIR shut-off valve The AIR shut-off valve has an electronic solenoid mounted on the valve. The resistance of the solenoid is 4-7 ohms and the current draw is 2-3.5 amps. The solenoid opens the shut-off valve when battery voltage is applied to the valve. Once opened, pressurized air from the AIR pump flows past the check valve and is directed into the bank 1 exhaust manifold through an outlet pipe. The shut-off valve prevents fresh air from being drawn into the exhaust manifold by providing a positive seal when the AIR system is inactive. The solenoid, valve, and outlet pipe are serviced as an assembly.

Important

An audible exhaust noise may be heard at the inlet of the shut-off valve, when the

shut-off valve is opened and the AIR pump outlet hose is removed from the shut-off valve.

- The AIR pump relay The AIR pump relay supplies high current and battery voltage to the AIR pump. The resistance of the AIR pump relay coil is 55- 68 ohms.
- The AIR solenoid relay The AIR solenoid relay supplies high current and battery voltage to the AIR solenoid that is an integral part of the shut-off valve. The PCM commands the AIR solenoid relay ON by suppling a ground on the control circuit of the relay. The resistance of the AIR pump relay coil is 80-90 ohms.
- The pipes and hoses The pipes/hoses carry the air from the AIR pump past the AIR shut-off valve, and into the exhaust manifold. A pipe connects the shut-off valve to the exhaust manifold. The AIR System also utilizes a hose to carry the filtered air to the inlet of the AIR pump.
- The inlet filter The filter utilizes the air filter for the engine. This system draws filtered air directly from the air cleaner assembly.

Results of Incorrect Operation

The PCM can detect an AIR System airflow fault by monitoring the heated oxygen sensor (HO2S) bank 1 sensor 1 during normal engine operation. This is an active test. The PCM will command the AIR system ON during Closed Loop operation to perform this test. The active test will pass or fail based on the response from the HO2S 1. The active test consists of three tests run at 3-second intervals. A decreasing HO2S voltage parameter response indicates that the secondary AIR system is functioning properly. If the PCM does not detect a decreasing response from the HO2S 1, DTC P0410 will set.

Council of Better Business Bureaus, Inc.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 04/06/06

Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 WV 1GNDS13S852[redacted]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Trailblazer
Year : 2005

All parties named above submit to arbitration the following:

* On Star system does not work or funtion properly.
* Interior and exterior lights dim and brighten.
* Electronic door locks do not funtion properly

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

Customer Claim Form

Contact Date: 03/21/06 Start Date: 03/21/06 Case Number : [redacted]

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date:_____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
LIZEMORE, WV [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Ferrell Nichols
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0
Make: Chevrolet Model: Trailblazer Model Year: 2005 Current Mileage: 7861
Vehicle Identification Number: 1GNDS13S852[redacted]
Servicing Dealer/City/State : Joe Holland Chevrolet,
Selling Dealer/City/State : Dan Vaden Chevrolet, Brunswick, GA
Insurance Carrier : Horace Mann Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

531

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

Purchase Date:08/05/05 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: Charleston Federal Credit Union
Address: 300 virginia Street East Room 4203
City/St/Zip: Charleston , WV 25301
Phone: ( ) -
Lienholder Acct # : _____

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

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

I wish for general Motors to take this vehicle back and to pay repay my total original loan, and to repay me for all of the add ons that I have on the vehicle.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

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

Vehicle Concerns

First Repair Attempt Date: 12/14/05 Mileage: 6819
Last Repair Attempt Date: _____ Mileage: _____
Total Days out of Service: _____

Problems –**Please list your primary concern first**	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
on star system does not work or funtion properly.		yes				
interior and exterior lights dim and brighten.		yes				
electronic door locks do not funtion properly		yes				

[redacted]

REPURCHASE DECISION
OWNED VEHICLE

CASE [redacted]	Customer: Mr [redacted]
VIN: 1GNDS13S8 [redacted]	Hearing Date: 04/25/06
Arbitrator: Susan R. Allen	Date: 04/27/06

Question 1

Vehicle (Year, Make, Model):

2005 Chevrolet Trailblazer

Question 2

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a **Under the lemon law**

- OR -

b **Not under the lemon law**

X

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a **If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:**

10931 / 100,000 x purchase price

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer. .

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing,

allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: [redacted]	Customer: [redacted]
Arbitrator: Susan R. Allen	Date: 04/27/06

REASONS FOR DECISION FORM

CASE: [redacted]	Customer: [redacted]
VIN: 1GNDS13S8[redacted]	Hearing Date: 04/25/06
Arbitrator: Susan R. Allen	Date: 04/27/06

Question 1

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

Repurchase

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 customer has testified that the vehicle has three problems: the On Star system operates only intermittently; the lights dim and periodically go out, at no predictable times; and the door locks do not function properly, occasionally locking people in or out.

The Technical Expert has testified that the problems with the lights and the door locks do exist. These problems are serious impairments of use and safety, and of value.

The customer testified that each time the vehicle was brought in for repairs, they were told that the problem could not be duplicated, although Mr Nichols was told by one serviceman that the serviceman had gotten locked in the vehicle when the door would not unlock.

The manufacturer testified that the vehicle is operating within specifications, and the lights dim at specific times, and that this problem only lasts for several seconds. The problem is a result of too many electrical systems being used at one time, and is a normal part of the vehicle's secondary air injection system. It is not a defect, and does not require repair.

The Technical Expert does not agree with this assessment, however. He does diagnose a problem, predicting the cause to be low voltage output from the alternator or a short in the electrical system.

The manufacturer also testified that the problem with the door locks is probably a result of owner error, or panic, resulting in multiple attempts that end up jamming the system, which will naturally shut down to prevent overheating.

Again, the Technical Expert disagrees, testifying that the problem exists, assuming the cause to be a loose connection or short in the electrical system. The customer also testified that a serviceman became locked in the vehicle when the door lock became inoperable.

The Lemon Law does not apply to this case since the vehicle was purchased in Georgia. Aside from that, the vehicle is eligible as is the customer, and the two problems, not considering the On Star

system, are found to be defects in the vehicle's material or workmanship that are covered by the GM Warranty.

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.

The Repurchase is being given based on the interior and exterior lights dimming and brightening, and the electronic door locks not funtioning properly. The vehicle was brought in for repairs 4 times for these problems.

Question 3

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

4 days

Question 4

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

Yes

Question 5

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

10931

CASE: [redacted]	**Customer:** [redacted]
Arbitrator: Susan R. Allen	**Date: 04/27/06**

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Yvonne Cervantes
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDS13S852[redacted]	1GCDT136868[redacted]	May 26, 2006

TRADE REPURCHASE					
Replacement Veh.Cost ([redacted])	$25,718.20	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$50.00	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	**$25,768.20**				
State Sales Tax	$0.00				
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$0.00	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	$3,130.00	M			
Damage	$0.00	E			
MSRP Upgrade	$0.00	R			
MSRP Downgrade (deducted)	$5,290.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**-$2,160.00**				
Trade Repurchase Amount	**$27,928.20**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$27,928.20**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$31,304.68				
Good Through (6/10/06)					
Dealer Due to GM	**$3,376.48**				
GM Due to Dealer	**NA**			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)	**-$27,928.20**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$25,718.20
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$50.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$25,768.20
Trade-In Allowance	$27,878.20
Loan Payoff	$31,304.68
Net Allowance	-$3,426.48
Cash on Delivery (Paid by GM)	$50.00
Total Balance Due	$29,144.68
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1GCDT136868[redacted]	
Form Rev 11/11/2005	

December 12, 2017

[redacted]
Lizemores, WV 2[redacted]

Service Request: [redacted]
Customer Relationship Manager: Frances Blauer

Dear Mr. [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 1-866-932-4368 extension 35397, Monday through Friday during the hours of 8:00 a.m. to 4:30 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 voice mail 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,

Chevrolet Division
General Motors Corporation

Magoo's *Inspection Report*

Assignment Information

[redacted]
Call Received 4/7/2006 2:21 PM
Date Inspected 4/10/2006

Client

BBB Auto Line
Adjuster Cheryl ext.
Verbal Report Given To Magoo's
Date Of the verbal report 4/10/2006 4 :15 PM

Claim Information

Claim/File # [redacted]
Contract Holder [redacted]
Yr/Mk/Md 2005 Chevy Trailblazer
Mileage: 7861 VIN-Last 6 [redacted]

Inspection Location

Residence
4188 Dixie Highway
Lizemores, WV
Ferrell (304) 632-0077

Verified Information

Complete VIN 1GNDS13S852[redacted]
Mileage 10157 When Sold
License Tag [redacted] Mfg Date 07/04

Verified Torn Down With Labor Rate $0.00
Debbie Date 4/10/2006 10:00

BODY Model Trailblazer # Doors 4 Body Type SUV Options A/C, P/B, P/S

ENGINE TYPE 4.2 Dual Overhead Cam, 24 Valves, EFI, Straight 6 cylinder

TRANSMISSION TYPE Automatic, 4 speed, rear wheel drive

CONDITION OF VEHICLE General Condition Very good

Signs of Abuse No signs of abuse
Modifications No visible modifications
Tow Package No towing equipment

Signs of Collision No signs of collision
Commercial Use No evidence of commercial use
Oversize Tires No oversize tires

TECHNICAL INSPECTION REQUEST / INSPECTOR PROFILE

Problem/Symptom (1): On star system does not work or function properly.
Does the problem/symptom exist? Yes.
What examinations or tests did you perform? Test drove the vehicle 5 miles and was connected to On Star with no problems or concerns.
If the symptom/problem exists what is the likely cause? None.
Please explain how you reached this conclusion. Test drove the vehicle over 23 miles and was connected to On Star with no problems or concerns.

Problem/Symptom (2): Interior and exterior lights dim and brighten.
Does the problem/symptom exist? Yes.
What examinations or tests did you perform? Test drove the vehicle 26 miles and verified the lights will dim and brighten for no reason.
If the symptom/problem exists what is the likely cause? Unknown, low voltage output from the alternator or short in the electrical system.
Please explain how you reached this conclusion. Test drove the vehicle 26 miles and verified the lights will dim and brighten for no reason.

Problem/Symptom (3): Electronic door locks do not function properly.
Does the symptom/problem exist? Yes.
What examinations or tests did you perform? The inspector operated the power door locks 15 different times and 2 out of the 15 times the door did not unlock.
If the symptom/problem exists what is the likely cause? Loose connection or short in the electrical system.
Please explain how you reached this conclusion. The inspector operated the power door locks 15 different times and 2 out of the 15 times the door did not unlock.

Inspectors Profile: Chuck Moore
This inspectors certifications are expired.
The inspector has 28 years experience in the mechanical industry.

This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the constraints, and the lack of diagnostic tools, the inspector, and or Magoo's Automotive Consultants Inc. cannot accept liability for failures which may occur after the inspection is completed.

CASE ASSESSMENT BY: **Ron Bartow** **Siebel/CARS Request No: s1-381002018**

Customer Name: [redacted]

Year of Vehicle: 2005 Make: Chevrolet Model: Trailblazer Current Mileage: 7,861

Vehicle ID No.: 1GNDS13S852[redacted] **In Service Date: 08/05/05** **Purchased: New/ If used:** (date/miles)

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: On star system does not work or function properly

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	2	Ordered VCIM through Autocraft Electronics
01/13/06	7184	1	Replace and reprogram VCIM.
01/30/06	7863	1	OnStar updated GPS system. Diagnosis, called OnStar and they ran ------- system check and verified Trailblazer location. OnStar advised ---------- customer has concern with hands free and they are working with the ----- customer on this concern.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: interior and exterior lights dim and brighten

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	*	Adjust dimmer.
01/13/06	7184	*	Did diagnostic test drive, did bulletin search. Found bulletin on air pump -- kicking in at times.
01/30/06	7863	*	No work done. For information purposes only.

OTHER SYMPTOM/CONCERN: **Electronic door locks do not function properly**

Date:	Mileage:	Days Out:	Description of Repair:
12/15/05	6814	*	Working at factory specs at this time.
01/13/06	7184	*	Customer concern not duplicated.
01/30/06	7863	*	For information purposes only.

Total Days Out of Service: _4___(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)? Georgia case. Customer has submitted both letters and CRM requesting final repair setup._____

AVM and/or DEALER RECOMMENDATION(s):
CRM has call out the dealer at this time. AVM advised that with the mountains in the area the vehicle can loose service in areas as the phone system works off towers just like a cellular phone does.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
CRM recommendation is for a final repair to address any current verifiable concerns.

Team Manager Approval: Date:

Revised by r.fick 09/28/04

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

:Mr. Ferrell D Nichols COMPANY:

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: May 10, 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:

Ms. Karen Nixon of General Motors and Mr. [redacted] the consumer, agree to a replacement of Mr. [redacted]005 Trailblazer. The replacement will be MSRP to MSRP, and the Manufacturers Suggested Retail Price of his current 2005 Trailblazer is $32,490.00 Mr. Nichols will be responsible for a reasonable allowance for use in the amount of $3130.00 for the mileage placed on the vehicle up to the time of the arbitration hearing. Further details regarding the replacement will be forthcoming from GM. The replacement transaction shall be completed within 45 days from GMs receipt of this Post Decision Settlement Letter signed by Mr. [redacted]

[redacted]
Customer (print name)

[redacted]
Signature

5/10/2006
Date

Manufacturer's Representative (print name)

Signature

Date

REPURCHASE DECISION
OWNED VEHICLE

CASE [redacted]	Customer: Mr. [redacted]
VIN: 1GNDS13S852[redacted]	Hearing Date: 04/25/06
Arbitrator: Susan R. Allen	Date: 04/27/06

Question 1

Vehicle (Year, Make, Model):

2005 Chevrolet Trailblazer

Question 2

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a **Under the lemon law**

- OR -

b **Not under the lemon law**

X

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a **If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:**

10931 / 100,000 x purchase price

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer. .

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing,

allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: [redacted]	Customer: Mr [redacted]
Arbitrator: Susan R. Allen	Date: 04/27/06

REASONS FOR DECISION FORM

CASE: [redacted]	Customer: [redacted]
VIN: 1GNDS13S85[redacted]	Hearing Date: 04/25/06
Arbitrator: Susan R. Allen	Date: 04/27/06

Question 1

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

Repurchase

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 customer has testified that the vehicle has three problems: the On Star system operates only intermittently; the lights dim and periodically go out, at no predictable times; and the door locks do not function properly, occasionally locking people in or out.

The Technical Expert has testified that the problems with the lights and the door locks do exist. These problems are serious impairments of use and safety, and of value.

The customer testified that each time the vehicle was brought in for repairs, they were told that the problem could not be duplicated, although Mr Nichols was told by one serviceman that the serviceman had gotten locked in the vehicle when the door would not unlock.

The manufacturer testified that the vehicle is operating within specifications, and the lights dim at specific times, and that this problem only lasts for several seconds. The problem is a result of too many electrical systems being used at one time, and is a normal part of the vehicle's secondary air injection system. It is not a defect, and does not require repair.

The Technical Expert does not agree with this assessment, however. He does diagnose a problem, predicting the cause to be low voltage output from the alternator or a short in the electrical system.

The manufacturer also testified that the problem with the door locks is probably a result of owner error, or panic, resulting in multiple attempts that end up jamming the system, which will naturally shut down to prevent overheating.

Again, the Technical Expert disagrees, testifying that the problem exists, assuming the cause to be a loose connection or short in the electrical system. The customer also testified that a serviceman became locked in the vehicle when the door lock became inoperable.

The Lemon Law does not apply to this case since the vehicle was purchased in Georgia. Aside from that, the vehicle is eligible as is the customer, and the two problems, not considering the On Star

system, are found to be defects in the vehicle's material or workmanship that are covered by the GM Warranty.

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.

The Repurchase is being given based on the interior and exterior lights dimming and brightening, and the electronic door locks not funtioning properly. The vehicle was brought in for repairs 4 times for these problems.

Question 3

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

4 days

Question 4

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

Yes

Question 5

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

10931

CASE: [redacted]	Customer: Mr. [redacted]
Arbitrator: Susan R. Allen	Date: 04/27/06

GM DGDC

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Wednesday, May 31, 2006

[redacted]
Lizemore, WV[redacted]

BBB Arbitration Decision - Trade

Subject: **Repurchase of 2005 Chevrolet TrailBlazer**
VIN: 1GNDS13S8521[redacted]
REF SR: [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDS13S85[redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau, General Motors will assist you into a replacement vehicle to keep you a satisfied General Motors customer, General Motors will assist you into a 2006 Chevrolet Colorado, VIN 1GCDT136868[redacted] Your responsibilities are outlined below This offer is calculated by using the following figures:

Payoff of original vehicle good until 6/10/06	$31,304.68
Less downgrade	$5,290.00
Plus usage	$3,130.00
Total Responsibility of Customer	**$29,144.68**

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 if you have any questions or concerns.

[redacted] 5/31/06
Customer's and Co-Customer's Signature(s) and Date

[redacted]
Customer's and Co-Customer's Printed Name(s)

The requirements of the trade repurchase are as follows

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes)*
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

ACCEPTANCE OR REJECTION OF DECISION

Date: 04/28/06 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 WV 1GNDS13S85[redacted]

If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected. You may return it to the BBB via fax at 1.703.247.9700.

Please check one of the following.

✓ I ACCEPT THE ARBITRATION DECISION. I understand this means:

* the business will be legally bound to abide by this decision; and,
* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

You must do the following if you have been awarded a repurchase/replacement award and accept it:

1) Contact your financial company to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction.
Indicate the date you have done this: 5/2/06

2) Please provide the full name of your financing company Charleston Federal Credit Union

:Mr. Ferrell D Nichols COMPANY:

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: May 10, 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:

Ms. Karen Nixon of General Motors and Mr. [redacted] the consumer, agree to a replacement of Mr. [redacted] 2005 Trailblazer. The replacement will be MSRP to MSRP, and the Manufacturers Suggested Retail Price of his current 2005 Trailblazer is $32,490.00 Mr. [redacted] will be responsible for a reasonable allowance for use in the amount of $3130.00 for the mileage placed on the vehicle up to the time of the arbitration hearing. Further details regarding the replacement will be forthcoming from GM. The replacement transaction shall be completed within 45 days from GMs receipt of this Post Decision Settlement Letter signed by Mr [redacted]

[redacted]
Customer (print name)

[redacted]
Signature

5/10/2006
Date

Manufacturer's Representative (print name)

Signature

Date

2005 TRAILBLAZER LT 2WD CHEVROLET MOTOR DIVISION
38U EMERALD JEWEL METALLIC /L6G GENERAL MOTORS CORPORATION
482 EBONY 100 RENAISSANCE CENTER
ORDER NO. HJXV28/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S8 521[redacted] ADJUSTMENT INVOICE [redacted]
**********13*26107S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LT 2WD	29045.00	26285.73	INVOICE 02/09/05
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 07/23/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 08/06/04
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 02/17/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 07/23/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S902J S902J WFP-F QTR OPT-1
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	CHG-TO 26-107
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4357
* CRUISE CONTROL			HP: 32.1
			GVWR: 5550
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2015.00	1732.90	GAWR.FT: 2950
			GAWR.RR: 3200
* POWER SUNROOF			GMS: 28465.18
* BOSE PREMIUM SOUND SYSTEM			SUPPLR: 29742.74
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			MRM: 34390.00
			NTR: 1/2
			DAN: IDIOT
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			MEMO 1515.25
U42 REAR SEAT ENTERTAINMENT SYSTEM (REPLACES OPT PKG SUNROOF)	495.00	425.70	
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	
1SE LT PREFERRED EQUIPMENT GROUP 2	1180.00	1014.80	
* LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR			
* LEATHER WRAPPED STEERING WHL			
1SZ PREFERRED EQUIPMENT SAVINGS	1900.00-	1634.00-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

DAN VADEN CHEVROLET-OLDSMOBILE-ISUZU

2005 TRAILBLAZER LT 2WD CHEVROLET MOTOR DIVISION
38U EMERALD JEWEL METALLIC /L6G GENERAL MOTORS CORPORATION
482 EBONY 100 RENAISSANCE CENTER
ORDER NO. HJXV28/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S8 521[redacted] ADJUSTMENT INVOICE [redacted]4
**********13*26107S
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	31805.00	28659.33	ACT 237	967.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		318.05		
LAM GROUP CONTRIBUTION		318.05		
TOTAL	32490.00	29980.43		967.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28590.60		

****
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.
****

DAN VADEN CHEVROLET-OLDSMOBILE-ISUZU

December 12, 2017

[redacted]
Brockton, MA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jeff Bird

Dear Ms [redacted]

GMC is pleased to provide service coverage for the tail lamps, fog lamps, head lamps on your 2002 GMC Envoy, Vehicle Identification Number 1GKDT13S9222[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 10, 2007, or 100,000 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Tail Lamps, Fog Lamps, Head Lamps

GMC will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Envoy. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized GMC Dealership.

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

Sincerely,

GMC Division
General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

tim lally

Phone: 440-232-2000
Fax: 440-232-2104
Web: www.timlally.com

Tim Lally Chevrolet
19000 Rockside Rd.
Bedford, Ohio 44146

FAX

To: DAVID QUASO

From: JOE PRAH

Date: 1-19-06

Number of pages 29

Cover Sheet

Remarks:

Re [redacted]

VIN 1GNDT13S952[redacted]

"The place where customers become Friends"

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 18, 2006

Mr. Joe Prah – Service Manager
Tim Lally Chevrolet
19000 Rockside Road
Bedford, OH 44146-2033

Re: [redacted]
Siebel Request [redacted]
2005 Chevrolet TrailBlazer
VIN # 1GNDT13S952[redacted]

Dear Mr. Prah:

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,

David Quase
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57367
FAX# 866-226-3933

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033

(440) 232-2000

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

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.

X _____ _____ _____

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

---------- INVOICE TO ----------

[redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE [redacted]

[redacted]

---------- FOR OFFICE USE ----------

TAG: [redacted] ADV: 087 WINNER. INVOICED: 07/19/2005 16:11:05 J1

---------- VEHICLE INFORMATION ----------

05 TRAILBLAZR RED LICENSE NUMBER: [redacted]

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE W18146	
PARTS	90.58
SUBLET REPAIRS	42.00
LAB-MECHANICAL	173.38
TOTAL CHARGE	305.96

PAYMENT DISTRIBUTION FOR INVOICE W18146	
TOTAL CHARGE	305.96
WARRANTY	305.96

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT WINNER
TO OUR VALUED CUSTOMERS: YOU WILL RECEIVE A SURVEY FROM G.M. WITHIN THE NEXT FEW WEEKS ABOUT YOUR SERVICE VISIT. THE RETURN OF YOUR COMPLETED SURVEY IS IMPORTANT TO US. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" (ESPECIALLY ON QUESTION #16). PLEASE CONTACT ME, JOE PRAH-SERVICE MGR., AND WE WILL MAKE EVERY EFFORT TO RESOLVE ANY SHORTCOMINGS AND ENSURE YOUR CONTINUED SATISFACTION !

ON LINE SERVICE INVOICING BY UCS
© 1979 UCS
71622

CUSTOMER

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033

(440) 232-2000

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

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.

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

---------- INVOICE TO ----------

[redacted]

VALLEY VIEW OH [redacted]
WORK: [redacted] HOME: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE [redacted]

[redacted]

VALLEY VIEW OH [redacted]
WORK: [redacted] HOME: [redacted]

---------- FOR OFFICE USE ----------

TAG: [redacted] ADV: 087 WINNER, R INVOICE: FINAL WAR W J1
MFG: 40L001 TAX RULES: YY1NN INVOICED: 07/19/2005 16:11:05
ODOMETER IN: 518 DIST: 1GC
DATES BEGIN: 07/19/05 DONE: 07/19/05

---------- VEHICLE INFORMATION ----------

VIN 1GNDT13S952[redacted] LICENSE NUMBER: [redacted]
05 CHEVROLET TRAILBLAZR 4WD 4DR SPTUTY RED
STOCK# [redacted]
DATES INSERVICE: 062705 SOLD: 062705

CONCERN 51	C/S COLLING FAN UNDER HOOD ROCKS BACK AND FORTH				OPERATION	TECH HOURS AMOUNT
CORRECTION	DIAG - CONFIRMED CONCERN - REPLACED FAN BLADE (BENT) - RECHECKED O				J3390	043 2.4 173.38
COMMENT	K					
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	000 015161024			BLADE	1	90.58 90.58
FACTORY	TECH: 043 - BORUCKI, JOHN					
	COND CODE : OJ		FAIL CODE : 6C			

---------- SUBTOTAL ----------

PARTS	90.58
LAB-MECHANICAL	173.38
TOTAL CHARGE FOR CONCERN	263.96

TYPE: WAR

CONCERN 52	RENTAL				OPERATION	TECH HOURS AMOUNT
CORRECTION	RENTAL				Z1	099 .0 .00
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	000 TIFFE	169971			1B	42.00 42.00
FACTORY	TECH: 099 - TECH. SUBLET					
	COND CODE : MJ		FAIL CODE : 98			

---------- SUBTOTAL ----------

SUBLET REPAIRS	42.00
TOTAL CHARGE FOR CONCERN	42.00

TYPE: WAR

PAGE 1

ON LINE SERVICE INVOICING BY UCS

© 1979 UCP

71822

CUSTOMER

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD - BEDFORD, OHIO 44146-2093
PHONE: (440) 232-2000

ESTIMATE: (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.
INITIAL YOUR CHOICE:

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ DO NOT REQUEST _____

ORIGINAL ESTIMATE $ _____ CUSTOMER'S ACCEPTANCE _____

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.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE 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 BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIPMENTS BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

[redacted]

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: WAR
C/S COLLING FAN UNDER HOOD ROCKS BACK AND FORTH
REPLACE FAN BLADE
$33.90 24

52 PAY TYPE: WAR
RENTAL

LOWER MOMENT ON PASS REARSEAT

15161024 BLADE

DISCLAIMER OF WARRANTY

THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS LISTED BELOW.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

DISCARD _____

HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS LISTED AT THE LEFT? ☐ YES ☐ NO

SUPPLIES

ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SERVICE OF YOUR VEHICLE [illegible] ITEMS ARE NUTS, BOLTS, WASHERS, COTTER PINS, [illegible] GASKET SEALER, RAGS, CARBURETOR CLEANER, [illegible] SOLDER, BATTERY [illegible] BATTERY [illegible] WINDSHIELD SEALER, CHOKE CLEANER, [illegible] GREASE, [illegible] ETC.

