2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
52U DK GRAY METALLIC /L6G — GENERAL MOTORS CORPORATION
58H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HPVXZ6/TRE [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S3 521[redacted] — ADJUSTMENT INVOICE [redacted]
**********13*10532S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/10/05
AJ1 DEEP TINTED GLASS	80.00	68.80	SHIPPED 10/07/04
C49 REAR WINDOW DEFOGGER	200.00	172.00	EXP I/T 10/20/04
C5N GVW RATING - 5750 LBS	N/C	N/C	INT COM 02/17/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 10/07/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	KEYS S914B S914B
LL8 VORTEC 4200 SFI I6	0.00	0.00	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	CHG-TO 10-532
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00	SHIP WT: 4473
PCK ONSTAR PLUS PACKAGE	970.00	834.20	HP: 32.1
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			GVWR: 5750
* CRUISE CONTROL			GAWR.FT: 2950
			GAWR.RR: 3200
QTE P245/65R17 FOUR ON/OFF ROAD BLACKWALL TIRES	N/C	N/C	GMS: 26326.53
			SUPPLR: 27507.85
UY7 TRAILER WIRING HARNESS	10.00	8.60	MRM: 30835.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	NTR: 1/2
V1K LUGGAGE RACK CROSS-BARS	45.00	38.70	DAN: TRR7N
1SA LS PREFERRED EQUIPMENT GROUP 1	N/C	N/C	MEMO 1387.50
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	

ADD
R7E DESCRIPTION NOT AVAILABLE

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

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1325.00-
DEALER INVOICE	1225.62-
SPECIAL ACCT ADJ.	86.12
NET ADJUSTMENT	1139.50-
TOTAL ADJUSTMENT	1139.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	29250.00	26444.03	ACT 237	1139.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		292.50		
LAM GROUP CONTRIBUTION		292.50		
TOTAL	29935.00	27714.03		1139.50-

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 26406.85

****
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 CO.





electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/21/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]d
4.Customer City, State, and Zip: Gray Court Sc 2[redacted]
5.Primary Customer Phone #: ([redacted] Home
6.Additional Customer Phone #[redacted] Work
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevy/Trailblazer
11.VIN (17 Digits): 1GNDS13S052[redacted] 12.Current Mileage: 6,624
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Gary Russ Chevrolet-Oldsmobile-Cadillac, Inc.
15.Dealership Phone #: (864) 229-2521
16.Dealership Contact Name and **TITLE:**Bill King Svc Mgr
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (864) 229-3936
19.Dealership BAC: 114105 Region: Southeast

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

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

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

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

23.CAC Case [redacted] 24.TAC Case Number: _____
25.If no TAC number, Explain: _____

26.Reason for Repurchase (Include specific mechanical failure): thermal cause is undetermined

27.This case was resolved by: PAR Group Decision (Tampa)
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: SCRAP/DONATE/VEHICLE RECOVERY (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? STRAIGHT REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): engine an internal damage from the fire

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

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

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: _____

38.Who will be responsible for the **Taxes and/or Fees**? Customer

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

Explain:_____

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: straight repurcase,

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/21/2006

42.Authorizer Name: Paula S Reid

43.GM Position: PAR

44.VoiceMail Node: 10084 Mailbox Number: _____

45.Email Address: tampareid@gmexpert.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

GM Vehicle Inquiry System
Claim History

VIN :	1GNDS13S05[redacted]

CLAIM HISTORY

Repair Order Date :	02/01/2006	Repair Order Number :	[redacted]	Odometer Reading :	6624 miles

Serviced By :	GARY RUSS CHEVROLET-OLDSMOBILE-CADILLAC, INC. PO BOX 3248 GREENWOOD, SC 29648-3248 (864) 229-2521	Selling Source :	13 - CHEVROLET
		Site Code :	16549
		Business Associate Code :	114105

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/24/2006	668	01	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	15787809 - MODULE	B	N/A	$ 204.29	N
02/24/2006	668	02	#	H2505 - MODULE, ELECTRONIC BRAKE AND/OR TRACTION CONTROL - FOUR WH	10356388 - MODULE	B	N/A	$ 291.75	N
02/21/2006	667	02	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12574976 - PCM	B	N/A	$ 490.11	N
02/21/2006	667	04	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	15235213 - CONTROL	N/A	N/A	$ 121.51	N

Repair Order Date :	01/13/2006	Repair Order Number :	[redacted]	Odometer Reading :	6337 miles

Serviced By :	GARY RUSS CHEVROLET-OLDSMOBILE-CADILLAC, INC. PO BOX 3248 GREENWOOD, SC 29648-3248 (864) 229-2521	Selling Source :	13 - CHEVROLET
		Site Code :	16549
		Business Associate Code :	114105

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/03/2006	662	01	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	N/A	N/A	N/A	$ 88.68	N
02/03/2006	662	02	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12574976 - PCM	N/A	N/A	$ 415.18	N
02/03/2006	662	03	#	N1730 - BLOCK ASSEMBLY, WIRING HARNESS JUNCTION	15210962 - BLOCK	N/A	N/A	$ 175.92	N

				- ENGINE - REPLACE					
02/03/2006	662	04	#	N6612 - WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE	12186568 - CONNECTOR	N/A	N/A	$ 34.72	N
02/03/2006	662	05	#	B8990 - MOLDING AND/OR POCKET, LICENSE PLATE - R&R OR REPLACE	15170981 - SEAL	N/A	N/A	$ 8.18	N

Repair Order Date :	01/13/2006	**Repair Order Number :**	[redacted]	**Odometer Reading :**	5985 miles
Serviced By :	SPECMO ENTERPRISES 32655 INDUSTRIAL DR MADISON HEIGHTS, MI 48071	**Selling Source :**	45 - A/C DELCO		
		Site Code :	44835		
		Business Associate Code :	192110		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/27/2006	660	01	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	19116123	N/A	N/A	$ 121.53	Y

Repair Order Date :	01/10/2006	**Repair Order Number :**	[redacted]	**Odometer Reading :**	5654 miles
Serviced By :	SMITH CHEVROLET OLDSMOBILE CADILLAC, INC. PO BOX 245 LAURENS, SC 29360-0245 (864) 984-6581	**Selling Source :**	13 - CHEVROLET		
		Site Code :	16428		
		Business Associate Code :	116462		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/31/2006	661	01	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	N/A	N/A	N/A	$ 18.21	N

Repair Order Date :	01/03/2006	**Repair Order Number :**	[redacted]	**Odometer Reading :**	5170 miles
Serviced By :	GARY RUSS CHEVROLET-OLDSMOBILE-CADILLAC, INC. PO BOX 3248 GREENWOOD, SC 29648-3248 (864) 229-2521	**Selling Source :**	13 - CHEVROLET		
		Site Code :	16549		
		Business Associate Code :	114105		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/06/2006	654	01	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	N/A	N/A	N/A	$ 118.64	N
01/06/2006	654	02	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - R&R OR REPLACE	N/A	N/A	N/A	$ 118.64	N

Repair Order Date :	02/17/2005	Repair Order Number :	A87244	Odometer Reading :	0 miles

Serviced By :	GARY RUSS CHEVROLET-OLDSMOBILE-CADILLAC, INC. PO BOX 3248 GREENWOOD, SC 29648-3248 (864) 229-2521	Selling Source :	13 - CHEVROLET
		Site Code :	16549
		Business Associate Code :	114105

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/22/2005	563	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 78.18	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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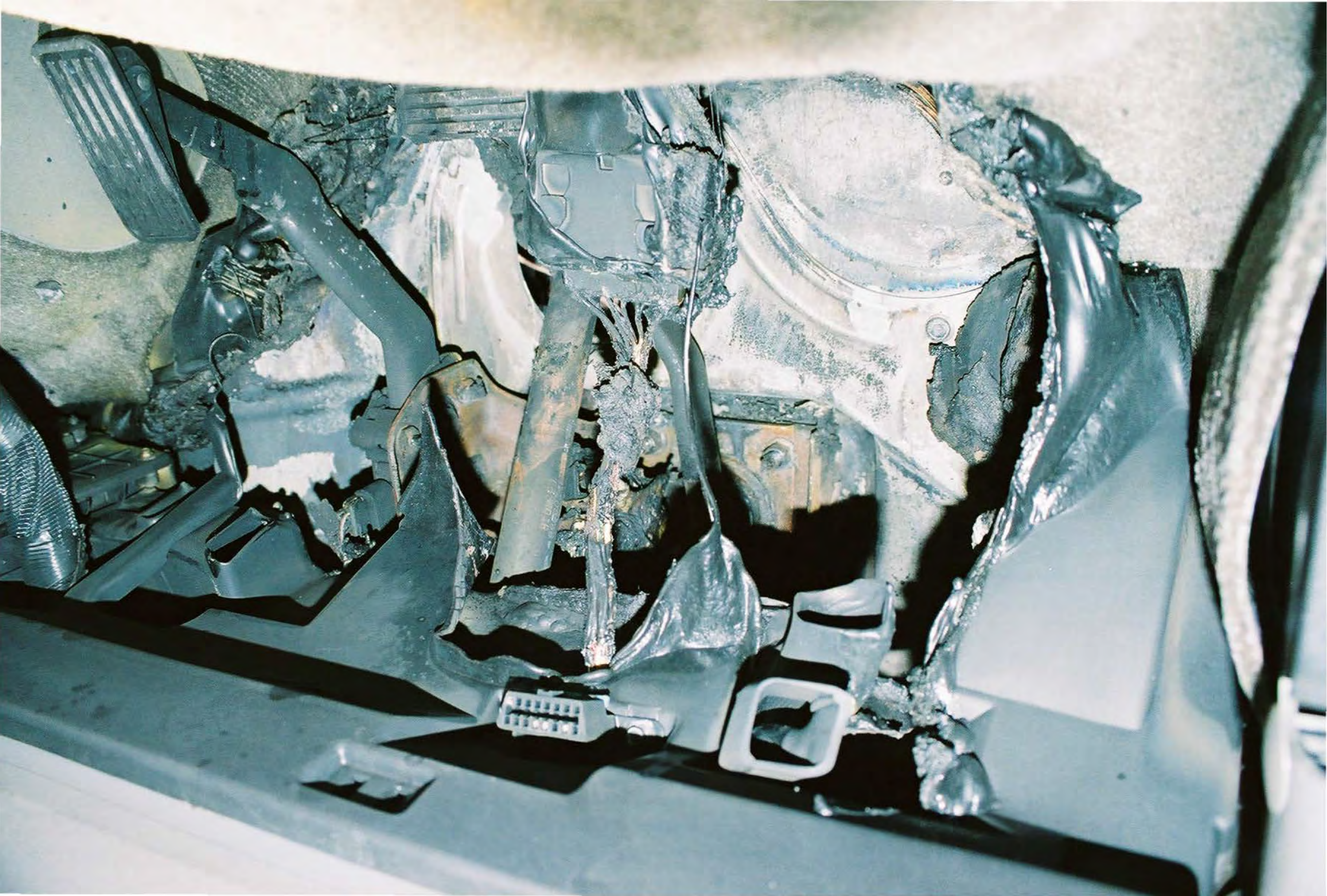

Fax Cover Sheet

Send to: General Motors	From: Dominick Motors
Attention: Paula Reed	Date: 3/21/06
Office Location:	Office Location:
Fax Number: 866-440-5936	Phone Number: 864-923-2276

- ❑ Urgent
- ❑ Reply ASAP
- ❑ Please comment
- ❑ Please Review
- ❑ For your information

Total pages, including cover:

Comments:

Dominick Motors

March 23, 2006

Car Rental:

Feb. 24, 2006 thru Mar. 26, 2006 @ $55.97 per day

Amount paid in full to Dominick Motors from Dale Malone : $1511.19


CHEVROLET



2005 TRAILBLAZER LS 2WD — CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HTGX47/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DS13 S0 52[redacted] — VEHICLE INVOICE [redacted]
**********13*16549S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26395.00	23887.48	INVOICE 02/17/05
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 02/17/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 03/02/05
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	INT COM 03/02/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 02/17/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S536D S536D WFP-F QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	BANK: GMAC - 023
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			CHG-TO 16-549
* CRUISE CONTROL			SHIP WT: 4291
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	HP: 32.1
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	GVWR: 5550
			GAWR.FT: 2950
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10	GAWR.RR: 3200
* POWER MIRRORS, HEATED			GMS: 25303.98
* FLOOR MATS, FRONT & REAR			SUPPLR: 26439.28
* REAR WINDOW DEFOGGER			MRM: 29725.00
* DEEP TINTED GLASS			NTR: 1/2
* BODY SIDE MOLDING			DAN: 2WDPB
* LUGGAGE RACK CROSS BARS			MEMO 1332.00
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	
TOTAL MODEL & OPTIONS	28140.00	25388.18	ACT 237 25228.98
DESTINATION CHARGE	685.00	685.00	H/B 261 844.20
LAM DEALER CONTRIBUTION		140.70	ADV 261 140.70
LAM GROUP CONTRIBUTION		140.70	EXP 65A 140.70
TOTAL	28825.00	26354.58	PAY 310 26354.58
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25114.45	

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

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

GARY RUSS CHEVROLET-OLDSMOBILE-CADIL

REMIT TO GMAC [redacted]
VIN 1GNDS13S052[redacted]4
$ 26354.58 INV [redacted]4
DUE 03/02/05 DEALER 16-549

December 12, 2017

[redacted]
Gray Court, SC [redacted]

Service Request: [redacted]
Customer Relationship Manager: Lori O'Connor

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,

Chevrolet Division
General Motors Corporation



Fax Cover Sheet

105 Kellett Rd.
Gray Court, SC 29645
864 -575-4975

Send to: General Motor	**From: Dale Malone**
Attention: Paula Reed	Date: 3/21/06
Office Location:	Office Location:
Fax Number: 866-440-5936	Phone Number: 864-872-8385

- ☐ Urgent
- ☐ Reply ASAP
- ☐ Please comment
- ☐ Please Review
- ☐ For your information

Total pages, including cover:

Comments:

This is my expense for 2005 Trail Blazer

Case # [redacted]

South Carolina Department of Motor Vehicles
5051

[redacted]

GRAY COURT SC[redacted]

Year/Make: 2005/CHEV VIN: 1GNDS13S052[redacted]

Veh Type: 1 Body Style: SU

Model: TRAILBLAZER

Title: [redacted] VCS: 18538648 Equip#:

Plate Year: 0 Plate: [redacted] Validation: 61492781

Issued: 06/14/2005 Expires: 05/2007 GVW: 0

Plate Class: GT Fee: $ 24
IN GOD WE TRUST

Surrender Reason: PLATE TURN IN Date: 03/07/2006

Surrendered At: Office 0030 Userid: GOLDEN_VANESSAA

Owner / Registrant Information:

Customer #	Customer Name / Address
[redacted]	[redacted]

GRAY COURT SC[redacted] County LAURENS

Dale Malone
192 Kellett Rd.
Gray Court, SC 29645

March 21, 2006

Total Due for 2005 Trail Blazer

$500.00 Down payment

$710.00 Car payment to Nuevell

$175.00 Tow bill

Car rental fee @ ($ 55.97) per day for (27) days until March 24, 2006 is

$1511.19

Total amount due to: Dale Malone: $2896.19

Please call Nuevell @ phone # 501-821-8252

To get pay off for account # [redacted]





PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **03/18/2006**

Vehicle Brand: **CHEVROLET** Model: **TRAILBLAZER**

File # [redacted] VIN: **1GNDS13S052[redacted]**

Mileage at Inspection: **7-8000 (EST)**

Inspection Location: **GARY RUSS CHEVROLET-OLD., 1205 BY-PASS NE, GREENWOOD, SC 29436**

Inspector's phone number: 843-430-1266

Inspected By: **J. E. WILLIAMS, EAA, IC**

Section 1 INSPECTION SUMMARY

Type X Non Collision, ☐ Collision

Fire Hot Spot X Engine Compartment, X Underdash, ☐ Other Interior, ☐ Trunk, ☐ Unknown, ☐ Other - specify **NONE**

Following the inspection, summarize the facts and observations:

- **Vehicle front sheet metal (hood & fenders) void of paint; outer hood panel missing; inner hood panel folded back onto windshield.**
- **Engine compartment gutted; all combustible material destroyed; evidence of greater heat @ left side of engine.**
- **Fire migrated through cowl beneath instrument cluster, left end of instrument panel. See Log 2, images 16-19)**
- **Interior cowl insulation burned off interior cowl surface in area of driver foot pedals and steering column shaft.**
- **Flames or heat damaged instrument panel vent openings at left end of instrument panel; similar damage not present at right end of instrument panel.**
- **No evidence of flames in floor area beneath instrument panel.**
- **Unable to rear odometer due to damage to instrument cluster head.**
- **Complete interior damaged from soot/heat/smoke; evidence supports position that all window glasses were in raised position when event occurred. See photo log 1, images 15 - 19**
- **Ignition switch (with key) in "run" position.**
- **3 open interior fuses (10A – Tr Park; 25A – Frt wpr., 10A – Ign 0). Unable to inspect engine compartment fuses because of fire damage. (See photo log 1, images 21-22)**

Section 2 INTERVIEW - INCIDENT DETAILS

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: X By Telephone ☐ In Person Incident Date and Time: **02/26/06 @ 8:15 AM**

Interview date: **03/08/2006**

Was a police/fire department report written? X Yes ☐ No

Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:

Owner reports that vehicle was parked at approximately 7 PM on evening before event. Vehicle was parked near house, but not inside garage.
At about 8 AM, owner came out and started engine so that interior would warm up. He reports that he went back inside for less than 10 minutes and when he came back outside, he saw smoke coming from engine compartment. The vehicle engine was still running. According to owner, he went to vehicle for the purpose of moving vehicle away from the house. He got inside and just as he put vehicle in gear, the engine shut off.

The owner reports that when the engine shut off and he exited the left front door, he saw fire for the first time. The fire was coming from around the left side of the hood. When asked the describe the color of the flames, the owner reported that he thought they were "more blue than any other color".

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **03/18/2006**
Vehicle Brand: **CHEVROLET** Model: **TRAILBLAZER**
File # **1-388217089** VIN: **1GNDS13S05[redacted]**

According to owner, he went inside and called 911 and the phone rang so many times that he thought he must have dialed the number, but just as he was about to hang up, the operator answered and dispatched a fire truck.

The owner states that when the fire department arrived, the engine compartment was fully ablaze, but they quickly put the fire out with their water hose.

What was the exact geographical location where the fire occurred? **Owner's driveway, near his house and fence.**

What was the exact date and time of the fire? **02/26/2006 @ 08:15 AM**

What is the owner's best estimate of the mileage on the odometer. **Not sure, but dealer has many recent repair invoices with the mileage shown on each.**

At the time of the fire, was the vehicle being driven? ☐ Yes X No If "yes", describe: vehicle speed: **N/A** mph, drive length **N/A** h **N/A** min, distance N/A miles, and type of drive (e.g. city traffic, highway, long grades, etc.). **N/A**

Was anyone smoking? ☐ Yes X No How long since someone last smoked in the vehicle? **N/A**

Time **0** and distance **0** between first indication of a problem and start of fire.

If parked, how long was it parked? **13 HOURS** Was the ignition off ☐ or was the engine running **X** ? Describe drive prior to parking: drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.).
VEHICLE HAD BEEN PARKED 13 HOURS, IN DRIVEWAY, PRIOR TO EVENT UNDER INVESTIGATION.

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: **N/A** lbs, Load description: **N/A** Load location: N/A Height and description of front shape of trailer: **N/A**

Weather conditions: Approx. ambient temperature **30-33** °F, General conditions (dry, rain, wind, wind, etc.): **DRY**

Time **< 10 MIN** between start of fire and other significant events. Describe: **ARRIVAL OF FIRE TRUCK**

Time between the start of the fire and when it was over/ extinguished completely. **10-12** Minutes

Describe initial location, color and intensity of smoke and flame. **DARK SMOKE WITH "BLUISH" FIRE.**
DA
What direction did the smoke go (billow upward, blow away from the vehicle)? **UPWARD**

Names and addresses of any witnesses. **NONE KNOWN**

Did the driver observe:
Unusual odors?. ☐ Yes X No Describe: **NONE; JUST SMOKING WITH ENGINE RUNNING WHEN OWNER RETURNED TO VEHICLE.**

Any warning lights "On", high/low gauge readings, or messages displayed? ☐ Yes X No Describe: **NONE**

Any apparent malfunction? ☐ Yes X No If yes, describe: **NONE**

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) _____, Blower setting **@ # 1 SETTING**, Temperature setting **Lt. side @ mid point; Rt. Side @ top**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: 03/18/2006
Vehicle Brand: CHEVROLET Model: TRAILBLAZER
File # 1-388217089 VIN: 1GNDS13S052[redacted]

Mark an "**X**" before all electrical systems/devices which were "On" immediately prior to the incident:

☐ Cruise Control	☐ Windshield Wipers	☐ 2 Way/Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☐ Power Window Controls
☐ Low Beam Headlights	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☐ Radio, Built-in Tape/CD Player	☐ Power Sun Roof Controls
☐ Turn Signal	☐ Auxiliary CD Player	☐ Cigar Lighter
☐ Hazard Flashers	☐ Telephone	☐ HVAC
☐ Map Lights, Ft ☐ Rr☐	☐ CB Radio	☐ Other _____
☐ Other Interior Lights		

If any of the above were cycled, describe: HEATER BLOWER ON

What did you do after you realized something was wrong? Turn Engine Off? ☐ Yes X No, Open Hood? ☐ Yes X No, Other? X Yes ☐ No Describe: **CALLED 911 WHEN DRIVER SAW FLAMES COMING FROM AROUND HOOD.**

When you left vehicle: Ignition switch position (off, on, accessory): ON Windows open? ☐ Yes X No, Doors open? ☐ Yes X No Describe: **NONE**

How was the fire extinguished? **FIRE DEPARTMENT RESPONDED AND EXTINGUISHED FLAMES**

Any other comments that have not been covered? **NONE**

Section 3 INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle new? Date:**PURCHASED AS DEALER DEMONSTRATOR; 12/21/05.**
Used? X Yes ☐ No Date_____

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc..) Describe:
NONE FOUND

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): **NONE IN USE AT TIME OF EVENT**

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? X Yes ☐ No If yes, describe: **1/06 BRAKE ROTORS; 1/10/06 INSTRUMENT CLUSTER REPLACE; 1/13/06 LICENSE PLATE MLDG REPLACE; EXTERIOR LIGHTING WIRING & CONNECTOR REPAIR; ENGINE WIRING HARNESS JUNCTION BLOCK ASSEMBLY REPLACE ; POWERTRAIN CONTROL MODULE MODULE REPLACE; INSTRUMENT CLUSTER ASSEMBLY REPLACE; 2/1/06 FLOOR SHIFT CONTROL ASSEMBLY; POWERTRAIN CONTROL MODULE REPLACE; ELECTRIC BRAKE &/OR TRACTION CONTROL; BODY CONTROL MODULE, REPLACE**

Prior collision repair? ☐ Yes X No If yes, describe: **NONE**

Repaired by whom? (name, address, phone) **N/A**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **03/18/2006**

Vehicle Brand: **CHEVROLET** Model: **TRAILBLAZER**

File # [redacted] VIN: **1GNDS13S05[redacted]**

Repairs outside of warranty(what when, by whom?) **NONE**
Last maintenance (date, description, by whom?) **UNAVAILABLE**
Last repair (date, description, by whom?) **SEE ABOVE**
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? **X** Yes ☐ No
If yes, describe: **SEE ABOVE HISTORY FROM GM VEHICLE INQUIRY SYSTEM SUMMARY**

Section 4 VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to ***also document what does not appear to be related to the fire***. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format. Your comments will direct the attention of the GM case manager to specific areas of interest.