283027

NOTE PRIOR DAMAGE:

☐ FRT. END	☐ RT. FEND.	☐ RT. DOOR(S)	☐ RT. Q.
☐ REAR END	☐ L.Q.	☐ L. DOOR(S)	☐ L. FEND.
☐ ROOF	☐ INTERIOR	☐ GLASS	☐ NONE

CUSTOMER'S INITIALS _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

FOREMAN'S SIGNATURE X _____

**RO [redacted] * *TAG [redacted] * LIC: [redacted] SVC ADV: 087 ROBERT WINNER

[redacted]

05 **VIN: 1GNDT13S9 52[redacted]**

CHEVROLET TRAILBLAZR COL CD: 44U
4WD 4DR SPTUTY TRIM: 28H
LICENSE: [redacted] RED TRUCK
MFG CODE: 40L001 SVC DLR: 28306 SLM: 615
STOCK NUMBER: [redacted]
IN-SVC: 062705 SOLD:062705
ODOMETER: LAST: 310 CURRENT: 518
AVG PER DAY: 18 PER MONTH: 540

[redacted]
OH [redacted]
CUYAHOGA

WORK: ([redacted] ←
HOME: ([redacted]

BRAKE PARTS RECEIVED 7/19/05

PREFERRED CUSTOMER 22 DIST CODE: 1GC
WARNING: POSSIBLE RECHECK 07/13/05 MODEL# CT15506

07/19/05 08:04:01

255 NOTE: PREFERRED TREATMENT

****PROMISED DATE: 07/19/05 TIME: 1700 ****

TAG 8510 **RO 18146** SVC ADV: 087 VIN: 1GNDT13S9 52[redacted]

[redacted]

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033
PHONE: (440) 232-2000

AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE MADE 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.

ESTIMATE: (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ DO NOT REQUEST

ORIGINAL ESTIMATE $ _____ CUSTOMER'S ACCEPTANCE _____

AUTHORIZED ADDITIONS $ _____ DATE _____ TIME _____ BY _____

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE 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 BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIPMENTS BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

Date Time 10/7

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: WAR
CUST STATES THAT AT TIMES WHEN ACCELERATING FROM A STOP THE RPMS WILL DROP TO 400 BEFORE IT WILL GO WHEN THE RPMS DROP THE LIGHTS WILL FLICKER

52 PAY TYPE: WAR
CUST STATES THAT 1 TIME WHEN THE VEHICLE WAS IN PARK AND HE WAS OUT OF THE TRUCK IT STALLED OUT DID RESTART RIGHT AWAY
ROAD TEST VEHICLE-COULD NOT DUPLICATE CONCERN / 4 CODES

53 PAY TYPE: WAR NONE-SCAN ENG DATA
RENTAL ALL GOOD BUT FOUND POST HOSE SLOW AT IDLE & OFF IDLE REPLACE HOSE & RE-CHECK HOSE HAS MOVEMENT AT IDLE / OFF IDLE & PURGE ROAD TEST.

12578629

DISCLAIMER OF WARRANTY

THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS LISTED BELOW.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

DISCARD _____

HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS LISTED AT THE LEFT? ☐ YES ☐ NO

SUPPLIES

ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SERVICE OF YOUR VEHICLE, SUCH AS LICENSE ITEMS, BOLTS, NUTS, BOLTS, WASHERS, COTTER PINS, TAPE, SILICONES, GREASE, SOLVENTS, GASKET SEALER, RAGS, CARBURETOR CLEANER, TUNE-UP, WIRE, CLEANER, SOLDER, BATTERY CLEANER, BATTERY SEALER, WIRE, WINDSHIELD SEALER, CHOKE CLEANER, WHITE GREASE, PAPER FLOOR MATS, ETC.

28.30

NOTE PRIOR DAMAGE: CUSTOMER'S INITIALS: _____

☐ FRT. END	☐ RT. FEND.	☐ RT. DOOR(S)	☐ RT. Q.
☐ REAR END	☐ L.Q.	☐ L. DOOR(S)	☐ L. FEND.
☐ ROOF	☐ INTERIOR	☐ GLASS	☐ NONE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

FOREMAN'S SIGNATURE X _____

**RO [redacted] ** *TAG [redacted] * LIC: OH GAMMY T SVC ADV: 415 LISA WOODRUM

[redacted]

VALLEY VIEW
OH [redacted]
CUYAHOGA

J6380
.5

05 **VIN: 1GNDT13S9 52[redacted]**
CHEVROLET TRAILBLAZR COL CD: 44U
4WD 4DR SPTUTY TRIM: 28H
LICENSE: [redacted] RED TRUCK
MFG CODE: 40L001 SVC DLR: 28306 SLM: 615
STOCK NUMBER: [redacted]
IN-SVC: 062705 SOLD:062705
ODOMETER: LAST: 518 CURRENT: 2631
AVG PER DAY: 23 PER MONTH: 690

WORK: [redacted]
HOME:

Ken 10-12
1-028 used

PARTS RECEIVED

DIST CODE: 1GC

MODEL# CT15506

10/12/05 10:53:58

****PROMISED DATE: 10/12/05 TIME: 1700 ****

TAG 3326 **RO [redacted]** SVC ADV: 415 VIN: 1GNDT13S9 5[redacted]

RO#	DATE	LAST SERVICE PERFORMED MILEAGE	ADV	PARTS	LABOR	OPER	RECOMMENDED SERVICE FOR YOUR CAR EST LABOR	EST PARTS	DESCRIPTION
W18146	071905	518	087	90.58	215.38				
					305.96				

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

© Copyright General Motors Corporation. All Rights Reserved.

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033

(440) 232-2000

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

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.

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

INVOICE TO	DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
[redacted]	[redacted]
VALLEY VIEW OH [redacted]	VALLEY VIEW OH [redacted]
WORK: [redacted] HOME: [redacted]	WORK: [redacted] HOME: [redacted]
FOR OFFICE USE	VEHICLE INFORMATION
TAG: [redacted] ADV: 415 WOODRUM. INVOICE: FINAL WAR W J1	VIN 1GNDT13S95[redacted] LICENSE NUMBER: [redacted]
MFG: 40L001 TAX RULES: YY1NN INVOICED: 10/13/2005 11:14:56	05 CHEVROLET TRAILBLAZER 4WD 4DR SPTUTY RED
ODOMETER IN: 2631 DIST: 1GC	STOCK# [redacted]
DATES BEGIN: 10/12/05 DONE: 10/12/05	DATES INSERVICE: 062705 SOLD: 062705

CONCERN 51	CUST STATES THAT AT TIMES WHEN ACCELERATING FROM A STOP THE RPMS WILL DROP TO 400 BEFORE IT WILL GO WHEN THE RPMS DROP THE LIGHTS WILL FLICKER			OPERATION J6380	TECH 042	HOURS .5	AMOUNT 36.12
CORRECTION	ROAD TESTED VEHICLE COULD NOT DULPICATE CONCERN. SCANNED FOR CODES						
COMMENT	NONE FOUND. SCANNED ENGINE DATA OK BUT FOUND POST OXYGEN SENSOR S						
TECH NOTES	LOW AT IDLE AND OFF IDLE REPLACED POST OXYGEN SENSOR AND RECHECKED SYSTEM OXYGEN SENSOR NOW HAS MOVEMENT AT IDLE AND OFF IDLE.						
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	000* 012578624			SENSOR	1	33.21	33.21
FACTORY	TECH: 042 - BAUMGARDNER, BR						
	COND CODE : OJ			FAIL CODE : 6C			
					SUBTOTAL		
					PARTS		33.21
					LAB-MECHANICAL		36.12
TYPE: WAR					TOTAL CHARGE FOR CONCERN		69.33

CONCERN 52	CUST STATES THAT 1 TIME WHEN THE VEHICLE WAS IN PARK AND HE WAS OUT OF THE TRUCK IT STALLED OUT DID RESTART RIGHT AWAY			OPERATION NC	TECH 042	HOURS .0	AMOUNT .00
CORRECTION	SEE LINE 51						
FACTORY	TECH: 042 - BAUMGARDNER, BR						
	COND CODE : .			FAIL CODE : .			
					SUBTOTAL		
TYPE: WAR					TOTAL CHARGE FOR CONCERN		.00

CONCERN 53	RENTAL			OPERATION	TECH	HOURS	AMOUNT
CORRECTION	NO CHARGE			NC	042	.0	.00
COMMENT	RENTAL						

PAGE 1

ON LINE SERVICE INVOICING BY UCS

CUSTOMER

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033

(440) 232-2000

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

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.

X_____ _____ _____

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

---------- INVOICE TO ---------- ---------- DRIVER/OWNER INFORMATION -- INVOICE [redacted]

[redacted] [redacted]

---------- FOR OFFICE USE ---------- ---------- VEHICLE INFORMATION ----

TAG: [redacted] ADV: 415 WOODRUM. INVOICED: 10/13/2005 11:14:56 J1 05 TRAILBLAZR RED LICENSE NUMBER: [redacted]

	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
	000 ENTERPRISERENTALTIFFE	173613			1B	
FACTORY	TECH: 042 - BAUMGARDNER, BR					
	COND CODE : .		FAIL CODE : .			

---------- SUBTOTAL ----------

TYPE: WAR TOTAL CHARGE FOR CONCERN .00

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE W24109		PAYMENT DISTRIBUTION FOR INVOICE W24109	
PARTS	33.21	TOTAL CHARGE	69.33
LAB-MECHANICAL	36.12		
TOTAL CHARGE	69.33	WARRANTY	69.33

IF YOU HAVE ANY QUESTIONS - PLEASE SEE LISA WOODRUM
YOU WILL RECEIVE A SURVEY FROM G.M. WITHIN THE NEXT FEW WEEKS ABOUT YOUR SERVICE VISIT. THE RETURN OF YOUR COMPLETED SURVEY IS IMPORTANT TO US! IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED", (ESPECIALLY ON QUESTION #16), PLEASE CONTACT BILL MINNISSALE OR LISA WOODRUM. WE'LL MAKE EVERY EFFORT TO RESOLVE ANY SHORTCOMINGS TO YOUR COMPLETE SATISFACTION! TIM LALLY-THE WORLD'S GREATEST DEALERSHIP!

ON LINE SERVICE INVOICING BY UCS
© 1979 ucs
77017

CUSTOMER

Technical Assistance Request

BUICK | Cadillac | CHEVROLET | Oldsmobile | PONTIAC | GMC | GM

Dealer Name: TIM LALLY CHEV. City: BEDFORD State: OHIO Date: _____
Dealer Code: 28306 Caller Name: _____ Title: _____
Dealer Phone: 440-232-2000 Fax Phone: 440-735-5805 Techline Terminal Phone: _____
VIN: 1GNDT13S952[redacted] Mileage: _____ RO Number: _____
Owner Name: [redacted] Consumer Relation Case No. _____
TAC Case No: [redacted] TAC Consultants Name: Jim Gelson

Customer Concern: Headlights Flg.

Diagnostic Information: (All diagnostic information that will help in diagnosing the condition)

Vehicle History: (Work Performed, Part Name and Number Replaced)

To:

TAC Suggested Action:

Tan. told me to replace ALT & Igtition switch
Still has problem

TAC Case Closing Information: (this vehicle was repaired by) be specific, include circuit and terminal numbers, locations, part name and numbers:

Labor Op: _____

CALL-TECHNICAL ASSISTANCE • 1-877-446-8227
FAX - CLOSED CASES • 1-800-544-1761

Ran Dedicated ...
To Batt power & ground still Dim's Lights

Ignition Switch 12450251

Generator 10464468

TALKON WITH SAM ADAIR

✓ For Lights Flicker Joe Road tested

Light & Blower Faded out. ✓ ground 201
at Base of center console Rtr center console
& clean & Reinstall Ground at Base Joe Road test

Lights still Flicker call tan was
Told to Replace alt with part# 10464468
Then Road test. still had problem
Replace Ignition switch next.

CALLTAN Told them what Happen
When air pump applied this caused
Fi lights to Dim ✓ Amp Draw on AIR pump
100 Amp spike unplug AIR pump

also clean ground at F... Apillar
For Pump & Rear Body mount For
Fuel pump Road test with
AIR Fuse unplugged
Call TAN Jan 3 2006 Told Do
No more Do not Try to Fix

Install New air pump ...
Tech2 still has problem try to
use Batt position to AIRpump still Drops
alt & lights

Load test Batt was good

1551460

Load test Alt ✓ok at
Idle & under Load
✓grounds at Engine & Body
~~Fror~~ for Front Fender's

G201

Ran Dedicated wire To Batt From air-pump
To Batt power & ground still Dim's Lights

Ignition Switch 12450251

Generator 10464468

✓For Lights Flicker Joe Road tested
Light & Blower Faded out. ✓ground 201
at Base of center console R/R center console
& clean & Reinstall Ground at Base Joe Road test
Lights still Flicker call tan was
Told to Replace alt with part# 10464468
Then Road test. still had problem
Replace Ignition switch next.

CALLTAN Told them what Happen
When air pump applied this caused
Ft lights to Dim ✓Amp Draw on AIR pump
... spike unplus AIR pump

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033
PHONE: (440) 232-2000

AUTHORIZE COMPLETION OF A REPAIR OR SERVICE. A CHARGE WILL BE IMPOSED FOR DISASSEMBLY [illegible] OF PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY [illegible] THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPEC[illegible] SERVICE.

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 60

ORIGINAL ESTIMATE $ _____ CUSTOMER'S ACCEPTANCE _____

AUTHORIZED ADDITIONS $ _____ DATE _____ TIME _____ BY _____

I HEREBY AUTH[illegible] THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND [illegible] BY 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 BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIPMENTS BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

X [illegible]

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

51* PAY TYPE: WAR
CUST STATES THAT WHEN STARTING THE VEHICLE THE HEADLIGHTS, DASH LIGHTS, HEATER CONTROL LIGHTS ALL FLASH HAPPENS FOR ABOUT 15 MINUTES THEN STOPS

52 PAY TYPE: WAR
RENTAL

#60

Ignition Switch N2328 1.2 +20
Alternator J4100 1.0
Air Pump J1e050 .3 +1.0
12574379

DISCLAIMER OF WARRANTY
THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS LISTED BELOW.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD _____

HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS LISTED AT THE LEFT? ☐ YES ☐ NO

SUPPLIES
ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SERVICE OF YOUR VEHICLE. APPLICABLE ITEMS ARE NUTS, BOLTS, WASHERS, COTTER PINS, TAPE, SILICONES, GREASE, SOLVENTS, GASKET SEALER, RAGS, CARBURETOR CLEANER, TOWELS, WINDOW CLEANER, SOLDER, BATTERY CLEANER, BATTERY SEALER, WIRE, WINDSHIELD SEALER, CHOKE CLEANER, WHITE GREASE, PAPER FLOOR MATS, ETC.

NOTE PRIOR DAMAGE: CUSTOMER'S INITIALS: _____

☐ FRT. END	☐ RT. FEND.	☐ RT. DOOR(S)	☐ RT. Q.
☐ REAR END	☐ L.Q.	☐ L. DOOR(S)	☐ L. FEND.
☐ ROOF	☐ INTERIOR	☐ GLASS	☐ NONE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

FOREMAN'S SIGNATURE X _____

**RO [redacted]* *TAG [redacted] LIC: [redacted] SVC ADV: 415 LISA WOODRUM

[redacted]

VALLEY VIEW
OH [redacted]
CUYAHOGA

05 **VIN: 1GNDT13S9 5[redacted]
CHEVROLET TRAILBLAZR COL CD: 44U
4WD 4DR SPTUTY TRIM: 28H
LICENSE: [redacted] RED TRUCK
MFG CODE: 10L001 SVC DLR: 28306 SLM: 615
STOCK NUMBER: [redacted]
IN-SVC: 062705 SOLD: 062705
ODOMETER: LAST: 4464 CURRENT: 4841
AVG PER DAY: 26 PER MONTH [illegible]

WORK: [redacted] cell.
HOME: [redacted]

05-08-42-001

RECEIVED 12/29/05
1-Pump
DIST CODE: 1GC

WARNING: POSSIBLE RECHECK 12/17/05

MODEL# CT15506

RECEIVED 12/29 1-Switch

PARTS RECEIVED 12-29 1-alt

12/27/05 10:56:38

****PROMISED DATE: 12/27/05 TIME: 1700 ****

*TAG [redacted] **O 29647** SVC ADV: 415 VIN: 1GNDT13S9 5[redacted]

RO#	DATE	LAST SERVICE PERFORMED MILEAGE	ADV	PARTS	LABOR	OPER	RECOMMENDED SERVICE FOR YOUR CAR EST LABOR	EST PARTS	DESCRIPTION
W28945	121405	[illegible]64	415		21.67				
					21.67				

2005 TRAILBLAZER LS 4WD
44U MEDIUM RED METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HWST9B/TR[redacted] STOCK NO. [redacted]
VIN 1GN DT13 S9 522[redacted]

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

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/14/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 02/14/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/20/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 02/22/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 02/14/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	K$YS S111K S111K WFP-F QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	BANK: GMAC - 010
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			CHG-TO 28-306
* CRUISE CONTROL			SHIP WT: 4456
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	HP: 32.1
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	GVWR: 5750
1SB L$ PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	GAWR.FT: 2950
* POWER MIRRORS, HEATED			GAWR.RR: 3200
* FLOOR MATS, FRONT & REAR			GMS: 27148.23
* REAR WINDOW DEFOGGER			SUPPLR: 28366.53
* DEEP TINTED GLASS			MRM: 31825.00
* BODY SIDE MOLDING			NTR: 1/2
* TOW HOOKS			MEMO 1437.00
* LUGGAGE RACK CROSS BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	

[redacted]

TOTAL MODEL & OPTIONS	30240.00	27295.43	ACT 237	27073.23
DESTINATION CHARGE	685.00	685.00	H/B 261	907.20
LAM DEALER CONTRIBUTION		302.40	ADV 261	302.40
LAM GROUP CONTRIBUTION		302.40	EXP 65A	302.40
TOTAL	30925.00	28585.23	PAY 310	28585.23
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27248.35		

****

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.

****

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

TIM LALLY CHEVROLET, INC.

REMIT TO GMAC NO. 010
VIN 1GNDT13S952[redacted]
$ 28585.23 INV[redacted]
DUE 02/22/05 DEALER 28-306

ENT'D FEB 23 2005

David Tiffe

please mail Back to customer when we get paid.

Did redemption after delivery

RS

Cards For Redemption

√	GM Extended Family Card
Cardmember Name	DAVID E TIFFE SR
Cardmember Name	PHYLLIS M TIFFE

Authorization

Authorization Number	D394213
Incentive Code	UDF
Authorization Amount	$93.94
Authorization Date	06/28/2005
Authorization Time	10:39:51AM

Vehicle Information

Vehicle Identification Number (VIN)	1GNDT13S952[redacted]
Vehicle Division Code	13
Make	CHEVROLET
Model	TRAILBLAZER
Year	2005

Dealer Information

Dealership Name	TIM LALLY CHEVROLET, INC.
Dealer Representative	RAY MILLER
Dealer Code	28306

After August 1, 2003, Cardmembers who carry the original GM Card (blue) or the GM Gold Card can no longer use their Earnings in conjunction with GM employee or dealership employee purchase programs, or the GM New Vehicle Purchase Program (NVPP).

Cardmembers who carry the standard GM Card, the GM Platinum Card or the GM Check Card may not use their Earnings in conjunction with GM employee or dealership employee purchase programs or the GM New Vehicle Purchase Program (NVPP).

OnStar

Subscription Service Agreement

1 CUSTOMER ACCOUNT INFORMATION

Account Owner: [redacted] **VIN:** 1GNDT13S952[redacted]
Delivery Date: Jun 27, 2005 **Make:** Chevrolet **Model:** TrailBlazer **Year:** 2005

2 STANDARD SUBSCRIPTION PLANS

By purchasing or leasing a new vehicle with factory installed OnStar equipment, one of the following subscription plans will be included for 1 year:

☒ **Safe & Sound** Value of $199	☐ **Directions & Connections** [2] Value of $399
• Automatic Notification of Airbag Deployment • Remote Vehicle Diagnostics[1] • OnStar Personal Calling[1] (requires OnStar minutes package) • Stolen Vehicle Location Assistance • Remote Door Unlock[1] • Roadside Assistance • Emergency Service [1] Certain features not available on all vehicles	The Directions & Connections Plan provides you with all the benefits of the Safe & Sound Plan, plus... • Driving Directions • Restaurant and hotel reservations via your OnStar Advisor • Names, phone numbers and addresses for millions of businesses [2] On select vehicles

3 ONSTAR HANDS-FREE CALLING (WITH 30 COMPLIMENTARY TRIAL MINUTES)

- Every new OnStar activation comes with 30 complimentary minutes good for 2 months so you can start making and receiving phone calls - no charge, no risk, no obligation
- For more information, push your blue OnStar button

4 EXTENDED SUBSCRIPTION PLAN

Customize Your Subscription Plan

Service Upgrade: ☐ From Safe & Sound (Standard) ⟶ To Directions & Connections ($ 200.00)

Additional Years of Service:	Safe & Sound	Directions & Connections
1 Year	☐ $199	☐ $399
2 Year	☐ $379	☐ $779
3 Year	☐ $549	☐ $1099

Select Upgrade $ 0.00
Additional Package $ 0.00
Tax (Plus applicable taxes)
Total $ 0.00 + Tax

5 SIGNATURE BOX

The OnStar system in your vehicle may already have been activated by the maker of your vehicle. In such case, an account will be established with your personal information provided by your vehicle maker to OnStar unless you decline Service by following the instructions below.

I ACCEPT: *I acknowledge that I have received, read and agree to the Terms and Conditions which are a part of this Subscription Service Agreement (copies are available with this form, from my dealer, in my vehicle glove box, at www.onstar.com and by calling 1.888.4OnStar(1.888.466.7827) or TTY 1.877.248.2080). I understand that OnStar will use my credit or debit card information or other payment information to automatically renew my OnStar Services for new one-month terms upon expiration of my Included Onstar Plan and for any additional Services I purchase from OnStar including OnStar Personal Calling minutes.*

OnStar Subscriber Signature: [redacted] **Date:** 6/27/05

I DECLINE: *In order to cancel the OnStar Service in my vehicle, I must press the OnStar button in my vehicle or call and decline Services or call 1.888.4OnStar(1.888.466.7827) or TTY 1.877.248.2080 and request that my Service be cancelled. By declining Services, I understand that OnStar is not obligated to provide OnStar Services to my vehicle or its occupants. Any voluntary provision of Services by OnStar will not be a waiver of this provision, and I agree to release OnStar from any and all liability arising out of voluntary Services.*

OnStar Subscriber Signature: _____ **Date:** _____

JM&A GROUP

Lally Chevrolet

Guest Name: [redacted]
Business Manager: _____

Sales Price: _____
Deposit: _____
Trade Allow.: _____
Trade Payoff: _____
Tax: _____
Tag and Dealer Fees: _____

Date: 6/27/05
Stock #: _____
Deal #: _____

Net Cost: _____

ASH MENU

Preferred	Value	Basic	Economy
Comprehensive Mechanical Breakdown Coverage: 5 years or 60K miles * Rental car coverage ~~* Travel breakdown coverage~~ * Towing coverage * Parts and Labor	**Comprehensive Mechanical Breakdown Coverage:** 5 years or 60K miles * Rental car coverage ~~* Travel breakdown coverage~~ * Towing coverage * Parts and Labor	**Comprehensive Mechanical Breakdown Coverage:** 5 years or 60K miles * Rental car coverage ~~* Travel breakdown coverage~~ * Towing coverage * Parts and Labor	**Comprehensive Mechanical Breakdown Coverage:** 5 years or 60K miles * Rental car coverage ~~* Travel breakdown coverage~~ * Towing coverage * Parts and Labor
Road Hazard Tire Coverage * Replaces or repairs tires and wheels damaged due to road hazards	**Road Hazard Tire Coverage** * Replaces or repairs tires and wheels damaged due to road hazards	**Road Hazard Tire Coverage** * Replaces or repairs tires and wheels damaged due to road hazards	
Basic Maintenance for ____ years * Service every _____ miles * Oil change & filter replacement * Chassis lubrication * Discount coupons * Documented service records * 1 year Cross Country membership * $250 toward next purchase at this Dealership	**Secure Etch®** * Theft deterrent system	Decline All V Paid Elsewhere	
Secure Etch® * Theft deterrent system			
3195 + TAX	259 + TAX	2295 + TAX	1995 + TAX
____ payments of _____	____ payments of _____	____ payments of _____	____ payments of _____
Balance Due: _____	Balance Due: _____	Balance Due: _____	Balance Due: _____
Guest: _____	Guest: _____	Guest: _____	Guest: _____

For exact coverages, exclusions and limitations of the above optional value added products that you have selected, please refer to the specific product contract. Payments listed above are estimates only. For exact payment information, please refer to your Retail Installment Contract/Lease Agreement. These value added products are NOT required to obtain financing or to lease/purchase a vehicle.

Guest Initials: _____

PURCHASER [redacted]

ADDRESS [redacted]

CITY VALLEY VIEW STATE OH ZIP [redacted]

RES. PHONE 216) [redacted]

BUS. PHONE 216) [redacted]

E-MAIL [redacted] DATE 06/25/2005

DRIVER'S LICENSE NO. [redacted]

MOTOR VEHICLE PURCHASE CONTRACT

TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD
BEDFORD, OHIO 44146

(440) 232-2000

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED MOTOR VEHICLE: ☒ NEW ☐ USED ☐ DEMO ☐ RENTAL

	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL NO.
VEHICLE SOLD	CHEVROLET	2005	TRAILBLAZR	4DR SPTUTY	RED	2SH	[redacted]	1GNDT13S952[redacted]
VEHICLE TRADED IN WILL BE:	OLDSMOBILE	1999	BRAVADA	4DR SPTUTY				1G-DT13W0X2[redacted]

MILEAGE ON TRADE IN: 90624 ☐ ACCURATE ☒ NOT ACCURATE

DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? ☐ YES ☐ NO

ODOMETER MILEAGE ON VEHICLE BEING PURCHASED 15 ☐ ACCURATE ☒ NOT ACCURATE

A01 BZB 098639

DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the sum of $ 100.00 as a Non-Refundable Deposit for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for 3 days from the date of Deposit.

X [illegible]

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_____

ARBITRATION

I agree that any dispute arising from this transaction will go to arbitration and I have executed a detailed arbitration agreement which is fully incorporated herein. Arbitration is not required for the purchase or financing of your vehicle.

X_____

A. BASE PRICE OF VEHICLE		$ 27,148.28
B. OPTIONAL EQUIPMENT		
		$ N/A
		$ N/A
		$ N/A
		$ N/A
C. TOTAL CASH PRICE (A & B)		$ 27,148.28
DOWN PAYMENT CASH OR CHECK (SEE #1 REVERSE SIDE)	$	
TRADE IN	$ 4,250.00	
TERMS & CONDITIONS REBATES	$ 2,500.00	
LESS BALANCE OWED TO	$ N/A	
D. TOTAL DOWN PAYMENT		$ 6,750.00
MISCELLANEOUS		
DOCUMENTARY SERVICE FEE	$ 100.00	
SALES TAX (TAXABLE BALANCE $ 22,998.28)	$ 1,839.86	
TITLE FEES	$ 5.00	
LICENSE FEES	$ 14.50	
E. TOTAL MISCELLANEOUS		$ 1,959.36
F. UNPAID BALANCE (C – D + E)		$ 22,357.59
OTHER CHARGES		
EXTENDED SERVICE CONTRACT	$ N/A	
	$ N/A	
G. TOTAL OTHER CHARGES		$ N/A
H. TOTAL UNPAID BALANCE		$ 22,357.59

Seller shall also have a security interest in the proceeds of any insurance policy required or purchased in conjunction w this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is be financed, all disclosures required by Revised Regulation Z, Truth-In-Lending Simplification Act, will be made by the lendi institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transactic **If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may negotiated with the dealership and the dealership may receive a fee, commission, or other compensation f providing, procuring, or arranging financing.**

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has re the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.
The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor vehicle contract is executed this 25 day of JUNE 2005

PURCHASER(S) [redacted]

CO-PURCHASER

ACCEPTED BY AUTHORIZED AGENT

GM EMPLOYEE/SUPPLIER/DEALERSHIP EMPLOYEE WORKSHEET

GMS or Supplier Price from Invoice 27,148.23

- Plus Itemized Adds/Deducts **Not** Listed on Buyer's Order: Dealer installed/removed accessories; trade over-allowance; charges for any Dealer provided service agreed to by customer; prior model year or Demo/Drivers-Ed discount, etc.

_____	+/- _____
_____	+/- _____
_____	+/- _____
_____	+/- _____
_____	+/- _____
_____	+/- _____
_____	+/- _____

SELLING PRICE - TRANSFER TO BUYERS ORDER = 27,148.23

WITH REGARD TO INCENTIVE PROGRAMS INVOLVING A FORMULA PRICE, e.g., GM EMPLOYEE AND SUPPLIER, PROGRAM GUIDELINES REQUIRE THAT THE STARTING PRICE ON THE BUYER'S ORDER OR CONTRACT WORKSHEET BE EQUAL TO THE FORMULA PRICE. ANY ADDITIONS OR DELETIONS MUST BE SPECIFICALLY ITEMIZED ON THE BILL OF SALE.

THIS WORKSHEET IS INTENDED AS A GUIDE WHEN FIGURING GM EMPLOYEE, SUPPLIER OR DEALERSHIP EMPLOYEE DEALS. PLEASE CONSULT THE GM DEALER SALES ALLOWANCE AND INCENTIVE MANUAL AND THE VEHICLE PURCHASE PROGRAM RULES & GUIDELINES FOR FURTHER INFORMATION AND DETAILS OF EACH PROGRAM.

[redacted] _____

CUSTOMER SIGNATURE DATE

_____

DEALER SIGNATURE DATE

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

[redacted]

CUSTOMER NAME: _____

VIN: _____ **(or see attached list*)**

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
Rebate	$ 2500	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 2500	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

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

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

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

Authorized Dealer Signature: _____ Date: __/__/__

Dealership Name: Tim Lally Chevrolet Dealer Code: 28-306

* List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

Monday !

SALESPERSONS CHECK LIST

STOCK NUMBER [redacted]

DEAL NUMBER 137920

DATE 6/27/05

SALESPERSON JOHN W

CUSTOMER Tithe

MILES (purchased) _____

A01BZB

BANK	DATE / TIME	DECISION

ALL DEALS 098639

- ☐ MANAGER TO
- ☐ BUYERS ORDER SIGNED BY MANAGER & BUYER'S 098715
- ☐ DELIVERY CHECKLIST
- ☐ DRIVERS LICENSE COPY
- ☐ INSURANCE FORMS
- ☐ OWNER LOYALTY COUPON / REBATE / GM CREDIT CARD
- ☐ SOCIAL SECURITY NUMBER
- ☐ DUE BILL
- ☐ GM AUTH. # _____

TRADE

- ☐ SIGNED APPRAISAL FORM
- ☐ PAYOFF VERIFIED / GUARANTEE OF TITLE
- ☐ REGISTRATION COPY
- ☐ TITLE
- ☐ MILES (trade) _____

FINANCE DEALS

- ☐ CREDIT APPLICATION (COMPLETED & SIGNED)
- ☐ INSURANCE CARD (COPY)
- ☐ LIEN INFORMATION
- ☐ NON-PRIME ALL STIPS

RECEIVABLES

- ☐ MONEY DUE
- ☐ PROMISSORY NOTE / CHECK / SUPPLIMENTAL LIEN

USED VEHICLES

- ☐ BUYERS GUIDE
- ☐ BOOK OUT SHEET

CASH MONDAY

X _____

DESK MANAGERS SIGNATURE

VEHICLE APPRAISAL FORM

DATE 6/25/2005

SALESMAN John Wayne Thompson

CUSTOMER INFORMATION

NAME (S) [redacted]

STREET ADDRESS [redacted] CITY, STATE, ZIP Valley View, OH [redacted] COUNTY

HOME PHONE [redacted] NEW OR PREVIOUS CUSTOMER

WORK PHONE

FINANCIAL INFORMATION

DO YOU OWE ANYTHING ON CURRENT VEHICLE?

LIENHOLDER

ADDRESS

ACCOUNT#

DUE DATE PAYMENT

BALANCE 0.00 PER DIEM

VERIFIED BY

BANK OFFICER

PURCHASED OR LEASED

VEHICLE QUESTIONNAIRE

1) IS THE MILEAGE SHOWN ACCURATE? YES
2) DO YOU HAVE ANY TRANSFERABLE WARRANTIES? NO
3) ARE ALL SAFETY AND EMISSIONS EQUIPMENT WORKING? YES
4) HAS YOUR TRADE HAD ANY BODY REPAIR? NO
5) DID YOU PURCHASE YOUR TRADE NEW? NO
6) IF A PROSPECTIVE CUSTOMER CALLED YOU, WOULD YOU RECOMMEND THIS VEHICLE? YES
7) EXPLANATIONS OF ABOVE WORK TO BE DONE BEFORE TRADED, OR EQUIPMENT TO BE ADDED: NONE

I CERTIFY THAT THE ANSWERS TO THE VEHICLE QUESTIONNAIRE ARE ACCURATE

[redacted] 6/25/2005

[redacted] CUSTOMER SIGNATURE DATE

VEHICLE INFORMATION

YEAR/MAKE/MODEL 1999 Oldsmobile Bravada

COLOR Maroon INTERIOR Leather BODY Sport Utility

VIN # 1GHDT13W0X[redacted]

ABCDEFGHJKLMNPRSTVWXYZ
80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00 01

EQUIPMENT:

Air Bag (Dual)	Cruise Control	Keyless Entry	Leather Interior	
Power Door Locks	Power Steering	Power Windows	Tilt Wheel	Power Brakes
Anti-Lock Brakes	Wheels - Premium	Power Seats (Dual)	4 Wheel Drive	Air Cond (Automatic

MILEAGE 90624 CHECK ASTERISKS + RED TENTHS!

ENGINE 4200 TRANS Automatic GLASS

TIRES PAINT & BODY CONDITION

TEST DRIVE RESULTS

ENGINE TRANSMISSION

AIR COND BRAKES

EXHAUST SUSPENSION

OPTIONS STEERING

MISC.

APPRAISER A B C D

COST OF RECONDITIONING

ALLOWANCE $3,000 $3,750

W/S OFFER W/S OFFER

BALL JOINTS

TIRES

FRONT END PLAY

DASH BUSTED

O.K. AP

PURCHASER [redacted]

ADDRESS

CITY VALLEY VIEW STATE OH ZI [redacted]

RES. PHONE (216) _____

BUS. PHONE (216) _____

E-MAIL _____ DATE 06/27/2005

DRIVER'S LICENSE NO. [redacted]

MOTOR VEHICLE PURCHASE CONTRACT

TIM LALLY CHEVROLET, INC.
19000 ROCKSIDE ROAD
BEDFORD, OHIO 44146

(440) 232-2000

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED MOTOR VEHICLE: ☒ NEW ☐ USED ☐ DEMO ☐ RENTAL

	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL NO.
VEHICLE SOLD	CHEVROLET	2005	TRAILBLAZR	4DR SPTUTY	RED	2EH	[redacted]	1GNDT13S952[redacted]
VEHICLE TRADED IN WILL BE:	OLDSMOBILE	1999	BRAVADA	4DR SPTUTY			[redacted]	1GHDT13W0[redacted]

MILEAGE ON TRADE IN: 90624 ☒ ACCURATE ☐ NOT ACCURATE

DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? ☐ YES ☐ NO

ODOMETER MILEAGE ON VEHICLE BEING PURCHASED 15 ☒ ACCURATE ☐ NOT ACCURATE

DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the sum of $_____ as a Non-Refundable Deposit for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.

X_____

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_____

ARBITRATION

I agree that any dispute arising from this transaction will go to arbitration and I have executed a detailed arbitration agreement which is fully incorporated herein. Arbitration is not required for the purchase or financing of your vehicle.

X_____

A. BASE PRICE OF VEHICLE		$ 27,148.23
B. OPTIONAL EQUIPMENT		
	$	N/A
	$	N/A
	$	N/A
	$	N/A
C. TOTAL CASH PRICE (A & B)		$ 27,148.23
DOWN PAYMENT CASH OR CHECK (SEE #1 REVERSE SIDE)	$	100.00
TRADE IN 1999 BRAVADA	$	4,250.00
TRADE CONDITIONS	$	2,500.00
LESS BALANCE OWED TO _____	$	N/A
D. TOTAL DOWN PAYMENT		$ 6,850.00
MISCELLANEOUS		
DOCUMENTARY SERVICE FEE	$	100.00
SALES TAX (TAXABLE BALANCE $22,598.23)	$	1,839.86
TITLE FEES	$	5.00
LICENSE FEES	$	14.50
E. TOTAL MISCELLANEOUS		$ 1,959.36
F. UNPAID BALANCE (C – D + E)		$ 22,257.59
OTHER CHARGES		
EXTENDED SERVICE CONTRACT	$	N/A
	$	N/A
G. TOTAL OTHER CHARGES		$ N/A
H. TOTAL UNPAID BALANCE		$ 22,257.59

Seller shall also have a security interest in the proceeds of any insurance policy required or purchased in conjunction wi this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is be financed, all disclosures required by Revised Regulation Z, Truth-in-Lending Simplification Act, will be made by the lendir institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transactio **If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may b negotiated with the dealership and the dealership may receive a fee, commission, or other compensation f providing, procuring, or arranging financing.**

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent.

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has rea the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.
The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor veh[redacted] day of 27TH JUNE, _____ 2005

PURCHASER(S) [redacted]

SALESPERSON JOHN PATRICK THOMPSON

ACCEPTED BY AUTHORIZED AGENT

ERASURES AND ALTERATIONS VOID THIS TITLE ASSIGNMENT. (Type or print in ink.)

ASSIGNMENT OF OWNERSHIP

I (we) certify the vehicle or watercraft or outboard motor described in this title was delivered to _____ on _____ 20__ at _____ o'clock A.M.

Transferee's/Buyer's printed name: TIM LALLY CHEVROLET, INC.

Transferee's/Buyer's printed address: 19000 Rockside Road BEDFORD, OHIO 44146

ODOMETER CERTIFICATION

Federal and State laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I (we) certify to the best of my (our) knowledge that the odometer now reads [120,824] miles and is the actual mileage of the vehicle unless one of the following statements is checked:

☐ The mileage stated is in excess of the mechanical limits.

☐ The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

This vehicle was a (if applicable) ☐ former Law Enforcement Vehicle

I (we) warrant the title to be free of all liens.

DAVID E. TUTTLE — X [redacted]

Transferor's/Seller's printed name

[redacted] VIEW, OH [redacted]

Transferor's/Seller's printed address

NOTE: All blank spaces above must be completed before acknowledgement.

Sworn to and subscribed in my presence by _____ this _____ day of _____, 20__

My commission expires _____, 20__

(seal) Clerk, Deputy Clerk of Courts • Notary _____

TRANSFEREE'S/BUYER'S ACKNOWLEDGEMENT OF ABOVE ODOMETER CERTIFICATION

_____ X _____

Transferee's/Buyer's printed name — Transferee's/Buyer's signature

Warning to transferor and transferee (seller and buyer): You are required by law to state the true selling price. A false statement is in violation of section 2921.13 of the Ohio Revised Code and is punishable by six months imprisonment and a fine of up to one thousand dollars, or both. All transfers are audited by the Department of Taxation. The seller and buyer may be required by the Department of Taxation to provide any information requested by the Department. The buyer may be assessed any additional tax found to be due.

APPLICATION FOR CERTIFICATE OF TITLE (Type or Print in Ink) Fees if not to follow to apply in next 30 days if only notes

Check type of application(s): ☒ Motor Vehicle ☐ Memorandum ☐ Watercraft ☐ Outboard Motor ☐ Salvage

Applicant's printed name: TIM LALLY CHEVROLET, INC. SSN/FEIN 34-1080439

Applicant's printed address: 19000 Rockside Road BEDFORD, OHIO 44146 ZIP CUYAHOGA COUNTY

Purchase Price $ _____ Trade-In Allow. $ _____ Gross Tax Due $ _____ Vendor's Discount $ _____ Tax Paid $ _____

Tax exemption: ☐ Yes - Reason _____ Dealer's Permit Number 0000 [illegible] Vendor's Number 34-4753903

Condition of vehicle or watercraft or outboard motor (check only one): ☐ Good ☐ Fair ☐ Poor ☐ Wrecked

LIEN INFORMATION If no lien, state "none". If more than one lien, attach statement of additional liens.

Lienholder _____ Address _____

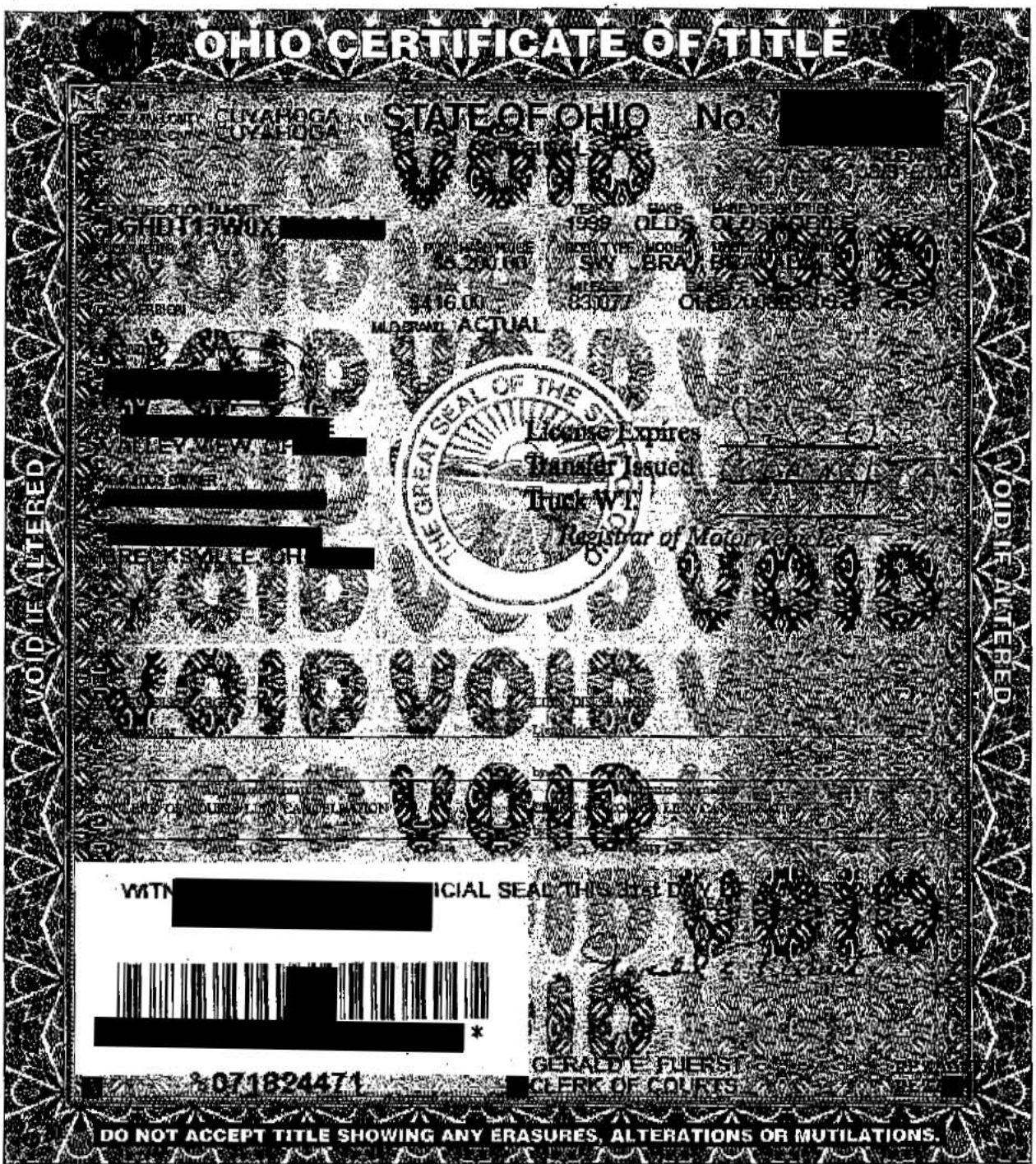
I (we) state that all information contained in this application is true and correct. Is Applicant a Minor? ☐ Yes ☒ No

TIM LALLY CHEVROLET, INC. Printed ☐ Non Printed

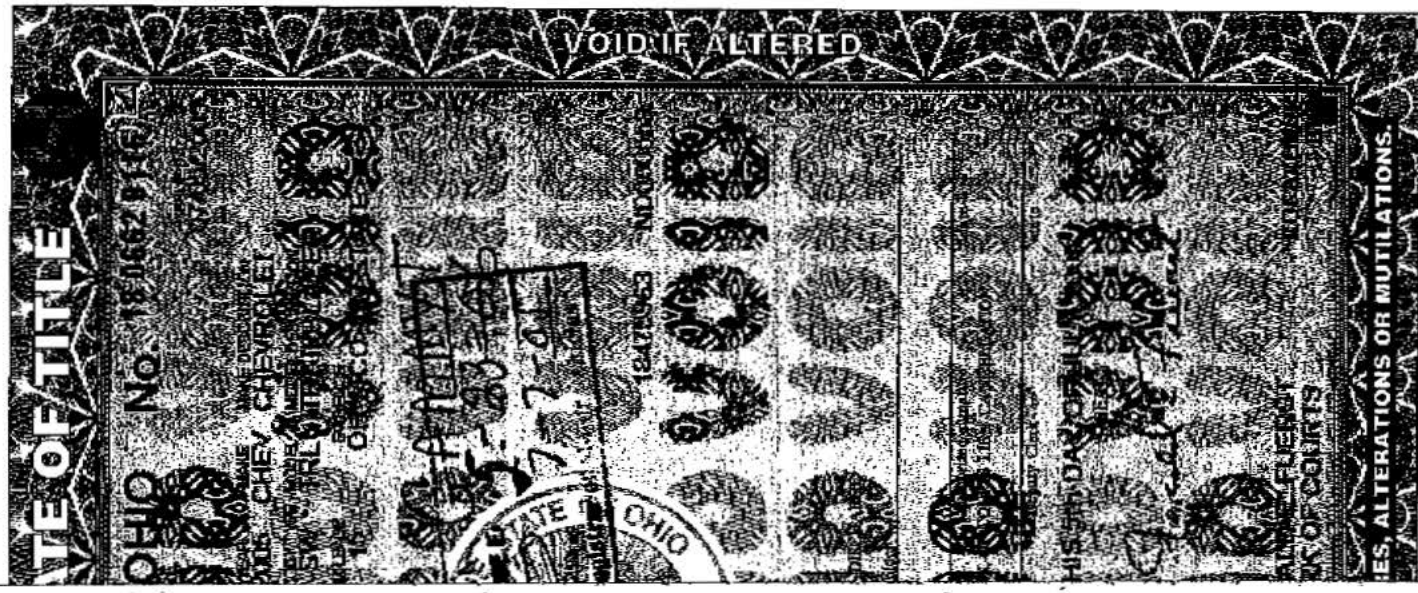
Sworn to and subscribed in my presence by LINDA MULLALLY, MGR. this 25TH day of JUNE 2009

My commission expires _____, 20__

(seal) Clerk, Deputy Clerk of Courts • Notary _____



BMV 3800 Rev. 7/02



OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD

APPLICATION NO. [redacted]

TYPE / VEH. CLASS / CODE	CODE (1)	TYPE / RESERVE / CODE	REG. DATE	LATE	OFFLINE	GVW
PASSENGER PC	T	PERSONAL Z		N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.
	06/30/05	1853	1820	M 07 D 07 Y 05	M 05 D 23 Y 06	605GAMMYT	[redacted]

FEE	REFL./CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH.)	CODE (2)	CODE (3)
1.00	0.00	[redacted]	05	CHEV	SW	NV	PC

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
OLD CU18 NEW CU18		1GNDT139952 [redacted]	[redacted]

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.
VALLEY VIEW	[redacted]	S	[redacted]		[redacted]

LOCAL 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	VALLEY VIEW	OH	[redacted]		1.00

	Y/N		OLD APP. NO.
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	N	EQUIPMENT STANDARDS MET? APV ONLY Y/N [ ] BRAKES: MUFFLER SYSTEM [ ] Y/N	[redacted]
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	N	DEPUTY NAME: DAVID LASKY	
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: 15	DEPUTY TOWN: GARFIELD HEIG MA

OHIO CERTIFICATE OF TITLE

ISSUING CNTY CUYAHOGA
RESIDENT CNTY CUYAHOGA

STATE OF OHIO No. [redacted]

ORIGINAL

ISSUE DATE 07/05/2005

IDENTIFICATION NUMBER
1GNDT13S95[redacted]
COMMENTS

YEAR 2005 | MAKE CHEV | MAKE DESCRIPTION CHEVROLET
BODY TYPE SW | MODEL TRL | MODEL DESCRIPTION TRAILBLAZER

PURCHASE PRICE $27,248.23
TAX $1,839.86
MILEAGE 15
EVIDENCE OH MCO - IN STATE
MILEAGE ACTUAL
CONVERSION
BRANDS

[redacted]
[redacted]
VALLEY VIEW, OH [redacted]

PREVIOUS OWNER
TIM LALLY CHEV INC

19000 ROCKSIDE RD
BEDFORD, OH 44146-0000

18476963 ND000553

LIEN DISCHARGE
Lienholder
by:
Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by:
Deputy Clerk date

LIEN DISCHARGE
Lienholder
by:
Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by:
Deputy Clerk date

WITNESS MY HAND AND OFFICIAL SEAL THIS 5th DAY OF JULY,2005
(SEAL)
[redacted]

[redacted]

[redacted]

GERALD E. FUERST
CLERK OF COURTS

KOSAKOWSKI
[redacted]

VOID IF ALTERED

VOID IF ALTERED

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 7/02

Untitled

Customer: [redacted]

Financial Institution Information

None - Vehicle is paid off

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at **(866) 802-6625 ext. 1213** if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by 3/10/06.

Sincerely,

Stephanie Wise
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603
Case # 14796

[redacted] 3-9-06

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN

March 7, 2006

[redacted]

Cleveland, OH [redacted]

BBB Arbitration Decision - Trade

Subject: **Repurchase of 2005 Chevrolet Trailblazer**
VIN: **4GNDT13S9[redacted]**
RVDC Case Number: [redacted]

Dear [redacted]

We regret that you are dissatisfied with your **2005 Chevrolet Trailblazer 4GNDT13S95[redacted]** and that our attempts to resolve your concerns have not met your expectations.