Take color photographs of the following in A through E:

A. Exterior:

VIN	Front
Hood outer panel	Hood inner panel
Left side	Right side
Rear	Roof
Trunk area	Option label
Decklid outer panel	Decklid inner panel

Fuel filler "Lead Free" restrictor in place? **X** Yes ☐ No Describe: {_____

Location of fuel filler cap (or evidence of remains): **As installed**

Comments: **Entire front chassis sheet metal now void of any paint with hood inner panel folded back on windshield. Both front tires deflated.**

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include ignition): **Heater blower and ignition**
Position of windows (if glass is missing, do further inspection): **raised**
If the glass is missing, note the position of the window regulators. Are they up or down?

Comments: **Entire interior is heavily damaged with soot/smoke/heat. All windows in raised position. Cannot read instrument cluster because of damage. Vents at left side of instrument panel all display evidence of either flames or hot air melting vent vanes. No evidence of open flames found elsewhere in passenger compartment. Fire had penetrated cowl at left end of cowl in area around driver foot controls and steering column shaft. Portions of underside of instrument panel have dropped down, but flames did not ignite floor mat. Heat from inside engine compartment was intense enough that cowl around inside steering column that area is completely bare. See photos depicting cited area. See photo log 1, images 15-19 & log 2, images 16-23.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **03/18/2006**
Vehicle Brand: **CHEVROLET** Model: **TRAILBLAZER**
File # [redacted] VIN: **1GNDS13S05[redacted]**

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): **none**
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): **No underside involvement found**
Other: **none**

Comments: **Engine compartment is completed gutted, void of any remaining combustible material. Left side of engine displays characteristics of having been the site of a greater heat accumulation, than right side. However, the left side is a fuel rich environment, including fuel & power steering lines and brake fluid reservoir. Additionally, left side is location of electrical power generation, storage and distribution.**
PCM was found partially melted and lying across fuel line. The fuel line is separated with a 4" section missing. See photo log 2, images 6-8. Both ends of the fuel line are connected with the applicable retention clip locked in place.

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): **none found**
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines
Tires/Wheels
Any liquid stains (oil, coolant, transmission fluid).

Comments: **While the front of vehicle was down on ground, inspector did not find any evidence of underside flames or heat discoloration as could be seen down through engine compartment. Radiator is completely melted & no longer present. Both front tires deflated.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name:	[redacted]	Inspection Date:	03/18/2006
Vehicle Brand:	CHEVROLET	Model:	TRAILBLAZER
File #	1-388217089	VIN:	1GNDS13S0[redacted]

E. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or ***not*** proper size): **Engine compartment fuses consumed; interior fuses checked with 3 found open (10A – Tr. Park; 25A – Frt Wpr; 10A – Ign 0)**
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open): **none found open**
Spark plug wiring and boot condition: **burned wires and boots**
Modules: ABS/TCS, ECM, other

Comments: **PCM found dropped down on top of fuel line with portions of PCM housing melted into molten "Globs" of aluminum. Both PCM and mounting bracket hanging loose except for wiring harness clip. Inspector found one fire which exhibited evidence of separation with welding & beading of strands at point of separation. Wire appears to be that which attaches to starter solenoid and "heads" forward toward power supply. Separation appears to be approximately 15 inches from starter solenoid attachment. Efforts made to photo welded wire. See Photo Log # 2, images 9-14. Front of solenoid cover crumbles when touched.**
Efforts were made to check for tightness of connections at each connection, including each ground located. Inspector did not locate any connection which appeared to be loose.

F. Fluids (comments only):

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, particles, etc.):

Engine coolant: **Radiator melted**

Engine oil: **Heavy debris in filler tube; oil @ operation level**

Transmission fluid: **Purple color w/o unusual odor**

Power steering fluid: **burned**

Brake fluid: **burned**

Windshield washer fluid **burned**

It may be necessary to extract the dipstick(s) with needlenose pliers and attempt to measure engine and transmission oil levels using a substitute dipstick from a like vehicle.

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. **Left side of engine compartment, between rear of alternator and cowl**

Describe the pattern of burning. **Fire migrated throughout engine compartment and through access holes in cowl into area under left side of instrument panel.**

Identify the lowest point of burning on the vehicle. **Middle of engine compartment**

Carefully inspect the wiring looking for welded wires or balled ends of wire. **One beaded wire found as explained under vehicle inspection, electrical system. (Wire connecting to starter solenoid)**

Carefully inspect any metal hose crimps for any material remaining in the fitting. **none**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name:	[redacted]	Inspection Date:	03/18/2006
Vehicle Brand:	CHEVROLET	Model:	TRAILBLAZER
File #	1-388217089	VIN:	1GNDS13S05[redacted]

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: **No one has made any component specific allegation to inspector. Inspector made photographs of engine compartment before any debris was removed and after debris was removed, with special effort to show damage to PCM, fuel line and starter wiring.**

Photograph and comment on the item/area which is the apparent origin of the fire: **Rear side of alternator is partially melted and pulley is "frozen". While it is damaged, it appears that wiring to alternator was tight. Idler pulley, mounted beneath alternator cannot be turned. The PCM was dropped down on fuel line and a 4" section of fuel line is now missing; both ends of fuel hose are attached to line with retention clip in place and locked.**

Anything on vehicle which is after-market: **None found**

Anything on vehicle which is a modification: **None found**

Anything on vehicle which is unusual, or out-of-place, etc.: **None found.**

Other relevant information: **Whatever the proximate cause of initial ignition and initial fuel supply, the condition must have been one that could exist while the engine was running & condition did not immediately cause engine shut off.**

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: **None**

Was there a fire and/or police report obtained? ☐ Yes x No

Review any police or fire report available and comment. **None obtained; inspection not in town where incident occurred.**

Interview any witnesses to the event and provide their comments. **None**

Provide any comments concerning points of interest about the incident, the conditions, etc. that have not been covered above. **None**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: 03/18/2006
Vehicle Brand: CHEVROLET Model: TRAILBLAZER
File # 1-388217089 VIN: 1GNDS13S0[redacted]

Section 5 Site Inspection

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

Vehicle inspected at selling dealer which is not town in which incident occurred.

If the site is inspected:
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures showing contents of the structure, the burn pattern and provide a sketch of the site. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments: **None**

Section 6 **Comment Overflow Sheet**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment. None

Section 7 **Other Report Information**

X **Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)
X **Photographs** ☐ **Data Downloads** ☐ **Other Records**

December 12, 2017

[redacted]
Gray Court, SC [redacted]

Service Request: [redacted]9
Customer Relationship Manager: Jennifer Alvarado

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 Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S052[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 1/25/06 and ending on 1/25/07, and begins with 5,700 and ends with 17,700 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]
East Bridgewater, MA [redacted]

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

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,

Chevrolet Division
General Motors Corporation

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

CHECK **No.** 900837633

50-937
213

DATE		AMOUNT
02/14/06	************7,500 DOLLARS ****00 CENTS	************7,500.00

PAY TO THE ORDER OF

[redacted] &CONSUMER LEGAL*
SERVICES
[redacted]
CHELSEA MI [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB[redacted] 1

CHECK NO 900837633

VENDOR NAME MICHELE MOODY &CONSUMER LEGAL

PAYMENT DATE 02/14/06

REGISTER NO DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
[redacted]	02/13/06	VM 1-6HTGT6	00.0000	7,500.00	.00	7,500.00
	1-388896811.1-6HTGT6					

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

W3

TOTAL	7,500.00	.00	7,500.00

AP536

December 12, 2017

Edmund Yee, Esq.
Dold, Spath, McKelvie, Deluca & Kiriazis PC
5445 Corporate Dr Ste 170
Troy, MI 48098-2683

[redacted] [redacted] v. General Motors Corporation
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S042[redacted]
Customer Relationship Manager: Betty Kennedy

Dear Mr. Yee:

Enclosed please find a check in the amount of $ 7,500.00 made payable to [redacted] and Consumer Legal Services to settle the above-referenced case.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0062-T
Rev. 6/29/2004

DOLD, SPATH, McKELVIE, DeLUCA & KIRIAZIS, P.C.
Attorneys and Counselors
5445 CORPORATE DRIVE
SUITE 170
TROY, MICHIGAN 48098-2683
TELEPHONE (248) 952-5100
FAX (248) 952-5138
E-MAIL eey@dsmkrw.com

[redacted]

FACSIMILE TRANSMISSION

February 7, 2006

Send to: Lora Hauswirth

Re: [redacted]
PRE-SUIT MATTER
2004 Chevrolet Trailblazer, VIN: 1GNFT13S042[redacted]

Approved 2/7/06 YDW

Dear Lora:

Based upon the unfavorable repair history below, we negotiated a settlement of this claim for the total amount of $7,500.00.

N15- Electrical Lamps- Headlamp/Daytime RL/Switch- Flicker
J01- Engine- General- Hesitates

Please prepare and forward the drafts below to our office: a draft for **$7,500.00** made payable to: Michelle Moody and her attorney, Consumer Legal Services, P.C.

[redacted], Chelsea, MI [redacted]
Telephone: [redacted]

Steven Stancroff, Esq.
Consumer Legal Services, P.C., 30928 Ford Road, Garden City, MI 48135
Telephone: (734) 261-4700
Tax Identification Number: 38-3116339

Odometer – 26,000 miles

Sincerely,

Edmund Yee (ums)
Edmund S. Yee

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

January 24, 2006

Laurie Starr, Esq.
Dold, Spath, McKelvie, Deluca & Kiriazis PC
5445 Corporate Dr Ste 170
Troy, MI 48098-2683

RE: [redacted]
Service Reques[redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S0[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Starr:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Rick Martinez, **PH:** 800-356-5004, 8385 **AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 164697. Please call the number listed below if further assistance or clarification is needed.

Sincerely,

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

cc: FILE
LG0002-T
Rev 12/09/2005

RCMPR028 VEHICLE EVENT SELECTION 05/14/05
PROCESSING SOURCE: CHEVROLET 14:31:28
PAGE: 1

VIN: 1GNDT13S0 42[redacted] SELLG SCE: 13 MDL YR: 04 ORD NO: GJCD82
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 44180	[redacted]		03/20/04	XJC	1,606.86	
INCTV PAYMENT	13 44180			03/20/04	XJC	1,606.86	
INCTV APPLICATN	13 44180			03/20/04	XJC	1,606.86	
INCENTIVE MEMO	13 44180			03/20/04	CCR	1,200.00	
INCTV PAYMENT	13 44180			03/20/04	CCR	1,200.00	
INCTV APPLICATN	13 44180			03/20/04	CCR	1,200.00	
INCENTIVE MEMO	13 44180			03/18/04	NJA	500.00	
INCTV PAYMENT	13 44180			03/18/04	NJA	500.00	
INCENTIVE MEMO	13 44180			03/18/04	GOR	750.00	
INCTV PAYMENT	13 44180			03/18/04	GOR	750.00	
INCTV APPLICATN	13 44180			03/17/04	NJA	500.00	
INCTV APPLICATN	13 44180			03/17/04	GOR	750.00	
INCENTIVE MEMO	13 44180			03/17/04	FFC	27.54	
INCTV PAYMENT	13 44180			03/17/04	FFC	27.54	
INCTV APPLICATN	13 44180			03/17/04	FFC	27.54	
DELIVERY D.O.E.	13 44180			03/16/04		0.00	
DELIVERY TO CUS	13 44180			03/10/04		0.00	
REPLACEMENT LAB	13 44180			08/08/03		33,925.00	
SETTLEMENT DATE	13 44180			06/25/03		31,200.91	CR
ORIGINAL INVOIC	13 44180			06/23/03		31,200.91	
BAILMENT RELEAS	13 44180		8	06/23/03		31,200.91	CR
CATCH UP LABEL	13 44180			06/23/03		33,925.00	
EXPIRATION TRAN	13 44180			06/22/03		0.00	
BAILMENT DATE	13 44180		8	06/20/03		31,200.91	
SHIPMENT DATE	13 44180			06/20/03		0.00	
PRODUCTION (BUI	13 44180			06/20/03		0.00	
PREFERENCE TO P	13 44180			05/27/03		0.00	
GM ORDER ACCEPT	13 44180			05/26/03		0.00	
GM ORDER ACCEPT				05/26/03		0.00	
GM ORDER ACCEPT				05/26/03		0.00	

2004 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
50U SUMMIT WHITE /L6G — GENERAL MOTORS CORPORATION
92H DARK PEWTER — 100 RENAISSANCE CENTER
ORDER NO. GJCD82/TRE [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S0 421[redacted] — VEHICLE INVOICE [redacted]
**********13*44180S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31895.00	28864.98	INVOICE 06/23/03
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 06/20/03
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 06/22/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 06/25/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 06/20/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S380K S380K
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S MTH OPT-2
			BANK: GMAC - 045
PDF LT PACKAGE 1	1350.00	1161.00	CHG-TO 44-180
* STEERING WHL AUDIO/HVAC CTRLS			
* RR SEAT RADIO & HVAC CONTROLS			SHIP WT: 4494
* DRIVER INFORMATION CENTER			HP: 32.1
* AUTO CLIMATE CONTROL			GVW: 5750
* ELECTROCHROMIC ISRV MIRROR			GVWF: 2950
* REVERSIBLE CARGO UTILITY MAT			GVWR: 3200
* ONSTAR SYSTEM			GMS: 29728.53
INCLUDES 1 YEAR SAFE & SOUND			SUPPLR: 30917.67
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C	MRM: 33925.00
			NTR: 1/2
			MEMO 1638.75

TOTAL MODEL & OPTIONS	33275.00	30051.78	ACT 237 29703.53
DESTINATION CHARGE	650.00	650.00	H/B 261 998.25
LAM DEALER CONTRIBUTION		332.75	ADV 261 332.75
LAM GROUP CONTRIBUTION		166.38	EXP 65A 166.38
TOTAL	33925.00	31200.91	PAY 310 31200.91

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29724.23

****

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

****

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

DEXTER CHEVROLET

REMIT TO GMAC NO. 045
VIN 1GNDT13S04[redacted]
$ 31200.91 INV [redacted]
DUE 06/25/03 DEALER 44-180

GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S0421[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	[redacted]
Build Date :	06/20/2003	Build Plant :	14206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AM9 - SPLIT FOLDING REAR SEAT BACK	AR9 - FRT BUCKET SEAT, DELUXE
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
B30 - WHEELHOUSING & FLOOR CARPETING	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B42 - REVERSIBLE CARPET/VINYL CARGO UTILITY MAT
CJ2 - AUTOMATIC CLIMATE CONTROL	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DD7 - ISRV MIRROR W/COMPASS	DH2 - LIGHTED LH & RH VISOR MIRRORS
DK2 - ELECTRIC OSRV MIRROR W/DEFOGGER	DK7 - OVERHEAD CONSOLE
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - ELECTRONIC SPEED CONTROL WITH RESUME SPEED	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - FULL SIZE SPARE
N40 - POWER STEERING	PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL * ELECTROCHROMIC ISRV MIRROR *

	REVERSIBLE CARGO UTILITY MAT * ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND
QC3 - ALUMINUM WHEELS	QRE - P245/70R16 BW ALL SEASON TIRES
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STEERING WHEEL
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UB0 - AM/FM STEREO W/CD	UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND
UG1 - HOMELINK	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UPC - TRAVEL NOTE	UY7 - TRAILER WIRING HARNESS
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	V76 - TOW HOOKS
X88 - CHEVROLET CONVERSION	YC5 - LT DECOR
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SD - LT PREFERRED EQUIPMENT GROUP 1	1SZ - PREFERRED EQUIPMENT SAVINGS
50U - SUMMIT WHITE	6CC - COMP FRT LH COMPUTER SEL SUSP
7CB - FRONT SPRING	8EW - COMP RR LH COMPUTER SEL SUSP
9EU - COMP RR RH COMPUTER SEL SUSP	92H - DARK PEWTER
92I - DK PEWTER/DK PEWTER INT TRIM	

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GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDT13S042[redacted]

CLAIM HISTORY

Repair Order Date :	09/06/2005	Repair Order Number :	[redacted]	Odometer Reading :	21981 miles

Serviced By :	FAIST-DIESING CHEVROLET OLDSMOBILE BUICK, INC. 1500 S MAIN ST CHELSEA, MI 48118-1411 (734) 475-8664	Selling Source :	13 - CHEVROLET
		Site Code :	44096
		Business Associate Code :	169653

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/01/2005	635	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	E	N/A	$ 88.86	N

Repair Order Date :	03/23/2005	Repair Order Number :	[redacted]	Odometer Reading :	16337 miles

Serviced By :	FAIST-DIESING CHEVROLET OLDSMOBILE BUICK, INC. 1500 S MAIN ST CHELSEA, MI 48118-1411 (734) 475-8664	Selling Source :	13 - CHEVROLET
		Site Code :	44096
		Business Associate Code :	169653

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/05/2005	575	01	#	V1265 - 04087 - INSPECT AND REPLACE ONE OR BOTH TAIL LAMP CIRCUIT	16532713 - BOARD	N/A	N/A	$ 66.07	N

Repair Order Date :	02/01/2005	Repair Order Number :	[redacted]	Odometer Reading :	14278 miles

Serviced By :	FAIST-DIESING CHEVROLET OLDSMOBILE BUICK, INC. 1500 S MAIN ST CHELSEA, MI 48118-1411 (734) 475-8664	Selling Source :	13 - CHEVROLET
		Site Code :	44096
		Business Associate Code :	169653

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
02/08/2005	559	01	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 264.68	N
02/08/2005	559	02	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	N/A	N/A	N/A	$ 129.87	N

Repair Order Date :	09/08/2004	Repair Order Number :	[redacted]	Odometer Reading :	8380 miles

Serviced By :	FAIST-DIESING CHEVROLET OLDSMOBILE BUICK, INC. 1500 S MAIN ST CHELSEA, MI 48118-1411 (734) 475-8664	Selling Source :	13 - CHEVROLET
		Site Code :	44096
		Business Associate Code :	169653

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/05/2004	523	01	#	L9701 - FUEL TANK FILLER UPPER PIPE AND LOWER HOSE - REPLACE	15131043 - PIPE	N/A	N/A	$ 133.18	N
10/05/2004	523	02	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 263.14	N

Repair Order Date :	07/28/2004	Repair Order Number :	[redacted]	Odometer Reading :	6569 miles

Serviced By :	DEXTER CHEVROLET PO BOX 202 DEXTER, MI 48130-0202 (734) 426-4677	Selling Source :	13 - CHEVROLET
		Site Code :	44180
		Business Associate Code :	164697

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/27/2004	512	01	#	L9701 - FUEL TANK FILLER UPPER PIPE AND LOWER HOSE - REPLACE	15131043 - PIPE	N/A	N/A	$ 134.09	N

Repair Order Date :	06/25/2003	Repair Order Number :	[redacted]	Odometer Reading :	2 miles

Serviced By :	DEXTER CHEVROLET PO BOX 202 DEXTER, MI 48130-0202 (734) 426-4677	Selling Source :	13 - CHEVROLET
		Site Code :	44180
		Business Associate Code :	164697

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
07/01/2003	391	01	#	Z6999 - PDI RELATED FLUID ADDS	01051515 - OPTIKLEEN	N/A	N/A	$ 4.14	N

Repair Order Date :	06/20/2003	Repair Order Number :	[redacted]	Odometer Reading :	0 miles
Serviced By :	DEXTER CHEVROLET PO BOX 202 DEXTER, MI 48130-0202 (734) 426-4677	Selling Source :	13 - CHEVROLET		
		Site Code :	44180		
		Business Associate Code :	164697		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/24/2003	389	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 93.13	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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 :	1GNDT13S042[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	03/10/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	DEXTER CHEVROLET PO BOX 202 DEXTER , MI 48130-0202 (734) 426-4677	**Selling Source :**	13 - CHEVROLET
		Site Code :	44180
		Business Associate Code :	164697

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	03042	LOOSE SPARK PLUG CENTER WIRE **IN EFFECT UNTIL NOVEMBER 30, 2003** CLOSED	N/A	Closed
RC	04087	TAIL LAMPS/STOP LAMPS	N/A	Closed
RC	05044	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	07/29/2005	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/10/2004	14 miles	03/10/2007	36014 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/10/2004	14 miles	03/10/2010	100014 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/10/2004	14 miles	03/10/2012	80014 miles
36/36000 FEDERAL EMISSION	03/10/2004	14 miles	03/10/2007	36014 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/06/2005	008124	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	21981 miles
03/23/2005	003911	#	V1265 - 04087 - INSPECT AND REPLACE ONE OR BOTH TAIL LAMP CIRCUIT	16337 miles
02/01/2005	002577	#	J4100 - GENERATOR ASSEMBLY - REPLACE	14278 miles
02/01/2005	002577	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	14278 miles
09/08/2004	056508	#	L9701 - FUEL TANK FILLER UPPER PIPE AND LOWER HOSE - REPLACE	8380 miles
09/08/2004	056508	#	J4100 - GENERATOR ASSEMBLY - REPLACE	8380 miles
07/28/2004	038557	#	L9701 - FUEL TANK FILLER UPPER PIPE AND LOWER HOSE - REPLACE	6569 miles
06/25/2003	031396	#	Z6999 - PDI RELATED FLUID ADDS	2 miles
06/20/2003	A05828	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**		**BRC Type**	Legal
Account		**Site**		GW SubType		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #	[redacted]	Evening #	[redacted]	**UCC**	Non Component GM	**Sub-Area**	Discovery
Address	[redacted]	City	Chelsea	**Involved Dlr**	Dexter-Grohs Chevrolet, Inc.	**Safety**	Yes
State	MI Postal Cd [redacted]	**Con. Acct.**		**Source**	White Mail	**Updated**	1/24/2006 8:34:42 AM
Serial #/VIN	1GNDT13S042[redacted]	**Model Year**	2004	**Priority**	Medium **License #** [redacted]	**Owner**	SHEPPAWI
Make	Chevrolet	**Warr. Start**	03/10/2004	**Status**	Open	**Opened**	1/23/2006 2:23:33 PM
Model	TrailBlazer	**Mileage**	21981	**Sub-Status**	Satisfied	**Closed**	
Abstract	GM Legal File						
Customer Description	This is a Brc Legal file do not assume. Please forward any inquirires to Will Sheppard X57749						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost	

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date	

Pre-Authorization Basics

Servicie Dealer	BAC Code	Div. Dealer Code	Repair Order #

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2006 2:24:21 PM	LAROE	SHEPPAWI	BRC LEGAL	Assigned NISM NER	Done	1/24/2006 8:35:41 AM	Assigned NISM NER

Contact Last Name	Contact First Name	Account	BAC Code
Moody	Michele		

Comments

Assigned NISM NER. No other files found by VIN. Tobey LaRoe brc legal x58836

No other siebel request found.