Per the Better Business Bureau, General Motors will assist you into a replacement vehicle to keep you a satisfied General Motors customer. General Motors will assist you into a **2006 Chevrolet Trailblazer 1GNDT135562[redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus upgrade	$2,600.00
Total Responsibility of Customer	$2,600.00

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

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** -- needs to be intact and functional.
⇒ **Title** – If no lien, a free and clear title is provided at the time of repurchase.
⇒ **Cash backs rebates or incentives**-- no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

OHIO CERTIFICATE OF TITLE

ISSUING CITY CUYAHOGA
RESIDENT CITY CUYAHOGA

STATE OF OHIO No. [redacted]
ORIGINAL

ISSUE DATE
07/05/2005

IDENTIFICATION NUMBER
1GNDT13S952[redacted]

YEAR 2005 | MAKE CHEV | MAKE DESCRIPTION CHEVROLET

COMMENTS

PURCHASE PRICE $27,248.23 | BODY TYPE SW | MODEL TRL | MODEL DESCRIPTION TRAILBLAZER

TAX $1,839.86 | MILEAGE 15 | PROVENCE OH MCO - IN STATE

CONVERSION

MILEBRAND ACTUAL

BRAND(S)

[redacted]

[redacted]
VALLEY VIEW, OH[redacted]

PREVIOUS OWNER
TIM LALLY CHEV INC

19000 ROCKSIDE RD
BEDFORD, OH 44146-0000

18475963 ND000558

VOID IF ALTERED

LIEN DISCHARGE
Lienholder
by:
Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by:
Deputy Clerk date

LIEN DISCHARGE
Lienholder
by:
Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by:
Deputy Clerk date

WITNESS MY HAND AND OFFICIAL SEAL THIS 5th DAY OF JULY,2005
(SEAL)

[redacted]

Gerald E. Fuerst

[redacted]

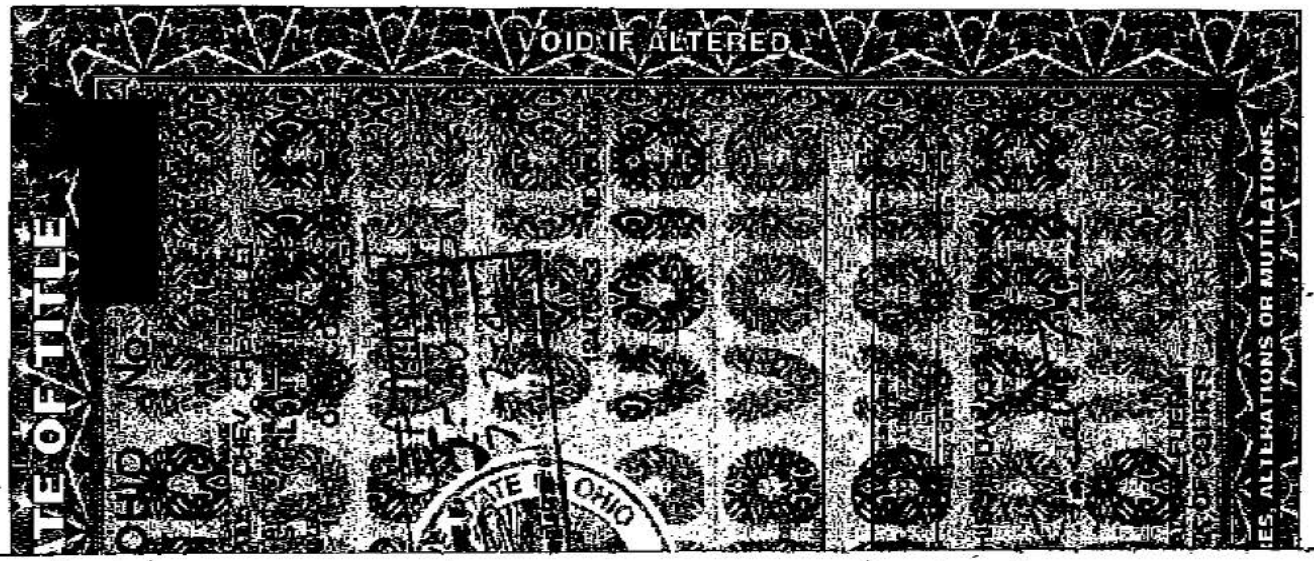
%076260342

GERALD E. FUERST
CLERK OF COURTS

ROSARCHSK[redacted]

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 7/07



OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD — SWN BURST — **APPLICATION NO.**

TYPE / VEH. CLASS / CODE	CODE (1)	TYPE / RESERVE / CODE	REG. DATE	LATE	OFFLINE	GVW
PASSENGER PC	T	PERSONAL Z		N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.
	06/30/05	1653	1820	M 07 D 07 Y 05	M 05 D 23 Y 06	6D5GAMMYT	

FEE	REFL/CDL FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH.)	CODE (2)	CODE (3)
1.00	0.00		05	CHEV	SW	NV	PC

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
OLD CU18 NEW CU18		1GNDT13S95	

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.
VALLEY VIEW		S			

LOCAL 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	VALLEY VIEW	OH			1.00

	Y/N				EQUIPMENT STANDARDS MET? APV ONLY Y/N BRAKES: MUFFLER SYSTEM Y/N	OLD APP. NO.
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	N					
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	N				DEPUTY NAME: DAVID LASKY	
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y		ODOMETER READING: 15		DEPUTY TOWN: GARFIELD HEIG MA	

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)	$27,148.23
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$30,925.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$ -3,776.77

Trade Allowance (from dealer Bill of Sale)	$4,250.00
Actual Cash Value Statement	$3,750.00
Difference (if positive, this is the overallowance)	$500.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0.00
Actual Cash Value Statement	$3,750.00
Difference (if positive, this is the negative equity)	$-3,750.00

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.)	$27,148.23
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2,500.00
Overallowance and/or Negative Equity minus	$500.00
Actual price of Vehicle that should be presented to BBB for ATA	$24,148.23

electronic Preliminary Repurchase Authorization (ePRA)

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

1. Date (mm/dd/yyyy): 01/31/2006
2. Customer Name: [redacted]
3. Customer Address: [redacted]
4. Customer City, State, and Zip: Cleveland, Oh [redacted]
5. Primary Customer Phone #: [redacted] Work
6. Additional Customer Phone #: [redacted] Home
7. Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate n/a

Customer Vehicle Information

10. Year/Make/Model: 2005/Chevrolet/Trailblazer
11. VIN (17 Digits): 1GNDT13S9[redacted] 12. Current Mileage: 4,841
13. Purchased: NEW

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

Dealership that will handle entire transaction:

14. Dealership Name: Tim Lally Chevrolet
15. Dealership Phone #: 440-232-2000
16. Dealership Contact Name and **TITLE**: Robert Parr - Sales Manager
17. Dealership Contact Phone # (if different than Dealership #): N/A
18. Dealership Contact Fax # (440) 232-2104
19. Dealership BAC: 113564 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? n/a

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: N/a

26. Reason for Repurchase (Include specific mechanical failure): Electrical concern causing lights to flicker making this a safety concern. Dealer is unable to resolve electrical concern even with TAC and field engineer assistance.

27. This case was resolved by: Field Decision working with open case in Tampa ADR
28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30. Type of TRANSACTION? TRADE REPURCHASE
31. Vehicle Damage (explain what damage is present and who is responsible): None

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNDT13S56[redacted]
33. New Vehicle Year/Make/Model: 2006/Chevrolet/Trailblazer
34. Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY: Old MSRP to New MSRP): 2,600

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: None

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: n/a

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/30/2006

42.Authorizer Name: Paul Aardal / Dave Quase

43.GM Position: Area Service Manager / CRM

44.VoiceMail Node: 630092 Mailbox Number: 8200

45.Email Address: paul.aardal@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.

2005 TRAILBLAZER LS 4WD
44U MEDIUM RED METALLIC /L6G
28H LIGHT GRAY
ORDER NO. [redacted] STOCK NO.
VIN 1GN DT13 S9 52[redacted]

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

**********13*28306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/14/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 02/14/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/20/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 02/22/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 02/14/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S111K S111K WFP-F QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	BANK: GMAC - 010
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			CHG-TO 28-306
* CRUISE CONTROL			SHIP WT: 4456
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	HP: 32.1
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	GVWR: 5750
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	GAWR.FT: 2950
* POWER MIRRORS, HEATED			GAWR.RR: 3200
* FLOOR MATS, FRONT & REAR			GMS: 27148.23
* REAR WINDOW DEFOGGER			SUPPLR: 28366.53
* DEEP TINTED GLASS			MRM: 31825.00
* BODY SIDE MOLDING			NTR: 1/2
* TOW HOOKS			MEMO 1437.00
* LUGGAGE RACK CROSS BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	

TOTAL MODEL & OPTIONS	30240.00	27295.43	ACT 237 27073.23
DESTINATION CHARGE	685.00	685.00	H/B 261 907.20
LAM DEALER CONTRIBUTION		302.40	ADV 261 302.40
LAM GROUP CONTRIBUTION		302.40	EXP 65A 302.40
TOTAL	30925.00	28585.23	PAY 310 28585.23
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27248.35	

****

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.

****

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

TIM LALLY CHEVROLET, INC.

REMIT TO GMAC NO. 010
VIN 1GNDT13S952[redacted]
$ 28585.23 INV [redacted]
DUE 02/22/05 DEALER 28-306

PURCHASER [redacted]

ADDRESS [redacted]

CITY VALLEY VIEW STATE OH ZIP [redacted]

RES. PHONE (216) [redacted]

BUS. PHONE (216) [redacted]

E-MAIL [redacted] DATE 05/27/2005

DRIVER'S LICENSE NO. [redacted]

MOTOR VEHICLE PURCHASE CONTRACT

TIM LALLY CHEVROLET, INC.
19000 ROCKSIDE ROAD
BEDFORD, OHIO 44146

(440) 232-2000

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED MOTOR VEHICLE: ☐ NEW ☐ USED ☐ DEMO ☐ RENTAL

	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL
VEHICLE SOLD	CHEVROLET	2005	TRAILBLAZR	4DR SPTUTY	RED	2EH	[redacted]	1GNDT13S95[redacted]
VEHICLE TRADED IN WILL BE:	OLDSMOBILE	1999	BRAVADA	4DR SPTUTY			[redacted]	1GHDT13W0X[redacted]

MILEAGE ON TRADE IN: 90624 X ☐ ACCURATE ☐ NOT ACCURATE

DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? ☐ YES ☐ NO

ODOMETER MILEAGE ON VEHICLE BEING PURCHASED 15 ☑ ACCURATE ☐ NOT ACCURATE

DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the sum of $_____ as a Non-Refundable Deposit for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.

X_____

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_____

ARBITRATION

I agree that any dispute arising from this transaction will go to arbitration and I have executed a detailed arbitration agreement which is fully incorporated herein. Arbitration is not required for the purchase or financing of your vehicle.

X_____

A. BASE PRICE OF VEHICLE		$ 27,148.23
B. OPTIONAL EQUIPMENT		
		$ N/A
		$ N/A
		$ N/A
		$ N/A
C. TOTAL CASH PRICE (A & B)		$ 27,148.23
DOWN PAYMENT CASH OR CHECK (SEE #1 REVERSE SIDE)	$ 100.00	
TRADE IN [redacted]	$ 4,250.00	
FACTORY CONDITIONS	$ 2,500.00	
	$	
LESS BALANCE OWED TO _____	$ N/A	
D. TOTAL DOWN PAYMENT		$ 6,850.00
MISCELLANEOUS		
DOCUMENTARY SERVICE FEE	$ 100.00	
SALES TAX (TAXABLE BALANCE $ 22,998.23)	$ 1,839.85	
TITLE FEES	$ 5.00	
LICENSE FEES	$ 14.50	
E. TOTAL MISCELLANEOUS		$ 1,959.35
F. UNPAID BALANCE (C - D + E)		$ 22,257.59
OTHER CHARGES		
EXTENDED SERVICE CONTRACT _____	$ N/A	
	$ N/A	
G. TOTAL OTHER CHARGES		$ N/A
H. TOTAL UNPAID BALANCE		$ 22,257.59

Seller shall also have a security interest in the proceeds of any insurance policy required or purchased in conjunction wi this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is be financed, all disclosures required by Revised Regulation Z, Truth-in-Lending Simplification Act, will be made by the lendir institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transactio **If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may b negotiated with the dealership and the dealership may receive a fee, commission, or other compensation f providing, procuring, or arranging financing.**

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent.

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has rea the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.
The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor vehicle contract is executed this 27TH day of JUNE, 2005

PURCHASER(S) [redacted]

R&I PAPERWORK JOHN WAYNE THOMPSON

ACCEPTED BY AUTHORIZED AGENT _____

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by 3/10/06.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,

Stephanie Wise
Repurchase Coordinator
General Motors RVDC
2717 Schust
Saginaw, MI 48603
Case # 14796

SALES MANAGER

Tim Lally 113564 Chevrolet Management Agent's Signature and Title.

ROBERT B PAUL SALES MANAGER

Tim Lally Chevrolet 113564 Management Agent's Printed Name and Title.

Authorized General Motors RVDC Representative Signature

Authorized General Motors RVDC Representative Printed Name

VEHICLE APPRAISAL FORM

DATE 6/25/2005 SALESMAN John Wayne Thompson

CUSTOMER INFORMATION

NAME (S) [redacted]

STREET ADDRESS [redacted] CITY, STATE, ZIP [redacted] COUNTY

HOME PHONE [redacted] NEW OR PREVIOUS CUSTOMER

WORK PHONE

FINANCIAL INFORMATION

DO YOU OWE ANYTHING ON CURRENT VEHICLE?

LIENHOLDER

ADDRESS

ACCOUNT#

DUE DATE PAYMENT

BALANCE 0.00 PER DIEM

VERIFIED BY

BANK OFFICER

PURCHASED OR LEASED

VEHICLE QUESTIONNAIRE

1) IS THE MILEAGE SHOWN ACCURATE? YES
2) DO YOU HAVE ANY TRANSFERABLE WARRANTIES? NO
3) ARE ALL SAFETY AND EMISSIONS EQUIPMENT WORKING? YES
4) HAS YOUR TRADE HAD ANY BODY REPAIR? NO
5) DID YOU PURCHASE YOUR TRADE NEW? NO
6) IF A PROSPECTIVE CUSTOMER CALLED YOU, WOULD YOU RECOMMEND THIS VEHICLE? YES
7) EXPLANATIONS OF ABOVE WORK TO BE DONE BEFORE TRADED, OR EQUIPMENT TO BE ADDED: NONE

I CERTIFY THAT THE ANSWERS TO THE VEHICLE QUESTIONNAIRE ARE ACCURATE

[redacted] 6/25/2005 DATE

VEHICLE INFORMATION

YEAR/MAKE/MODEL 1999 Oldsmobile Bravada

COLOR Maroon INTERIOR Leather BODY Sport Utility

VIN # 1GHDT13W0X2[redacted]

ABCDEFGHJKLMNPRSTVWXYZ
80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00 01

EQUIPMENT:

Air Bag (Dual)	Cruise Control	Keyless Entry	Leather Interior	
Power Door Locks	Power Steering	Power Windows	Tilt Wheel	Power Brakes
Anti-Lock Brakes	Wheels - Premium	Power Seats (Dual)	4 Wheel Drive	Air Cond (Automatic

MILEAGE 90624 CHECK ASTERISKS + RED TENTHS!

ENGINE 4200 TRANS Automatic GLASS

TIRES PAINT & BODY CONDITION

BALL JOINTS

TIRES

FRONT end play

DASH Busted

TEST DRIVE RESULTS

ENGINE TRANSMISSION

AIR COND BRAKES

EXHAUST SUSPENSION

OPTIONS STEERING

MISC.

APPRAISER

COST OF RECONDITIONING

ALLOWANCE $3,000

W/S OFFER W/S OFFER

O.K. AP $3,750

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: _____ (or see attached list*)

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
Rebate	$ 2500	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 2500	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

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

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

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

Authorized Dealer Signature: _____ Date: __/__/__

Dealership Name: Tim Lally Chevrolet Dealer Code: 28-306

* List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

CASE ASSESSMENT BY: **Dave Quase** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 Make: Chevrolet Model: TrailBlazer Current Mileage: 4,841

Vehicle ID No.: 1GNDT13S952[redacted] In Service Date: 06/27/05 Purchased: New

What is customer seeking: Trade/Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Electrical System

Date:	Mileage:	Days Out:	Description of Repair:
12/27/05	4,841	25	c/s that when starting vehicle the headlights, dash lights, heater control lights all flash. Happens for about 15 minutes then stops TAC case #8[redacted]. install new air pump. Tech 2 still has problem. Try to use battery position to air pump. Still drops alt & lights. Load test battery was good. Load test alt, ok at idle & under load. Check grounds at engine & body front fenders. Ran dedicated wire to battery from air pump to battery power & ground, still dims lights. Ignition switch Generator Check for lights flicker, Joe road tested. Light & blower faded out. Checked ground 201 at base of center console. R&R center console & clean & reinstall ground at base. Joe road tested, lights still flicker. Called TAC, was told to replace alt with part # 10469468 then road test. Still had problem. Replaced ignition switch next
10/12/05	2,631	1	c/s that at timew when accelerating from a stop the RPM's will drop to 400 before it will go. When the RPM's drop, the lights will flicker. Road tested could not duplicate concern. Scanned for codes, none found. Scanned engine data ok but found post oxygen sensor low at idle and off idle. Replaced post oxygen sensor and rechecked system oxygen sensor, now has movement at idle and off idle.

OTHER SYMPTOM/CONCERN**: Miscellaneous**

Date:	Mileage:	Days Out:	Description of Repair:
07/19/05	518	1	c/s cooling fan under hood rocks back and forth. Diagnosis confirmed concern. Replaced fan blade (bent).

Total Days Out of Service: _26___(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:[XX] NO:[ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

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 states that the electrical concern is still occurring with vehicle and it is very noticeable when driving down a dark street as head lamps will go off/on.

AVM states that regional service engineer is involved and working with dealer on concern.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRM feels that this is a serious safety concern for customer and his family. This will meet presumption on Tuesday 1/24/06. CRM recommends Trading vehicle because dealer has been working with TAC and a regional field engineer but have not been able to resolve the concern.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

2006 TRAILBLAZER LT 4WD
41U BLACK/SANDSTONE METALLIC /L6G
272 LIGHT CASHMERE/EBONY
ORDER NO. [redacted] TRE STOCK NO.
VIN 1GN DT13 S5 62[redacted]

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

**********13*28306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31365.00	28698.98	INVOICE 10/14/05
BVE RUNNING BOARDS	375.00	311.25	SHIPPED 10/14/05
CE1 RAIN SENSING WIPERS	70.00	58.10	EXP I/T 10/21/05
C5N GVW RATING - 5750 LBS	N/C	N/C	INT COM 10/21/05
FE9 FEDERAL EMISSIONS	N/C	N/C	PRC EFF 10/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	KEYS S129B S129B
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10	WFP-F QTR OPT-1
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	124.50	BANK: GMAC - 010
LL8 VORTEC 4200 SFI I6	N/C	N/C	CHG-TO 28-306
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	SHIP WT: 4631
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	HP: 32.1
PCR SUN, SOUND, ENTERTAINMENT PKG:	1865.00	1547.95	GVWR: 5750
* POWER SUNROOF			GAWR.FT: 2950
* BOSE PREMIUM SOUND SYSTEM			GAWR.RR: 3200
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			GMS: 31735.03
			SUPPLR: 33159.73
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)			MRM: 37065.00
			NTR: 1/2
QTR P245/65R17 ON/OFF ROAD WOL TIRES	140.00	116.20	DAN: SEPCR
			MEMO 1692.75
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)			
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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

** CONTINUED ON PAGE 2 **

TIM LALLY CHEVROLET, INC.

2006 TRAILBLAZER LT 4WD
41U BLACK/SANDSTONE METALLIC /L6G
272 LIGHT CASHMERE/EBONY
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GN DT13 S5 62[redacted]

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

**********13*28306S

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

TOTAL MODEL & OPTIONS	35355.00	32010.68	ACT 237	31660.03
DESTINATION CHARGE	710.00	710.00	H/B 261	1060.65
LAM DEALER CONTRIBUTION		353.55	ADV 261	353.55
LAM GROUP CONTRIBUTION		353.55	EXP 65A	353.55
TOTAL	36065.00	33427.78	PAY 310	33427.78

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31896.65

****

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

****

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

TIM LALLY CHEVROLET, INC.

REMIT TO GMAC NO. 010
VIN 1GNDT13S562[redacted]
$ 33427.78 INV [redacted]
DUE 10/21/05 DEALER 28-306

2006 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
41U BLACK/SANDSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
272 LIGHT CASHMERE/EBONY — 100 RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S5 62[redacted] — VEHICLE INVOICE [redacted]
**********13*28306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31365.00	28698.98	INVOICE 10/14/05
BVE RUNNING BOARDS	375.00	311.25	SHIPPED 10/14/05
CE1 RAIN SENSING WIPERS	70.00	58.10	EXP I/T 10/21/05
C5N GVW RATING - 5750 LBS	N/C	N/C	INT COM 10/21/05
FE9 FEDERAL EMISSIONS	N/C	N/C	PRC EFF 10/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	KEYS S129B S129B
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10	WFP-F QTR OPT-1
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	124.50	BANK: GMAC - 010
LL8 VORTEC 4200 SFI I6	N/C	N/C	CHG-TO 28-306
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	SHIP WT: 4631
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	HP: 32.1
PCR SUN, SOUND, ENTERTAINMENT PKG:	1865.00	1547.95	GVWR: 5750
* POWER SUNROOF			GAWR.FT: 2950
* BOSE PREMIUM SOUND SYSTEM			GAWR.RR: 3200
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			GMS: 31735.03
			SUPPLR: 33159.73
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)			MRM: 37065.00
			NTR: 1/2
QTR P245/65R17 ON/OFF ROAD WOL TIRES	140.00	116.20	DAN: SEPCR
			MEMO 1692.75
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)			
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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

** CONTINUED ON PAGE 2 **

TIM LALLY CHEVROLET, INC.

2006 TRAILBLAZER LT 4WD
41U BLACK/SANDSTONE METALLIC /L6G
272 LIGHT CASHMERE/EBONY
ORDER NO. [redacted]/TRE STOCK NO.
VIN 1GN DT13 S5 62[redacted]

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

**********13*28306S

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

TOTAL MODEL & OPTIONS	35355.00	32010.68	ACT 237 31660.03
DESTINATION CHARGE	710.00	710.00	H/B 261 1060.65
LAM DEALER CONTRIBUTION		353.55	ADV 261 353.55
LAM GROUP CONTRIBUTION		353.55	EXP 65A 353.55
TOTAL	36065.00	33427.78	PAY 310 33427.78
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31896.65	

****

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

****

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

TIM LALLY CHEVROLET, INC.

REMIT TO GMAC NO. 010
VIN 1GNDT13S562[redacted]
$ 33427.78 INV [redacted]
DUE 10/21/05 DEALER 28-306

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 18, 2006

Mr. Joe Prah – Service Manager
Tim Lally Chevrolet
19000 Rockside Road
Bedford, OH 44146-2033

Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet TrailBlazer
VIN # 1GNDT13S9[redacted]

Dear Mr. Prah:

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,

David Quase
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57367
FAX# 866-226-3933

December 12, 2017

[redacted]
Watertown, WI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Nili Amon

Dear Mr. [redacted]:

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13S752[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 01/12/2006 and ending on 01/12/2007, and begins with 5,196 a[redacted] ends with 17,196 odometer miles.

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Division
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]
Aurora, IL [redacted]

Service Request: [redacted]
Customer Relationship Manager: Sherrita Davis

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 Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S05230[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 12/19/05 and ending on 12/19/06, and begins with 8,100 and ends with 20,100 odometer miles.

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
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]
Aurora, IL [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Sherrita Davis

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jason Jackson

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Alicia Kelly-Luepke

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,

Chevrolet Customer Assistance Center



CHEVROLET

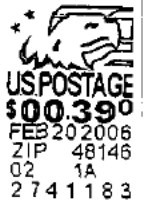
Customer Assistance Center

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

FEB 28 2006







UTF

NIXIE 250 1 34 02/24/06

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 48232517070 *0859-10510-21-34

25670+97204[illegible]



CHEVROLET

Customer Assistance Center

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

February 14, 2006

[redacted]
Delbarton, WV [redacted]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Service Request: [redacted]
Customer Relationship Manager: Jason Jackson

Dear Mrs. [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 1-866-942-4368 ext. 45522, Monday through Friday during the hours of 8:00 a.m. and 3:45 p.m., 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,

Chevrolet Division
General Motors Corporation



CHEVROLET

Customer Assistance Center

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





JUL 17 2006

UTF

NIXIE 250 1 34 07/13/06
RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 48232517070 *1771-09341-13-14

25670+3720-7[illegible]5170



CHEVROLET

Customer Assistance Center

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

July 10, 2006

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

[redacted]
Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Alicia Kelly-Luepke

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,

Chevrolet Customer Assistance Center

December 12, 2017

[redacted]
Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jason Jackson

Dear Mrs. [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 1-866-942-4368 ext. 45522, Monday through Friday during the hours of 8:00 a.m. and 3:45 p.m., 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,

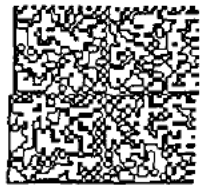
Chevrolet Division
General Motors Corporation



CHEVROLET

Customer Assistance Center

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



047J82012052

$00.39⁰

02/23/2006

Mailed From 48146

US POSTAGE

MAR 0 2 2006

UTF

NIXIE 250 1 34 02/26/06

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 48232517070 *0753-05765-23-36



25670+3726[illegible]

CHEVROLET

Customer Assistance Center

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

February 21, 2006

[redacted]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jason Jackson

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,

Chevrolet Division
General Motors Corporation

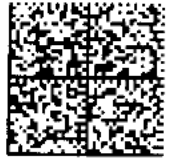


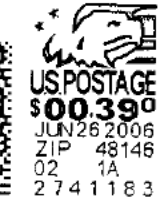
CHEVROLET

Customer Assistance Center

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







JUL 03 2006

UTF

NIXIE 250 1 34 06/29/06
RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 48232517070 *0753-01176-26-39

25670+3720[illegible]70

CHEVROLET

Customer Assistance Center

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

June 22, 2006

[redacted]
Delbarton, WV [redacted]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Service Request [redacted]
Customer Relationship Manager: Alicia Kelly-Luepke

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Delbarton, WV [redacted]

Service Request: [redacted]
Customer Relationship Manager: Alicia Kelly-Luepke

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Pell City, AL [redacted]

Service Request [redacted]
Customer Relationship Manager: Eberle Theodore

Dear Mrs [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S852[redacted]8, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 13, 2006 and ending on January 13, 2007, and begins with 20,585 and ends with 32,585 odometer miles

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
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.

Revised 10/27/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Tigris Lampkin State: AR

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

Vehicle ID No.: 1GNDT13S25[redacted] In Service Date: 10/07/2004 Vehicle is: NEW BAC Code: 112174
Year, Make & Model: CHEVROLET 2005 TRAILBLAZER LS 4WD

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/22/05	[redacted]	*	10775	c/s blower motor quits at times
12/15/05		*	14112	c/s vehicle acts like it is bogging down when first taking off when vehicle is cold unable to duplicate
12/15/05		1	14308	c/s vehicle bogging down heater blower will stop working light will dim test drove vehicle w/cust unable to duplicate

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/13/05	[redacted]	1	7215	Bezel on passenger outside seat is broke Ordered part
10/22/05		1	10775	c/s trim on passenger seat is coming loose SOP here replaced passenger outer lower seat trim

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/29/05	[redacted]	1	12933	c/s alt gauge is jumping round and heather blower is acting up and light when off battery leaking **replace battery**
12/15/05		1	13834	c/s light and gauge are going out when driving **remove consol panel and repair ground 201 per bulletin**
12/15/05		1	14112	c/s dash lights and headlights go off at times parts ordered

Criteria for the state lemon law presumption period:24/24,000
Days out of service: {# of Days}
Repairs 4 / **Time period** 30
If applicable, safety-related repairs {# of repair attempts} / **Time period** {# of months}

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

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.

{TEXT}

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.**

Walters, Hamby & Verkamp
Attorneys at Law
1405 West Center St. 3rd Fl.
Greenwood, AR 72936

FEB 27 2006





7

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

RESTRICTED DELIVERY

48232X5170

WALTERS, HAMBY & VERKAMP
Attorneys at Law
Highway 10 Spur West
1405 W. Center, 3rd FL
Greenwood, AR 72936
E-mail: WaltLaw@waltlaw.net

Bill Walters
Michael Hamby
John P. Verkamp
Dianna Hewitt Ladd
Troy Gaston

Telephone 479-996-2122
Fax No. 479-996-2565

Wednesday, February 22, 2006

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

RE: [redacted]
[redacted]
Greenwood, AR [redacted]

Dear Sir or Madam:

I have been retained by [redacted] to represent them in litigation pursuant to the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993) I am hereby making a written demand for a refund pursuant to that statue.

[redacted] purchased a 2005 Chevy Trail Blazer on August 2, 2005 from Rhodes Chevrolet in Van Buren, Arkansas. They have had to return it to the dealership a total of five (5) times. On January 26, 2005, you received from them a letter pursuant to the act wherein they made there final demand for repair. Pursuant to the Arkansas Statue you had 10 days from that date to make repair to the vehicle. You have failed to do so. As such, we are expecting a full refund for the purchase price of the vehicle. My clients are willing to settle this claim for the amount of $21,500.00 which will cover the purchase price of the vehicle as well as the taxes that were paid by my clients.

This is one last opportunity to resolve this matter without litigation. If you respond to this letter by agreeing to pay this amount to my clients by March 6, 2006, then we will not bring litigation. Otherwise, we will bring litigation on that date in the Circuit Court of Sebastian County. You may contact me at 479-996-2122.

Sincerely,



Troy Gaston

TG:bh
w/enclosure
cc: [redacted]

[redacted]
Greenwood, AR [redacted]

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

Dear Sir or Madam:

I believe that my passenger vehicle is a "lemon" under the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993) I am hereby making a written demand for relief under this Act.

I purchased a 2005 Chevy Trail Blazer on August 2, 2005 from Rhodes Chevrolet in Van Buren, Arkansas. Since I bought this vehicle, I have had to return it to the dealership a total of five (5) times. My vehicle has been out of service for repairs a total of 17 calendar days.

My vehicle has been in Rhodes Chevrolet on the following dates for repair of the following defects:

10/22/05 – 10/22/05	Blower motor quit
11/29/05 – 11/29/05	Alternator gauge jumping, blower quits, lights go out
12/15/05 – 12/15/05	Alternator gauge jumping, lights go out
12/21/05 – 12/29/05	Lights go out, dash lights go out, blower quits
1/2/06 – 1/6/05	Engine bogged down, heater blower stopped, lights go out

I am currently having the following problems with my vehicle at this time:
Head light go out, heater blower quits, radio quits, gauges jump

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not scheduled within ten (10) days of receipt of this letter or completed within ten (10) days from delivery of the vehicle to you for repair, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Arkansas New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon. Also, here is some information about my vehicle that you may need: VIN# -1GNDT13S25[redacted] mileage-14,888, dealer-Rhodes Chevrolet, Van Buren, Arkansas. You can reach me during the day at [redacted] and in the evening at [redacted] and my address is as follows: [redacted] Greenwood, AR [redacted]

Sincerely,

[redacted]

[redacted]

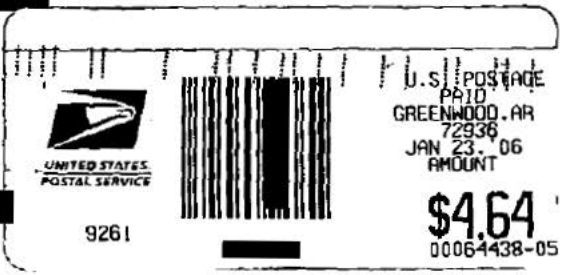
Greenwood, Ark.

[redacted]

JAN 26 2006

CERTIFIED MAIL™





RETURN RECEIPT REQUESTED

Chevrolet Motor Division
Chevrolet Customer Assistance Center Final 3
P.O. Box 33170
Detroit, MI
48232-5170

RETURN RECEIPT REQUESTED

48232#5170

[redacted]
Greenwood, AR [redacted]

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

Dear Sir or Madam:

I believe that my passenger vehicle is a "lemon" under the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993) I am hereby making a written demand for relief under this Act.

I purchased a 2005 Chevy Trail Blazer on August 2, 2005 from Rhodes Chevrolet in Van Buren, Arkansas. Since I bought this vehicle, I have had to return it to the dealership a total of five (5) times. My vehicle has been out of service for repairs a total of 17 calendar days.

My vehicle has been in Rhodes Chevrolet on the following dates for repair of the following defects:

10/22/05 – 10/22/05	Blower motor quit
11/29/05 – 11/29/05	Alternator gauge jumping, blower quits, lights go out
12/15/05 – 12/15/05	Alternator gauge jumping, lights go out
12/21/05 – 12/29/05	Lights go out, dash lights go out, blower quits
1/2/06 – 1/6/05	Engine bogged down, heater blower stopped, lights go out

I am currently having the following problems with my vehicle at this time:
Head light go out, heater blower quits, radio quits, gauges jump

Since these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not scheduled within ten (10) days of receipt of this letter or completed within ten (10) days from delivery of the vehicle to you for repair, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Arkansas New Motor Vehicle Quality Assurance Act.

I look forward to hearing from you soon. Also, here is some information about my vehicle that you may need: VIN# -1GNDT13S252[redacted], mileage-14,888, dealer-Rhodes Chevrolet, Van Buren, Arkansas. You can reach me during the day at 479-883-2790 and in the evening at 479-883-2790, and my address is as follows: David and Debbie Anderson, #20 Grandview Drive, Greenwood, AR 72936.

Sincerely,

David and Debbie Anderson



HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

March 6, 2006

Troy Gaston, Esq.
Walters, Hamby & Verkamp
1405 West Center
Greenwood, AR 72936

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S252[redacted]
Customer Relationship Manager: Regina Williams

Dear Mr. Gaston:

This is to advise that General Motors is in receipt of the above referenced case dated February 22, 2006. 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	☐	Finance agreement
x	Other: Release of Lien	☐	Buyer's agreement

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

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 12/09/2005

DATE 3/6/06

ATTENTION Regina Williams 1-800-231-1841 ext. #2005

COMPANY GM

FROM Angie Westmoreland

Case # 1-3845206662

[redacted] - VIN# 52[redacted]

Fax: 866-255-384

MIZELL CHEVROLET COMPANY, INC.
P.O. BOX 178
206 NORTH BROADWAY
BOONEVILLE, ARKANSAS 72927

PH# 479-675-2900
FAX# 479-675-4004

CHEVROLET 17-402
GMAC 008
BAC 173370

WARRANTY PARTS RETURNED

DATE	QTY.	PART NUMBER	RETURNED BY	RECEIVED BY	PART LOCATION

Remarks: Spoke w/Customer - She had had vehicle at another dealership for same problem twice. Could not duplicate customer concern. Explained to customer that we could not duplicate, but had had simular problems with other Trailblazers with the ignition switch. Customer asked that we replace switch even though it was only an educated guess. Replaced switch.

LABOR RECORD

SMP No.	ORER No.	COST	ELAPSED TIME	TIME CLOCK
14				OFF 400
				ON 230
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

09982

ON WARRANTY PARTS ENTER LINE CODE THIS COLUMN ▼

COST	QTY.	NUMBER (PARTS & ACCESSORIES)	F.P. ✓	DESCRIPTION	PRICE
3352	1	1492051		Inlet	16 02
				40%	6 41
					22 43
				Net -	7 50

WARRANTY ☐ NEW ☐ USED ☐

INTERNAL GET READY ☐ NEW ☐ USED ☐

1GWDT13R2R2[redacted]

[redacted]

TIME RECEIVED A.M. P.M.

TIME PROMISED A.M. P.M.

DELIVERY DATE

YEAR-MAKE-MODEL 05 P.B

LICENSE

PHONE RES. BUS.

DATE 1/18/06

WRITTEN BY JJ

STOCK NO.

REPAIR LIMIT $

DEPARTMENT

INT. SALES JOURNAL

AUTHORIZED BY

CODE	CC	F.C.	OPERATION	TIME	MECH. NO.	REPAIR ORDER–LABOR INSTRUCTIONS	LABOR CHARGE
A	05	60	N2328	.9	04	Chees Engine - Headlamps	55 87
B				.3		IN op - Door Locks inop.	
C				1.2		Intermittent - Power	
D						Accessory inop.	
E							
F	05	60	25000		04	Other Vehicle Exp	
G							
H							
I							
J							
K							
L							
M							

GALS. GAS @

QTS. OIL @

LBS. GREASE @

AUTO TRANS. OIL

TOTAL GAS, OIL & GREASE

TOTAL PARTS & ACCESS. →

P. O. No. | SUBLET REPAIRS

TOTAL SUBLET REPAIRS →

"I hereby authorize the repair work hereinafter set forth to be done along with the required 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 deliveries by transportation companies. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection."

ANY WARRANTIES ON PRODUCTS SOLD 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 THIS COMPANY NEITHER ASSUMES, NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT OR SERVICES.

P/u after hours

DISTRIBUTION ACCT.	DISTRIBUTION AMOUNT	FACTORY CLAIM COST	FACTORY CLAIM SALE	DESC.	INTERNAL COST	INTERNAL SALE
				LABOR		55 87
				SUBLET REPAIRS		
				PARTS & ACCESS.		22 43
				GAS, OIL, GREASE		
				PAINT MAT.		
				Net		7 50
				TOTAL →		85 80

Claim Form: ——

AUTOMOTIVE BUSINESS SYSTEMS, INC., LITTLE ROCK, ARKANSAS

Form GM-125 (REV. 6/89)

p.3

Mar 06 06 10:59a

WALTERS, HAMBY & VERKAMP
Attorneys at Law
Highway 10 Spur West
1405 W. Center, 3rd FL
Greenwood, AR 72936
E-mail: WaltLaw@waltlaw.net

Bill Walters
Michael Hamby
John P. Verkamp
Dianna Hewitt Ladd
Troy Gaston

Telephone 479-996-2122
Fax No. 479-996-2565

Wednesday, April 5, 2006

Regina Williams
General Motors Bus. Resource Ctr.
Via Fax (866) 255-3841

RE: [redacted]
Service Request No. [redacted]

Dear Regina:

Please find enclosed a copy of the release that has been executed by my client's as it relates to the above referenced vehicle.

I want to confirm our telephone conversation wherein it was stated that this release is expressly conditioned upon the fact that a full and complete warranty still accompanies the vehicle and if my client's sell the vehicle, the full warranty will be transferred to the new owner. Also, this release is conditioned upon the payment of $4,500.00. I have marked through the $3,000.00 amount and written in $4,500.00. My client's had already come and gone when I received the revised release from your office.

With kind personal regards.

Sincerely,

Troy Gaston

TG:kas
w/enclosure
cc: [redacted]

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releaser"), on behalf of myself and my assigns, heirs and executors, in consideration of ~~$3,000~~ $450 paid by General Motors Corporation, hereby releases and discharges 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 Releasers' 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S25[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 Releaser has initiated any court, arbitration or other proceeding against General Motors Corporation, Releaser immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 18,500 on the date of the signing of this release.

Releaser has carefully read and understands this release. Releaser agrees and acknowledges that this Release constitutes the entire agreement between Releaser and General Motors Corporation, and Releaser is 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 agree to the terms of this Release of All Claims

DATE SIGNED:

[redacted]

[redacted]

Address

Greenwood ARK [redacted]

City, State, Zip Code

[redacted]

[redacted]

Address

Greenwood ARK [redacted]

City, State, Zip Code

STATE OF Ark.

COUNTY OF Sebastian

Sworn to (or affirmed) and subscribed before me this 4th day of April, 2006 by Deborah Anderson.

KIMBERLY WILLIAMSON
Johnson County
My Commission Expires
August 28, 2013

Kimberly Williamson
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: 8/28/13

CC: File

LG0024-T
Rev. 03/22/2006

WALTERS, HAMBY & VERKAMP

ATTORNEYS AT LAW
HIGHWAY 10 SPUR WEST
1405 W. CENTER, 3RD FLOOR
GREENWOOD, AR 72936
e-mail: waltlaw@waltlaw.net

BILL WALTERS
MICHAEL HAMBY
JOHN P. VERKAMP
DIANNA HEWITT LADD
TROY GASTON

OFFICE : 479-996-2122
FAX NO.: 479-996-2565

FACSIMILE TRANSMISSION SHEET

DATE: 3-10-06

TO: Regina Williams

OF:

FAX: (866) 255 3841

FROM: Troy Gaston SENT BY:

NUMBER OF PAGES INCLUDING COVER SHEET:

RE: CASE NO:

SENDERS FAX: (479) 996-2565

MESSAGE:

Please call 1-479-996-2122 if complete transmittal was not received.

CONFIDENTIALITY NOTE

The information contained in this facsimile message is legally privileged and confidential information which is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any use, dissemination, distribution or reproduction of this message is strictly prohibited. If you have received this message in error, please immediately notify us by telephone and return the original message to us at the address listed above via United States Postal Service.

Thank You. WALTERS LAW FIRM

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

March 6, 2006

Troy Gaston, Esq.
Walters, Hamby & Verkamp
1405 West Center
Greenwood, AR 72936

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S2[redacted]
Customer Relationship Manager: Regina Williams

Dear Mr. Gaston:

This is to advise that General Motors is in receipt of the above referenced case dated February 22, 2006. 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 ☐ Finance agreement
x Other: Release of Lien ☐ Buyer's agreement

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

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 [redacted] [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize GMAC
(Lien holder Name)

[redacted] Louisville Ky 1-800-200-4622
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with GMAC
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 3-8-06.

VEHICLE INFORMATION

The current vehicle mileage is 17277 Date mileage read: 3-8-06.

[redacted]
Signature

[redacted]
Signature

LG0006-T
Rev 12/09/2005

01BE01A

[redacted]

VEHICLE REGISTRATION CERTIFICATE
STATE OF ARKANSAS
DEPARTMENT OF FINANCE AND ADMINISTRATION
KEEP THIS DOCUMENT IN YOUR VEHICLE

REGISTRATION FEE	REPLACEMENT FEE
25.00 CREDIT	TRANSFER FEE
ADDITIONAL FEES	TITLE FEE 5.00
PRO RATED FEES	LIEN FEE .50
SPECIAL FEE (1)	PENALTY
SPECIAL FEE (2)	POSTAGE .25
SPECIAL FEE (3) 2.50	TOTAL REG FEES 33.25

[redacted] OR

GREENWOOD AR 7[redacted]

ENSE PLATE NO	LICENSE TYPE/USE	DECAL NUMBER	EXPIRATION DATE	VEHICLE IDENTIFICATION NUMBER
67JWW	PCLP-PC	[redacted]	09/30/2006	1GNDT13S252[redacted]

R	MAKE	MODEL	BODY	COLOR	FUEL	CYL	UNLADEN WEIGHT/DISP	AXLES	TITLE NUMBER
005	CHEV	TBZ	UT	BLK	G	6	4325		PENDING

VNERS COUNTY = SEBASTIAN DATE ISSUED SEPTEMBER 01, 2005

OWNERS SIGNATURE [redacted]

EIPT OF APPLICATION FOR TITLE 66020506310 ON THE ABOVE DESCRIBED VEHICLE (TITLE BRANDS) 667JWW 1GNDT13S252[redacted]

NERS)
DERSON [redacted]
DERSON
GRAND VIEW DR
EENWOOD AR [redacted]

OR

(ODOMETER READING)
6682
OD ACTUAL

(SAFETY INSPECTION)

(PURCHASED)
USED FROM AR DEALER F261

(PREVIOUS TITLE NO)
[redacted]

(TITLE PRINT STATUS)
PRINT OVERNIGHT/MAIL

VEH PURCH PRICE 19000.00	
PLUS EXT WARR	LOCAL TAX(1) 66-00 [illegible]1.2
LESS TRADE IN	LOCAL TAX(2) 66-05 25.0
TAXABLE PRICE 19000.00	LOCAL TAX(3)
STATE TAX 1140.00	LOCAL TAX(4)
STATE TAX PENALTY	LOCAL TAX PENALTY
	TOTAL TAXES 1196.25
	TOTAL REG FEES 33.25
	TOTAL PAID 1229.50

ENHOLDERS)
AC
BOX 8104
CKEYSVILLE MD 21030
/02/2005

OK

VEWAL MAILING ADDRESS)

TLE MAILING ADDRESS)

TITLE AND REGISTRATION

SEPTEMBER 01, 2005
03:24:55:74:8 P.M.

GREENWOOD 66-(
SUSAN DUNN
800 W DENVER
(479)996-2143 RXCGRET
2005-09-01

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] GREENWOOD AR [redacted]	RHODES CHEVROLET 2800 ALMA HWY VAN BUREN AR 72956

ou, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit nder the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the ayment 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
USED	2005	CHEVROLET TRUCK 4DR TRAILBLA	1GNDT13S25[redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 0.00
2.90 %	$ 1433.60	$ 19000.00	$ 20433.60	$ 20433.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 340.56	Monthly beginning 05/02/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $1.

Prepayment. If you pay off all your debt early, you 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) $ 19000.00

2 Total downpayment

Gross trade-in $ N/A – payoff by seller $ N/A

= net trade-in $ N/A + cash $ N/A

+ other (describe) N/A $ N/A $ N/A

3 Unpaid balance of cash price (1 minus 2) $ 19000.00

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Cost of optional credit insurance paid to the insurance company or companies

Life $ N/A

Disability $ N/A $ N/A

B Other insurance paid to the insurance company $ N/A

C Official fees paid to government agencies $ N/A

D Government taxes not included in cash price $ N/A

E Government license and/or registration fees

N/A $ N/A

F Government certificate of title fees $ N/A

G DOCUMENTARY FEE. 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. $ N/A

H Other charges (Seller must identify who is paid and describe purpose.)

N/A

Insurance. You may buy the physical damage insurance this contract requires (see below) 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 insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A N/A

Type of Insurance Term

Premium $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature Date

X

Disability	$	N/A	N/A
B Other insurance paid to the insurance company	$		N/A
C Official fees paid to government agencies	$		N/A
D Government taxes not included in cash price	$		N/A
E Government license and/or registration fees N/A	$		N/A
F Government certificate of title fees	$		N/A
G DOCUMENTARY FEE. 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.	$		N/A
H Other charges (Seller must identify who is paid and describe purpose.)			
to N/A for N/A	$		N/A
to N/A for N/A	$		N/A
to N/A for N/A	$		N/A
to N/A for N/A	$		N/A
to N/A for N/A	$		N/A
to N/A for N/A	$		N/A
Total other charges and amounts paid to others on your behalf	$		N/A (4)
5 Amount financed (3 + 4)	$		15000.00 (5)

shown below.

Other Insurance.

☐ N/A — N/A

Type of Insurance — Term

Premium $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature — Date

X

Co-Buyer Signature — Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

surance 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. ie insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. The law permits to buy this insurance because we have a security interest in the vehicle, this contract requires you to maintain insurance to protect our interest. this contract thorizes us to buy this insurance if you fail to provide us evidence that you have the required insurance, and we clearly disclosed those requirements to you.

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 ily our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge for this insurance will be the premium r the insurance and a finance charge at the Annual Percentage Rate shown above. You agree that we may ask you to pay the charge for this insurance in jual installments with the payments shown on the payment schedule, or at our option, all at once at the end of the contract term.

uyer Signs X [redacted] Co-Buyer Signs X [redacted]

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

uyer Signs X [redacted] Co-Buyer Signs X [redacted]

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. r example, we may extend the time for making some payments without extending the time for making others.

ou authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration uthorities.

se back for other important agreements.

he Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right receive a part of the finance charge.

ou agree to the terms of this contract. You confirm that before you sig [redacted] it to you, and you ere free to [redacted] firm that you received a complete [redacted] igned it.

uyer Signs X [redacted] Date 08/02/2006 Co-Buyer Signs X [redacted] Date 08/02/2006

-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 e 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.

ther owner signs here X Date Address

editor Signs [redacted] Date 08/02/2006 By X [redacted] Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
			RHODES CHEVROLET		
Seller	By	Title	Seller	By	Title

09 FR-AR 7/2004 (For Use In the State of Arkansas) (1 of 4) **Notice: See Other Side**

opyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - FOR FILING OR RECORDING

December 12, 2017

[redacted]
Greenwood, AR 7[redacted]

Service Request: [redacted]
Customer Relationship Manager: Jacqueline Bridges

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,

Chevrolet Division
General Motors Corporation



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 1, 2006

Troy Gaston, Esq.
Walters, Hamby & Verkamp
1405 West Center
Greenwood, AR 72936

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S25[redacted]
Customer Relationship Manager: Regina Williams

Dear Mr. Gaston:

We have received your response to our settlement offer, dated March 9, 2006. In an attempt to settle this matter, General Motors is making a final offer of $4,500.00 inclusive.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0071-T
Rev 9/26/2005

_____
Current Vehicle Mileage

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

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releaser"), on behalf of myself and my assigns, heirs and executors, in consideration of $3,000 paid by General Motors Corporation, hereby releases and discharges 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 Releasers' 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S2[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 Releaser has initiated any court, arbitration or other proceeding against General Motors Corporation, Releaser immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releaser has carefully read and understands this release. Releaser agrees and acknowledges that this Release constitutes the entire agreement between Releaser and General Motors Corporation, and Releaser is 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 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

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Deborah Anderson.

_____

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. 03/22/2006

WALTERS, HAMBY & VERKAMP
Attorneys at Law
Highway 10 Spur West
1405 W. Center, 3rd FL
Greenwood, AR 72936
E-mail: WaltLaw@waltlaw.net

Bill Walters
Michael Hamby
John P. Verkamp
Dianna Hewitt Ladd
Troy Gaston

Telephone 479-996-2122
Fax No. 479-996-2565

Wednesday, April 5, 2006

Regina Williams
General Motors Bus. Resource Ctr.
Via Fax (866) 255-3841

RE: [redacted]
Service Request No. [redacted]

Dear Regina:

Please find enclosed a copy of the release that has been executed by my client's as it relates to the above referenced vehicle.

I want to confirm our telephone conversation wherein it was stated that this release is expressly conditioned upon the fact that a full and complete warranty still accompanies the vehicle and if my client's sell the vehicle, the full warranty will be transferred to the new owner. Also, this release is conditioned upon the payment of $4,500.00. I have marked through the $3,000.00 amount and written in $4,500.00. My client's had already come and gone when I received the revised release from your office.

With kind personal regards.

Sincerely,

Troy Gaston

TG:kas
w/enclosure
cc: [redacted]

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releaser"), on behalf of myself and my assigns, heirs and executors, in consideration of ~~$2,000~~ $250 paid by General Motors Corporation, hereby releases and discharges 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 Releasers' 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S25[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 Releaser has initiated any court, arbitration or other proceeding against General Motors Corporation, Releaser immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 18,500 on the date of the signing of this release.

Releaser has carefully read and understands this release. Releaser agrees and acknowledges that this Release constitutes the entire agreement between Releaser and General Motors Corporation, and Releaser is 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 agree to the terms of this Release of All Claims

DATE SIGNED: [redacted]

[redacted]

Address

Greenwood AR [redacted]

City, State, Zip Code

[redacted]

Address

Greenwood ARK [redacted]

City, State, Zip Code

STATE OF Ark.
COUNTY OF Sebastian

Sworn to (or affirmed) and subscribed before me this 4th day of April, 2006 by Deborah Anderson.

KIMBERLY WILLIAMSON
Johnson County
My Commission Expires
August 28, 2013

Kimberly Williamson
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: 8/28/13

CC: File

LG0024-T
Rev. 03/22/2006

December 12, 2017

[redacted]
Greenwood, AR [redacted]

Service Request: [redacted]
Customer Relationship Manager: Jacqueline Bridges

Dear Mrs [redacted]:

Chevrolet is pleased to provide service coverage for the electrical on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S252[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 7, 2010, or 75,010 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Electrical – Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; ignition coils; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, power window motor/regulator, diagnostic displays, and headlights.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Fowlerville, MI [redacted]

Service Request: [redacted]
Executive Office: Jacqueline Johnson

Dear Ms [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13SX5[redacted], is for the following:

- 24 months or 50,000 miles, whichever occurs first, beginning on 1/12/06 and ending on 1/12/08, and begins with 27,001 and ends with 77,001 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,

Chevrolet Division
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]
Moss Point, MS [redacted]

Service Request: [redacted]7
Customer Relationship Manager: Esmeralda Flores

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,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Manakin Sabot, VA [redacted]

Service Request [redacted]
Customer Relationship Manager: Felicia Hicks

Dear Mr. [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 2005 Buick Rainier, Vehicle Identification Number 5GADT13SX52[redacted]0, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 01/09/2006 and ending on 01/09/2007 and begins with 10,609 odometer miles and ends with 22,609 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,

Buick Division
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.

J. G. Hilton
225 W. 7th St.
Oswego, NY 13126

SYRACUSE NY 132
1PM
05 DEC
2005

37

RECEIVED DEC 0 8 2005

Mr. Rick Wagoner
GMAC C.E.O.
Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170

48232+5170

December 5, 2005

Mr. Rick Wagoner
GMAC C.E.O.
Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170

Dear Sir:

I am writing to you regarding my 2002 Chevrolet Trail Blazer, which I purchased from Burritt Chevrolet, Oswego, New York on 12-31-02. The mileage on this vehicle is 27, 890.

Several weeks after I purchased the vehicle the headlights went out while I was out one evening, but fortunately came back on. I took the vehicle to Burritt's the next day and was told that since the lights were working there was nothing they could do. I was very upset, thinking that I would have major problems if it happened again so I called Mr. Chris Burritt to discuss this with him. I explained what h appened and what I was told by the men in the shop and he confirmed that there was nothing they could do as long as they were working. He tried to pacify me by telling me that if the lights did go out in the future I could call him on his private line and he would assist me. Fortunately for me I did not have future problems with the lights.