Will Sheppard/Brc Legal/57749

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2006 2:24:20 PM	LAROE	LAROE	Ownership Changed	Ownership Escalated to BRC	Done	1/23/2006 2:24:20 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
Moody	Michele		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/23/2006 2:24:05 PM	LAROE	SHEPPAWI	Ownership Changed		Done	1/23/2006 2:24:05 PM	Service Request Ownership has changed FROM: LAROE TO: SHEPPAWI

Contact Last Name	Contact First Name	Account	BAC Code
Moody	Michele		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/18/2006 12:01:13 PM		SHEPPAWI	Email - Inbound	Legal	Done	1/24/2006 8:34:56 AM	N-ER Document Request- NISM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

[redacted]
2004 CHEVROLET TRAILBLAZER
VIN: 1GNDT13S042[redacted]

Laurie M. Starr, Paralegal
Dold, Spath, McKelvie & DeLuca
5445 Corporate Drive, Suite 170
Troy, MI 48098
Phone:(248) 952-5100
Fax:(248) 952-5138

UCC Codes

UCC Code	UCC Symptom	UCC Description
S96	Chevrolet	Non Component GM

December 12, 2017

[redacted]
Racine, WI 5[redacted]4

Service Request [redacted]
Customer Relationship Manager: Sherrita Davis

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]
Kill Devil Hills, NC [redacted]

Service Request [redacted]
Customer Relationship Manager: Katherine Prince

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.

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

Service Satisfaction Survey

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

[redacted]
Williamsville IL [redacted]

Home telephone: [redacted]
Change to: ( )

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2004 Envoy serviced at S K GMC Truck on December 2, 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 S K GMC Truck.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2004 Envoy, and return the questionnaire.

"PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 2, 2005, COMPLETE THIS SURVEY."

About Your GMC Dealership's Service Department

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☒	☐	☐	☐	☐

About Your Service Consultant/Advisor

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?	☒	☐	☐	☐	☐	☐

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

Please complete other side →

1GKDT13S24[redacted]26076
025549015433 00000116149 209611 0581 CSI 020260

About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☒	☐	☐	☐	☐
10. Overall, how satisfied were you with your Service Consultant?	☒	☐	☐	☐	☐

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☒ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☒	☐	☐	☐	☐

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with S K GMC Truck?	☒	☐	☐	☐	☐

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2004 Envoy?	☐	☒	☐	☐	☐

19. Are you ... ☒ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about S K GMC Truck?

I am very happy with S&K, however, I am becoming discouraged about GM warranty. 3yr or 36,000mi. is the worst in the industry I have been a loyal GM customer for over 40 yrs, however, if the warranty is not improved, I will go to a different brand.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

8399

Thank You!!

Your opinions will help us serve you better.

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

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

1GKDT13S2423[redacted]26076

025549015433 2175442956 209611 0582 001544

December 12, 2017

[redacted]
Williamsville, IL 6[redacted]

Service [redacted]
Customer Relationship Manager: Ramiro Martinez

Dear Mr [redacted]

We are sorry you have experienced concerns with your 2004 GMC Envoy. Customer satisfaction is a top priority for us at GMC.

Because you are a loyal GMC 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 GMC 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 GMC dealership for redemption.

If you have future questions, 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
Complimentary lube, oil, and filter service

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

December 12, 2017

[redacted]
Williamsville, IL [redacted]

Service Request: [redacted]
Customer Relationship Manager: Talanda Stockwell

Dear Mr. [redacted]

Thank you for your recent comments regarding your 2004 GMC Envoy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicate that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our 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. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

GMC Division
General Motors Corporation

[redacted]
Lakewood, CO [redacted]



JAN

Richard Wagoner, CEO
General Motors
P.O. Box 33170
Detroit, MI 48232

FEB 13 2006

RECEIVED
FEB 06 2006
G.R. WAGONER, JR.

HOBE
[redacted] Lakewood, CO [redacted] Phone: [redacted]
Fax [redacted]

January 30, 2006

Richard Wagoner Jr., CEO
General Motors
P. O. Box 33170
Detroit, Michigan 48232

Dear Mr. Wagoner:

As a long time Chevy owner, I am concerned that my newest 2005 Chevrolet TrailBlazer LT has a dangerous safely defect. My headlamps are flickering. I drive a long distance at night on major highways with heavy traffic to attend classes.

This problem started Friday 1/27/06 at 11,851 mileage on the car. I took it to my dealership, Luby Chevrolet in Denver, Colorado, on Saturday, 1/28/06. Today Luby told me Chevy is aware of the problem, but there is no solution at this time. Therefore, they were unable to fix it. Luby gave me a bulletin about this problem that states the many GM models having headlamp flickering including 2002-2005 Chevrolet TrailBlazers. If this headlight flickering has been occurring since 2002 , I am very concerned that Chevrolet has not solved the problem by now. As of today, this is five years.

I talked to Tammy Haggar at your company in Detroit, who was very helpful. She told me there was no projected time frame for a remedy. I also reported the situation to NHTSA. It is my hope this letter will bring the problem more strongly to your personal attention and your influence could expedite a speedy solution.

I've included a copy of the work invoice and bulletin from Luby Chevrolet.

I love my TrailBlazer and spent alot of time getting just the right model and color, but if this problem continues, I will be forced to sell it. Here's hoping you can push through a solution.

Sincerely,

[redacted]

Vin# 1GNDT13S65[redacted]

File [redacted]

[redacted]

[redacted]

[redacted]

LAKEWOOD CO[redacted]
HOME: [redacted] BUS:

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

SERVICE ADVISOR: 8268 HENRY L EMERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
SUPEROIR_B	05	CHEVROLET TRAILBLAZE	1GNDT13S652[redacted]		11845/11845	T724

DEL. DATE		WARR. EXP.	PROMISED	PO NO.			INV. DATE
01DEC04 IS			18:00 28JAN06		0.00	CASH	30JAN06

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:510532
15:05 28JAN06	07:46 30JAN06	ENG:4.2_Liter_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES AFTER DRIVING FOR 1 MINUTE HEADLIGHTS DIMMED THEN WENT BRIGHT;HAS ONLY DONE THIS ONE TIME

CAUSE: .

ELEC ELECTRICAL SYSTEM GENERAL

132 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED START AND CHARGE SYSTEM OPERATION TEST BATTERY AND ALTERNATOR CHECKED ALL VEHICLE GROUNDS ALL SYSTEMS CHECKED OKAY AT THIS TIME. POSSIBLY RELATED TO AIR PUMP OPERATION

****

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

COPY

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 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 YSIDC

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 [redacted]

- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID [redacted]
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID [redacted]
- Service Information - Charging System Test (SI Document ID [redacted]
- 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 [redacted]

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 [redacted]

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.

December 12, 2017

[redacted]
Elkton, MD [redacted]

Service Request [redacted]
Customer Relationship Manager: Jessica Padgett

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,

Chevrolet Division
General Motors Corporation

CHEVROLET

Service Satisfaction Survey

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

_____

_____

_____

**** Dissatisfied Customer ****

[redacted]

Elkton MD

[redacted]

Home telephone [redacted]

Change to [redacted]

Please provide us with your preferred email address:

_____

Dear [redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Porter Chevrolet on December 2, 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 Porter Chevrolet.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 2, 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

1GNDT13S752244288 15500
021549202923 00000113833 349284 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) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☒

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

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

Summing Up Your Experience

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. **Overall, how satisfied are you with your 2005 Trailblazer?**	☐	☐	☐	☐	☒

19. Are you ... ☐ Male ☒ Female

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

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

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

Need to actively pursue correction for issue w/ GM engineers.

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

0300

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

December 12, 2017

[redacted]
Cincinnati, OH [redacted]

Service Request [redacted]
Customer Relationship Manager: Junious Robinson

Dear [redacted]

GMC is pleased to provide service coverage for the headlight and dash light on your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13S152[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 22, 2009, or 60,000 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:

Headlights (Excluding bulbs)

Dash lights (Excluding bulbs)

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.

Service Satisfaction Survey

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

_____

_____

_____

Home telephone:

Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer

[redacted]

Cincinnati OH

[redacted]

Dear D[redacted]

Our records indicate that you had your **2005 Envoy serviced at Borcherding GMC Truck on January 10, 2006.** 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 Borcherding GMC Truck.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 10, 2006, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☐	☒	☐	☐

About Your Service Consultant/Advisor

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?	☐	☒	☐	☐	☐	☐

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

Please complete other side →

1GKDT13S152[redacted]21671

025602080837 00000198943 087368 0581 CSI 020260

About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☒	☐	☐
10. Overall, how satisfied were you with your Service Consultant?	☐	☐	☒	☐	☐

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☒

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Borcherding GMC Truck?	☐	☐	☐	☐	☒

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2005 Envoy?	☐	☐	☐	☐	☒

19. Are you ... ☐ Male ☒ Female

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

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

22. Do you have any other comments/recommendations about Borcherding GMC Truck?

I have had my vehicle in 3 times for the same issue and they are not able to find the problem. I am extremely unhappy with my service and have contacted GM corporate.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

0599

Your opinions will help us serve you better.

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

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

1GKDT13S152[redacted]21671

025602080837 5132392065 087368 0582

December 12, 2017

[redacted]
Parker, CO [redacted]

Service Request: [redacted]
Customer Relationship Manager: Michael Gustke

Dear Mr. [redacted]:

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

CHEVROLET

Service Satisfaction Survey

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

_____

_____

_____

Home telephone:

Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer

[redacted]

Parker CO

[redacted]

Dea[redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Burt Chevrolet In Parker on January 4, 2006.** 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 Burt Chevrolet In Parker.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2004 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 4, 2006, 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

1GNDT13SX4[redacted] 10899

021602405322 00000212002 018001 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) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☒	☐	☐

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Burt Chevrolet In Parker?	☐	☐	☐	☐	☒

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2004 Trailblazer?	☐	☐	☐	☐	☒

19. Are you ... ☒ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about Burt Chevrolet In Parker?

I HAVE HATED THIS TRUCK THE SAME DAY I BOUGHT IT AND BUICK WOULD NOT HELP OR EVEN CARED WHAT I THOUGHT AFTER THEY GOT MY MONEY. NOW THE TRUCK HAS A KNOWN SAFETY PROBLEM AND THEY WILL NOT FIX IT. CHEVY NEVER AGAIN!

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

0199

Thank You!!

Your opinions will help us serve you better.

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

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

1GNDT13SX424[redacted]10899

021602405322 018001 0582

Service Satisfaction Survey

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

Dissatisfied Customer
[redacted]
Royalton IL
6[redacted]

Home telephone: (618) 984-3351
Change to: ( )

Please provide us with your preferred email address:

Dear J[redacted]

Our records indicate that you had your **2004 Rainier serviced at Chip Banks Buick on February 7, 2006.** 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 Chip Banks Buick.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 2004 Rainier, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON FEBRUARY 7, 2006, COMPLETE THIS SURVEY.****

About Your Buick 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?	☐	☐	☑

5GADS13S74[redacted]52740
024605035328 00000130990 035741 0581

Please complete other side

CSI 020040

About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☐	☐	☑
10. **Overall, how satisfied were you with your Service Consultant?**	☐	☐	☑	☐	☐

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☑ Other (please specify)
- ☐ Don't know

loosing Power (voltage Battery) HEAD Lights Flashing Dim. to Bright could not fix. NO ANSWERS WHY THIS IS HAPPENING!

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☑

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. **Based on this service visit, overall, how satisfied are you with Chip Banks Buick?**	☐	☐	☐	☐	☑

	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 Rainier?**	☐	☐	☐	☐	☑

19. Are you ... ☐ Male ☑ Female

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

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

22. Do you have any other comments/recommendations about Chip Banks Buick?

I would like to be notified when Buick Motors has a reason & solution for the problem with my Raineer so they can fix it!

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Buick Customer Assistance Center: 1-800-521-7300

0399

Thank You!!

Your opinions will help us serve you better.

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

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

5GADS13S742[redacted] 52740
024605035328 6185423631 035741 0582 003533

December 12, 2017

[redacted]
Brookfield, WI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Brian Landin

Dear Mr. [redacted]

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

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	Glynn H. Dunham Jr.	Yvonne Cervantes
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDS13S55[redacted]	2G1WL15C36[redacted]	June 7, 2006

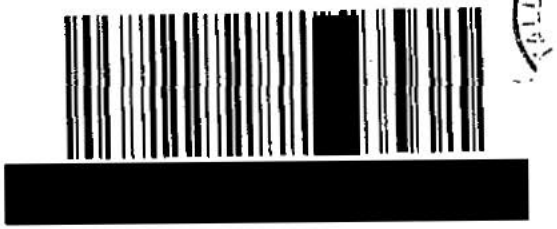
TRADE REPURCHASE				or [redacted]	
Replacement Veh.Cost ([redacted]	$26,637.35	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$322.32	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$38.35	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
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	**$26,998.02**				
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	$3,666.50	M			
Damage	$0.00	E			
MSRP Upgrade	$455.50	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	**$4,122.00**				
Trade Repurchase Amount	**$22,876.02**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$22,876.02**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$21,749.28				
Good Through (6/30/06)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$1,126.74**			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)	**-$22,876.02**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$26,637.35
State Sales Tax	$322.32
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$38.35
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$26,998.02
Trade-In Allowance	$22,515.35
Loan Payoff	$21,749.28
Net Allowance	$766.07
Cash on Delivery (Paid by GM)	$360.67
Total Balance Due	$25,871.28
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
2G1WL15C369[redacted]	
Form Rev 11/11/2005	



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™





MAR 06 2006

RETURN RECEIPT REQUESTED

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

48232+5170-70 B051

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:

[X] The vehicle has been out of service at least 15 days to repair one or more substantial defects.

[X] 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 Problems, lights interior & exterior are flickering and is affecting the motor (ie. motor skips)

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Trailblazer Year 2005

VIN 1GNDS13S555[redacted] Date of Delivery 04-23-05

Name and City/State of selling dealer or leasing company (if applicable) Chevrolet-Buick of Quincy, Inc.

2039 W. Jefferson St. Quincy, Florida 32351

Name and City/State of authorized service agent(s) attempting previous repairs Chevrolet-Buick of Quincy, Inc.

2039 W. Jefferson St. Quincy, Florida 32351

Consumer [redacted]

Address [redacted] Sneads, FL

Home phone [redacted]

Work phone

Signature

Date Mailed 3-2-06

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)

December 12, 2017

[redacted]
Sneads, FL [redacted]

Service Request: 1[redacted]
Customer Relationship Manager: Leon Olechowski

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

Case Number	[redacted]
Name	
City-State-Zip	Sneads, FL [redacted]
Phone #	[redacted]
Specialist	eric oglesby eoglesby@cbbb.bbb.org
Start Date	04/17/06
Close Date	05/15/06
Days Elapsed	28
Attorney	
Arbitrator	Ms. Dorys H. Penton

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A02	04/17/2006	VIN Taken with initial claim ... Internet Case
UPDATE	A06	05/05/2006	Arbitration Scheduled for 11:00 am on 05/16/06
UPDATE	A13	05/15/2006	c-fax
UPDATE	A04	05/16/2006	Replacement was accepted
UPDATE	A09	05/16/2006	Performance Due by 06/30/06
UPDATE	A13	05/16/2006	c-fax

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	SET	Settlement Letter	05/16/06
☐	noh	Notice of Hearing	05/05/06
☐	m03	ATA To Manufacturer	05/05/06
☐	als	Arbitrator Listing Sheet	05/05/06
☐	als	Arbitrator Listing Sheet	05/05/06
☐	opn	Opening Statements	05/05/06
☐	sug	Suggested Hearing Format	05/05/06
☐	sug	Suggested Hearing Format	05/05/06
☐	opn	Opening Statements	05/05/06
☐	sug	Suggested Hearing Format	05/05/06

☐	opn	Opening Statements	05/05/06
☐	sug	Suggested Hearing Format	05/05/06
☐	map	Map to Hearing Site	05/05/06
☐	ata	Agreement to Arbitrate	05/03/06
☐	csla	Customer's SLA	05/04/06
☐	csdoc	Customer's suprt docs	04/27/06
☐	veh	Vehicle Registration	04/27/06
☐	CCF	Customer Claim Form	04/27/06
☐	coth	Customer's other docs	04/27/06
☐	mrf	Manufacturer Response Form	04/17/06
☐	m09	Updated CCF/Documentation Letter	04/17/06
☐	ccf	Customer Claim Form	04/17/06
☐	ccf	Customer Claim Form	04/17/06
☐	prgm	Program Summary	04/17/06

Time Line:

Step Dated	Description	Dated By
Not Yet Dated	First Performance Attempt	N/A
06/30/06	Promised Performance Date	erico
05/16/06	Send Settlement Letter	erico
05/15/06	Cust Accepts/Rejects Offer	erico
05/15/06	Adjustmnt Offered After ATA	erico
05/15/06	Go to Hrng/Dt M Makes Offer	erico
05/05/06	Send ATA/NOH to C,Mfr,Arb	erico
05/05/06	Enter Hrg/Inspect Info	erico
05/05/06	Date HSB Checklist Rcvd	erico
05/03/06	Cust Accepts/Rejects Offer	kristen
05/03/06	Mrf Offered Adjustment	kristen
05/03/06	Send HSB Checklist	kristen
05/03/06	Draft ATA	kristen
05/03/06	Contact C & Mfr/Sched Call	kristen
05/03/06	Cust Accepts/Rejects Offer	kristen
05/03/06	Mfr Offered Adjustment	kristen

05/03/06	Call Manufacturer	kristen
05/03/06	Call Customer	kristen
04/17/06	Date Claim Opened	norma
04/17/06	Claim Sent to Mfr	norma
04/17/06	Date Claim Taken	norma

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

FLORIDA : 8/1/2005
Overallowance / Incentives / Negative Equity Form

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

PURCHASE PRICE: *(From dealer Bill of Sale) -- (Selling Price)*	**(+) 25,999.00**
MSRP: *(From BARS Invoice)*	**(-) 27,290.00**
DIFFERENCE:	**(=) 1,291.00**

TRADE ALLOWANCE: (from dealer Bill of Sale)	**(+) 1,100.00**
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file. **NADA Retail Value for**: No Value listed for 1995 Lumina VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:	**(-) NA**
OVER ALLOWANCE: *(Trade more than NADA)*	**(=)**

PAYOFF: *(If dealer added negative equity into contract, do not subtract)*	**(=)**

PURCHASE PRICE *(From dealer Bill of Sale) – (before tax, tag, etc.)*	**(+) 25,999.00**
GM CARD POINTS:	**DO NOT INCLUDE**
INCENTIVES (from BARS): *(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)* 1: 4000.00 2: 3: **TOTAL INCENTIVES** *(Not included in Purchase Price)*	**(-) 4,000.00**
OVERALLOWANCE: *(From above)*	**(-)**
NEGATIVE EQUITY: *(If NOT shown in contract))*	**(-)**

Actual price of Vehicle that should be presented to BBB for ATA	**(=) 21.999.00**

CHEVROLET-BUICK OF QUINCY, INC.
2039 W. JEFFERSON ST.
QUINCY, FL. 32351
TELEPHONE (850) 875-4200
FAX NUMBER (850) 627-7662

1- sales doc
17 - RO's doc's

(GMAC BRANCH # 0[redacted]CK DEALER CODE 52401)

FAX TRANSMITTAL

TO: D. Wayne Maclain FAX # 1-866-255-3847

FROM: Mac (Service Manager)

DATE: 4/26/06 TIME: 1:55

NUMBER OF SHEETS INCLUDING COVER: 19

MEMO

Buyer's Order
Service Documentation
for [redacted]

CHEVROLET-BUICK OF QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CHEVROLET BUICK