However, on April ll, 2002 I brought the Blazer back to Burritt"s explaining that the dashboard lights had been out, but also came back on. I was told "if it isn't broken we can't fix it", a phrase I've been hearing for the past almost four years. I have had trouble with every single light on this vehicle; the h eadlights, dashboard and inside lights, tail lights, brake lights, reverse lights; they would go off and sometimes would come back on. I would take it back to Burritt's and on occasion they would find that there was indeed a problem, but more often than not the lights would be functional when I got the vehicle there and it was the same old story. On two separate occasions the horn worked only intermittently but by the time I got it to the shop it was working. I also had a problem with the vehicle locking on its own; again back to Burritt's and again, by the time I got it there the locks were working and again I heard the "if it's not broken we can't fix it". I am currently experiencing problems with the locks.

I talked once again with Chris Burritt at length a few months back about the electrical problems I have experienced with this vehicle and asked if it could be put on a computer. He basically told me there was nothing he could do. I told him I was going to contact GMAC and send a history report, which I have, but never did. Bad decision on my part.

+

I had to take the vehicle back to the shop and I requested a visual appraisal. It was there for the better part of the day. When I returned to pick it up the appraisal was not ready and I had to wait for a salesman to get a Kelly Blue Book Appraisal from the computer, something I could have done myself. This appraisal showed the value as $13,000.A few weeks later I had to take the

vehicle back and again requested a visual appraisal and I was told that I had already received one; that the amount of the appraisal was $12,500, $500 less than the previous one. I did not receive anything in writing.

On ll-29-05 I made an appointment for a lube/oil/filter change and tire rotation and advised the men in the shop that the brake light on the drivers side was out and I asked that they check moisture in the reverse light, also on the drivers side. When I picked up the vehicle I was told once again that all the lights were working but I needed a seal for the reverse light.
Two days later the reverse light, drivers side, went out. I drove to Burritt's; they took it apart while I waited, but were unable to fix it because they did not have the part. Consequently, I had no brake light or reverse light. I was told they would order the part for me and that it should be in on Monday. (Today's date).

My daughter and had planned to drive to Detroit on Friday; she drove. I noticed that the passenger seatbelt would lock and would not adjust and also that the entry key would not unlock the passenger door. I called today to see if the part was in (it was not) and I told the gentleman I spoke with about the seatbelt and the problem with the lock. Hopefully they will continue to stay this way until I can get the vehicle out there.

I am a widowed senior citizen who decided to purchase a new vehicle so I would not have to deal with someone else's problems, but I have been plagued with problems ever since I bought it. The men in the shop have been very courteous and sympathetic, but I have yet to receive any consolation or satisfaction from Chris Burritt. The experience I have h ad with my Trail Blazer has been an absolute nightmare, which should never had been; Mr. Burritt is aware of the problems. I have been thinking for some time now about trading it in, which is the reason I requested the visual appraisal (the car is in excellent condition visually). In spite of all the bad experiences I have had with my vehicle, I feel very safe and comfortable in it. You can be sure, however, that if I should decide to purchase another GMAC vehicle it will not be from Burritt Chevrolet.

Although I am aware there is nothing that can be done about my situation, I have had at least the satisfaction of advising you and your company of my experiences with my vehicle and Burritt Chevrolet.

I appreciate your taking the time to read my letter. Thank you.

Sincerely,

[redacted]

Oswego, N>Y. [redacted]

CC: Burritt Chevrolet
104 E. Oswego, N. Y. 13126+

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number: [redacted]

Customer Name: Christine A. Gratton & James J. Vamvaketis

Worksheet Filled Out By: Yvonne Cervantes

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

Old Vehicle VIN: 1G1AK52F557[redacted]

New Vehicle VIN:

Date: April 28, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA & FL) OR LEASE REPURCHASE		
1	**To calculate usage:**		1	Base Price	$15,670.00	1	Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Document Fee	$45.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$17.50	3	0	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	GE 5 Star	$1,085.75	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$15,670.00	6	Sales Tax	$0.00	6	Title Fee	$0.00
7	Mileage	14,411	7	NY Inspection Fee	$10.00	7	Registration Fee	$0.00
8	Denominator	100,000	8	Waste Tire Management	$12.50	8	Rent Surcharge/Tire & Battery Fee	$0.00
9	**Usage**	**$2,258.20**	9	Other-Explain	$0.00	9	Tag Fee	$0.00
10			10	**Total Purchase Price**	**$16,840.75**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$2,258.20**	12	*** Usage/Depreciation**	**$2,258.20**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	State Tax	$0.00
15	Mileage	0	15	Over-Allowance	$2,500.00	15	Tire Fee	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Title Fee/Registration Fee	$0.00
17	**Usage**	**$0.00**	17	Incentives	$1,500.00	17	Rebate	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$14,242.50**	22	**Total Deductions**	**$6,258.20**	22	**Total Deductions**	**$2,258.20**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$10,582.55**	24	**Total Refund to Customer**	**-$2,258.20**
25	**OR**		25	Loan Payoff good thru (5/8/06)	$15,041.81	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$4,459.26**	26	Good Through 4-21-06	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$10,582.55**	28	**Total Repurchase**	**-$2,258.20**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Price**	**$0.00**	30	**Estimated Auction Price**	**$0.00**
31			31	**Projected Loss**	**$10,582.55**	31	**Projected Loss**	**-$2,258.20**

	PURCHASE PRICE (before t/t/t)	$ 15,670.00		TRADE ALLOWANCE	$ 5,500.00		PURCHASE PRICE	$ 15,670.00
	MSRP (FROM BARS INVOICE)	$ 15,670.00		PAYOFF OF TRADE	$ 5,500.00		INCENTIVE* (from BARS)	$ 1,500.00
	DIFFERENCE	$ -		DIFFERENCE	$ -		OVERALLOWANCE	$ 2,500.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 11,670.00
				TRADE ALLOWANCE	$ 5,500.00			
				ACV OF TRADE	$ 3,000.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 2,500.00		Include GM card points	
				ACV=actual cash value			Form Rev. 9/19/2005	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA & FL)

Down Payment (if applicable)
Payments made by customer
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance
Less Late Charges
Less Damage

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	Matthew Wimmer	Lisa Hughes
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S35[redacted]	1GNET13M4[redacted]	May 11, 2006

TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	$28,977.13	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$214.70	N		7.60%	
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$9.50	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Doc Fee	$399.50				
Filing Fee	$10.00	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	**$29,610.83**				
State Sales Tax	$0.00				
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$0.00	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	$0.00	M			
Damage	$0.00	E			
MSRP Upgrade	$2,825.00	R			
MSRP Downgrade (deducted)	$0.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**$2,825.00**				
Trade Repurchase Amount	**$26,785.83**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$26,785.83**				
Less Dealer Contribution to GM	$0.00				
No Lien	$0.00				
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$26,785.83**			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)	**-$26,785.83**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$28,977.13
State Sales Tax	$214.70
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$9.50
New Aftermarket Items	$0.00
Filing Fee	$10.00
Fees	$399.50
Less Dealer Contribution to Cust	$0.00
Subtotal	$29,610.83
Trade-In Allowance	$26,152.13
Loan Payoff	$0.00
Net Allowance	$26,152.13
Cash on Delivery (Paid by GM)	$633.70
Total Balance Due	$2,825.00
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1GNET13M462[redacted]	
Form Rev 11/11/2005	

DO NOT ACCEPT WITHOUT VERIFYING EAGLE WATERMARK IN PAPER

STATE OF COLORADO

CERTIFICATE OF TITLE

****MOTOR VEHICLE****

TITLE NUMBER [redacted]

VIN	YEAR	MAKE	BODY	CWT/CAP/SIZE	ODOMETER
1GNDT13S35[redacted]	2005	CHE	UP	45	149 A

TAXABLE VALUE	PREVIOUS TITLE	FUEL
26,571	MSO	G

DATE PURCHASED	DATE ACCEPTED	DATE ISSUED
07/28/2005	08/11/2005	08/19/2005

ODOMETER LEGEND:
A - Actual Mileage
E - In excess of mechanical limits
N - Not actual mileage; WARNING - ODOMETER DISCREPANCY

MAIL TO
HSBC
PO BOX 17902
SAN DIEGO CA 92177-7902

OWNER
WIMMER MATTHEW P

FIRST LIENHOLDER
HSBC
PO BOX 17902
SAN DIEGO CA 92177-7902

FILE NUMBER [redacted]

DATE FILED 08/11/2005

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name
HSBC BANK
WITHOUT WARRANTY AND RECOURSE

AMOUNT OF LIEN	LIEN EXTENDED TO	CO. NO.	MATURITY DATE	Authorized Agent Signature	Date
9,979.92			08/11/2013	[signature]	3/30/06

SECOND LIENHOLDER

FILE NUMBER

DATE FILED

Signature below certifies under penalty of perjury in the second degree the release of the second lienholder's interest in the vehicle.

Lienholder's Name

AMOUNT OF LIEN	LIEN EXTENDED TO	CO. NO.	MATURITY DATE	Authorized Agent Signature	Date

THE APPLICANT HAS BEEN DULY REGISTERED IN THIS OFFICE AS THE OWNER OF THE MOTOR VEHICLE DESCRIBED, SUBJECT TO LIENS AND ENCUMBRANCES IN THE ORDER SHOWN.

05227271203Vwph

EXECUTIVE DIRECTOR, COLORADO DEPARTMENT OF REVENUE

DATE DUPLICATE ISSUED

CONTROL NO.
F 3073580

GM RDC Repossessed Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

December 12, 2017

LUBY CHEVROLET
Rich Roth - Sales Manger
2033 S WADSWORTH BLVD
DENVER, CO 80227

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: Matthew Wimmer

Vehicle: 2005 Chevrolet TrailBlazer
VIN: 1GNDT13S[redacted]
REF SR[redacted]

Dear Rich:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$26,785.83** to LUBY CHEVROLET. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNET13M462[redacted]
New Vehicle Sales Price:	**$28,977.13**
Used Vehicle Trade Value:	**$26,152.13**
Trade Difference:	**$ 2,825.00**
Taxes:	**$ 214.70**
Reg/Lic/Title Fees:	**$ 9.50**
Filing Fee:	**$ 10.00**
Document Fee:	**$ 399.50**
Cash Paid on Delivery	**$ 633.70**
Dealer Processing Fee:	$ 200.00 (Warranty Credit on your Account)

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Tuesday May 16, 2006. If you have any questions you may reach me at 866-802-6625 ext1102.

LUBY CHEVROLET 113044 Management Agent's Signature and Title.

LUBY CHEVROLET 113044 Management Agent's Printed Name and Title.

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. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Plus upgrade	$2,825.00
Total Responsibility of Customer	**$2,825.00**

Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

LUBY 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.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

GM RSDC Required Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Monday, May 15, 2006

Matthew Wimmer
1553 Osceola St
Denver, CO 80204

Trade Settlement Letter

Subject: **Repurchase of 2005 Chevrolet TrailBlazer**
VIN: 1GNDT13S352[redacted]
REF SR:[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S35[redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer, General Motors will assist you into a 2006 Chevrolet TrailBlazer, VIN 1GNET13M46[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus upgrade	$2,825.00
Total Responsibility of Customer	**$2,825.00**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS [redacted]NED BELOW

[redacted] 5/15/2006

Customer's and Co-Customer's Signature(s) and Date

[redacted] 5/15/2006

Custom[redacted]

The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment –** needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution –** this offer is contingent upon approval of your lending/leasing institution.

16528

GM RVDC
Repurchased Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ext1102 if you have any questions or concerns.

*Please return this signed document to fax number **866-802-6668** by* Thursday May 18, 2006

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

16528

GM RDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Tuesday, December 12, 2017

[redacted]
Cuyler, NY [redacted]

BBB Arbitration Decision - Straight

Subject: **Repurchase of** 2005 Chevrolet Cobalt
VIN: 1G1AK52F5[redacted]
REF SR [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN 1G1AK52F55[redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for **$10,582.55.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$10,582.55
Base Price	$15,670.00
Document Fee	$45.00
Reg/Lic/Title Fees	$17.50
GE 5 Stare	$1,085.75
NY Inspection Fee	$10.00
Waste Tire Management	$12.50
Less Usage	$2,258.20
Less Over-allowance	$2,500.00
Less Incentives	**$1,500.00**
Less Payoff of Original Vehicle-Good until 5/8/06	**$15,041.81**
Total Customer Owes	**$4,459.26**

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

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*

Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment –** needs to be intact and functional.
⇒ **Title –** if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
⇒ **Cash backs rebates or incentives–** no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 if you have any questions or concerns.

*Please return this signed document to fax number **866-802-6668** by* Friday May 5, 2006

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

Case Number 16529

Case Number [redacted]
Name [redacted]
City-State-Zip Deruyter, NY [redacted]
Phone # 3158526108
Specialist John Ryan jryan@cbbb.bbb.org
Start Date 04/11/06
Close Date 04/11/06
Days Elapsed 0
Attorney
Arbitrator

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	03/01/2006	John Ryan Ext 529
UPDATE	A10	04/11/2006	Case has been closed as a referral

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	m01	CCF To Manufacturer	03/01/06
☐	ccf	Customer Claim Form	03/01/06
☐	prgm	Program Summary	03/01/06

Time Line:

Step Dated	Description	Dated By
04/11/06	Case Closed As/On	computer
03/01/06	Claim Sent to Mfr	daniel
03/01/06	Date Claim Taken	daniel

Reports:

On-Line CRM Tickler

Recent FTP Cases

Closed Cases Report

On-Line Tickler for Managers

New On-Line Tickler for Managers

Upcoming Hearings Schedule

EDGEMENT AND/OR ASSINT

CUSTOMER NAME: [redacted]

VIN: 1GNDT13S352[redacted] (or attached list*)

#1: CUSTOMER INCENTIVE(S) APPLIED TO DOWN PAYMENT OR AS A PRICE REDUCTION

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, or 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).

Program Reference	Ident Code	Amount	Program Reference	Ident Code	Amount
Cust Cash		$ 2500			$
		$			$
		$			$

#2: CUSTOMER INCENTIVE(S) REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER

I understand that I am entitled to customer incentive(s) in the program(s) listed. I do not want to use it as part of the down payment. I request that a check be issued in my name by Dealer named below.

Customer Initials: _____ Date: 07 28 2005

Program Reference	Ident Code	Amount	Program Reference	Ident Code	Amount
		$			$
		$			$
		$			$

#3: PROGRAM ALTERNATIVE SELECTED

I understand that I am entitled to another option in lieu of customer incentive program(s), (eg., division supported financing/leasing, special pricing, no charge option, etc.). I understand that by taking _____, I am not entitled to the alternative rebate that is part of this program.

Customer Initials: _____ Date: 07 28 2005 (Months _____ Rate _____ %)

---- 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 07/28/2005. I acknowledge receipt of incentive(s) as described in Box # _____ and release (Division) from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 07 28 2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and that the incentive(s) described in Box # _____ 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 (Division).

Authorized Dealer Signature: _____ Date: 07 28 2005

Dealership Name: LUBY CHEVROLET CO. Dealer Code: 10532

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

* List must include VIN, Delivery Date and Program Reference.

WHITE - DEALER YELLOW - CUSTOMER PINK - SALES OFFICE

GM-5795

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)	$26,725.53
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$29,935.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-3,209.47

Trade Allowance (from dealer Bill of Sale)	$0.00
Actual Cash Value Statement	$0.00
Difference (if positive, this is the overallowance)	$0.00

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

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$26,725.53
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2,500.00
Overallowance and/or Negative Equity minus	$0.00
Actual price of Vehicle that should be presented to BBB for ATA	$24,225.53

GM RDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Tuesday, December 12, 2017

[redacted]
Denver, CO [redacted]

Trade Settlement Letter

Subject: **Repurchase of 2005 Chevrolet TrailBlazer**
VIN: 1GNDT13S352[redacted]
REF [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S352[redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will assist you into a 2006 Chevrolet TrailBlazer, VIN 1GNET13M46[redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus upgrade	$2,825.00
Total Responsibility of Customer	**$2,825.00**

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

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.



CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ext1102 if you have any questions or concerns.

*Please return this signed document to fax number **866-802-6668** by* Thursday May 18, 2006

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603



electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/19/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Denver, Co [redacted]
5.Primary Customer Phone #: [redacted] Work
6.Additional Customer Phone # [redacted] Home
7.Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate n/a

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevrolet/Trailblazer Ls 4wd
11.VIN (17 Digits): 1GNDT13S3521[redacted] 12.Current Mileage: 7,000
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Luby Chevrolet CO.
15.Dealership Phone #: (303) 986-2233
16.Dealership Contact Name and **TITLE:** Rich Roth - Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): N/A
18.Dealership Contact Fax # (303) 986-5753
19.Dealership BAC: 113044 Region: Western

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

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

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? n/a

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: N/a

26.Reason for Repurchase (Include specific mechanical failure): Lights flicker and strobe. Dealer unable to repair vehicle

27.This case was resolved by: Field Decision working with open case in Tampa ADR
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? TRADE REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): customer

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNET13M46[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Trailblazer Lt 4wd
34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): _____

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: None - Colorado Lemon Law does not require usage fee.

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

****NO** Rebates are to be applied to the replacement vehicle*

****GM Card points** are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Elizabeth Enstad is the contact for this trade. She is wife of customer and handling all matters.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/18/2006

42.Authorizer Name: Mary DeCroes / Dave Quase

43.GM Position: AVM / CRM

44.VoiceMail Node: 80509 Mailbox Number: 78769

45.Email Address: _____

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

Facsimile to Mr. Quase: 1-866-226-3933
From: Elizabeth Enstad: 303-223-2090
Total Pages 16

Please see attached

General Motors
Attn: Dave Quase
PO Box 33170
Detroit, MI 48232-5170

April 14, 2006

[redacted]
Denver, CO [redacted]

Re: 2005 Trailblazer Rocky Mountain Edition case number [redacted]

Dear Mr. [redacted]

Thank you for your call this morning regarding the above-referenced matter. In this letter I will outline the events surrounding the problems with our new Trailblazer as well as state acceptable solutions to this issue from our perspective.

On 7/28/2005 [redacted] purchased the above reference Trailblazer from Luby Chevrolet located at 2033 S. Wadsworth Blvd., PO Box 260638, Denver, CO 80226-0638 for the price of $29,946.56. This vehicle is free and clear of lien and Mr. [redacted] currently holds the title.

The first time we noticed the problem was mid September of 2005. The lights started to strobe while driving in the city of Denver. The vehicle was taken to the dealership and we were told that the rear lift gate wire was loose and the lights were strobing because the computer was trying to tell the vehicle to fix the problem. We did not receive any paperwork in connection with this visit and the vehicle was returned to us unchanged.

The second strobing incident occurred while [redacted] was driving the car back from the airport with her parents. The lights were strobing on and off and the Denver Police Department pulled her over to determine if she knew of the light strobing condition. Explained that the car had been to the dealership and she would return it as soon as possible. A warning was given and the car taken to Luby. The invoice date for the second strobing is listed as January 23, 2006. During the visit to the dealership car was "road tested multiple time in dard conditions". .."inspection of power feed circuit and ground circuits. Unable to duplicate customer concern". *See exhibit A Luby Invoice 82193.* No loaner vehicle was given at this time and Mr. Wimmer used a second vehicle of his own during the time the shop had Trailblazer.

The third strobing incident occurred while Mr. [redacted] was driving the vehicle on the interstate home from work between the hours of 9:15 and 9:34 on I-25. Vehicle was taken to Luby and the invoice date is listed as January 31, 2006. During this visit

[redacted] had to make their own arrangements to receive a rental vehicle as they were told there was not one available due to ski season. They contacted Enterprise rental car and were given a Chevy Cavalier in poor condition. During this third visit the Trailblazer was with Luby for close to two weeks January 31, 2006 through February 8, 2006. The notes from the visit state as follows " Possible intermittent alternator failure. Recheck batter and started connection check ok. Recheck all ground and power feed connection. All Okay. Replace alternator with Delco reman per field engineer. No abnormal conditions noted at this time", *See exhibit B Luby invoice 83186.* During this same visit Luby put approximately 1000 miles on our vehicle during road testing and were finally able to duplicate the problem and accordingly, replaced the alternator, *See exhibit C Luby invoice 84086.*

During the period the vehicle was with Luby we had several conversations with Mr. Henry of the service department, Doug of the service department and a gentleman named Cezar from General Motors. Henry advised us that he knew we were having a problem and they were trying to get to the bottom of it, left a message on our answering machine that they were able to duplicate the problem, but didn't know if there was a fix. We were told to come and pick up the vehicle as they could not figure o[redacted]blem but hopefully the alternator replacement would work. Upon arrival, Mr. [redacted] requested to leave the engineering trouble shooting box in his vehicle in the event the lights started to strobe again and was told no as there was not enough to go around by Dustin.

The fourth strobing incident t occurred while Mr. [redacted] was returning home from work on April 4, 2006 during the hours of 9:05 and 9:30 pm on I-25. The lights were strobing in and out and two cars pulled over from the side of the road as they thought Mr. [redacted] was trying to pull them over and one threw a soda at him as they must have assumed Mr. [redacted] was just being a jerk. The vehicle was taken in to Luby for the fourth time and the attached contemporaneous notes will list the events that then took place, *See exhibit D contemporaneous notes from Ms. Enstad.* During the time the vehicle has been with Luby, Mr. [redacted] was given a Yukon for a rental vehicle and was told Luby was trying to get to the bottom of the problem.

During a telephone conversation with Mr. Henry, Ms. [redacted] was told he understood the problem, they know it is happening but it is hard to duplicate. She was also advised that there were others with the same problem we were having with their Trailblazers, and in fact, one of the service employees had the same exact problem but was being more lenient because he worked for the dealership.

On April 14, 2006 we were told to return the rental car and pick up the Trailblazer as they were unable to duplicate the problem after several road tests and were not authorized to let us stay in the rental. Henry advised if Ms. [redacted] and Mr. [redacted] wanted to get this resolved they would need to go through the Better Business Bureau of Colorado.

Mr. [redacted] and Ms [redacted] would like what they paid for in that they would like to trade in their old Trailblazer for a new one that runs properly or have the dealership buy back their current Trailblazer, which seems to be a lemon.

Thank you,

[redacted]

EXHIBIT A

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		4988/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 29DEC05	[redacted]	0.00	CASH	23JAN06

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR: 510532 ENG: 4.2_Liter_MFI_DOHC TRN: A
06:55 29DEC05	09:10 09JAN06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST STATES LIGHTS INSIDE AND OUT STROBE ON AND OFF AT INTERSTATE SPEEDS; SEE HIST; R.O. [redacted] TECH 132							
	CAUSE: . ELEC ELECTRICAL SYSTEM GENERAL							
		132	CP				0.00	0.00
	MISC GAS							
			W					(N/C)
	FC:							
	PARTS: 0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00

ROAD TEST VEHICLE MULTIPLE TIMES IN DARK CONDITIONS FROM 4988-5591, INSPECT POWER FEED CIRCUIT AND GROUND CIRCUITS. UNABLE TO DUPLICATE CUSTOMER CONCERN. TAC TEST WITH CHRIS ESCH NORMAL CONDITION WITH AIR PUMP COMMAND WITH TECH 2 NO CODES RM

B	24 POINT SAFETY & MAINTENANCE INSPECTION							
	12 24 POINT SAFETY & MAINTENANCE INSPECTION							
		132	CP				0.00	0.00
	PARTS: 0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PROFESSIONAL GLASS
CLASS JOB AUTOS AND HOMES
6400 E. 39th Unit 5
Denver, CO 80221
745-8400 · Fax 745-4742

3334 S. Wadsworth
Lakewood, CO 80227
905-0200 · Fax 965-1519

450 E. 120th
Thornton, CO 80241
452-4256

REPAIR AUTHORIZATION

Colorado law provides for enforcement of a lien in favor of any person who repairs or performs labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action to compel its foreclose the lien which may result in the vehicle being sold pursuant to court order. A storage fee of [illegible] dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, etc., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, hand tools, service hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2242

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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

Copyright 2000 ADP, Inc. SERVICE ENGAGE #3 [illegible]

APR-14-06 10:48 FROM- T-171 P.007/016 F-953

120

[redacted]

[redacted]

INVOICE

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		5591/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 20JAN06		0.00	CASH	23JAN06

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532
14:47 18JAN06	08:37 23JAN06	ENG:4.2_Liter_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REFER TO R.O:[redacted]			
CAUSE:			
RENTAL RENTAL VEHICLE			
99 W			(N/C)
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B** CUST STATES HEADLIGHTS AND DASH LIGHTS STROBE AT TIMES ON INTERSTATE			
CAUSE: INTERMITTENT FAILURE			
J4100 GENERATOR ASSEMBLY REPLACE			
132 W			(N/C)
1 10464468 W-GEN REM			(N/C)
CORE CHARGE W			(N/C)
-1 10464468 CORE RETURN			(N/C)
FC: 1P			
PART#:[redacted]			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OE			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

TAC #8671988. POSSIBLE INTERMITTENT ALTERNATOR FAILURE. RECHECK BATTERY AND STARTER CONNECTION CHECK OKAY. RECHECK ALL GROUND AND POWER FEED CONNECTION. ALL OKAY. REPLACE ALTERNATOR WITH DELCO REMAN PER FIELD

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit S
Denver, CO 80231
745-9400 - Fax 745-4741
3234 S. Wadsworth
Lakewood, CO 80227
986-3200 - Fax 980-1019
405 E. 120th
Thornton, CO 80241
452-4066

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2247

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE 42 XSI2C

[redacted]

[redacted]

INVOICE

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		5591/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 20JAN06	[redacted]	0.00	CASH	23JAN06

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A
14:47 18JAN06	08:37 23JAN06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ENGINEER. REROAD TEST VEHICLE FROM 5591-5693. NO ABNORMAL CONDITIONS NOTED AT THIS TIME.

****

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741
3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 985-1819
405 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSJ3C

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		4988/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 29DEC05		0.00	CASH	23JAN06

R.O. OPENED	READY	OPTIONS: STK:50490 DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A
06:55 29DEC05	09:10 09JAN06	

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CUST STATES LIGHTS INSIDE AND OUT STROBE ON AND OFF AT INTERSTATE SPEEDS;SEE HIST;R.O.[redacted] TECH 132				
CAUSE:				
ELEC ELECTRICAL SYSTEM GENERAL				
132 CP			0.00	0.00
MISC GAS				
W				(N/C)
FC:				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:				0.00
ROAD TEST VEHICLE MULTIPLE TIMES IN DARK CONDITIONS FROM 4988-5591. INSPECT POWER FEED CIRCUIT AND GROUND CIRCUITS. UNABLE TO DUPLICATE CUSTOMER CONCERN. TAC [redacted] CHRIS ESCH NORMAL CONDITION WITH AIR PUMP COMMAND WITH TECH 2 TO CONFIRM				
**********				
B 24 POINT SAFETY & MAINTENANCE INSPECTION				
12 24 POINT SAFETY & MAINTENANCE INSPECTION				
132 CP			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:				0.00

****

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1819

405 S. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles, if the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS30

EXHIBIT B

[redacted]

[redacted]

INVOICE

PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

MATTHEW [redacted]

HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S3521[redacted]		5591/5591	[redacted]

DEL DATE	WARR EXP	PROMISED	PO NO.			INV DATE
28JUL05 IS		18:00 20JAN06		0.00	CASH	31JAN06

R.O. OPENED	READY
14:47 18JAN06	07:16 31JAN06

OPTIONS: STK: 50490 DLR: 510532
ENG: 4.2 Liter MFI DOHC TRN: A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REFER TO R.O. 82193			
CAUSE:			
RENTAL RENTAL VEHICLE			
99 W			(N/C)
PC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
SUBL CAR RENTAL/D100293			
PO#PO299442			
W			(N/C)
FC:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
B** CUST STATES HEADLIGHTS AND DASH LIGHTS STROBE AT TIMES ON INTERSTATE			
CAUSE: INTERMITTENT FAILURE			
J4100 GENERATOR ASSEMBLY REPLACE			
132 W			(N/C)
1 10464468 W-GEN REM			(N/C)
CORE CHARGE W			(N/C)
-1 10464468 CORE RETURN			(N/C)
FC: 1P			
PART#: 10464468			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OE			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
5400 E. 35th Unit S
Denver, CO 80231
303-455-4000 · Fax 745-4741
3254 S. Wadsworth
Lakewood, CO 80227
986-3320 · Fax 986-1819
425 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles if the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order. A storage fee of ten dollars per day, beginning on the fourth day, after the THROUGH is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, etc., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the cost of certain materials that cannot be separately itemized, but which are primarily used in the repair and service of vehicles. These items include, but are not limited to, rags, misc. bolts, screws, hand cleaner, small amounts of lubricant, etc. The charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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	

Copyright 2000 ADP, Inc. ADP/CDK ENGINE #3 2000

[redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

HOME: [redacted] BUS: [redacted]

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S3521[redacted]		5591/5591	[redacted]

DEL. DATE		WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS			18:00 20JAN06		0.00	CASH	31JAN06

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR: 510532
14:47 18JAN06	07:16 31JAN06	ENG: 4.2_Liter_MFI_DOHC TRN: A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TAC #86/1988. POSSIBLE INTERMITTENT ALTERNATOR FAILURE. RECHECK BATTERY AND STARTER CONNECTION CHECK OKAY. RECHECK ALL GROUND AND POWER FEED CONNECTION. ALL OKAY. REPLACE ALTERNATOR WITH DELCO REMAN PER FIELD ENGINEER. REROAD TEST VEHICLE FROM 5591-5693. NO ABNORMAL CONDITIONS NOTED AT THIS TIME.

****

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. 13th, Unit 5
Denver, CO 80231
745-6400 · Fax 745-4745

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1819

405 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, etc., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT
HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE 303-986-2242

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE
LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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

Copyright 2000 ADP, Inc. ENVIRON MARKS A.C. 2000

EXHIBIT C

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

[redacted]

DENVER
HOME: 3[redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5591/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 08FEB06	[redacted]	0.00	CASH	08FEB06

R.O. OPENED:	READY	OPTIONS: STK[redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A
10:40 08FEB06	11:12 08FEB06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	THIS REPAIR ORDER IS TO CLARIFY DIAGNOSTICS AND REPAIRS PERFORMED ON RO [redacted] AND 83186 NO REPAIRS WERE PERFORMED ON THIS REPAIR ORDER							
	LLINE	GENERAL	LIGHT LINE					
	99		CP				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WE PERFORMED DIANOSTICS PER THE SERVICE MANUAL WE ROAD TESTED THE VEHICLE APPROX 800 MILES WITH A TECH 2 SCANNER THE HEADLIGHTS DIMMED ONE TIME FOR ABOUT ONE SECOND DUE TO THE SHORT DURATION WE WERE UNABLE TO DIAGNOSE TO CONCERN WE CONTACTED CHEVROLET TECHNICAL ASSISTANCE CASE #8671988 THEY SUGGESTED THAT THE CONCERN WAS NORMAL AIR PUMP OPERATION WE CONTACTED THE LOCAL GM FIELD ENGINEER BRIAN PRUSSER HE SUGGESTED THAT WE REPLACED THE ALTERNATOR WE REPLACED THE ALTERNATOR ON RO#83186 LUBY CHEVROLET WILL EXTEND MR WIMMER'S WARRANTY 800 MILES FOR THE 800 MILES WE ROAD TESTED HIS VEHICLE PER DUSTIN HOLLADAY 05 1 Month

****

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit S
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1819

405 E. 120th
Thornton, CO 80241
452-4055

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-985-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE v2 XSI2C

EXHIBIT D

General Motors: 800-222-1020
General Motors Fax – 1-866-962-2866

GM Address: PO Box 33170, Detroit, MI 48232-5170

Case Manager at Corporate is Richard Hall: 866-790-5700 x 20026
Alan Preston is Mr. Hall's supervisor

Luby Chev: 1/888/ask/Luby
Henry in Service, cell phone 303-519-3038
Doug is Service Manager

4/6/2006 – Telephone calls with Luby , Henry and left message with Corporate regarding problem with vehicle. Henry understood we were having a problem, no doubt in his mind this was happening and others had the same problem. Difficult for them because they can't duplicate the problem and they are not allowed to throw parts at it without a problem. Filed intake for complaint with Better Business Bureau of Colorado.

4/7/2006: Telephone call from Richard Hall advising that they are doing the best they can, the problem was duplicated on the second visit but they were unable to get it to duplicate long enough to find anything wrong. Working with the engineers from Chevrolet to figure out the problem. Will call me back on Monday with any new developments. Vehicle has been in a total of 4 times.

4/10/2006: Call from Henry at Luby advising they are still trying to figure out the problem with the Trailblazer. Requested we drive it around with a black electrical box attached to duplicate the problem and identify same. I advised I did not feel comfortable with this option as the vehicle is unsafe and he understood. He requested that he be able to drive it to and from work to try and duplicate the problem and I agreed under the condition that the warranty would be extended for the amount of miles they put on. He said he would tell the service manager that is what needed to happen and understand as "they have put more miles on the thing than we have". I advised I was getting tired of dealing with this issue and that per the lemon law I was thinking about filing a suit to get this resolved. Henry advised he would contact me on Thursday with the results of his testing.

4/13/2006 – Called Henry at Luby and Richard Hall at GM to get status of our vehicle. Had to leave a message for both parties. Henry called back and said they were still working on getting the vehicle to duplicate the problem and to stay in the rental that we have so they can get to the bottom of this and he would call me back on Tuesday, April 18, 2006.

4/14/2006 – Call from Mr. Dave Kuasi from GM (866)-790-5700x20172 regarding complaint filed with the better business bureau. Returned call and had to leave message.

4/14/2006 – Mr. Quese returned my call and explained to me he would be handling the case from here on out, obtained information relative the issues with the Trailblazer and advised he would be in touch by Friday, April 21, 2006 if not sooner.

4/14/2006 – Henry from Luby called and advised we have to bring back the rental and pick up our Trailblazer and he was sorry he had to deliver that news. He also advised to go through the Better Business Bureau.

MAY-02-2006 09:56 PAGE 1/1 * RCVD AT 5/2/06 1:26:01 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID:3154372873 * DURATION (mm-ss):00-56

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

May 2, 2006

East Syracuse Chevrolet
Attn: John Bertrand
1 CHEVY DR
EAST SYRACUSE, NY 13057

Subject: 2005 Chevrolet Cobalt
Customer: [redacted]
VIN: 1G1AK52F557[redacted]
REF SR: 1[redacted]

Dear Amy Ruan:

[redacted]will bring a certified check or money order in the amount of $4,459.26 made payable to General Motors. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $15,041.81 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase; do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday May 3, 2006. If you have any questions you may reach me at 866-802-6625 ext2305.

East Syracuse Chevrolet 115281 Management Agent's Signature and Title.

East Syracuse Chevrolet 115281 Management Agent's Printed Name and Title.

Case Number 16529

05/02/2006 12:13 3154372873 EAST SYRACUSE CHEVY PAGE 01

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/19/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Denver, Co 802[redacted]
5.Primary Customer Phone #: [redacted]
6.Additional Customer Phone #:
7.Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate n/a

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevrolet/Trailblazer Ls 4wd
11.VIN (17 Digits): 1GNDT13S35[redacted] 12.Current Mileage: 7,000
13.Purchased:

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

Dealership that will handle entire transaction:
14.Dealership Name: Luby Chevrolet CO.
15.Dealership Phone #: (303) 986-2233
16.Dealership Contact Name and **TITLE:**Rich Roth - Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): N/A
18.Dealership Contact Fax # (303) 986-5753
19.Dealership BAC: 113044 Region:

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

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

21.Was a **TRADE** Repurchase offered?
22.If this will not be a Trade Repurchase, Please explain Why? n/a

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number [redacted] 24.TAC Case Numbe[redacted]
25.If no TAC number, Explain: N/a
26.Reason for Repurchase (Include specific mechanical failure): Lights flicker and strobe. Dealer unable to repair vehicle

27.This case was resolved by:
28.Does this vehicle meet the presumption of Lemon Law in applicable state?
29.Recommended Disposition of Repurchased Vehicle: _(If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION?
31.Vehicle Damage (explain what damage is present and who is responsible): customer

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNET13M4[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Trailblazer Lt 4wd
34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: None - Colorado Lemon Law does not require usage fee.

36.Aftermarket Items:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: N/A

38.Who will be responsible for the **Taxes and/or Fees**?
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain: All

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):
***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: Elizabeth Enstad is the contact for this trade. She is wife of customer and handling all matters.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/18/2006
42.Authorizer Name: Mary DeCroes / Dave Quase
43.GM Position: AVM / CRM
44.VoiceMail Node: 80509 Mai box Number: 78769
45.Email Address:

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum [redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

GM DOC
Generalized Vehicle Disposal Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** -- needs to be intact and functional.
- ⇒ **Title** – if no lien on this vehicle, a free and clear title must be provided at time of repurchase
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 if you have any questions or concerns.

*Please return this signed document to fax number **866-802-6668** by* Friday May 5, 2006

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603

[redacted]

Case Number 16529

2006 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
57U SILVERSTONE METALLIC /V8G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. [redacted]/TR[redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN ET13 M4 622[redacted] — VEHICLE INVOICE [redacted]
**********13*10532S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	28825.00	26951.38	INVOICE 03/10/06
AP9 CARGO CONVENIENCE NET	30.00	24.90	SHIPPED 03/10/06
DK2 POWER OSRV MIRROR - HEATED	35.00	29.05	EXP I/T 03/23/06
EB1 GVWR, 6001 LBS.	N/C	N/C	INT COM 03/23/06
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 03/09/06
GT4 REAR AXLE - 3.73 RATIO	50.00	41.50	KEYS S547A S547A
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10	WFP-S MTH OPT-2
LH6 VORTEC 5300 V8 SFI ENGINE W/DO	1000.00	830.00	BANK: COMERICA BA
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	CHG-TO 10-532
PCR SUN, SOUND, ENTERTAINMENT PKG:	2015.00	1672.45	SHIP WT: 4619
* POWER SUNROOF			HP: 45.7
* BOSE PREMIUM SOUND SYSTEM			GVWR: 6001
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			GAWR.FT: 2950
			GAWR.RR: 3400
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			GMS: 29451.63
			SUPPLR: 30773.58
PDF LT PACKAGE 1	625.00	518.75	MRM: 33760.00
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS			NTR: 1/2
			DAN: TB1SD
* RR SEAT RADIO & HVAC CONTROLS			MEMO 1527.50
* DRIVER INFORMATION CENTER			
* AUTO CLIMATE CONTROL			
* REVERSIBLE CARGO UTILITY MAT			
RYJ CARGO SHADE	70.00	58.10	
R8K **********	N/C	N/C	
ZM5 UNDERBODY SHIELD PACKAGE	130.00	107.90	
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C	
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

TOTAL MODEL & OPTIONS	32050.00	29628.13	ACT 237 29376.63
DESTINATION CHARGE	710.00	710.00	H/B 261 961.50
LAM DEALER CONTRIBUTION		320.50	ADV 261 320.50
LAM GROUP CONTRIBUTION		320.50	EXP 65A 320.50
TOTAL	32760.00	30979.13	PAY 310 30979.13

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29585.25

****

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.

****

LUBY CHEVROLET

GM RVDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

December 12, 2017

East Syracuse Chevrolet
Attn: John Bertrand
1 CHEVY DR
EAST SYRACUSE, NY 13057

Subject: 2005 Chevrolet Cobalt
Customer: [redacted]
VIN: 1G1AK52F5575[redacted]
REF SR: [redacted]

Dear Amy Ruan:

[redacted] will bring a certified check or money order in the amount of $4,459.26 made payable to General Motors Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $15,041.81 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase; do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday May 3, 2006. If you have any questions you may reach me at 866-802-6625 ext2305.

East Syracuse Chevrolet 115281 Management Agent's Signature and Title.

East Syracuse Chevrolet 115281 Management Agent's Printed Name and Title.

Case Number [redacted]

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/21/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Cuyler, Ny [redacted]
5.Primary Customer Phone #: [redacted]
6.Additional Customer Phone #: [redacted]
7.Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate n/a

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Cobalt
11.VIN (17 Digits): 1G1AK52F5575[redacted] 12.Current Mileage: 16,500
13.Purchased:

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

Dealership that will handle entire transaction:
14.Dealership Name: Royal Chevrolet/Cortland, Inc.
15.Dealership Phone #: (607) 756-7555
16.Dealership Contact Name and **TITLE:**John Bertrand-Sales Mgr
17.Dealership Contact Phone # (if different than Dealership #): SAME
18.Dealership Contact Fax # (607) 753-6198
19.Dealership BAC: 115269 Region:

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?
22.If this will not be a Trade Repurchase, Please explain Why? Customer does not want another GM vehicle

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: N/A
25.If no TAC number, Explain: Dealer did not contact TAC
26.Reason for Repurchase (Include specific mechanical failure): Vehicle has no Power

27.This case was resolved by:
28.Does this vehicle meet the presumption of Lemon Law in applicable state?
29.Recommended Disposition of Repurchased Vehicle: _(If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION?
31.Vehicle Damage (explain what damage is present and who is responsible): None

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: N/A
33.New Vehicle Year/Make/Model: N/A
34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: (14,411/100,000)x 15,670= $2,258.20

36.Aftermarket Items:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): None
37.Lease Termination Terms: N/A
38.Who will be responsible for the **Taxes and/or Fees**?

GM will be responsible for taxes and/or Fees, How much (Full, % of Item, $ Amount, etc.)

Explain: GM will be responsible for all taxes and fees

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 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: N/A

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/05/2006
42.Authorizer Name: Maxine Durant/Jerome Perry
43.GM Position: ADR CRM/ AVM
44.VoiceMail Node: 914244 Mai box Number: 6168
45.Email Address: n/a
Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum

[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/19/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Denver, Co [redacted]
5.Primary Customer Phone #: [redacted]
6.Additional Customer Phone #:
7.Customer fax #: n/a
8. Cust Drivers Licenses # n/a
9. State tax % rate n/a

Customer Vehicle Information
10.Year/Make/Model: 2005/Chevrolet/Trai blazer Ls 4wd
11.VIN (17 Digits): 1GNDT13S3[redacted] 12.Current Mileage: 7,000
13.Purchased:

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

Dealership that will handle entire transaction:
14.Dealership Name: Luby Chevrolet CO.
15.Dealership Phone #: (303) 986-2233
16.Dealership Contact Name and **TITLE:**Rich Roth - Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): N/A
18.Dealership Contact Fax # (303) 986-5753
19.Dealership BAC: 113044 Region:

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

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

21.Was a **TRADE** Repurchase offered?
22.If this will not be a Trade Repurchase, Please explain Why? n/a

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Numbe[redacted]
25.If no TAC number, Explain: N/a
26.Reason for Repurchase (Include specific mechanical failure): Lights flicker and strobe. Dealer unable to repair vehicle

27.This case was resolved by:
28.Does this vehicle meet the presumption of Lemon Law in applicable state?
29.Recommended Disposition of Repurchased Vehicle: _(If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION?
31.Vehicle Damage (explain what damage is present and who is responsible): customer

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNET13M46[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Trai blazer Lt 4wd
34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: None - Colorado Lemon Law does not require usage fee.

36.Aftermarket Items:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

38.Who will be respons ble for the **Taxes and/or Fees**?
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain: All

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):
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: Elizabeth Enstad is the contact for this trade. She is wife of customer and handling all matters.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/18/2006
42.Authorizer Name: Mary DeCroes / Dave Quase
43.GM Position: AVM / CRM
44.VoiceMail Node: 80509 Mailbox Number: 78769
45.Email Address:
Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 14, 2006

Doug Gasper – Service Manager
Luby Chevrolet
PO Box 260638
Denver, CO 80226-0638

Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet TrailBl[redacted]
VIN # 1GNDT13S352[redacted]

Dear Mr. Gasper:

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,

Dave Quase
BRC Customer Relationship Manager
Phone: 866-790-5700, Ext. 20172
FAX# 866-226-3933

FAX

from

LUBY CHEVROLET CO.

TO: GM Business Resource Cente

Attention: David Quase

FROM: Doug Gasper

23 copies including cover sheet.

DATE 4/14/06

COMMENTS:

Phone # 303-986-2233
Fax # 303-986-5753

APR. 14. 2006 2:45PM LUBY CHEVROLET PARTS NO. 964 P. 2

LUBY CHEVROLET CO.

2033 South Wadsworth Blvd., P.O. Box 260638
DENVER, COLORADO 80226-0638
Telephone (303) 986-2233
FAX: (303) 986-5753
1-888-ASK-LUBY 1-888-275-5829

67194

SALESMAN [redacted], ROBERT LEE

☐ DEMO
XX ☐ NEW
☐ USED STOCK NO. [redacted]

BUYERS ORDER AND INVOICE

Customer [redacted]
Customer
Address [redacted] County
City & State FAIRPLAY CO ZIP 80440
Phone No. Home ([redacted] Business ([redacted]
Drivers Lic. # Birth Date

Date 07/28/2005
Yr 2005 Make CHEVROLET
Model TRAILBLAZER Trim
Body LT Color
Serial 1GNDT13S[redacted]

IF USED, CYL.	TRAN.	PS	PS	AC	RAD.	VT	MILES
							149

"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."

CUSTOMER AGREES TAX RATE IS AS SHOWN, AND AGREES TO PAY ANY DIFFERENCE IMMEDIATELY. X [redacted]

DEALER AGREES TO PROVIDE EMISSION CERTIFICATE OR RESERVES THE RIGHT TO RESCIND THIS SALE.

I HEREBY UNDERSTAND THAT THE TRADE ALLOWANCE SHOWN DOES NOT REFLECT ACTUAL CASH VALUE OF MY TRADE-IN. X

ALL USED CARS SOLD "AS IS" OR "WITH ALL FAULTS" UNLESS SEPARATE AGREEMENT IS FURNISHED BUYER. X

TRADE-IN NO.

Year Make
Model Dr. Color
Serial No.
Miles

Year Make
Model Dr. Color
Serial No.
Miles

Buyer guarantees the trade vehicle represented on this buyer's order is not or has not been damaged by flood, or has not had frame damage, or the trade title does not indicate "salvage" in any manner regardless of state of origin. X

PAY-OFF AMOUNT IS AN ESTIMATE. UPON VERIFICATION BUYER AGREES TO PAY ACTUAL AMOUNT OF PAY-OFF. X

PRICE

LIST PRICE	26326.53
CLEAR BRA	399.00
CASH PRICE	26725.53
LESS TRADE-IN ALLOWANCE	
VTR FEE	
D&H* MW	399.50
Taxable Sale Price	
State Tax	27125.03
City Tax 2.90	786.63
County Tax	
R.T.D. Tax	
Service Contract	1995.00
Tax on Service Contract	39.90
Gap Insurance	
TOTAL	29946.56
PAY-OFF AMOUNT	
TOTAL CASH PRICE	29946.56

CASH SETTLEMENT

GM Card Rebate	
Factory Rebate	
Cash Deposit	2500.00
Total Down Payment	21000.00
Remaining Cash Balance Due	8946.56

*D&H: THIS CHARGE REPRESENTS COSTS AND ADDITIONAL PROFIT TO THE SELLER/DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM.

BUYER'S SIGNATURE [redacted]

BUYER'S SIGNATURE

This Order is not binding until accepted by the management of the above-named Seller/Dealer and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above-named Seller/Dealer.

ACCEPTED BY
SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE

CAUTION:
THIS AGREEMENT CONSISTS OF TWO PAGES. SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS. BUYER(S) HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THIS AGREEMENT.

FINANCING - SUBJECT TO APPROVAL

DEALER ARRANGED FINANCING: If the Dealer is to arrange the financing of the remaining cash balance, then it is agreed that this Purchase Order is not a binding contract until the Installment Sales Contract, Security Agreement and Disclosure, executed pursuant to this Buyers Order, are approved by the lending institution named in said documents.

OFFICE COPY

CUSTOMER NAME: [redacted]

VIN: 1GNDT13S352[redacted] (or attached list*)

#1: CUSTOMER INCENTIVE(S) APPLIED TO DOWN PAYMENT OR AS A PRICE REDUCTION

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, or 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).

Program Reference	Ident Code	Amount	:	Program Reference	Ident Code	Amount
Cust Cash		$ 2500	:			$
		$	:			$
		$	:			$

#2: CUSTOMER INCENTIVE(S) REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER

I understand that I am entitled to customer incentive(s) in the program(s) listed. I do not want to use it as part of the down payment. I request that a check be issued in my name by Dealer named below.

Customer Initials: _____ Date: 07 28 2005

Program Reference	Ident Code	Amount	:	Program Reference	Ident Code	Amount
		$	:			$
		$	:			$
		$	:			$

#3: PROGRAM ALTERNATIVE SELECTED

I understand that I am entitled to another option in lieu of customer incentive program(s), (eg., division supported financing/leasing, special pricing, no charge option, etc.). I understand that by taking _____, I am not entitled to the alternative rebate that is part of this program.

Customer Initials: _____ Date: 07 28 2005 (Months _____ Rate _____ %)

---- 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 07/28/2005 I acknowledge receipt of incentive(s) as described in Box # _____ and release (Division) from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 07 28 2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and that the incentive(s) described in Box # _____ 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 (Division).

Authorized Dealer Signature: _____ Date: 07 28 2005

Dealership Name: LUBY CHEVROLET CO. Dealer Code: 10532

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

* List must include VIN, Delivery Date and Program Reference.

WHITE - DEALER YELLOW - CUSTOMER PINK - SALES OFFICE

GM-3795

CUSTOMER #:

[redacted]

WORKORDER

PAGE 1

Luby Chevrolet

2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: BUS:

SERVICE ADVISOR: 290 MONTOYA, PHILLIP ELIAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		9/

DEL DATE		WARR. EXP.	PROMISED	PO NO.			INV. DAT
			18:00 22OCT04		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
22OCT2004 16:09		DLR:510532 ENG:4.2 Liter MFI DOHC TRN:A

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PDI		WPDI	PRE-DELIVERY INSPECTION

731- PDI 10.00

# B	NCDETAIL	IPDI	NEW CAR DETAIL

10391

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

PRELIMINARY ESTIMATE $ _____

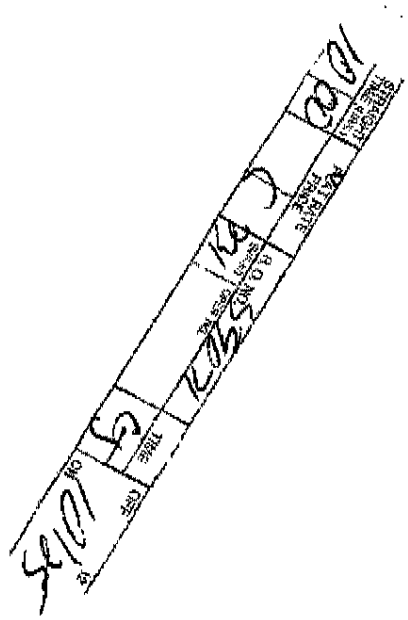
AUTHORIZED BY X

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

[redacted]MS SET WITHIN:

CUSTOME[redacted]

Copyright 2000 ADP, Inc. SERVICE WORKORDER x2 x3w2d



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 1GNDT13S352[redacted] Dealer/BAC Code [redacted] Stock # [redacted] Repair Order # 59071

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ✓ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results

AFTER: LF 35 RF 35 LR 35 RR 35

- ✓ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ✓ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ✓ Verify RPO and RPA options
- ✓ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before _____ After _____

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ✓ Engine Performance: Cold start, idle quality
- ✓ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ✓ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ✓ Steering wheel – center position
- ✓ Steering for leads, pulls, vibration at idle, vibration while driving
- ✓ Wipers, delay and washers (front and rear)
- ✓ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ✓ Unusual wind noise
- ✓ Unusual noises/vibrations
- ✓ Squeaks and rattles
- ✓ Transfer case or TAPshift function (if equipped)
- ✓ Cruise/adaptive cruise (if equipped)
- ✓ OnStar for connectivity (if equipped)
- ✓ Transmission shifter, clutch, noise, shift smoothness
- ✓ Engine performance: Hot start, idle quality
- ✓ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ✓ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE _____

DATE _____ INITIAL _____

- ✓ Remote hood release, latch and hood safety latch
- ✓ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ✓ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ✓ Fluid levels: Add as required

Body/Chassis:

- ✓ Doors, locks, keys and keyless entry system
- ✓ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ✓ Neutral start safety switch (if equipped)
- ✓ Power mirrors (if equipped)
- ✓ Horn
- ✓ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ✓ Seat belts: material, operation and latches
- ✓ Child Comfort Guide – elastic cord visible (if equipped)
- ✓ Removable top/panel, convertible top
- ✓ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ✓ Trunk safety release (if equipped)
- ✓ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ✓ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ✓ Brake/fuel lines secured in clips
- ✓ Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- ✓ Interior: Remove protective coverings. Clean as required; seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ✓ Install floor mats (if equipped)
- ✓ Thorough exterior wash and dry, check for water leaks
- ✓ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ✓ Erase all messages on voice recorder (if equipped)
- ✓ Reset fuel economy readings
- ✓ Set clock/calendar to local time
- ✓ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ✓ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Anthony ✓ _____

Technician (Print Name) Service Manager (Signature) Date

CUSTOMER #: [redacted]

WORKORDER [redacted]

PAGE 1

Luby Chevrolet
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME: BUS:

SERVICE ADVISOR: 8213 NIX, GEORGE ALLEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		165/	[redacted]

DEL DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
IS		17:00 28JUL05		42.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:510532 ENG:4.2 Liter MFI DOHC TRN:A
28JUL2005 12:52		

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	WCBT		IWEO	INTERNAL CLEAR BRA TRUCK

G. NIX

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the labor charge.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE AND AGREE TO TERMS SET WITHIN:

X _____ DATE

CUSTOMER SIGNATURE

ESTIMATOR COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #7 XSWSC

[redacted]

[redacted]

INVOICE

Luby CHEVROLET CO.