CUSTOMER NO. [redacted]	ADVISOR ROBERT MCANENY 115	TAG NO.	INVOICE DATE 01/26/06	INVOICE NO. [redacted]
[redacted]	LABOR RATE 24.00	LICENSE NO.	MILEAGE 16,642	COLOR CABERNET/
SNEADS, FL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK 4		DELIVERY DATE 04/23/05	DELIVERY MILES 20
	VEHICLE I.D. NO. 1GNDS13S552[redacted]		BILLING DEALER NO. 26135	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE 01/26/06	
[redacted]	COMMENTS			MO: 16642

JOB# 1 CHARGES

LABOR

J#				
1	00CVZ03	FREE OIL CHANGE FREE LOF DONE	HOURS: TECH(S): 46	14.00

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF61	FILTER AND OIL	****	****
5	OIL	OIL	2.21	11.05
1	89017342	FILTER 1.836	4.99	4.99
			TOTAL - PARTS	16.04

JOB# 1 TOTALS

LABOR	14.00
PARTS	16.04
JOB# 1 JOURNAL PREFIX CTIS JOB# 1 TOTAL	30.04

MISC

CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS1 SHOP SUPPLIES		0.84
JOB # A	SS SHOP SUPPLIES		CUSTOMER
		TOTAL - MISC	0.84

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..	
2132396		TOTAL LABOR....	14.00
		TOTAL PARTS....	16.04
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC.CHG.	0.84
		TOTAL MISC.DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE $	**30.88**

APPROVED BY SIGNATURE

MV-51486

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

- ★ General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.
- ★ Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first.
- ★ Denotes a lifetime guarantee on General Motor's parts.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $ _____.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waiver reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

SHOP SUPPLIES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

CUSTOMER SIGNATURE

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ERAUTHTIVE 6P617686 D (07/04)

SERVICE FILE COPY-I

(END OF INVOICE) 02:20pm

CHEVROLET-BUICK OF QUINCY, INC.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CHEVROLET BUICK

MV-51486

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL	OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL
00CVZ 46CVZ05	QUICK SERVICE ROTATE AND BALANCE	MI MI		09CVZ05 11CVZ03	FUEL FILTER RECALL	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/12/05		12275	86	122	I	00CVZ03	FREE OIL CHANGE
09/27/05		9548	115	46	I	00CVZ03	FREE OIL CHANGE
				46	C	46CVZ04	ROTATE TIRES
07/14/05		5671	145	122	I	00CVZ03	FREE OIL CHANGE
06/03/05		3114	115	40	I	00CVZ03	FREE OIL CHANGE
10/06/04		4	40	42	I	75CVZ	PDI

SALESPERSON NO. 32 GARY D. NAPIER **SERVICE** STATE REG# 3

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

VEHICLE I.D. NO. 1GNDS13S552[redacted] YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK

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

[redacted]

CUSTOMER NO. [redacted] | DEALER CONTRACT | DELIVERY DATE 04/23/05 | DELIVERY MILES 20 | GIVING DEALER NO. 26135 | P. O. DATE 12/22/05

CALL WHEN READY ☐ YES ☐ NO

SNEADS, FL[redacted]

COLOR CABERNET/ | CONTRACT NO. | LICENSE DATE | EXPIRATION MILES | TAG NO

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	15,241	86	SAM

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 09:32am | DATE/TIME PROMISED 12/22/05 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR CHARGES ARE BASED ON A RATE OF PER HOUR. THIS HOURLY RATE PUBLISHED IN A FLAT RATE MANUAL OR BELT, REFLECTS AN AVERAGE TIME RE-QUIRED FOR THE PERFORMANCE OF SPECIFIC OPERATIONS. ACTUAL TIMES MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL QUOTED TIMES IN ANY GIVEN INSTANCE. LABOR RATE $ 65.00

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 6,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPLETION OF SERVICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $20.00."

1. W 50CVZ ENGINE/ELECTRICAL
CUSTOMER STATES GENERATOR LIGHT COMES ON LIGHTS GO DIM (1.8)

2. W 00CVZ INTERIOR TRIM
CUSTOMER STATES DASH BOWED UP AT FRONT CENTER BY WINDSHEILD (2.0)

ESTIMATED TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	
3 0		37820		OFF
		LABOR NO. 42	3	12 30
				ON

573-6007

15725615 lock
~~15126188~~
15141391
12458188
10464468 A/T

IF I CANCEL THE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE DESTROYED BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT OR THE VEHICLE.
NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES FROM VEHICLE.

I hereby authorize the above work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or property left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation. I further 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

X _____ CUSTOMER SIGNATURE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____ **I REQUEST A WRITTEN ESTIMATE.**

_____ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

_____ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: _____ **DATE:** _____

Shop Supplies: This charge represents waste and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
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 $1.00 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ORIGINAL ESTIMATE $ | DATE | TIME

OTHER PERSON WHO MAY AUTHORIZE REPAIRS | ADDITIONAL AUTHORIZED AMOUNT $

ADDL. REPAIRS AUTHORIZED BY | DESCRIPTION OF ADDITIONAL WORK AUTHORIZED

REVISED ESTIMATE $ | AUTHORIZATION RECEIVED BY

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CUSTOMER COPY

37820

CHEVROLET

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

BUICK

MV-51486

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOUR	TOTAL	OPERATION	OPERATION DESCRIPTION	HOUR	TOTAL
00CVZ	QUICK SERVICE	MI		09CVZ05	FUEL FILTER	MI	
46CVZ05	ROTATE AND BALANCE	MI		11CVZ03	RECALL	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/22/05	[redacted]	15241	86	42	W	50CVZ	ENGINE ELECTRICAL
				42	W	60CVZ	INTERIOR TRIM
11/12/05		12275	86	122	I	00CVZ03	FREE OIL CHANGE
09/27/05		9548	115	46	I	00CVZ03	FREE OIL CHANGE
				46	C	46CVZ04	ROTATE TIRES
07/14/05		5671	145	122	I	00CVZ03	FREE OIL CHANGE

SALESPERSON NO. 32 GARY D. NAPIER — SERVICE — STATE REG# 3

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

CALL WHEN READY ☐ YES ☐ NO

VEHICLE I.D. NO. 1GNDS13S5521[redacted] | YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK | PRODUCTION DATE [redacted] | LICENSE NO. [redacted] | R.O. NO. [redacted]

[redacted]
SNEADS, FL 3[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 04/23/05 | DELIVERY MILES 20 | SELLING DEALER NO. 26135 | R.O. DATE 01/26/06

OWNER CABERNET/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TU/MO	MAKE	INT COND	PR	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZ	Y	Y	A	16,642	115	ROBERT MCANENY

SAME REMINDER MAILED FOR CUSTOMER? ☐ YES ☐ NO

RESIDENCE PHONE [redacted] | [redacted]

TIME RECEIVED 01:13pm | DATE/TIME PROMISED 01/26/06 05:30pm | PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR CHARGES ARE BASED ON A RATE OF $[redacted] PER HOUR. THE CHARGE MAY BE MORE OR LESS THAN A FLAT RATE MANUAL, WHERE APPLICABLE AND BASE TIME BY... GUARANTEE FOR THE PERFORMANCE OF MECHANIC WORK IS ... AND WE MAY THEREFORE BE ... THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

LABOR RATE $ 65.00

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPLETION OF SERVICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $20.00."

QTY | 00CVZ03 FREE OIL CHANGE

FREE LOF

(46)

ROTATE + BALANCE

2/2

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
1/2		38419	1C	1/26/6

IF I CANCEL THE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE DESTROYED BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT ON THE VEHICLE.
NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, RADIO OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES FROM VEHICLE.

X _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____ **I REQUEST A WRITTEN ESTIMATE.**

_____ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

_____ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: _____ **DATE:** _____

These charges represent costs and profits to the dealer and are legally for merchandise and services actually disposed.
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 on each new or remanufactured battery sold in the state [s.403.7186].

OTHER PERSON WHO MAY AUTHORIZE REPAIRS | ADDITIONAL AUTHORIZED E-MAIL(S)

ADV. APPROVED AUTHORIZATION BY | DESCRIPTION OF ADDITIONAL WORK AUTHORIZED

INVOICE TOTAL $ | AUTHORIZATION RECEIVED BY

38419

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8904224B

CUSTOMER COPY

CTWS37820

CHEVROLET-BUICK OF QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CHEVROLET BUICK

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	SAM 86		12/30/05	[redacted]
[redacted]	LABOR RATE 58.00 / LICENSE NO. / MILEAGE 15,241		COLOR CABERNET/	STOCK NO. 2132396
SNEADS, FL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK 4		DELIVERY DATE 04/23/05	DELIVERY MILES 20
	VEHICLE I.D. NO. 1GNDS13S552[redacted]		SELLING DEALER NO. 26135	PRODUCTION DATE
	P.T.E. NO. / R.O. NO.		R.O. DATE 12/22/05	
[redacted] [redacted]	COMMENTS			MO: 15250

JOB# 1 CHARGES

LABOR

[redacted] HOURS 1.00 TECH(S) 42 59.68

CUSTOMER STATES GENERATOR LIGHT COMES ON LIGHTS GO DIM
REPLACE ALTERNATOR

PARTS QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	10464468	*GEN REM 2.275	243.00	243.00	304.20	304.20
-1	10464468	CORE RETURN	90.00	-90.00	90.00	-90.00
		COST TOTAL		153.00		
				TOTAL - PARTS		214.20

JOB# 1 TOTALS

LABOR	59.68
PARTS	214.20
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	273.88

JOB# 2 CHARGES

LABOR

[redacted] HOURS 2.00 TECH(S) 42 119.36

CUSTOMER STATES DASH BOWED UP AT FRONT CENTER BY
WINDSHEILD
REPLACE DASH PANEL ASM

PARTS QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15141391	PANEL 16.080	560.43	560.43	784.60	784.60
1	15775615	CYLINDER	24.52	24.52	34.33	34.33
		COST TOTAL		584.95		
				TOTAL - PARTS		818.93

JOB# 2 TOTALS

LABOR	119.36
PARTS	818.93
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	938.29
R/O TAX	0.00
R/O TOTALS	1212.17

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
37820	1212.17
CLAIM TOTALS	1212.17

APPROVED BY SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE] 05:03pm

MV-51486

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

★ General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.
★ Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first.
★ Denotes a lifetime guarantee on General Motor's parts.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $ _____.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waiver reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

SHOP SUPPLIES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

CUSTOMER SIGNATURE

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CHEVROLET-BUICK of QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CHEVROLET BUICK

3474 MV-51486 5736007 5736008

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL
00CVZ 11CVZ03	QUICK SERVICE RECALL	MI MI		09CVZ05	FUEL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/03/06	[redacted]	17269	86	42	W	51CVZ	BODY ELECTRICAL
				42	W	60CVZ10	SEATS
01/26/06		16642	115	46	I	00CVZ03	FREE OIL CHANGE
				46	C	46CVZ05	ROTATE AND BALANCE
12/22/05		15241	86	42	W	50CVZ	ENGINE ELECTRICAL
				42	W	60CVZ	INTERIOR TRIM

SALESPERSON NO. 32 CARY D. NAPIER **SERVICE** STATE REG# 3

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

1GNDS13S55[redacted] | YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRK | PRODUCTION DATE | BODY NO. 2132396 | LICENSE NO. | [redacted]

[redacted]
SNEADS, FL [redacted]

CUSTOMER NO. 14492 | SERVICE CONTRACT | DELIVERY DATE 04/23/05 | DELIVERY MILES 20 | SELLING DEALER NO. 26135 | H.D. PU 03/17/06

COLOR CABERNET/ | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TERMS	MAKE	ANY COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	18,199	115	ROBERT MCANENY

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

R [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED 09:59am | DATE/TIME PROMISED 03/17/06 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR CHARGES ARE BASED ON A RATE OF PER HOUR. THE HOURLY RATE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME FOR COMPLETION OF THE PERFORMANCE OF SERVICES INCLUDE NORMAL AMOUNT OF TIME REQUIRED FOR DIAGNOSIS. THESE RATES, TIMES, AND TIMES MAY CHANGE FROM TIME TO TIME.

LABOR RATE $ 65.00

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 [redacted] ever comes first. Seller does not guarantee that the work performed in accordance with this estimate will com[redacted]n specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPL[redacted]VICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $20.00."

JOB

1 W 51CVZ05 HEADLIGHTS
CUSTOMER STATES HEADLIGHTS FLICKERED ONCE SINCE LAST VISIT, NOT AS PRONOUNCED AS BEFORE.

Check all Ground under dash & Grou[redacted]
+ Drive Kept found All OK Check All power wire +Fuses found OK let Run for 2 Hr Lights Never Flickered NO problem found At this time

2 W 70CVZ06 TO
AUTO RENTAL FOR ONE DAY

OFF 3/21 ON
TIME W
P.O. NO. 19882
RO NO. 3/21 3/23

#05-08-42-001

5-10 PM 3/17/6 MR. DUNHAM WILL BE IN SAT MORNING

STRAIGHT TIME (HRS.) 3
FLAT RATE PRICE

BTL
ERA

PLEASE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE [redacted] COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE [redacted] BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE [redacted] ON THE VEHICLE.
[redacted] LIABLE FOR ANY CB RADIOS, CD ANTENNAE, TAPE DECKS, TAPES OR [redacted] ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES [redacted].

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____ I REQUEST A WRITTEN ESTIMATE.
_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

Shop Supplies: This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
The state of Florida requires a $1.00 fee to be collected for each new title 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).

Original Signature $ | Date | Time
Other person (and may authorize repairs)
Authorized Amount $
Authorized by | Description of additional work authorized
Authorized Estimate Amount $ | Authorization Number

39290

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PAGE 1 OF 1 CUSTOMER COPY

CHEVROLET-BUICK of QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CHEVROLET BUICK

MV-51486

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/KM	TOTAL	OPERATION	OPERATION DESCRIPTION	MI/KM	TOTAL
00CVZ 11CVZ03	QUICK SERVICE RECALL	MI MI		09CVZ05	FUEL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/26/06	[redacted]	16642	115	46	I	00CVZ03	FREE OIL CHANGE
				46	C	46CVZ05	ROTATE AND BALANCE
12/22/05		15241	86	42	W	50CVZ	ENGINE ELECTRICAL
				42	W	60CVZ	INTERIOR TRIM
11/12/05		12275	86	122	I	00CVZ03	FREE OIL CHANGE
09/27/05		9548	115	46	I	00CVZ03	FREE OIL CHANGE

SALESPERSON NO. 32 GARY D. NAPIER **S E R V I C E** STATE REG# 3

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

CALL WHEN READY ☐ YES ☐ NO

VEHICLE I.D. NO. 1GNDS13S552[redacted] | YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO | R.O. NO [redacted]

[redacted]
SNEADS, FL [redacted]

CUSTOMER NO. 14492 | SERVICE CONTRACT | DELIVERY DATE 04/23/05 | DRIVE MY MILES 20 | BILLING (PRIOR) NO 26135 | R.O. DATE 03/03/06

COLOR CABERNET/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	17,269	86	SAM

SAVE $ INFO PAINT FOR CUSTOMER ☐ YES ☐ NO

RECORDANCE PHONE [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED 10:15am | DAY/TIME PROMISED 03/03/06 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR CHARGES ARE BASED ON A RATE OF 5/10 HOUR. THE HOURS ARE SUBJECT TO A FLAT RATE MANUAL WHICH SAYS JOBS SO ASSIGNED TAKE CUSTOMARY TIME FOR THE PERFORMANCE OF SPECIFIC OPERATIONS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

LABOR RATE $ 65.00

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPLETION OF SERVICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $20.00."

JOB

1 W 51CVZ **BODY ELECTRICAL**
CUSTOMER STATES LIGHTS GOES OUT WHILE DRIVING AT NIGHT
TRUCK ALL MOST CUT OFF TRUCK CAME TO US ON 02/10/06

2 W Right Front seat Trim broken (?)

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OPN. NO.	TIME	OFF / ON
2		39055	42	40	03/08

IF I CANCEL THE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE REMOVED BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT OR THE VEHICLE.
NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES FROM VEHICLE.

X [redacted]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____ **I REQUEST A WRITTEN ESTIMATE.**
_____ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**
_____ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED:_____ **DATE:**_____

State Caution: This charge represents costs and profits on the motor vehicle repair trade(s) for miscellaneous shop supplies or waste disposal.
The State of Florida requires a $1.00 fee to be collected for each new tire sold on the vehicle (s.403.718), and a $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

ORIGINAL ESTIMATE $ | DATE | TIME
OTHER PERSON WHO MAY AUTHORIZE REPAIRS | ADDITIONAL AUTHORIZED $
ADDL. OPERATOR AUTHORIZED BY | DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
REVISED ESTIMATE $ | NEW ESTIMATE EXPIRES BY

39055

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CUSTOMER COPY

[redacted]

CHEVROLET-BUICK OF QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

[redacted]

CUSTOMER NO. [redacted]	ADVISOR SAM 86	TAG NO.	INVOICE DATE 03/07/06	INVOICE NO. [redacted]	
[redacted]	LABOR RATE 61.96	LICENSE NO.	MILEAGE 17,269	COLOR CABERNET/	STOCK NO. [redacted]
SNEADS, FL [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK 4		DELIVERY DATE 04/23/05		DELIVERY MILES 20
	VEHICLE I.D. NO. 1GNDS13S552[redacted]		SELLING DEALER NO. 26135		PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE 03/03/06		
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 17269

JOB# 1 CHARGES

LABOR

[redacted] 0.00

CUSTOMER STATES LIGHTS GOES OUT WHILE DRIVING AT NIGHT
TRUCK ALL MOST CUT OFF TRUCK CAME TO US ON 02/10/06
COULD NOT GET TRUCK TO DUPICATE PROBLEM AT THIS TIME

JOB# 2 CHARGES

LABOR

[redacted] 12.39

RIGHT FRONT SEAT TRIM BROKEN
REPLACE SEAT TRIM ON RIGHT FRONT SEAT

PARTS	QTY	FP	NUMBER	DESCRIPTION	D/COST	E/COST	U/PRICE	
	1		89042243	COVER 16.682	10.72	10.72	15.01	15.01
				COST TOTAL		10.72		
						TOTAL - PARTS		15.01

JOB#. 2 TOTALS

LABOR	12.39
PARTS	15.01
JOB# 2 JOURNAL PREFIX CTMS JOB# 2 TOTAL	27.40
R/O TAX	0.00
R/O TOTALS	27.40

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
39055	27.40
CLAIM TOTALS	27.40

APPROVED BY SIGNATURE

MV-51486

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

★ General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

★ Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first.

★ Denotes a lifetime guarantee on General Motor's parts.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $ _____

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waiver reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

SHOP SUPPLIES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

CUSTOMER SIGNATURE

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SERVICE FILE COPY-W

[END OF INVOICE] 11:23am

CHEVROLET-BUICK OF QUINCY, INC.

CHEVROLET

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

BUICK

MV-51486

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL
[redacted]	QUICK SERVICE	MI		11CVZ03	RECALL	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/27/05	[redacted]	9548	115	46	I	00CVZ03	FREE OIL CHANGE
				46	C	46CVZ04	ROTATE TIRES
07/14/05		5671	145	122	I	00CVZ03	FREE OIL CHANGE
06/03/05		3114	115	40	I	00CVZ03	FREE OIL CHANGE
10/06/04		4	40	42	I	75CVZ	PDI

SALESPERSON NO. 32 GARY D. NAPIER **S E R V I C E** STATE REG# 3

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

VEHICLE I.D. NO. 1GNDS13S552[redacted] | YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO | P.O. NO. [redacted]

[redacted]
SNEADS, FL[redacted]

CUSTOMER NO. 14492 | SERVICE CONTRACT | DELIVERY DATE 04/23/05 | DELIVERY MILES 20 | SELLING DEALER NO. 26135 | P.O. DATE 11/12/05

COLOR CABERNET/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TOWED	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	12,275	86	SAM

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED 10:11am | DATE/TIME PROMISED 11/14/05 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR CHARGES ARE BASED ON A RATE OF PER HOUR. THE HOURS ARE ALLOWED ON A FLAT RATE MANUAL WHICH REPRESENTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC OPERATIONS. ACTUAL TIME MAY VARY FROM THE TIME SHOWN IN THE MANUAL. CLOCK TIME IS NOT USED.

LABOR RATE $ 65.00 PER HOUR OR UNIT

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPLETION OF SERVICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $30.00."

LOF

11CVZ03 FREE OIL CHANGE

122

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 37198	TIME	OFF 11
4		OP. NO. 172	I	ON 11/12

15126188 Pane 2

IF I CANCEL THE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE DESTROYED BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT OR THE VEHICLE.
NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES FROM VEHICLE.

I hereby authorize the repair work named on this R.O. to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or its contents in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in securing workmen by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle hereon described for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereon.

X _____ Customer Signature

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____ I REQUEST A WRITTEN ESTIMATE.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:_____ DATE:_____

Shop Supplies: This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
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 $1.00 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ORIGINAL ESTIMATE $ | DATE | TIME

OTHER PERSON WHO MAY AUTHORIZE REPAIRS | ADDITIONAL AUTHORIZED AMOUNT $

ADDL. REPAIRS AUTHORIZED BY: | DESCRIPTION OF ADDITIONAL WORK AUTHORIZED

REVISED ESTIMATE $ | AUTHORIZATION RECEIVED BY

37198

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CUSTOMER COPY

[redacted]

[redacted]

CHEVROLET

CHEVROLET-BUICK OF QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

BUICK

CUSTOMER NO. [redacted]	ADVISOR SAM	TAG NO. 86	INVOICE DATE 11/12/05	[redacted]
[redacted] SNEADS, FL [redacted]	LABOR RATE 65.00	LICENSE NO.	MILEAGE 12,275	COLOR CABERNET/
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRK 4		DELIVERY DATE 04/23/05	STOCK NO. [redacted]
	VEHICLE I.D. NO. 1 G N D S 1 3 S 5 5 2 [redacted]		SELLING DEALER NO. 26135	DELIVERY MILES 20
	F.T.E. NO.	R.O. NO.	R. O. DATE 11/12/05	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 12275

JOB# 1 CHARGES

LABOR
J# F 00CVZ03 FREE OIL CHANGE HOURS TECH(S):122 14.00
LOF
COMPLETE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF61	FILTER AND OIL	****	****
	5	OIL	OIL	2.21	11.05
	1	89017342	FILTER 1.836	4.99	4.99
				TOTAL - PARTS	16.04

JOB# 1 TOTALS

LABOR	14.00
PARTS	16.04
JOB# 1 JOURNAL PREFIX CTIS JOB# 1 TOTAL	30.04

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSI	SHOP SUPPLIES		0.84
			TOTAL - MISC	0.84

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..
2132396		

TOTAL LABOR....	14.00
TOTAL PARTS....	16.04
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.84
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**30.88**

APPROVED BY SIGNATURE

MV-51486

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

★ General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.

★ Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first.

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CUSTOMER SIGNATURE

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PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 11:22am

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Thursday, June 08, 2006

[redacted]
Sneads, FL [redacted]

BBB Arbitration Decision - Trade

Subject: **Repurchase of** 2005 Chevrolet TrailBlazer
VIN: 1GNDS13S552[redacted]
REF SR: [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDS13S5[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 Monte Carlo, VIN 2G1WL15C369260944. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 6/30/06	$21,749.28
Plus upgrade	$455.50
Plus usage	$3,666.50
Total Responsibility of Customer	**$25,871.28**

****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 [redacted] if you have any questions or concerns.

[redacted] June 8, 2006

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.

May 16, 2006

Re: [redacted] vs Chevrolet Motor Division # [redacted] VIN: 1GNDS13S55[redacted]

[redacted]
SNEADS FL [redacted]

Dear [redacted]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer has agreed to replace your current 2005 Chevrolet Trailblazer with a new vehicle. The manufacturer must provide a new vehicle that is identical or reasonably equivalent to the vehicle to be replaced. Reasonable equivalent means that the manufacturer's suggested retail price (MSRP) of the replacement vehicle does not exceed 105% of the MSRP of the vehicle to be replaced. The MSRP of your current 2005 Chevrolet Trailblazer (including the 105% allowance) is $28,654.50. The customer must pay a reasonable offset for the vehicle's use with the Florida State Lemon Law Usage Deduction formula based on 20,000 miles = $3,666.50. This transaction should be completed with in 45 days from the date the manufacturer receives all necessary information, after which the BBB will follow up with you to verify performance. The vehicle shall be turned over with no damage, allowing for normal wear only.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Eric Oglesby at Extension 240

cc: Dwayne Mcclain

GM DOC

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

June 13, 2006

CHEVROLET-BUICK OF QUINCY, INC.
Marion Charley
2039 W JEFFERSON ST
QUINCY, FL 32351

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer: Glynn H. Dunham Jr. or Kimberly F. Dunham

Vehicle: 2005 Chevrolet TrailBlazer
VIN: 1GNDS13S55[redacted]
REF SR:[redacted]

Dear Marion Charley:

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 **$1,126.74** to CHEVROLET-BUICK OF QUINCY, INC.. 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 **$21,749.28** to Focus Credit Union. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WL15C3692[redacted]
New Vehicle Sales Price:	**$26,637.35**
Used Vehicle Trade Value:	**$22,515.35**
Trade Difference:	**$4,122.00**
Taxes:	**$322.32**
Reg/Lic/Title Fees:	**$38.35**
Cash Paid on Delivery	**$360.67**
Document Fees:	**Not paid by either party**
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 Monday June 12, 2006. If you have any questions you may reach me at 866-802-6625 ext2305.

Marion Charley Lynn Mgr -
CHEVROLET-BUICK OF QUINCY, INC. 202287 Management Agent's Signature and Title.

MARION CHARLEY GENERAL MANAGER.
CHEVROLET-BUICK OF QUINCY, INC. 202287 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:

[redacted]

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 05/17/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: [redacted]
5.Primary Customer Phone #: [redacted] Mobile
6.Additional Customer Phone # [redacted] Home
7.Customer fax #: na
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 7%

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevrolet/Trailblazer
11.VIN (17 Digits): 1GNDS13S552[redacted] 12.Current Mileage: 20,000
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: CHEVROLET-BUICK OF QUINCY, INC.
15.Dealership Phone #: 850 875-4200
16.Dealership Contact Name and **TITLE:** Marion Charley Dlr Principle
17.Dealership Contact Phone # (if different than Dealership #): ____
18.Dealership Contact Fax # 850-875-3217
19.Dealership BAC: 202287 Region: Southeast

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

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

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

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain: ____

26.Reason for Repurchase (Include specific mechanical failure): Electrical Headlamps Flickering, going dim intermittenly

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: 2G1WL15C369[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Monte Carlo Ss Coupe
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,256

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: 20,000 miles divided by 120,000 =.01666 X $21,999.00 = $3,666.50

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): NA

37.Lease Termination Terms: NA

38.Who will be responsible for the **Taxes and/or Fees**? Customer

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

Explain:_____

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

****NO** Rebates are to be applied to the replacement vehicle*

****GM Card points** are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: none

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/18/2006

42.Authorizer Name: Randall Jordan

43.GM Position: FAVM

44.VoiceMail Node: 404082 Mailbox Number: 8136

45.Email Address: Randy.Jordan@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.

December 12, 2017

[redacted]
Sneads, FL [redacted]

Service Request: [redacted]
Customer Relationship Manager: Iliana Samilpa

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

Voluntary/ Mandatory Repurchase

X BBB Case **Trade Voluntary**

OR **Straight**

☐ State Case **Lease**

COMPLIANCE DATE _____6/30/2006

ADR REQUEST NUMBER____[redacted]

CUSTOMER NAME _____[redacted]

LAST SIX OF VIN _____[redacted]

ADR CRM __Dwayne McClain____ EXT. ____10186_

AVM _Randall Jordan____ PHONE ___850-445-3044

DATE ACCEPTANCE RECEIVED ___5/16/2006_____

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:

File will be returned without all information above completed.

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 05/17/2006
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 #: na
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 7%

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevrolet/Trailblazer
11.VIN (17 Digits): 1GNDS13S55[redacted] 2.Current Mileage: 20,000
13.Purchased:

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

Dealership that will handle entire transaction:
14.Dealership Name: CHEVROLET-BUICK OF QUINCY, INC.
15.Dealership Phone #: 850 875-4200
16.Dealership Contact Name and **TITLE:** Marion Charley Dlr Principle
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 850-875-3217
19.Dealership BAC: 202287 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?

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain:
26.Reason for Repurchase (Include specific mechanical failure): Electrical Headlamps Flickering, going dim intermittenly

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: 2G1WL15C369[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Monte Carlo Ss Coupe
34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,256

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current m leage/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: 20,000 miles divided by 120,000 = .01666 X $21,999.00 = $3,666.50

36.Aftermarket Items:
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): NA

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:

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: none

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/18/2006
42. Authorizer Name: Randall Jordan
43. GM Position: FAVM
44. VoiceMail Node: 404082 Mailbox Number: 8136
45. Email Address: Randy.Jordan@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.

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum

[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

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 16, 2006

Re: [redacted] vs Chevrolet Motor Division # [redacted] VIN: 1GNDS13S552[redacted]

[redacted]

SNEADS FL[redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer has agreed to replace your current 2005 Chevrolet Trailblazer with a new vehicle. The manufacturer must provide a new vehicle that is identical or reasonably equivalent to the vehicle to be replaced. Reasonable equivalent means that the manufacturer's suggested retail price (MSRP) of the replacement vehicle does not exceed 105% of the MSRP of the vehicle to be replaced. The MSRP of your current 2005 Chevrolet Trailblazer (including the 105% allowance) is $28,654.50. The customer must pay a reasonable offset for the vehicle's use with the Florida State Lemon Law Usage Deduction formula based on 20,000 miles = $3,666.50. This transaction should be completed with in 45 days from the date the manufacturer receives all necessary information, after which the BBB will follow up with you to verify performance. The vehicle shall be turned over with no damage, allowing for normal wear only.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Eric Oglesby at Extension 240

cc: Dwayne Mcclain

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 #

ATA CASE ASSESSMENT BY: **STEPHEN NICHOLS 5/5/06**
Siebel/CARS Request No: 1[redacted]

Customer Name: [redacted]
Vehicle: **2005 CHEVY TRAILBLAZER LS 2WD**
Current Mileage: **19600**
Vehicle ID No.: **1GNDS13S5521**[redacted]
In Service Date: **4/23/05**
Purchased: **New**
What is customer seeking: **REPURCHASE / REPLACEMENT**

VEHICLE REPAIR HISTORY

[redacted]**00**

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ENGINER SURGES / ELECTRICAL PROBLEMS

Date:	Mileage:	Days Out:	Description of Repair:
12/22/05 to 12/30/05	**15421**	**9**	**RO#** [redacted] **C STATES GEN LITE COMES ON & LIGHTS GO DIM** ***R/R ALTERNATOR**
3/3/06 to 3/7/06	**17268**	**5**	**RO#** [redacted] **C STATES LIGHT GO OUT WHILE DRIVING AT NIGHT** ***CND** *** NO TEST DRIVE MILEAGE**
3/17/06 to 3/18/06	**18199**	**2**	**RO#** [redacted] ***FRA: 15+ DAYS OUT OF SERVICE.** **C STATES HEADLIGHTS FLICKERD ONCE SINCE LAST VISIT:** **NOT AS PRONOUNCED AS BEFORE:** ***CHECK ALL GROUND WIRES & ELECTRICAL…** **LET RUN 2 HOURS: NPF** ***TSB#: 05-08-42-001**
4/21/06	**19861**	**1**	**RO ILLEGIBLE** **#2: CUST STATES FUEL GAGE GOES FROM FULL TO EMPTY** **DTC CODE 0462 …** ***PART ORDERED.** IF LIGHT COMES BACK ON DON'T WORRY … CLEARED CODE… TEST DRIVE 12 MILES…CODE NEVER RETURNED …GAGE WORKED FINE WHILE WE HAD IT. **WILL CALL WHEN PART ARRIVES** **#3: CUST STATES CEL ON, FLASHES ON/OFF.** NOT ON AT THIS TIME. NO CODES ON COMPUTER AT THIS TIME. NO REPAIR THIS AREA

Total Days Out of Service: 18

Days of out of service confirmed on RO's by Mack Mcaney

Team Manager Approval: Date:

Revised by r.fick 09/28/04

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 05/17/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and [redacted]
5.Primary Customer Phone #: [redacted]07 Mobile
6.Additional Customer Phone #: [redacted]0 Home
7.Customer fax #: [redacted]
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 7%

Customer Vehicle Information

10.Year/Make/Model: 2005/Chevrolet/Trailblazer
11.VIN (17 Digits): 1GNDS13S55213[redacted] 12.Current Mileage: 20,000
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: CHEVROLET-BUICK OF QUINCY, INC.
15.Dealership Phone #: 850 875-4200
16.Dealership Contact Name and **TITLE:** Marion Charley Dlr Principle
17.Dealership Contact Phone # (if different than Dealership #): ____
18.Dealership Contact Fax # 850-875-3217
19.Dealership BAC: 202287 Region: Southeast

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

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

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

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain: ____

26.Reason for Repurchase (Include specific mechanical failure): Electrical Headlamps

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: 2G1WL15C369[redacted]
33.New Vehicle Year/Make/Model: 2006/Chevrolet/Monte Carlo Ss Coupe
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,256

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: 20,000 miles divided by 120,000 =.01666 X $21,999.00 = $3,666.50

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): NA

37.Lease Termination Terms: NA

38.Who will be responsible for the **Taxes and/or Fees**? Customer

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

Explain:_____

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: none

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/18/2006

42.Authorizer Name: Randall Jordan

43.GM Position: FAVM

44.VoiceMail Node: 404082 Mailbox Number: 8136

45.Email Address: Randy.Jordan@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 2WD — CHEVROLET MOTOR DIVISION
44U MEDIUM RED METALLIC /L6G — GENERAL MOTORS CORPORATION
27H LIGHT CASHMERE/EBONY — 100 RENAISSANCE CENTER
ORDER NO. HMKNGM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DS13 S5 52[redacted] — ADJUSTMENT INVOICE 1[redacted]
**********13*26135S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26395.00	23887.48	INVOICE 02/09/05
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 08/21/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 08/29/04
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 08/21/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S048H S048H
			WFP-S QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	CHG-TO 26-135
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4276
* CRUISE CONTROL			HP: 32.1
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	GVWR: 5550
			GAWR.FT: 2950
1SA LS PREFERRED EQUIPMENT GROUP 1	N/C	N/C	GAWR.RR: 3200
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	GMS: 24029.93
			SUPPLR: 25107.90
ADD			MRM: 28190.00
R7E DESCRIPTION NOT AVAILABLE			NTR: 1/2
			MEMO 1255.25

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1125.00-
DEALER INVOICE	1118.18-
SPECIAL ACCT ADJ.	150.68
NET ADJUSTMENT	967.50-
TOTAL ADJUSTMENT	967.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	26605.00	24068.08	ACT 237	967.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		266.05		
LAM GROUP CONTRIBUTION		133.03		
TOTAL	27290.00	25152.16		967.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23958.08		

****
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.
****

CHEVROLET-BUICK OF QUINCY, INC.

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 05/17/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4 Customer City, State, and Zip: 2075 Morgan Loop
5.Primary Customer Phone #: [redacted]
6.Additional Customer Phone #:
7.Customer fax #: na
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 7%

Customer Vehicle Information
10.Year/Make/Model: 2005/Chevrolet/Trailblazer
11.VIN (17 Digits): 1GNDS13S5[redacted] 12.Current Mileage: 20,000
13.Purchased:

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

Dealership that will handle entire transaction:
14.Dealership Name: CHEVROLET-BUICK OF QUINCY, INC.
15.Dealership Phone #: 850 875-4200
16.Dealership Contact Name and **TITLE:** Marion Charley Dlr Principle
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 850-875-3217
19.Dealership BAC: 202287 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 required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain:
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    -If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
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**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: none

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/18/2006
42. Authorizer Name: Randall Jordan
43. GM Position: FAVM
44. VoiceMail Node: 404082 Mailbox Number: 8136
45. Email Address: Randy.Jordan@gm.com

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Forward any supporting documentation to FAX- 866-827-1129

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document Index - [redacted]

Class - BRCSiebel Docs

RequestNum

[redacted]

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Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

CHEVROLET-BUICK OF QUINCY, INC.

2039 W. JEFFERSON ST.
QUINCY, FL. 32351
TELEPHONE (850) 875-4200
FAX NUMBER (850) 627-7662

(GMAC BRANCH # 029, CHEVROLET DEALER CODE 26135, BUICK DEALER CODE 52401)

FAX TRANSMITTAL

TO: D. Wayne McLain FAX # 1-866-255-3847

FROM: Mac

DATE: 5-5-06 TIME: 10:08

NUMBER OF SHEETS INCLUDING COVER: 3

MEMO

FROM (FRI)MAY 5 2006 10:04/ST. 10:04/NO. 6880016218 P 1

CHEVROLET-BUICK OF QUINCY, Inc.

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

CUSTOMER NO. [redacted]

[redacted]
SNEADS, FL [redacted]

[redacted]

ADVISOR: ROBERT MCANENY 115
TAG NO.
INVOICE DATE: 05/03/06
LABOR RATE: 61.96
LICENSE NO
MILEAGE: 20,082
COLOR: CABERNET/
YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRK 4
DELIVERY DATE: 04/23/05
DELIVERY MILES: 20
VEHICLE I.D. NO.: 1GNDS13S552 [redacted]
SELLING DEALER NO.: 26135
PRODUCTION DATE
F. I. E. NO.
P.O. NO.
R.O. DATE: 04/28/06
MILEAGE OUT
COMMENTS
MO: 20087

JOB# 1 CHARGES

LABOR

J# 1 09CVZ01 FUEL SYSTEM CONCERN HOURS: 1.20 TECH(S): 41 74.35

CUSTOMER STATES FUEL GUAGE GOES FROM FULL TO EMPTY FOR NO REASON
P0463 , TEST SYSTEM, TEST WIRING OK.COMPLETED DIOGNOSTIC TREE.
REPLACED PCM,AND PROGRAM TO ONBAORD COMPUTOR.TEST DRIVE.
OK. NO OTHER CODES OR PROBLEMS FOUND IN SYSTEM AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12574976	PCM 3.670	296.56	296.56	415.18	415.18
				COST TOTAL	296.56		
					TOTAL - PARTS		415.18

JOB# 1 TOTALS

LABOR	74.35
PARTS	415.18
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	489.53

JOB# 2 CHARGES

LABOR

J# 2+70CVZ03 RENTAL HOURS TECH(S): 41 0.00

ONE DAY RENTAL FOR WARRENTY REPAIR.
ONE DAY $37.00

37.00

R/O TAX	0.00
R/O TOTALS	489.53

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
39996	526.53
CLAIM TOTALS	526.53

POSTED
MAY 03 2006

APPROVED BY SIGNATURE

MV-51486

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

★ General Motors warrants each part installed for 12 months or for twelve thousand (12,000) miles, whichever comes first.
★ Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first.
★ Denotes a lifetime guarantee on General Motor's parts.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $ _____.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waiver reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

SHOP SUPPLIES: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.

CUSTOMER SIGNATURE

Reynolds and Reynolds ERA-TRANS CO0552.0 (2004)

FROM (FRI)MAY 5 2006 10:05/ST. 10:04/NO. 6880016218 P 2

CHEVROLET-BUICK of QUINCY, Inc.

CHEVROLET

2039 West Jefferson St.
Ph. 875-4200
QUINCY, FLORIDA 32351

BUICK

MV-51486

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ 11CVZ03	QUICK SERVICE RECALL	MI MI		09CVZ05	FUEL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/21/06	[redacted]	19861	115	41	I	00CVZ03	FREE OIL CHANGE
03/17/06		18199	115	42	W	51CVZ05	HEADLIGHTS
				42	W	70CVZ05	TOWING
03/03/06		17269	86	42	W	51CVZ	BODY ELECTRICAL
				42	W	60CVZ10	SEATS
01/26/06		16642	115	46	I	00CVZ03	FREE OIL CHANGE

SALESPERSON NO. 32 CARY D. NAPIER — S E R V I C E — STATE REG# 3

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

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GNDS13S55[redacted]

[redacted]
SNEADS, FL [redacted]

RESIDENCE PHONE [redacted]

PROMISED 11:58am 04/28/06 05:30pm PRIORITY

LABOR CHARGES ARE BASED ON A "RATE" OF PER HOUR. THE HOURS ARE PUBLISHED IN A FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

LABOR RATE $ 65.00

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
05/CHEVROLET TRUCK/TRAILBLAZER/TRK		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		04/23/05	20	26135	04/28/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CABERNET/				

TOYOTA	MAKE	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	20,082	115	ROBERT MCANENY

"LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 90 days or 4,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint."

"AFTER 3 WORKING DAYS FROM THE COMPLETION OF SERVICE, THE DAILY CHARGE FOR STORAGE OF YOUR VEHICLE WILL BE $20.00."

JOB

1 W 09CVZ01 **FUEL SYSTEM CONCERN**

CUSTOMER STATES FUEL GUAGE GOES FROM FULL TO EMPTY FOR NO REASON

P0463 - Test System
41 wiring - ok Replace PCM &
Program - Test Drive - o/c
no Problem found.

JJ AUTO RENTAL

STRAIGHT TIME (HRS.)	FLAT RATE PHICE	R. O. NO. 39996 EMP. NO.	OPER. NO. 41	TIME W	OFF ON 5/3
1 2					

6

IF I CANCEL THIS REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE DESTROYED BY THE TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT OR THE VEHICLE.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. PLEASE REMOVE ALL VALUABLES FROM VEHICLE.

TERMS STRICTLY CASH

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree [redacted]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

_____I REQUEST A WRITTEN ESTIMATE.
_____I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____, THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
_____I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:_____ DATE:_____

Ryan Supplies: This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop or waste disposal.
A 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 collected for each new or remanufactured battery sold in the state (s.403.7185).

DATE TIME

OTHER PERSON WHO MAY AUTHORIZE REPAIRS — ADDITIONAL AUTHORIZED $ AMOUNT

AUTO MECHANIC AUTHORIZED BY — DESCRIPTION OF ADDITIONAL WORK AUTHORIZED

Copyright © 1998 The Reynolds and Reynolds Company ERAINVOICE CO0048(0 (0504)

(FRI)MAY 5 2006 10:06/ST. 10:04/NO. 6880016218 P 3 FROM

CHEVROLET-BUICK OF QUINCY, INC.
2039 W. JEFFERSON ST.
QUINCY, FL. 32351
TELEPHONE (850) 875-4200
FAX NUMBER (850) 627-7662

1 - sales doc
17 - RO's doc's

(GMAC BRANCH # 029, CHEVROLET DEALER CODE 26135, BUICK DEALER CODE 52401)

[redacted]

FAX TRANSMITTAL

TO: D. Wayne Mcclain FAX # 1-866-255-3847

FROM: Mac (Service Manager)

DATE: 4/26/06 TIME: 1:55

NUMBER OF SHEETS INCLUDING COVER: 19

MEMO

Buyer's Order
Service Documentation
for Glynn Dunham Jr.

CHEVROLET BUICK

CHEVROLET-BUICK OF QUINCY, INC.