CHEVROLET

2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260639
DENVER, CO 80226-0639
(303) 986-2233
www.lubychevrolet.com

[redacted]

FAIRPLAY CO [redacted]
HOME [redacted] BUS [redacted]

PAGE 1

SERVICE ADVISOR: 8213 GEORGE ALLEN NIX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		165/165	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		17:00 28JUL05		42.00	CASH	30JUL05

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532 ENG:4.2 Liter MFI DOHC TRN:A
12:52 28JUL05	14:22 30JUL05	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	INTERNAL		CLEAR BRA TRUCK					
	WCBT		INTERNAL CLEAR BRA TRUCK					
		8213	IWEO					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALLED LCEAR BRA

****

INTERNAL PAY PAINT AND MATL FOR REPAIR ORDER (N/C)

PREFERRED GLASS

GLASS FOR AUTOS AND HOMES

8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1619

405 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be separately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE
LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 REISC

6.

CUSTOMER #: [redacted] DAVE [redacted]

[redacted]

FAIRPLAY, CO

HOME: [redacted] BUS: [redacted]

WORKORDER

PAGE 1

Luby Chevrolet

2033 SOUTH WADSWORTH BLVD
P.O. BOX 260038
DENVER, CO 80226-0038
(303) 986-2233
www.lubychevrolet.com

SERVICE ADVISOR: 8268 EMERSON, HENRY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		730/	[redacted]

DEL DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 18AUG05	[redacted]	0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR:510532
17AUG2005 13:54		ENG:4.2 Liter MFI DOHC TRN:A

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	ELEC		W	CUST STATES DASH LIGHTS AND HEAD LIGHT DIM AND GO BRIGHT WHILE DRIVING AT TIMES; CUST DESCRIBES AS STROBE EFFECT

132 Inspct Start • Charge System Inspct All vehicle Grnds • Batt Conn VAlt output normal Pass Normal [redacted] • Current DRAW Due to Air Pump operate N/C

# B	RENTAL		W	CUST NEEDS CAR

99 6714 Rental ERA 74.00

#.C	12		CP	24 POINT SAFETY & MAINTENANCE INSPECTION

N/C

132

P. [redacted]

X: [redacted]

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are necessary used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect. This charge is calculated as a percentage of the total labor charge.

TECH COPY

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE AND AGREE TO TERMS SET WITHIN:

X [redacted]

CUSTOMER SIGNATURE

DAVE G

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

Luby Chevrolet
2013 SOUTH WADSWORTH BLVD.
P.O. BOX 280638
DENVER, CO 80228-0638
(303) 986-2233
www.lubychevrolet.com

HOME [redacted] BUS [redacted]

SERVICE ADVISOR: 8268 EMERSON, HENRY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		4988/	[redacted]

DEL DATE	WARR. EXP.	PROMISED	PO NO.		INV. DATE
28JUL05 IS		18:00 29DEC05		0.00	CASH

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532
29DEC2005 06:55		ENG:4.2_Liter_MFI_DOHC TRN:A

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	ELEC		W	CUST STATES LIGHTS INSIDE AND OUT STROBE ON AND OFF AT INTERSTATE SPEEDS;SEE HIST;R.O[redacted]TECH 132

132 Road test vehicle multiple times [redacted] In Dark conditions from 4988 - 5591 Insmt Power feed circuit - grnd circuits unable to duplicate cust complaint

N/C

(TAC #8671988 Chris Esch 12-30-05 - 10:50
Normal condition with AIR pump - command with Tech II to confirm)

# B	12		CP	24 POINT SAFETY & MAINTENANCE INSPECTION

132

Needs by 11:00

IN YOUR STALL H.

DEC 31

5591

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP CHARGES

In addition to the charges for parts, labor, tax, *act.*, Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, *act.*. This charge is calculated as a percentage of the total labor charge.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE AND AGREE TO TERMS SET WITHIN:

X [signature]
CUSTOMER SIGNATURE DATE

TECH COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSWZC

REC[illegible]REPLACEMENT ENGINE OR TRANSMISSION ID #

AUTO TRANS. TYPE

AUTO TRANS. ID #

AUTO TRANS. PRESSURE TEST

PCS AMP	PSI	SPEC.
0.00		
0.10		
0.20		
[illegible]		
0.40		
0.50		
0.60		
[illegible]		
0.80		
0.90		
1.00		

CLOCK TIME RECORD
ON
OFF
ON
OFF
ON
OFF
[illegible]
[illegible]
[illegible]
[illegible]
ON
OFF
[illegible]
[illegible]
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
[illegible]

[redacted] [redacted]

Luby CHEVROLET CO.

CHEVROLET

INVOICE

[redacted]

2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80228-0638
(303) 986-2233
www.lubychevrolet.com

PAGE 1

HOME [redacted] BUS [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		4988/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 29DEC05		0.00	CASH	09JAN06

R.O. OPENED	READY	OPTIONS:
06:55 29DEC05	09:10 09JAN06	STK: [redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES LIGHTS INSIDE AND OUT STROBE ON AND OFF AT INTERSTATE
SPEEDS;SEE HIST;R.O.[redacted] TECH 132

CAUSE:
ELEC ELECTRICAL SYSTEM GENERAL
132 CP 0.00 0.00

MISC GAS
W (N/C)
FC:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TEST VEHICLE MULTIPLE TIMES IN DARK CONDITIONS FROM 4988-5591.
INSPECT POWER FEED CIRCUIT AND GROUND CIRCUITS. UNABLE TO DUPLICATE
CUSTOMER CONCERN. TAC #8671988 CHRIS ESCH NORMAL CONDITION WITH AIR
PUMP COMMAND WITH TECH 2 TO CONFIRM

****

B 24 POINT SAFETY & MAINTENANCE INSPECTION
12 24 POINT SAFETY & MAINTENANCE INSPECTION
132 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

You may soon receive a survey from Chevrolet
concerning your service visit, please fill it
out and return it as soon as possible

We strive to have you be
"COMPLETELY SATISFIED"
with our service

fuel of $40.00
charged out

6704 per Doug 1-20-06

PREFERRED GLASS

GLASS FOR AUTOS AND HOMES

8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1919

405 E. 120th
Thornton, CO 80241
452-4066

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT
HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE
LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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

RECONCILIATION

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X212C

[redacted]

CUSTOMER #: [redacted]

[redacted]

HOME: [redacted] BUS [redacted]

WORKORDER

PAGE 1

Luby Chevrolet
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2333
www.lubychevrolet.com

SERVICE ADVISOR: 8268 EMERSON, HENRY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S3521[redacted]		5591/	[redacted]

DEL DATE	WARR EXP	PROMISED	PO NO/		INV. DATE
28JUL05 IS		18:00 18JAN06		0.00 CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A
18JAN2006 14:47		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A RENTAL		W	REFER TO R.O.82193

5 Days Rental Due to Diagnosis Time per Field Engineer Of Gary K Hooper

5 day rental 238.04

#6 ELEC W CUST STATES HEADLIGHTS/DASH CTS STROBE AT TIMES AT HIGHWAY SPEEDS J4100.5 CC-DE E-IP

TAC Ref# [redacted]

Loss Intermit Alt failure

Recheck Batt studs conn. OK, Recheck all Grnd Power feed conn OK Perf Alt w/delco Perm Ref. Engineer Hooper test vehicle term 5591-5693 No Abnormal conditions noted at this time

Spoke To Field Engineer Brian Prusser Suggested Alternator 1/19/06 2:00 Gaylon K. Hooper

720/233-6661

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

I HER[redacted]

X [redacted]

TECH COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 X6W2C

REC. BY REPLACEMENT ENGINE OR TRANSMISSION ID #

A

B ~~ALT.~~

AUTO TRANS. TYPE

C

AUTO TRANS. ID #

D

AUTO TRANS. PRESSURE TEST

A

FOR AMP	PSI	SPEC.
0.00		
0.10		
0.20		
0.30		
0.40		
0.50		
0.60		
0.70		
0.80		
0.90		
1.00		

B

CLOCK TIME RECORD

ON
OFF

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. / EMP. NO. / OPER. NO.	TIME	OFF
5		83586 / 132		750 4-20-06

C

ON
OFF

D

ON
OFF
ON
OFF

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

0 BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		5591/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 20JAN06		0.00	CASH	14APR06

R.O. OPENED	READY	OPTIONS: STK[redacted] DLR:510532 ENG:4.2 Liter MFI DOHC TRN:A
14:47 18JAN06	07:16 31JAN06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REFER TO R.O. [redacted]			
CAUSE: .			
RENTAL RENTAL VEHICLE			
99 W			(N/C)
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
SUBL CAR RENTAL/D100293			
PO#PO299442			
W			(N/C)
FC:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B** CUST STATES HEADLIGHTS AND DASH LIGHTS STROBE AT TIMES ON			
INTERSTATE			
CAUSE: INTERMITTENT FAILURE			
J4100 GENERATOR ASSEMBLY REPLACE			
132 W			(N/C)
1 10464468 W GEN REM			(N/C)
CORE CHARGE W			(N/C)
-1 10464468 CORE RETURN			(N/C)
FC: 1P			
PART#: 10464468			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OE			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

PREFERRED GLASS
GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1619

405 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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	

RECONCILIATION

[redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2233
www.lubychevrolet.com

HOME [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S3521[redacted]		5591/5591	T750

DEL. DATE	WARR. EXP	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 20JAN06		0.00	CASH	14APR06

R.O. OPENED	READY	OPTIONS:
14:47 18JAN06	07:16 31JAN06	STK [redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

TAG #8671988. POSSIBLE INTERMITTENT ALTERNATOR FAILURE. RECHECK BATTERY AND STARTER CONNECTION CHECK OKAY. RECHECK ALL GROUND AND POWER FEED CONNECTION. ALL OKAY. REPLACE ALTERNATOR WITH DELCO REMAN PER FIELD ENGINEER. REROAD TEST VEHICLE FROM 5591-5693. NO ABNORMAL CONDITIONS NOTED AT THIS TIME.

****

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

PREFERRED GLASS

GLASS FOR AUTOS AND HOMES

6400 E. 48th, Unit 5
Denver, CO 80231
745-6400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 986-1819

405 E. 120th
Thornton, CO 80241
452-4056

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT
HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE
LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.
ALL PARTS ARE NEW EXCEPT AS NOTED.

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

RECONCILIATION

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

TOMER #: [redacted]

[redacted]

VER, CO

E: [redacted] BUS: [redacted]

[redacted]

WORKORDER

PAGE 1

Luby Chevrolet
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2333
www.lubychevrolet.com

SERVICE ADVISOR: 8268 EMERSON, HENRY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		5591/	[redacted]

L DATE	WARR EXP	PROMISED	PO NO.			INV DATE
UL05 IS		18:00 08FEB06		0.00	CASH	

R.O OPENED	READY	OPTIONS: STK:[redacted] DLR:510532
EB2006 10:37		ENG:4.2_Liter_MFI_DOHC TRN:A

E	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
	LLINE	99	W	REIMBURSEMENT FOR ONE MONTHS PAYMENT DUE TO THE CUSTOMER INCONVIENCE DURING REPAIRS ON REPAIR ORDER 82193 AND 83186 OKAYED BY MARY DECROES NEED TO CALL MARY FOR OP# DRG $277.22 Total in Net

Z 7920 A Rowe Comment: 1 month Car payment Customer Winner Due to TAC Diagnosis TAC Case #[redacted]

DISCLAIMER OF WARRANTIES

...er hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of ...ability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it ...lity in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth ...er the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

...authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you ...responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause ...your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or ...ter. I hereby grant you and/or your employees permi... ...o operate the vehicle herein described on streets, ...s or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby ...edged on above vehicle to secure the amount of repairs thereto.

ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid ...d with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an ...which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the ...ehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold ...to court order.

SHOP CHARGES

...ge the charges for parts, labor, tax, and ...Luby Chevrolet...

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

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

I HEREBY ACKNOWLEDGE AND AGREE TO TERMS SET WITHIN: _____

A

B AUTO TRANS. TYPE

C AUTO TRANS. ID #

D

AUTO TRANS. PRESSURE TEST

A

POS AMP	PSI	SPEC.
0.00		
0.10		
0.20		
0.30		
0.40		
0.50		
0.60		
0.70		
0.80		
0.90		
1.00		

B

CLOCK TIME RECORD
ON
OFF
ON
OFF
ON
OFF
ON
OFF

C

ON
OFF
ON
OFF
ON
OFF
ON
OFF

D

ON
OFF
ON
OFF
ON
OFF
ON

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 4
PAGE 1

Luby Chevrolet
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2293
www.lubychevrolet.com

[redacted]
DENVER, CO [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5591/5591	[redacted]

DEL. DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 08FEB06		0.00	CASH	20FEB06

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532 ENG:4.2_Liter_MFI_DOHC TRN:A
10:37 08FEB06	08:37 20FEB06	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REIMBURSEMENT FOR ONE MONTHS PAYMENT DUE TO THE CUSTOMER INCONVIENCE DURING REPAIRS ON REPAIR ORDER [redacted] AND [redacted] OKAYED BY MARY DECROES NEED TO CALL MARY FOR OP# DRG											
CAUSE: GOODWILL REIMBURSEMENT											
	Z7920	GOODWILL ADJUSTMENT									
		99	W	0.00		0	0			0.00	0.00
	FC: 98 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE: A										
	MJ										
						0	0	TPARTS			
						0	0	TLABOR			
MISC WARRANTY REIMBURSEMENT											
			W			0	27722			277.22	277.22

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	0	0		46600	27722	0	
26300	27722	*******					

COST, SALE, & COMP TOTALS	0	27722	0

PREFERRED GLASS

GLASS FOR AUTOS AND HOMES
8400 E. Iliff, Unit 5
Denver, CO 80231
745-8400 · Fax 745-4741

3234 S. Wadsworth
Lakewood, CO 80227
988-3200 · Fax 986-1619

405 E. 120th
Thornton, CO 80241
452-4036

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles, if the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, ect., This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE: 303-986-2241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. EXCLUDES WEAR ITEMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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

WARRANTY COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X5t3C

CUSTOMER #: [redacted]

[redacted]

DENVER CO [redacted]

HOME [redacted] BUS: [redacted]

[redacted]

WORKORDER

PAGE 1

Luby Chevrolet
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2333
www.lubychevrolet.com

SERVICE ADVISOR: 8268 EMERSON,HENRY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5591/	[redacted]

DEL DATE	WARR EXP	PROMISED	PO NO.		INV. DATE
28JUL05 IS		18:00 08FEB06		0.00 CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532
08FEB2006 10:40		ENG:4.2_Liter_MFI_DOHC TRN:A

LINE #	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
A	LLINE	99 CP	THIS REPAIR ORDER IS TO CLARIFY DIAGNOSTICS AND REPAIRS PERFORMED ON RO[redacted] AND [redacted] NO REPAIRS WERE PERFORMED ON THIS REPAIR ORDER

DISCLAIMER OF WARRANTIES

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. A storage fee of ten dollars per day, beginning on the fourth day, after the customer is notified that repairs have been completed.

AUTHORIZATION FOR REPAIRS

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

REPAIR ORDER NOTICE Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP CHARGES

In addition to the charges for parts, labor, tax, ect., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

[redacted]

DATE

TECH COPY

PARTS TURNED IN	REC. BY	R	LACEM
A			
B		A	TRANS. TYP
C		A	TRANS. ID #
D			AUTO TR

A

B

C

D

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Luby CHEVROLET
CHEVROLET CO.
ROCKY MOUNTAIN HEADQUARTERS
2033 SOUTH WADSWORTH BLVD.
P.O. BOX 260638
DENVER, CO 80226-0638
(303) 986-2253
www.lubychevrolet.com

[redacted]
DENVER, CO [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
DK GRAY ME	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5591/5591	[redacted]

DEL DATE	WARR. EXP.	PROMISED	PO NO.			INV. DATE
28JUL05 IS		18:00 08FEB06		0.00	CASH	08FEB06

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR: 510532
10:40 08FEB06	11:12 08FEB06	ENG: 4.2_Liter_MFI_DOHC TRN: A

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	THIS REPAIR ORDER IS TO CLARIFY DIAGNOSTICS AND REPAIRS PERFORMED ON RO [redacted] AND [redacted] NO REPAIRS WERE PERFORMED ON THIS REPAIR ORDER							
	LLINE	GENERAL LIGHT LINE						
	99		CP				0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

WE PERFORMED DIANOSTICS PER THE SERVICE MANUAL WE ROAD TESTED THE VEHICLE APPROX 800 MILES WITH A TECH 2 SCANNER THE HEADLIGHTS DIMMED ONE TIME FOR ABOUT ONE SECOND DUE TO THE SHORT DURATION WE WERE UNABLE TO DIAGNOSE TO CONCERN WE CONTACTED CHEVROLET TECHNICAL ASSISTANCE CASE #8671988 THEY SUGGESTED THAT THE CONCERN WAS NORMAL AIR PUMP OPERATION WE CONTACTED THE LOCAL GM FIELD ENGINEER BRIAN TUSSEY HE SUGGESTED THAT WE REPLACED THE ALTERNATOR WE REPLACED THE ALTERNATOR ON RO [redacted] LUBY CHEVROLET WILL EXTEND MR TIMMER'S WARRANTY 500 MILES FOR THE 800 MILES WE ROAD TESTED HIS VEHICLE PER DUSTIN HOLLADAY

You may soon receive a survey from Chevrolet concerning your service visit, please fill it out and return it as soon as possible

We strive to have you be "COMPLETELY SATISFIED" with our service

[redacted]
GLASS FOR AUTOS AND HOMES
8400 N. Hwy. Cent S
Denver, CO 80221
745-8400 · Fax 745-4741

3334 S. Wadsworth
Lakewood, CO 80227
986-3200 · Fax 985-1819

495 E. 120th
Thornton, CO 80241
452-4566

SERVICE GUARANTEE

Colorado law provides for imposition of a lien in favor of any person who repairs or removes labor on personal property such as motor vehicles if the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order, the payment of which is stopped or is subsequently dishonored, for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
A storage fee of ten dollars per day, beginning on the fourth day after the customer is notified that repairs have been completed.

SHOP CHARGES

In addition to the charges for parts, labor, etc., Luby Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be economically chargeable, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, some parts, solvent, hand cleaner, small amounts of lubricant, ect.. This charge is calculated as a percentage of the total labor charge.

SERVICE DEPARTMENT HOURS:
Mon - Fri
7:00 AM - 6:00 PM
SATURDAY SERVICE AVAILABLE BY APPOINTMENT
SERVICE LINE 306-965-0241

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PAYMENT DUE AT TIME OF SERVICE

LABOR AND PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. LABOR AND PARTS WARRANTY SUBJECT TO TERMS AND CONDITIONS OF GENERAL MOTORS POLICIES AND PROCEDURES. REFERENCE WEAR TERMS.

ALL PARTS ARE NEW EXCEPT AS NOTED.

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

Copyright Mitchell 1999, Inc. CHRISLER MITCHELL d.b. MOTOR

APR. 14. 2006 2:45PM LUBY CHEVROLET PARTS NO. 964 P. 2

LUBY CHEVROLET CO.
2033 South Wadsworth Blvd., P.O. Box 260635
DENVER, COLORADO 80226-0639
Telephone (303) 986-2235
FAX: (303) 988-6753
1-888-ASK-LUBY 1-888-275-5829

67194

SALESMAN LUER, ROBERT LEE

☐ DEMO
XX ☐ NEW
☐ USED STOCK NO. [redacted]

BUYERS ORDER AND INVOICE

Customer [redacted]
Customer
Address [redacted] County
City & State FAIRPLAY CO ZIP [redacted]
Phone No. Home [redacted] Business [redacted]
Drivers Lic. # Birth Date

Date 07/28/2005
Yr 2005 Make CHEVROLET
Model TRAILBLAZER Trim
Body UT Color
Serial 1GNDT13S352[redacted]

IF USED, CYL.	TRANS	PS	PB	AC	RAD.	VT	MILES
							149

"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."

CUSTOMER AGREES TAX RATE IS AS SHOWN, AND AGREES TO PAY ANY DIFFERENCE IMMEDIATELY. X [redacted]

DEALER AGREES TO PROVIDE EMISSION CERTIFICATE OR RESERVES THE RIGHT TO RESCIND THIS SALE.

I HEREBY UNDERSTAND THAT THE TRADE ALLOWANCE SHOWN DOES NOT REFLECT ACTUAL CASH VALUE OF MY TRADE-IN. X

ALL USED CARS SOLD "AS IS" OR "WITH ALL FAULTS" UNLESS SEPARATE AGREEMENT IS FURNISHED BUYER. X

TRADE-IN NO.

Year Make
Model Dr. Color
Serial No.
Miles
Year Make
Model Dr. Color
Serial No.
Miles

Buyer guarantees the trade vehicle represented on this buyer's order is not or has not been damaged by flood, or has not had frame damage, or the trade title does not indicate "salvage" in any manner regardless of state of origin. X

PAY-OFF AMOUNT IS AN ESTIMATE. UPON VERIFICATION BUYER AGREES TO PAY ACTUAL AMOUNT OF PAY-OFF. X

PRICE	
LIST PRICE	26326.53
CLEAR BRA	399.00
CASH PRICE	26725.53
LESS TRADE-IN ALLOWANCE	
VTR FEE	
D&H* MW	399.50
Taxable Sale Price	
State Tax	27125.03
City Tax 2.90	786.63
County Tax	
R.T.D. Tax	
Service Contract	1995.00
Tax on Service Contract	39.90
Gap Insurance	
TOTAL	29946.56
PAY-OFF AMOUNT	
TOTAL CASH PRICE	29946.56

CASH SETTLEMENT	
GM Card Rebate	
Factory Rebate	
Cash Deposit	2500.00
Total Down Payment	18500.00
	21000.00
Remaining Cash Balance Due	8946.56

*D&H: THIS CHARGE REPRESENTS COSTS AND ADDITIONAL PROFIT TO THE SELLER/DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM.

BUYER'S SIGNATURE [redacted]

BUYER'S SIGNATURE

This Order is not binding until accepted by the management of the above-named Seller/Dealer and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above-named Seller/Dealer.

ACCEPTED BY
SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE

FINANCING - SUBJECT TO APPROVAL

DEALER ARRANGED FINANCING: If the Dealer is to arrange the financing of the remaining cash balance, then it is agreed that this Purchase Order is not a binding contract until the Installment Sales Contract, Security Agreement and Disclosure, executed pursuant to this Buyers Order, are approved by the lending institution named in said documents.

CAUTION:
THIS AGREEMENT CONSISTS OF TWO PAGES. SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS. BUYER(S) HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THIS AGREEMENT.

OFFICE COPY

CASE ASSESSMENT BY: **Dave Quase** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 Make: Chevrolet Model: TrailBlazer Current Mileage: 7,000

Vehicle ID No.: 1GNDT13S3521[redacted] In Service Date: 7/28/05 Purchased: New

What is customer seeking: Trade / Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lights Flashing

Date:	Mileage:	Days Out:	Description of Repair:
08/17/05	730	6	c/s dash lights and head lights dim and go bright wile driving at times. Customer describes as strobe effect. Dealer unable to duplicate concern.
12/29/05	4,988	12	c/s lights inside and out strobe on and off at interstate speeds. See history RO 75558, tech 132. cause electrical system general. Road tested vehicle multiple times in dark conditions from 4988 to 5591 odometer miles. Inspect power feed circuit and ground circuits. Unable to duplicate customer concern. TAC case # [redacted] normal condition with air pump. Command with Tech 2 to confirm.
01/18/06	5,591	14	c/s headlights and dash lights strobe at times in interstate. Cause intermittent failure. TAC case # [redacted] possible intermittent alternator failure. Re-check battery and starter connection. Checked okay. Re-check all ground and power feed connections, all okay. Replace alternator with Delco Reman per filed engineer. Re-road test vehicle from 5591 to 5693 odometer miles. No abnormal conditions noted at this time.
04/06/06	7,236	9	c/s headlights and dash lights strobe. TAC had dealer check ground at alternator which was good. Dealer unable to duplicate concern. AVM had dealer have customer return rental and pick up vehicle and dealer did leave data recorder in vehicle.

Total Days Out of Service: 41____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:XX 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): **Dealer has been unable to duplicate concern. TAC has been contacted several times and advised to replace alternator and again to check ground on alternator. AVM had dealer return customer vehicle back to customer on 4/14/06 and dealer states that they did leave the data recorder in the vehicle.**

Team Manager Approval: Date:

Revised by r.fick 09/28/04

CRM RECOMMENDATION & RATIONALE (EXPLAIN): **CRM recommends that GM Trade customer out of vehicle due to this concern. Vehicle has been out of service for 41 days to this point and dealer has not been able to duplicate and repair vehicle. Customer has had things thrown at them by other motorists because they thought customer was being a jerk with lights flashing and flickering. Customer has been stopped by police for this concern and was given a warning. CRM feels that this concern is unsafe and strongly feels that customer should be traded out of the vehicle.**

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04