2039 W. Jefferson St.
Quincy, FL 32351
(850)875-4200 • Fax: (850) 875-3217

RETAIL BUYER'S ORDER

DATE 04/23/2005

[redacted]	[redacted]	S.S. NO. 262-77-5084	D.O.B. 11/02/64
	DL NO. D[redacted]	S.S. NO. 594-18-1813	D.O.B. 04/18/65
	SALESMAN NO. 1 BARY D. NAPIER	SALESMAN NO. 2	SOURCE OF CUSTOMER

CITY	STATE	ZIP	YEAR	MAKE	MODEL	COLOR	TRIM	SERIAL NO.
GNEADS	FL	[redacted]	2005	CHEVROLET	TRAILBLAZER	MEDIUM RED		1GNDS13S552[redacted]

PLEASE ENTER MY OFFER FOR: ☐ NEW CAR ☐ USED CAR ☒ NEW TRUCK ☐ USED TRUCK

CHECK HERE: ☐ IF THIS UNIT WAS PREVIOUSLY USED AS A DEMONSTRATOR ☐ Lease

"I certify that I am twenty one years or older, OR that I am a bona-fide resident of the State of Florida and I am eighteen years or older" Driver's License Number 0[redacted]

DOB 11/02/1964

[redacted]

I hereby acknowledge that I know that the vehicle described on this Buyer's Order has been previously titled as a lease vehicle.

Customer Signature _____

DEALER INSTALLED EQUIPMENT:

BASE PRICE	$ 25595 00
ADDITIONS OR DELETIONS	
MILES 28	
TOTAL INCLUDING ACCESSORIES	25595 00
LESS USED CAR ALLOWANCE	1100 00
CASH DIFFERENCE	24899 00
CAR PROTECTION PACKAGE	1850 00
	299 75
AMOUNT TAXABLE	27850 75
PLUS SALES TAX	1751 73
ESTIMATED TAG & TITLE FEES	38 35
PLUS USED CAR BALANCE OWED	N/A
CASH BALANCE DUE	29840 83
DEPOSIT	N/A
OPTION I CERT #	4000 00
OPTION II CERT #	
NATIONAL REBATE	
REGIONAL REBATE	
OWNER LOYALTY CERT #	
GM CARD AUTH #	
TOTAL AMOUNT DUE	24848 83

"AS IS — WITH ALL FAULTS" – The only warranties applying to this vehicle are those offered by the manufacturer and the applicability on all existing manufacturer's warranty. 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 liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.
The Purchaser hereby acknowledges that Seller has made available "Monroney, For-Sale Information" as disclosed in the Warranty Brochure pursuant to the Magnuson-Moss Warranty Act.

"Purchaser acknowledges that Dealer has not made any representations to Purchaser, either in writing or orally concerning the history or the use of the vehicle, any prior damage to the vehicle, or any prior repair work that may have been done to the vehicle."

[redacted]

Receipt No.:	Cash:	Check:	Date:	By:
Receipt No.:	Cash:	Check:	Date:	By:
Receipt No.:	Cash:	Check:	Date:	By:
Receipt No.:	Cash:	Check:	Date:	By:

CASH OR CASHIER'S CHECK ONLY ON DELIVERY

PHYSICAL DESCRIPTION OF TRADE-IN

YEAR: 1995 MAKE: CHEVROLET MODEL: LUMINA
I.D. No.: 2G1WL52M7S9[redacted] MILES 172525
BALANCE OWED TO:
LOAN ACCOUNT No.:
ADDRESS

TRADE-IN PAYOFF VERIFICATION

AMOUNT _____ GOOD TIL _____
TITLE _____ OTHER LIENS _____
BY WHOM _____ VERIFIED BY _____

On a cash transaction this offer is not valid unless signed and accepted by Dealer. Once accepted, deposits are non-refundable.
On a credit transaction this purchase(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible bank or finance company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have signed an installment Sales Contract.

AGREEMENT ADDITIONAL TERMS AND CONDITIONS ON REVERSE SIDE.

[redacted] 04/23/2005 Accepted By: _____ Manager

December 12, 2017

[redacted]
Sneads, FL [redacted]

Service request: [redacted]
VIN: 1GNDS13S552[redacted]

Dear [redacted]

Thank you for your recent correspondence received March 6, 2006, regarding your 2005 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

This letter is to confirm your scheduled repair opportunity at Chevrolet-Buick of Quincy, Inc. located in Quincy, FL. As per our conversation on March 14, 2006, this repair opportunity will take place on March 17, 2006 at 12:00 p.m. Eastern Standard Time.

If you have any further questions, please contact me at 1-866-790-5700, ext. 20191, between 8:00 a.m. and 5:00 p.m. Eastern Standard 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,

Leon Olechowski
Customer Relationship Manager

LC0032-T/

2006 MONTE CARLO SS COUPE
40U WHITE /V8G
192 EBONY
ORDER NO. [redacted] STOCK NO.
VIN 2G1 WL15 C3 6926[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1[redacted]
**********13*26135S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1WL27 MONTE CARLO SS COUPE	27130.00	25095.25	INVOICE 12/22/05
AR9 LEATHER SEATING SURFACES, INCL HEATED FRONT SEATS	795.00	659.85	SHIPPED 12/22/05
			EXP I/T 01/06/06
CF5 SUNROOF, POWER	900.00	747.00	INT COM 01/06/06
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 12/19/05
LS4 5.3L 303 HP SMALL BLOCK V8	0.00	0.00	KEYS O5418 O5418
MX0 4 SPEED AUTO TRANSMISSION	0.00	0.00	WFP-S QTR OPT-1
UG1 UNIVERSAL GARAGE OPENER	100.00	83.00	BANK: GMAC - 029
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	325.00	269.75	CHG-TO 26-135
			SHIP WT: 3467
			HP: 45.7
			GMS: 26712.35
			SUPPLR: 27911.03
			MRM: 29910.00
			MEMO 1387.50

TOTAL MODEL & OPTIONS	29250.00	26854.85	ACT 231 26637.35
DESTINATION CHARGE	660.00	660.00	H/B 261 877.50
LAM DEALER CONTRIBUTION		292.50	ADV 261 292.50
LAM GROUP CONTRIBUTION		146.25	EXP 65A 146.25
TOTAL	29910.00	27953.60	PAY 310 27953.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		26669.15	

****

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

****

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

CHEVROLET-BUICK OF QUINCY, INC.

REMIT TO GMAC [redacted]
VIN 2G1WL15C3692[redacted]
$ 27953.60 INV [redacted]3
DUE 01/06/06 DEALER 26-135

CHEVROLET

Service Satisfaction Survey

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

[redacted]
Morrison TN
[redacted]

Home telephone:
Change to: ( )

Please provide us with your preferred email address:
[redacted]

Dear [redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Manchester Chevrolet on January 3, 2006.** 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 Manchester Chevrolet.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 3, 2006, 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?	☐	☐	☑

120325

1GNDT13SX52202567 17122
021552416311 00000193380 038640 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) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit? (was not fixed the problem just did not show up.	☐	☐	☐	☐	☐

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

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

Summing Up Your Experience

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. **Overall, how satisfied are you with your 2005 Trailblazer?**	☐	☑	☐	☐	☐

19. Are you ... ☑ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about Manchester Chevrolet? 0499

They did everything there was to do but the problem would not show up. And so far it hasn't happened again. They did show me a flyer on this problem, that has happened on other G.M. Vehicles

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

All Lights Dimmed & Flickered Several times

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDT13SX52202567 17122
021552416311 9317289510 038640 0582 041632

120325

Hey G. M.

My wife and I are very satisfyed with our 2005 Trail Blazer. This is our fourth Chevy Blazer.

Just one thing. This vehicle has a exceptional radio, C.D. Audio system we have X.M - or Star telephone all work wonderful But

we have a terrible A.M. reception we live just 60 miles from the largest AM station 650 A.M. good ole WSM Grand ole Opry station. Please don't think I'm Crazy but surely this expensive Audio system could pick up A.M. station Better.

Thanks for reading this Crazy letter

[redacted]

P.S.
Maybe the flickering light problem will be located on of these days

December 12, 2017

[redacted]
Santa Barbara, CA 9[redacted]

Service Request: [redacted]7
Customer Relationship Manager: Ryan Monteith

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 Major Guard plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDS13S7523[redacted], is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on 3/7/2006, and ending on 3/7/2011, and begins with 1,528 odometer miles, and ends with 76,528 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 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.

GMPP Request for Processing

SR# [redacted] Envoy

New/Used: New Division: GMC Vehicle Style: Truck

Complete VIN: 1GKDS13S752[redacted] Vehicle Year: 2005

Division - Dealer Code: GMC 48-32888

General Motors has agreed to :

Approve & pay for an upgrade; apply original coverage refund to Division making request

Special Instructions: Check if applicable

☑ Transfer all claims to new policy ☑ Endorse selling dealer code to Division code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 02/12/06 Odometer Reading: 1,528

Plan Purchase Date: 03/07/06 Customer Ownership: Owner

Business Name:

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

Address Line 1: [redacted]

Address Line 2: [redacted]

City: Santa Barbara State: CA Zip: [redacted]

Plan Type: Major Guard # of Months: 60 Months Mileage: 75000

Plan Type: # of Months: Mileage:

Deductible: $0

Plan Lien Holder (Select Division below):

Division Address: GMC - PO Box 33172 Detroit, MI 48232-5172

CRM (Decision Maker): Monica Ragsdale

Team Manager / Liaison: John Littlefield

Team CARS Site: Portland Date: 03/10/06

☐ AVM Requested

Contract Registration

GMPP X | MRP | Medium Duty | GM Cert | MRP Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1GKDS13S752 [redacted] | AGREEMENT PURCHASE DATE: 03/07/06

YEAR: 2005 | MAKE: GMC | MODEL: Envoy | CURRENT ODOMETER: 1528 | 4 WHEEL DRIVE:

Customer

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

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: [redacted]

MAILING ADDRESS: [redacted] | CITY: Santa Barbara | STATE: CA | 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: GMC Motor Division | DEALER CODE (Required): 561764 | PROMOTION CODE

ADDRESS: PO Box 33172 | CITY: Detroit | STATE: MI | ZIP CODE: 48232

Lienholder

GMAC OR SPP OR NAME: GMC Motor Division

ADDRESS: PO Box 33172 | CITY: Detroit | STATE: MI | ZIP CODE: 48232

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MD-PT +	MD-E&T	MD-BASIC
	X	X						

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 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.**

USED — 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): 02/24/06 | TERM-MO./MI. (IN 000'S): 60/75 | DEDUCTIBLE (Required): $0 X $50 $100 $200 | PRICE: , 0.00

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	
				$	, .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: SR# [redacted] | DATE: 3/10/06

SUBTOTAL ..... $, 0.00

TAX ..... $,

TOTAL ..... $, 0.00

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. #9289.

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Litho U.S.A. 10/03 701ALL4

ORIGINAL COPY

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 6, 2006

John Newberry, Esq.
Kahn & Associates
411 N Elm St
Lumberton, NC 28358-5556

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S252[redacted]
Customer Relationship Manager: J. Wayne Graves

Dear Mr. Newberry:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,250.00 inclusive of fees and costs.

After reviewing the matter more thoroughly, General Motors has determined that a repurchase offer in the Early Resolution program is not warranted. In the spirit of a settlement, General Motors is willing to make the above offer to promote customer loyalty and satisfaction.

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

Your client(s) would retain the vehicle.

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

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

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

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 6,250.00 inclusive of fees and costs paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 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 Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Patricia Brown Ashley.

_____

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

Bowman and Brooke LLP

Fax Cover Sheet

Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219
Phone: 804.649.8200
Fax: 804.649.1762
www.bowmanandbrooke.com

Date: 7/17/2007

To: Sharon Ledoux - General Motors Corporation **Fax:** 248.267.4333

From: Laura E. Roberts

Number of Pages (Including Coversheet): 3

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:

Matter Number: 50923

Special Instructions:

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

Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219
Phone: 804.649.8200
Fax: 804.649.1762
www.bowmanandbrooke.com

Laura E. Roberts
Direct Dial: (804) 819-1124
laura.roberts@bowmanandbrooke.com

June 11, 2007

VIA FACSIMILE

Ms. Sharon Ledoux
General Motors Corporation
Mail Code 482-C24-C66
300 Renaissance Center, 24th Floor
Post Office Box 300
Detroit, Michigan 48265-1000

Re: [redacted] v. General Motors Corporation
City of Richmond Circuit Court
Case No. [redacted]

Dear Ms. Ledoux:

Based on the unfavorable repair history below, we negotiated a settlement of this claim for $8,000, inclusive of attorney's fees and costs, and an electrical systems component letter extending the warranty coverage on the electrical system to the earlier of 48 months or 48,000 miles.

Code and Symptoms:

N15: Electrical Headlamps Flicker

Please prepare and forward one check in the amount of $8,000, to our office made payable to:

[redacted]
AND
J. Bradley Winder, Jr., Esquire
Kahn & Associates, L.L.C.
[redacted]
Richmond, VA [redacted]

Tax I.D. No.: 34-1850078

We understand that the electrical system component letter for 48 months/ 48,000 miles will be sent directly to Ms. Ashley.

The current odometer reading on the subject vehicle is approximately 19,000 miles.

Thank you for your courtesy and assistance. Please feel free to contact me with any questions or concerns.

Sincerely,

Laura E. Roberts
Case Assistant

LER/ler

cc: Ashley C. Dobbin, Esquire
Mark D. Matthews, Esquire

HUMMER GMC

General Motors Business Resource Center

FAX

To: **John Newberry**
Company: Kahn & Associates, LLC
Fax: 216-621-6006
Phone: 910-739-4141

From: **J. Graves**
Fax: (866) 249-2317
Phone: (800) 231-1841 Ext 10204
E-mail:

cc:

NOTES:

Attn:
John Newberry

RELEASE OF LIEN INFORMATION

I [redacted] (Client's Name) (Client's Social Security Number)

hereby authorize Founders Federal Cr. Un.
(Lien holder Name)

607 N. Main St. Lancaster, SC 29720 800-845-1614
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with Founders Fed. Cr. Un.
(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 3/24/06.

VEHICLE INFORMATION

The current vehicle mileage is 8508 Date mileage read: 3/24/06.

[redacted]

Signature

LG0006-T
Rev 12/09/2005

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

March 3, 2006

Sean Murphy, Esq.
Kahn & Associates, LLC

RE: [redacted]
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S25[redacted]
Customer Relationship Manager: J. Wayne Graves

Dear Mr. Murphy:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 5,000.00 inclusive of fees and costs.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation

Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 10, 2006

John Newberry, Esq.
Kahn & Associates, LLC

RE: [redacted]
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S25[redacted]
Customer Relationship Manager: J. Wayne Graves

Dear Mr. [redacted]

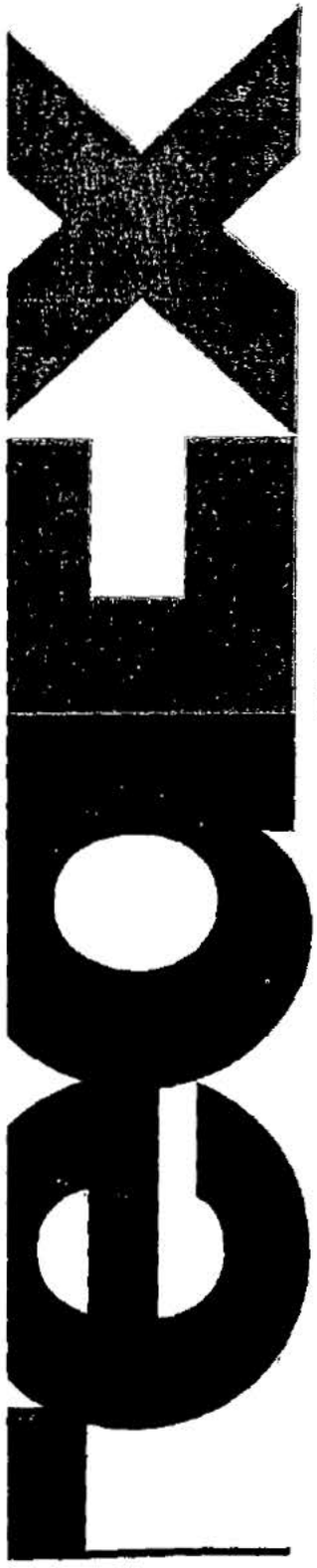
After further review, we do not believe that additional adjustment of our settlement offer, dated April 7, 2006 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, 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

LG0103 -T
Rev. 9/26/2005



Express

MAY 2006

MAY 09 2006

The World O

ORIGIN ID:DXCA
313/667-9383
PBMS / GM CORP HQ
100 RENAISSANCE CENTER
DETROIT, MI 48216

PKGID:22279

CAD # 406865
SHIP DATE: 05MAY06
ACTUAL WGT : [illegible]

FedEx Revenue Barcode

TO: BRENDA HORCHLER
MSX INTERNATIONAL
1919 CONCEPT DR
336-105-000
WARREN, MI 48091

248 952 5100

Delivery Address Barcode (FedEx EDR)

FedEx PRIORITY OVERNIGHT

MON

CAD # 406865 05MAY06

FORM 0201 DTW

Deliver By:
08MAY06
A2

TRK# 7053 2649 0649

48091 -MI-

For FedEx Express® Shipments Only



General Motors Corporation
Legal Staff

Facsimile
866/834-3552

Telephone
813/635-4087

May 3, 2006

Candace Blydenburgh, Esq.
Bowman and Brooke
Riverfront Plaza West Tower
901 East Byrd Street
Suite 1500
Richmond, VA 23219-4027

Dear Ms. Blydenburgh:

Re: GM Case No. [redacted]
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horchler, GMC, BRC Legal. c/o MSX International, MC 336-105-000, **1919 Concept Drive, Warren, MI 48091.**

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (813) 635-4087 or Fax (866) 834-3552.

Sincerely,

Brenda J. Horchler
Legal Assistant

cc: Brenda Horchler c/o MSX International (By FedEx)

5/22

Service of Process Transmittal

05/01/2006
Log Number 511121662

✓

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

#510389

RE: **Process Served in Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Ptf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Summons, Motion for Judgment, Jury Trial
COURT/AGENCY:	Richmond (City) Circuit Court - John Marshall Cts Building, Va Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair [redacted] Chevrolet Trailblazer Vin# 1GNDT13S252[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Glen Allen, VA
DATE AND HOUR OF SERVICE:	By Process Server on 05/01/2006 at 08:45
APPEARANCE OR ANSWER DUE:	21 days
ATTORNEY(S) / SENDER(S):	Sean J. Murphy Kahn & Associates, L.L.C. 2201 Libbie Avenue, Suite 200 Richmond, VA, 23230 804-673-6600
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day *5/1/2006 Holding for instructions* Fax Transmittal, Rosemarie Williams 313-665-7572 *5/1/2006 Holding for instructions* CC Recipient(s) Rosemarie Williams, via Regular Mail *5/1/2006 Holding for instructions*
SIGNED: **PER:** **ADDRESS:**	C T Corporation System Nanette Rider Whitt 4701 Cox Road Suite 301 Glen Allen, VA, 23060
TELEPHONE:	804-217-7255

ER-BJH

CT - wb

 5/1 4:47

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. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

Candace Blydenburgh

Revised 10/27/05

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: REGINA E. WILLIAMS FOR JAY GRAVES State: VA

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

Vehicle ID No.: 1GNDT13S252[redacted] In Service Date: 8/6/2005 Vehicle is: New BAC Code: 113736

Year, Make & Model: 2005 CHEVROLET TRAILBLAZER

VEHICLE REPAIR HISTORY

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

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

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/08/05	[redacted]	1	3470	C/S carpet is stained.**-SUBLET TO WOODRING PRO-CAR CARE FOR CLEANING**
10/24/05		9	4754	C/S that the flair on the left rear door is coming up at the back.-**FOUND TAPE COMING LOOSE ON FLARE-REPLACED FLARE ON DRIVER REAR**
10/24/05		*	4754	C/S that the carpet is stained.-**PARTS ORDERED**
11/21/05		*	5326	C/S that the carpet is stained.-**installed carpet in front and rear**
			5326	C/S that it sounds like there is an air leak around the top of the right rear door when driving on the highway. The front right passenger hears it most.-**FOUND RIGHT FRONT DOOR OUT OF ADJUSTMENT-ADJUSTED RIGHT DOOR STRICKER-NO NOISE HEARD AFTER REPAIRS.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/24/05	1[redacted]	*	4566	C/S that all vehicle lights went out and the volt guage dropped to zero when coming home from Martinsville for about 15 seconds, then lights would blink on and off some.-**V3EHICLE OPERATING AS DESIGNED AT THIS TIME. DID ROAD TEST OF VEHICLE FOR 80 MILES, COULD NOT DUPLICTE CUSTOMER CONCERN. CHECKED FOR CODES AND NONE FOUND. CHECKED ALL GROUNDS AND POWER CONNECTIONS**
11/21/05	1[redacted]	9	5326	C/S that the dash lights and outside lamps flicker off briefly at times when driving.-**VEHICLE IS OPERATING AS DESGINED AT THIS TIME**
01/09/06	1[redacted]	1	7399	C/S that the headlamps and dash lights go out or blink on and off at times when driving, has happened twice at night, **CND**
02/06/06	1[redacted]	1	7733	C/S that the headlamps and dash lights go out or blink on and off at times when driving, has happened twice at night.-**VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. CALLED TECH LINE-COULD NOT HELP WITH ANY OTHER VEHICLE WITH SAME CONCERNS. TECH LINES STATES TO PUT VDR IN VEHICLE AND LET CUSTOMER DRIVE AND RECORD THE TIMES IT HAPPENS.**

☐ Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/24/05	[redacted]	*	4754	C/S the drivers window rattles when down 2 inches and driving down the road.-**REMOVED DOOR PANEL-FOUND POWER WINDOW MOTOR MOUNTING BOLTS A LITTLE LOOSE TIGHTENED BOLTS FOUND LOCK RODS RATTLING, REPOSSISIONED RODS. REINSTALLED DOOR PANEL, NO NOISES HEARD AFTER REP AIR COMPLETED.**

Criteria for the state lemon law presumption period: 18 months of original delivery date
Days out of service: 30 or more days
Repairs 3 or more attempts or 1 or more to a serious safety defect / **Time period** 18 months
If applicable, safety-related repairs {# of repair attempts} / **Time period** {# of months}

Number of repair attempts in the presumption period:	5
Total days out of service during the presumption period:	20
Total days out of service during customer's ownership:	20

RECOMMENDATION AND RATIONALE

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

CRM recommends small cash offer.

REASON FOR REMOVAL

Remove
CRM recommends removal due to attorney not willing to accept anything short of a complete repurchase of the vehicle.
CRM made offer of 6,250.00 inclusive

CRM FINAL OFFER: Cash **DATE:** 4/6/06

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $6,250.00

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: Date:

D STATES POSTAGE

Bowman and Brooke LLP

CAB

MAY 0 4 2006

Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219

Brenda J. Horchler, Legal Assistant
General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

2 +2

Bowman and Brooke LLP

Riverfront Plaza West Tower
901 East Byrd Street, Suite 1500
Richmond, VA 23219
Phone: 804.649.8200
Fax: 804.649.1762
www.bowmanandbrooke.com

Candace A. Blydenburgh
Direct: 804.819.1102
candace.blydenburgh@bowmanandbrooke.com

May 2, 2006

Brenda J. Horchler, Legal Assistant
General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

RE: [redacted]. General Motors Corporation
Lynchburg Circuit Court
Amount Sued for: $40,200.00 and related costs

[redacted]v. General Motors Corporation
Richmond Circuit Court
Amount Sued for: Full purchase price of the vehicle and other related costs

Dear GM:

This letter serves to acknowledge receipt of the above mentioned warranty matters [redacted]v. General Motors Corporation and [redacted]y v General Motors Corporation. Enclosed please find copies of the Service of Process Transmittal, Summons and Complaint/Motion for Judgment for each of these cases.

Please be advised that the following individuals will be handling this case:

Candace A. Blydenburgh	804.819.1102
Ashley C. Dobbin	804.819.1138
Emily Desa	804.819.4620

Please do not hesitate to contact me if you should have any questions. We look forward to working with you on this matter and thank you for the opportunity to assist you with this case.

Sincerely,

Candace A. Blydenburgh

CAB/cs
Enclosures
cc: Ashley C. Dobbin, Esquire
Ms. Emily Desa

::ODMA\PCDOCS\RIC\89105\1

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal
05/01/2006
Log Number 511121662

TO: Candice Blydenburg
Bowman & Brooke, LLP
Riverfront Plaza West Tower, 901 East Byrd Street
Suite 1500
Richmond, VA, 23219-4080

RE: **Process Served in Virginia**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	P [redacted] Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Summons, Motion for Judgment, Jury Trial
COURT/AGENCY:	Richmond (City) Circuit Court - John Marshall Cts Building, Va Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair 2005 Chevrolet Trailblazer Vin# 1GNDT13S252[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Glen Allen, VA
DATE AND HOUR OF SERVICE:	By Process Server on 05/01/2006 at 08:45
APPEARANCE OR ANSWER DUE:	21 days
ATTORNEY(S) / SENDER(S):	Sean J. Murphy Kahn & Associates, L.L.C. 2201 Libbie Avenue, Suite 200 Richmond, VA, 23230 804-673-6600
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex Priority Overnight, 790414035856 *5/1/2006 Holding for instructions, Forwarding as instructed* Fax Transmittal, Rosemarie Williams 313-665-7572 *5/1/2006 Holding for instructions, Forwarding as instructed* CC Recipient(s) Rosemarie Williams, via Regular Mail *5/1/2006 Holding for instructions, Forwarding as instructed*
SIGNED:	C T Corporation System
PER:	Nanette Rider Whitt
ADDRESS:	4701 Cox Road Suite 301 Glen Allen, VA, 23060
TELEPHONE:	804-217-7255

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CITY OF RICHMOND CIRCUIT COURT
Civil Division
400 NORTH NINTH STREET
RICHMOND, VIRGINIA 23219
(804) 646-6536

Summons

To: GENERAL MOTORS CORPORATION
C/O CT CORPORATION SYSTEM
4701 COX ROAD, SUITE 301
GLEN ALLEN, VIRGINIA

Case number: [redacted]

The party upon whom this Summons and the attached Complaint are served is hereby notified that unless within 21 days after such service, response is made by filing in the clerk's office of this court a pleading in writing, in proper legal form, the allegations and charges may be taken as admitted and the court may enter an order, judgment, or decree against such party either by default or after hearing evidence.

Appearance in person is not required by this Subpoena.

Done in the name of the Commonwealth of Virginia on, Tuesday, April 25, 2006.

Clerk of Court: BEVILL M. DEAN

By: _____
(Clerk/Deputy Clerk)

Instructions:

Attorney's name: SEAN J. MURPHY
(804) 673-6600

VIRGINIA:

IN THE CIRCUIT COURT FOR THE CITY OF RICHMOND

[redacted]
Salem, VA [redacted]

Plaintiff,

v. CASE NO. _____

GENERAL MOTORS CORPORATION
c/o CT Corporation System
4701 Cox Road
Suite 301
Glen Allen, VA 23060-6802

Defendant.

Service To:

GENERAL MOTORS CORPORATION, c/o CT Corporation System, 4701 Cox Road, Suite 301, Glen Allen, VA 23060-6802.

MOTION FOR JUDGMENT

Plaintiff, [redacted] by Counsel, moves the Honorable Court for judgment against the Defendant(s) for damages in the amounts as hereinafter set forth, with all interest, costs, expenses of litigation, attorney's fees, and other relief, all of which are due from Defendant upon the grounds hereinafter set forth:

BACKGROUND

1. Plaintiff, [redacted] is an adult individual citizen and legal resident of the State of Virginia, residing at [redacted], Salem, VA [redacted]

2. Defendant, General Motors Corporation, is a business corporation qualified to do and regularly conducting business in the State of Virginia, with its principal place of business located in Michigan and can be served at its local residence c/o CT Corporation System, 4701 Cox Road, Suite 301, Glen Allen, VA 23060-6802.

3. On or about August 5, 2005, Plaintiff purchased a 2005 Chevrolet Trailblazer, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1GNDT13S252[redacted] hereinafter the "vehicle").

4. The vehicle was purchased in the State of Virginia and is registered in Virginia.

5. The price of the vehicle and/or the total of payments is approximately $32,832.66.

6. Plaintiff states that as a result of the ineffective repair attempts made by Defendant, through its authorized dealer(s), the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and hence, the vehicle is worthless and/or substantially impaired.

7. In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.

8. Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.

COUNT I
VIRGINIA LEMON LAW

9. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

10. Section 59.1-207.9 et. seq. of the Virginia Motor Vehicle Warranty Enforcement Act is commonly known as, and will hereinafter be referred to as, the "Virginia Lemon Law."

11. Plaintiff is a "Consumer" as defined by Va. Code §59.1-207.11.

12. Defendant is a "Manufacturer" as defined by Va. Code §59.1-207.11.

13. Defendant provided a "Warranty" as defined by Va. Code §59.1-207.11.

14. Plaintiff purchased or leased the vehicle from and/or had it serviced at Defendant's authorized "Motor Vehicle Dealer[(s)]," as defined by Va. Code §59.1-207.11.

15. Plaintiff reported one or more "nonconformities," as defined by Va. Code §59.1-207.11, to the manufacturer, through its authorized dealer, within eighteen months after the date of delivery of the vehicle.

16. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the express warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.

17. Plaintiff may satisfy one or more of the presumptions in Va.Code § 59.1-207.13(B).

18. After notifying the Defendant via return receipt service of the aforementioned defects following the third repair attempt and/or after the vehicle was out of service for at least 30 calendar days, the manufacturer failed to instruct Plaintiff as to where to deliver the vehicle or failed to repair the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Costs, including expert witness fees and reasonable attorney's fees; and

3. For such other relief as this court deems just and proper.

COUNT II
MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

19. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

20. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

21. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C. §2301(4) & (5).

22. The vehicle is a "Consumer Product" as defined by 15 U.S.C. §2301(1).

23. One or more of the warranties given to Plaintiff by Defendant was a "Written Warranty" as defined by 15 U.S.C. §2301(6).

24. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.

25. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle's nonconformities pursuant to 15 U.S.C. §2310 (e).

26. Section 15 U.S.C. §2310 (d) (1) provides:

> Subject to subsections (a)(3) and (e) of this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty, or service contract, may bring suit for damages and other legal and equitable relief....

27. As a direct and proximate result of Defendant's failure to comply with Defendant's express written and implied warranties, Plaintiff has and continues to suffer damages.

28. If Defendant maintains a qualified Informal Dispute Resolution Mechanism, Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint and/or has pursued that process to its completion, as required by 15 U.S.C. §2310 (a) and rules promulgated thereunder.

29. Pursuant to 15 U.S.C. §2310 (d)(2), plaintiff seeks all Costs, including attorney's fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands:

1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Costs, including expert witness fees and reasonable attorney's fees; and

3. For such other relief as this court deems just and proper.

COUNT III
VIRGINIA UNIFORM COMMERCIAL CODE

30. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

31. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:

a. Express Warranty

b. Implied Warranty of Merchantability; and

c. Implied Warranty of Fitness for a Particular Purpose.

32. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

33. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

34. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its express and implied warranties, obligations and representations with regard to the vehicle.

35. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Costs, including expert witness fees and reasonable attorney's fees; and

3. For such other relief as this court deems just and proper.

COUNT IV
VIRGINIA CONSUMER PROTECTION ACT

36. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

37. Va. Code §59.1-196 et seq. is commonly known as, and will hereinafter be referred to as, the "Virginia Consumer Protection Act" or "VCPA."

38. Plaintiff is a "Person" within the meaning of Va. Code §59.1-198.

39. Defendant is a "Supplier" within the meaning of Va. Code §59.1-198.

40. Plaintiff's purchase of the vehicle is a "Consumer Transaction" as defined by Va. Code §59.1-198.

41. The Defendant has engaged in the following fraudulent acts or practices, and/or has used deception, fraud, false pretense, false promise, or misrepresentation in connection with the transaction, including but not limited to:

(a) The Defendant has represented that goods or services have certain quantities, characteristics, ingredients, uses or benefits that they do not have.

(b) The Defendant has represented that goods or services are of a particular standard, quality or grade, style or model, and they are of another.

(c) The Defendant has represented that repairs, alterations, modifications, or services have been performed or parts installed when Defendant has failed to do so.

(d) Defendant's representation that the vehicle contained a valid warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was untrue.

(e) Defendant's representation that the vehicle contained, as a remedy, an effective warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was false.

(f) Defendant's representation that the vehicle would have the natural benefits of being fit for its intended and ordinary purposes and merchantable, was untrue.

(g) Defendant's representation that the vehicle was merchantable was untrue.

(h) Defendant may have violated the Virginia Lemon Law, which constitutes an unfair, deceptive and/or unconscionable sales practice.

(i) Defendant may have failed to provide Plaintiff with repair orders at the time of service.

(j) Defendant, who had a legal obligation to Plaintiff under the written warranty, breached, avoided and/or attempted to avoid its obligation to the Plaintiff.

(k) Defendant exhibited a pattern of inefficiency, stalling and/or incompetency with regard to its warranty repair work.

WHEREFORE, Plaintiff respectfully demands:

1. Judgment against Defendant in an amount equal to three times Plaintiff's actual damages and/or the statutory minimum of $500 for each additional unlawful act specified, over and above any treble damage award.

2. Costs, including expert witness fees and reasonable attorney's fees;

3. For such other relief as this court deems just and proper.

Respectfully submitted,

KAHN & ASSOCIATES, L.L.C.

SEAN J. MURPHY (VA Bar # 47216)
Attorney for Plaintiff

JURY TRIAL

A trial by jury in the within action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

KAHN & ASSOCIATES, L.L.C.

SEAN J. MURPHY (VA Bar # 47216)
Attorney for Plaintiff

Dated: April 22, 2006

Kahn & Associates, L.L.C.
John Newberry (OH Bar # 77319)
55 Public Square, Suite 650
Cleveland, Ohio 44113
Ph.: (216) 621-6101
Fax: (888)-868-6671

And

Kahn & Associates, L.L.C.
Sean J. Murphy (VA Bar # 47216)
2201 Libbie Avenue, Suite 200
Richmond VA 23230
Ph: (804) 673-6600
Fax: (804) 673-6604

****Please send copies of service items to both addresses.**

CERTIFIED MAIL™

KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
2201 Libbie Ave • Suite 200 • Richmond VA 23230

US POSTAGE
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Mailed From 44113
02/09/2006
031A 0002303019

FEB 13 2006

10

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

48232+3170-70 8051

FLORIDA OFFICE - NORTH
3116 Capital Cir. NE, Suite 10
Post Office Drawer 15588
Tallahassee, FL 32317-5588

FLORIDA OFFICE - SOUTH
500 Southeast 6th St., Suite 100
Fort Lauderdale, FL 33301

MICHIGAN OFFICE
8150 Old 13 Mile Rd., Suite 110
Warren, MI 48093

NEW JERSEY OFFICE
Mitchell Melnikoff, Esq.*
10 Crestmont Rd., Suite 4N
Montclaire, NJ 07042
*Licensed in New Jersey

KAHN & ASSOCIATES
L.L.C.

1-888-LEMONS-1
(1-888-536-6671)
Fax 1-888-868-6671
www.kahnandassociates.com

CORPORATE HEADQUARTERS
55 Public Square, Suite 650
Cleveland, OH 44113
P (216) 621-6101
F (216) 621-6006

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NORTH CAROLINA OFFICE
411 N. Elm St.
Lumberton, NC 28358

PENNSYLVANIA OFFICE - WEST
1751 Lincoln Hwy.
North Versailles, PA 15137

PENNSYLVANIA OFFICE - EAST
1112 MacDade Blvd.
Woodlyn, PA 19094

VIRGINIA OFFICE
2201 Libbie Ave., Suite 200
Richmond, VA 23230

February 9, 2006

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

Re: Vehicle: 2005 Chevrolet Trailblazer
Date of Purch/Lease: August 5, 2005
VIN: 1GNDT13S252[redacted]

Dear Sir/Madam:

This office has been retained by Ms.[redacted] Salem, VA[redacted] regarding the above-referenced vehicle. Please be advised that this is your final opportunity to repair the above-referenced vehicle under the Virginia Lemon Law. As of today, my client's vehicle has been in for service for at least 30 days or parts of days and/or for at least 3 repairs to the same defect(s) or condition(s).

The vehicle's primary problems include, but are not limited to, the following:

1. Electrical System;
2. Windows;
3. Body;
4. Interior, and
5. Doors.

You MUST contact myself or John F. Newberry, Esq. immediately as you have **fifteen (15) days** from the day you receive this letter in order to complete the repairs. If we do not hear from you, we will assume you do not intend to exercise your right to make a final repair of this vehicle. At that time, please also give us the name of a contact person with whom we can schedule a convenient date to drop off the vehicle.

If you would rather waive your final opportunity to repair and discuss a possible resolution of this matter, please fax us immediately in writing of your intent to do so.

DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO ONE OF OUR LAW OFFICES. Thank you.

Sincerely,

Sean Murphy

SM/jn



HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

February 17, 2006

Sean Murphy, Esq.
Kahn & Associates, LLC

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S2523[redacted]
Customer Relationship Manager: J. Wayne Graves

Dear Mr. Murphy:

This is to advise that General Motors is in receipt of the above referenced case dated February 9, 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.

☒	Copy of owner's current title and/or registration	☐	Finance agreement
☐	Other:	☐	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

sharon.ledoux@gm.com
07/17/2007 02:17 PM To
vasquesh@gmexpert.com
cc
doreen.trolley@gm.com
bcc

Subject
Fw: A new 3 page fax has arrived from 1 804 649 1762

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Detroit, MI 48265-3000
Phone: 313-665-1555
Fax: 248-267-4333
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 07/17/2007 02:17 PM -----

Fax Server
[USAH2SA0NAM19]
To
07/17/2007 01:38 PM SHARON J. LEDOUX/US/GM/GMC
cc

Subject
A new 3 page fax has arrived from 1 804 649 1762

Time 07/17/2007 01:38:37 PM Number of Pages: 3

Gateway:
Duration:

Fax Server: USAH2SA0NAM19 Remote CSID: 1 804 649 1762

---

sharon.ledoux@gm.com
07/18/2007 07:31 AM To
vasquesh@gmexpert.com
cc

bcc

Subject
Fw[redacted]

fyi
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 07/18/2007 07:31 AM -----

"Laura E. Roberts" <Laura.Roberts@ric.bowmanandbrooke.com> 07/17/2007 03:27 PM

To: "Y-GM Sharon J. Ledoux" <Sharon.Ledoux@gm.com>
cc: "Martha A. Jacobs" <Martha.Jacobs@ric.bowmanandbrooke.com>
Subject: RE: Ashley

Sharon,

The VIN is 1GNT13S252[redacted]1 and the customer address is:

[redacted]
Salem, Virginia [redacted]

Please let me know if there is any other information you need.

Thanks!
Laura

Laura E. Roberts
Case Assistant
Bowman and Brooke, LLP
lroberts@ric.bowmanandbrooke.com
(804) 819-1124

-----Original Message-----
From: sharon.ledoux@gm.com [mailto:sharon.ledoux@gm.com]
Sent: Tuesday, July 17, 2007 3:18 PM
To: Laura E. Roberts
Subject: Ashley

[redacted] - Need VIN and also a cust address to send the comp letter
to.

This email has been scanned by the MessageLabs Email Security System.
For more information please visit http://www.messagelabs.com/email

Note: This electronic mail is intended to be received and read only by certain individuals. It may contain information that is attorney-client privileged or protected from disclosure by law. If it has been misdirected, or if you suspect you have received this in error, please notify me by replying and then delete both the message and reply. Thank you.

This email has been scanned by the MessageLabs Email Security System.
For more information please visit http://www.messagelabs.com/email

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

GM

CHECK **No.** 900921328

50-837
213

DATE		AMOUNT
07/23/07	***********8,000 DOLLARS ****00 CENTS	***********8,000.00

PAY TO THE ORDER OF [redacted] AND KAHN & ASS*
*[redacted]
SALEM VA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900921328

PAYMENT DATE 07/23/07

VENDOR DUNS NO. [redacted] 1

VENDOR NAME PATRICIA ASHLEY AND KAHN & ASS

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1 [redacted]	07/20/07	VM 1-8WJDNK	00.0000	8,000.00	.00	8,000.00

July 18, 2007

Candace Blydenburgh, Esq.
Bowman & Brooke, LLP
901 E Byrd St Ste 1500
Richmond, VA 23219-4054

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]2
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S252[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Ms. Blydenburgh:

Enclosed please find a check in the amount of $8,000.00 made payable to Patricia Ashley and Kahn & Associates, LLC to settle the above-referenced case.

A 48 month/48,000 mile (whichever comes first) Electrical Component Letter will be sent directly to Patricia Ashley after processing.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0008
V07092007

[redacted]

[redacted]

INVOICE

PAGE 1

PINKERTON CHEVROLET
...the dealer you can trust
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

[redacted]

SALEM VA
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S252[redacted]	[redacted]	8760/8779	T199

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06AUG05 IS			17:00 10APR06	[redacted]	0.00	CASH	10APR06

R.O. OPENED	READY	OPTIONS:
11:47 10APR06	17:16 10APR06	STR[redacted]L) FREE S/I

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT THE DRIVERS WINDOW RATLES WHEN DRIVING			
502 VEHICLE IS OPERATING AS DESIGNED AT THIS TIME			
558 INT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
8779 CUSTOMER STATES THAT THE DRIVERS WINDOW RATTLES ON ROAD TEST HEARD NOISE CUST REFERED TO WAS A NOISE WHEN WINDOW IS ABOUT AN INCH DOWN. REMOVED DOOR PANEL AND INSPECT WINDOW REGULATOR BOLTS--OK. CHECK WINDOW FOR CORRECT ALIGNMENT IN WINDOW TRACK OR. NO PROBLEMS FOUND INSIDE OF DOOR. REINSTALL DOOR PANEL. FOUND VEHICLE TO HAVE VENT GUARDS. NOISE POSSIBLY DUE TO TRAPPED AIR BETWEEN WINDOW AND VENT. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.			
**********			
B GOODWRENCH SERVICE QUICK LUBE			
QL GOODWRENCH SERVICE QUICK LUBE			
558 / CQL	12.49		12.49
1 89017342 FILTER	4.47	4.47	4.47
1 5W30D [redacted]	10.50	9.99	9.99
PARTS: 14.46 LABOR: 12.49 OTHER: 0.00 TOTAL LINE B:			26.95
8779 CUSTOMER REQUESTS GOODWRENCH SERVICE QUICK LUBE PERFORMED GOODWRENCH SERVICE QUICK LUBE			
**********			
C** CUST STATES THAT THE HEADLAMPS AND DASH LIGHTS GO OUT OR BLINK ON AND OFF AT TIMES WHEN DRIVING			
502 VEHICLE IS OPERATING AS DESIGNED AT THIS TIME			
558 INT			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
8779 OPERATING AS DESIGNED			
**********			
MISC SHOP SUPPLIES/ HAZ-MAT DISPOSAL			1.25

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts of 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 hereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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	12.49
PARTS AMOUNT	14.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.25
TOTAL CHARGES	28.20
LESS INSURANCE	0.00
SALES TAX	1.40
PLEASE PAY THIS AMOUNT	29.60

CUSTOMER COPY

KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
2201 Libbie Ave • Suite 200 • Richmond VA 23230

FEB 13 2006

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

FLORIDA OFFICE - NORTH
3116 Capital Cir. NE, Suite 10
Post Office Drawer 15588
Tallahassee, FL 32317-5588

FLORIDA OFFICE - SOUTH
500 Southeast 6th St., Suite 100
Fort Lauderdale, FL 33301

MICHIGAN OFFICE
8150 Old 13 Mile Rd., Suite 110
Warren, MI 48093

NEW JERSEY OFFICE
Mitchell Melnikoff, Esq.*
10 Crestmont Rd., Suite 4N
Montclaire, NJ 07042
*Licensed in New Jersey

KAHN & ASSOCIATES
L.L.C.

1-888-LEMONS-1
(1-888-536-6671)
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55 Public Square, Suite 650
Cleveland, OH 44113
P (216) 621-6101
F (216) 621-6006

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NORTH CAROLINA OFFICE
411 N. Elm St.
Lumberton, NC 28358

PENNSYLVANIA OFFICE - WEST
1751 Lincoln Hwy.
North Versailles, PA 15137

PENNSYLVANIA OFFICE - EAST
1112 MacDade Blvd.
Woodlyn, PA 19094

VIRGINIA OFFICE
2201 Libbie Ave., Suite 200
Richmond, VA 23230

February 9, 2006

VIA REGULAR U.S. MAIL

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

Re:	**Settlement Demand**
Our Client:	[redacted]
Vehicle:	**2005 Chevrolet Trailblazer**
Date of Purch/Lease:	**August 5, 2005**
VIN:	**1GNDT13S252[redacted]**
Current Mileage:	**5,500**
Our File No:	**060138LL**

Dear Case Manager:

Please be advised that this office has been retained by Ms. [redacted] regarding the above-referenced vehicle which was obtained from Pinkerton Chevrolet, Inc. (Salem, VA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Electrical System;
2. Windows;
3. Body;
4. Interior;

5. Doors, and

6. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Virginia Lemon Law, the Magnuson-Moss Warranty Act and the Virginia Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. [redacted] 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you are hereby notified that our client is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.[1]

Please contact myself or John F. Newberry, Esq. as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. Pursuant to the understanding reached in this matter between this office and your local counsel, both parties have agreed to waive informal arbitration in attempt to resolve this matter within forty (40) days from the date of this letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,

Sean Murphy
Attorney for Patricia Ashley

SM/jn
cc: Patricia Ashley
Encls.

060138LL / ASHLEY, P. V. GM\T:\team50\template\document\00000308.dot

[1]Until this matter is resolved, our client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

[redacted] [redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET
...the better choice
925 North Electric Road Salem, Virginia 24153
(540) 562-1337

PAGE 1

SALEM, VA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S2[redacted]	[redacted]	4566/4754	T560

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
06AUG05 IS			17:00 27OCT05		0.00	CASH	01NOV05

R.O. OPENED	READY	OPTIONS: STK: [redacted] 1 FREE S/I
09:14 24OCT05	16:57 01NOV05	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUST STATES THAT AL VEH LIGHTS WENT OUT AND THE VOLT GHAGE DROPPED TO ZERO WHEN COMING HOME FRONT MARTINSVILLE LAST NIGHT FOR ABOUT 15 SECONDS, THEN WOULD BLINK ON AND OFF SOME.								
CAUSE: E								
1	502				VEHICLE IS OPERATING AS DESIGNED AT THIS TIME			
	558	WP4						(N/C)
	3316	WP4						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00								
4566 ROAD TEST VEHICLE 80 MILES, COULD NOT DUPLICATE CUSTOMER CONCERN, CHECK FOR CODES, NONE FOUND CHECK FUSES AND OTHER CONECTIONS **********								
B CUST STATES THAT THE DRIVERS WINDOW ATTIES WINDOW DOWN 2 INCHES AND DRIVING DOWN THE ROAD								
CAUSE: E								
1	1000				WARRANTY REPAIRS			
	558	WP4						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
4566 REMOVED DOOR PANEL-FOUND POWER WINDOW MOTOR MOUNTING BOLTS A LITTLE LOOSE, TIGHTENED BOLTS FOUND LOCK RODS RATTLING REPOSSISIONED RODS. REINSTALLED DOOR PANEL, NO NOISE HEARD AFTER REP AIR COMPLETED. **********								
C CUST STATES THAT THE FLAIR ON THE LEFT REWAR DOOR IS COMING UP AT THE BACK								
CAUSE: E								
1	1000				WARRANTY REPAIRS			
	558	WP4						(N/C)
1	15079903	MOLDING						(N/C)

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

This fax was received by GFI FAXmaker fax server. For more information, visit: http://www.gfi.com

[redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET
...the better choice
925 North Electric Road Salem, Virginia 24153
(540) 562-1337

[redacted]

SALEM, VA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S252[redacted]	[redacted]	4566/4754	T560

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06AUG05 IS			17:00 27OCT05		0.00	CASH	01NOV05

R/O OPENED	READY	OPTIONS:
09:14 24OCT05	16:57 01NOV05	STK[redacted]1) FREE S/I

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

4566 FOUND TAPE COMMING LOOSE ON FLARE-REPLACED FLAR E ON DRIVER-REAR DOOR

****

CUST STATES THAT THE CARPET IS STAINED, SEE CHARLIE PUSH

48 PARTS ORDERED

558 LINE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

COPY

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts of 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 hereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

This fax was received by GFI FAXmaker fax server. For more information, visit: http://www.gfi.com

[redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET
...the better choice
925 North Electric Road Salem, Virginia 24153
(540) 562-1337

[redacted]
SALEM, VA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S252[redacted]	[redacted]	5263/5263	T723

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06AUG05 IS			17:00 23NOV05		0.00	CASH	25NOV05

R.O. OPENED	READY	OPTIONS:
09:15 21NOV05	14:26 25NOV05	STK: [redacted] 1) FREE S/I

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THAT THE CARPET IS STAINED			
558 INSTALL CARPET, FRT AND REAR			
558 INT			(N/C)
1 15783820 F-CARPET			(N/C)
1 15230021 F-CARPET			(N/C)
1 15099971 BRACKET			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
5263 REPLACED CARPET FRONT AND REAR			
B GOODWRENCH SERVICE QUICK LUBE			
QL GOODWRENCH SERVICE QUICK LUBE			
558 COL		13.00	13.00
1 89017342 FILTER	4.47	4.47	4.47
3 5W30D BULK	3.99	9.99	9.99
PARTS: 14.46 LABOR: 13.00 OTHER: 0.00 TOTAL LINE B:			27.46
5263 CHANGED OIL, FILTER AND LUBED			
C CUST STATES THAT THE DASH LIGHTS AND OUTSIDE LAMPS FLICKER OFF			
BRIEFLY AT TIMES WHEN DRIVING			
CAUSE: E			
502 VEHICLE IS OPERATING AS DESIGNED AT THIS TIME			
558 WP4			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
5263			
D CUST STATES THAT IT SOUNDS LIKE THERE IS AN AIR LEAK AROUND THE TOP OF THE RIGHT REAR DOOR WHEN DRIVING ON THE HIGHWAY, THE RF PASSENGER HEARS IT MOST			
CAUSE: E			

COPY

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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[redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET
...the better choice
925 North Electric Road Salem, Virginia 24153
(540) 562-1337

[redacted]
SALEM, VA 2[redacted]
HOME: [redacted] BUS[redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S252[redacted]	YBH1349	5263/5263	T723

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06AUG05 IS			17:00 23NOV05		0.00	CASH	25NOV05

R.O. OPENED	READY	OPTIONS:
09:15 21NOV05	14:26 25NOV05	STK[redacted] 1) FREE S/I

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1000 WARRANTY REPAIRS			
558 WP4			(N/C)
1 19120582 F WEATHERST			(N/C)
MISC OVN FRT 076/5087785			
PO#161784			
WF			(N/C)
FC			
MISC OVN FRT 621/0505502			
PO#161784			
WF			(N/C)
FC			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
5263 FOUND RIGHT FRONT DOOR OUT OF ADJUSTMENT ADJUSTED RIGHT DOOR STRICKER NO NOISE HEARD AFT ER REPAIRS			
**********			
E RENTAL EXPENSE			
CAUSE: E			
Z7900 RENTAL EXPENSE			
99 WP4			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
**********			
MISC SHOP SUPPLIES/ HAZ-MAT DISPOSAL			1.30

COPY

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	14.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.30
TOTAL CHARGES	28.76
LESS INSURANCE	0.00
SALES TAX	1.44
PLEASE PAY THIS AMOUNT	[illegible]

CUSTOMER COPY

This fax was received by GFI FAXmaker fax server. For more information, visit: http://www.gfi.com

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0936; fax 1-800-531-9055

IRGINIA BUYERS ORDER-NA

TE OF SALE 08/05/2005

PINKERTON CHEVROLET, Inc.
925 N. Electric Rd.
SALEM, VA 24153
(540) 562-1337

CHEVROLET

STOCK NO. [redacted]

IRCHASER'S ME [redacted] (PRINT OR TYPE)

HOME ADDRESS [redacted]

PURCHASER ME (PRINT OR TYPE)

CITY, STATE, ZIP SALEM VA [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

☒ NEW ☐ USED ☐ DEMO

COUNTY

HOME PHONE [redacted]

AR	MAKE	MODEL	TYPE/DOORS	COLOR
2005	CHEVROLET	TRAILBLAZER	UT	BLU

EAGE VIN 1GNDT13S252 [redacted] IN SERVICE DATE 08.06.2005

ICE (INCLUDING FREIGHT, HANDLING & DELIVERY)

CUSTOMER GUARANTEES PAYOFF AMOUNT	
TOTAL PURCHASE PRICE	31540.98
PROCESSING FEE FOR CONSUMER SERVICES	279.00
3% VA. TITLE TAX	954.60
DEALER'S BUSINESS LICENSE TAX	35.08
ON LINE SYST. FILING FEE	10.00
LICENSE FEE 3.00 TITLE FEE 10.00	13.00
TOTAL DELIVERED PRICE	32832.66
SUBMITTED WITH ORDER (1)	N/A
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED 14000.00	
SS BALANCE OWING TO GMAC (PURCHASER RESPONSIBLE FOR PAYOFF ACCURACY) APPROXIMATELY 15113.50	
EQUITY ON TRADE-IN (2)	-1113.50
ADDITIONAL DOWN PAYMENT ON DELIVERY (3)	N/A
REBATE AMOUNT (4)	2500.00
TOTAL DOWN PAYMENT (1+2+3+4)	1386.50
EXTENDED SERVICE CONTRACT INCLUDING TAX OF	N/A
BALANCE DUE ON DELIVERY	31446.16

R "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS T COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE Y REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. E #15 ON REVERSE SIDE)

ATE SIGNATURE

DESCRIPTION OF TRADE-IN

AR	MAKE	MODEL	COLOR	TYPE/DOORS
02	CHEVROLET	TRAILBLA	PEW	UT

EAGE 43110 VIN 1GNDT13S522 [redacted] G NO.

ESPERSON PUGH, CHARLES

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

CURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY: THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN TWENTY-FOUR HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING/ LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER § 9.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW. [redacted]

This fax was received by GFI FAXmaker fax server. Fo [redacted] m

Issued Date	Plate Number	Plate Type	Expiration Date
08/15/2005	[redacted]	PA	02/28/2006

Title Number	Veh. Identification Number (VIN)	Color	Model Yr
	1GNDT13S252[redacted]	BLU	2005

Vehicle Make	Vehicle Body	Vehicle Use
CHEVROLET	BLAZER	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4612				GAS	2	08/06/2005

[redacted]

SALEM VA [redacted]

281

ROANOKE COUNTY

AD0682

CMA

ANCHOR MOTOR VEHICLE REGISTRATION
This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

Bernard B. Smit
Commissioner,
Department of Motor Vehicles

This fax was received by GFI FAXmaker fax server. For more information, visit: http://www.gfi.com

GMC

HUMMER

General Motors Business Resource Center

FAX

To: **John Newberry**
Company: Kahn & Associates, LLC
Fax: 216-621-6006
Phone: 910-739-4141

From: **J. Graves**
Fax: (866) 249-2317
Phone: (800) 231-1841 Ext 10204
E-mail:

cc:

NOTES:

Attn:
John Newberry

RELEASE OF LIEN INFORMATION

I [redacted] [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize Founders Federal Cr. Un.
(Lien holder Name)

607 N. Main St. Lancaster, SC 29720 800-845-1614
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with Founders Fed. Cr. Un.
(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 3/24/06.

VEHICLE INFORMATION

The current vehicle mileage is 8508 Date mileage read: 3/24/06.

[redacted]

Signature

LG0006-T
Rev 12/09/2005

December 12, 2017

[redacted]
Great Mills, MD [redacted]

Service Request [redacted]
Customer Relationship Manager: Angel Krug

Dear Mr [redacted]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
r
Roanoke, IL [redacted]

Service Request: [redacted]
Customer Relationship Manager: Rhonda Hechtman

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.

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

ROUNTREE PONTIAC-GMC TRUCK, INC.

Phone (804) 733-8721 **Pontiac - Mitsubishi - GMC Truck** Fax (804) 733-
P.O. Box 875, Petersburg, VA 23804

DATE: 3/2/06

TO: Teresa Odom

FROM: Beau Hogwood

PAGES INCLUDING COVER 5

FAX PHONE: 804 733 6393

COMMENTS

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

*** REPRINT *** PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S6522[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

========== REPAIR LINE 01 ==========

WHILE DRIVING LIGHTS ARE DIMMING AND BAT LIGHT ON
SWITCH SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED IGNITION SWITCH SHORTING OUT

N2328	N2328		70	M A	79.20
FAIL CODE -		6C			
				TOTAL LABOR	79.20
GM	12450251	-SWITCH		1	22.43
				TOTAL PARTS	22.43

========== REPAIR LINE 02 ==========

HORN FUSE KEEPS BLOWING
SHORTED
BILL CODE - WG COMPLAINT CODE - OB
REPLACED HORN AND WIRE KIT

N0200	N0200		70	M A	33.00
FAIL CODE -		6C			
				TOTAL LABOR	33.00
GM	89046916	-HORN KI		1	44.77
GM	89046917	-HORN		1	38.95
				TOTAL PARTS	83.72

========== REPAIR LINE 03 ==========

REPLACE OIL FILTER AND LUBRICATE.
BILL CODE - C

01	LUBE OIL & FILTER		70	M A	11.20
				TOTAL LABOR	11.20
GM	B-OIL	OIL		7	19.53
GM	1051515	-OPTIKLE		1	7.32
GM	89017342	-FILTER		1	7.99
				TOTAL PARTS	34.84

========== REPAIR LINE 04 ==========

CHECK BELTS HOSES FLUIDS AND TIRE PRESS
BILL CODE - C NO CHARGE - Y

CKP	.00

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the CODE OF VIRGINIA OF 1950, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Copyright 2004 ADP, Inc.

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

*** REPRINT ***

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S652[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]	[redacted]			SILVER 1

========== REPAIR LINE 05 ==========

STATE INSPECTION CUSTOMER PAY GM
BILL CODE - CS
STATE INSP STATE INSPECTION 70 M A 15.00
TOTAL LABOR 15.00
DATE RECEIVED - 21505 PAYMENT TYPE - 1 62.96

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the CODE OF VIRGINIA OF 1950, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	26.20
PARTS AMOUNT	34.84
MISC SALES	.00
MATERIALS	.17
TOTAL CHARGE	61.21
DEDUCTIBLE	.00
SALES TAX	1.75
OTHER PAY	.00
CUSTOMER PAY	62.96

[redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

PRINCE GEORGE VA [redacted]

*** REPRINT *** PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/17/04	05	GMC	ENVOY	1GKDT13S6522 [redacted]	[redacted]	0	10	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
/ / 0	00/00/00	30	00/00/00 00:00	[redacted]	.00	00	00/00/00

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		0

REPAIR LINE 01

STATE INSPECTION
BILL CODE - IS
SI
M SI 14 .00 .00 .00

REPAIR LINE 02

PDI
PDI
BILL CODE - WP
PRE DELIVERY INSPECTION BASE TIME
Z7000 PRE DELIVERY INSPE 41 1.30 19.50 85.80

TOTAL LABOR 19.50 85.80

FAILED PART .00 .00
FAIL CODE 99

REPAIR LINE 03

ADD FLUIDS
FLUIDS
BILL CODE - WP
PDI RELATED FLUID ADDS
Z6999 PDI RELATED FLUID 41 .00 .00 .00
1 1 1.83 2.56
FAIL CODE 99

TOTAL PARTS 1.83 2.56

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METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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X_____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

*** REPRINT *** PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/26/05	05	GMC	ENVOY	1GKDT13S65223[redacted]	[redacted]	0	8553	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
/ / 0	00/00/00	00	00/00/00 00:00	[redacted]	.00	00	00/00/00

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		0

REPAIR LINE 01

LUBE OIL AND FILTER
BILL CODE - CG
LUBE OIL AND FILTER

LOF	LUBE OIL AND FILTE	3	.20	5.60	11.20	
			TOTAL LABOR	5.60	11.20	
CONVERTED PART			1	12.93	19.47	
			TOTAL PARTS	12.93	19.47	

REPAIR LINE 02

CHECK ALL FLUIDS,BELTS,HOSES,AND SET TIRE PRESSURES
BILL CODE - CG
CHECK ALL FLUIDS,BELTS,HOSES,AND SET TIRE PRESSURES

CKF	CHECK ALL FLUIDS,B	3	.00	.00	.00

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the CODE OF VIRGINIA OF 1950, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

Copyright 2004 ADP, Inc.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

DISCLAIMER OF WARRANTIES: The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	11.20
PARTS AMOUNT	19.47
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	30.67
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	30.67

CASE ASSESSMENT BY: **Alice Blair** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 GMC ENVOY SLT 4WD **Current Mileage: 14831**

Vehicle ID No.: 1GKDT13S6522[redacted] **In Service Date: 2/15/2005** **Purchased: New**

What is customer seeking: Repurchase, not replacement wants diff mfg

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
12/19/05	15201	1	REPLACED IGNITION SWITCHFOR SHORTING OUT REPLACED HORN AND WIRE KIT
02/02/06	17604	1	REPLACED OIL FILTER, CLEANED OIL FROM WIRING HARNESS FOR BURNING SMELL
02/16/06	17811	2	NPF – FOR BURNING SMELL, LIGHT FLICKERING, ETC.

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:** xx **NO:**
Written notice to GMC dated 2/15/06 (in BBB docs)

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? VA – REPURCHASE (lemon law rights period 18 mo after date orig delivery; 3 or more repairs or 30 calendar days; written notice w/15 days for mfg to repair; must file w/in 18 mo)

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Cust's ltr 2/16/06 states "One problem was with the oil change performed on 12/19/05 at Roundtree, the job was not completed, the oil leaked out onto the wires. They (Dominion Chev) advised me because of the leakage; it could have caused the burning smell."
Repurchase veh if GMPP not accepted.

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

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.

NOTICE OF HEARING/INSPECTION

Date: 03/17/06 Case Number: [redacted]

Customer: [redacted]

Business: Pontiac/GMC

Mfr-Info: 1712 VA 1GKDT13S6[redacted]

Arbitrator(s): M[redacted]

Hearing Date, Time, Place: 04/03/06 11:00

BBB of Central Virginia, Inc.
701 East Franklin, Suite 712
Richmond, VA232190000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

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

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 8045216964 Ext: 313 Hearing Site Fax Number: 8046483115

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: 03/16/06 Case Number: PG[redacted]

Customer: [redacted]

Business: Pontiac/GMC

Mfr-Info: 1712 VA 1GKDT13S652[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 : Envoy
Year : 2005

All parties named above submit to arbitration the following:

* Horn fuse blowing out continuously
* Ignition switch shorting out
* Headlights and dashboard lights flickering
* Burning smell of wires/strong fumes
* Battery guage fluxuating under halfway mark
* Dimming headlights when pushing window control
* Dimming dashboard lights pushing window controls

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: (reflects the deduction of a rebate, if applicable)
*
*
*
*
*
*

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a

Customer Claim Form

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

Vehicle Concerns

First Repair Attempt Date: 12/19/05 Mileage: 15201
Last Repair Attempt Date: 2/16/06 Mileage: 17,811
Total Days out of Service: 6

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
horn fuse blowing out continuously	Rountree Pontiac-GMC 130 Bollingbrook St Petersburg, Va.	no	1	12/19/05	15,202	1
ignition switch shorting out	Rountree Pontiac-GMC 130 Bollingbrook St Petg. Va	no	1	12/19/05	15,202	1
headlights and dashboard lights flickering	Rountree Pontiac-GMC Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
burning smell of wires/strong fumes	Rountree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
battery guage fluxuating under halfway mark	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
dimming headlights when pushing window control	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
dimming dashboard lights pushing window controls	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5

Customer Claim Form

Contact Date: 02/21/06 Start Date: 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]

PRINCE GEORGE, VA
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone: [redacted]
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
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: Pontiac/GMC Model: Envoy Model Year: 2005 Current Mileage: 17831
Vehicle Identification Number: 1GKDT13S65[redacted]
Servicing Dealer/City/State : *Roundtree Pontiac-GMC and Domi,*
Selling Dealer/City/State : *Roundtree Pontiac-GMC Truck, Inc., Petersburg, VA*
Insurance Carrier : Progressive Direct Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

10

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

Purchase Date: 02/15/05 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: None
Address: _____
City/St/Zip: _____
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)*

The outcome I desire would be for GMC to repurchase or buy back this 2005 Envoy. I am very displeased with it and in fear of it shutting down on me while driving. I dont want a replacement vehicle. I would prefer to go with another manufacturer in hopes of not getting another lemon.

2/28/06

Signature of Titled Owner(s): [redacted] Date 2/25/06

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

Roundtree Pontiac - GMC
Service on 12/19 Receipt

DATE 150000009192 TIME
12/19/05 6300 001 16:37:08

ROUNTREE PONTIAC GMC
130 BOLLINGBROOK ST
PETERSBURG , VA 23803
804-733-8721

CREDIT SALE

BATCH # [redacted]
TRANS #
AUTH #
VISA ACCOUNT # EXP DATE
XXXXXXXXX[redacted]

SALE AMOUNT $62.96

I AGREE TO PAY THE ABOVE AMOUNT
ACCORDING TO CARD ISSUER
AGREEMENT

CUSTOMER COPY

DMVVD164 RG2000P3 522

VSA-0 (REV 06/03)

If liability insurance coverage for this vehicle terminates or cancels during the registration period, reinsure the vehicle, pay the Uninsured Motor Vehicle Fee, or notify DMV to deactivate or transfer the vehicle registration.

Date Issued	Plate Number	Plate Type	Expiration Date
02/15/06	[redacted]	[redacted]	02/28/07

Title Number	Veh. Identification Number (Vin)	Color	Model Yr
[redacted]	1GKDT13S652[redacted]	SIL	2005

Vehicle Make	Vehicle Body	Vehicle Use
GMC	ENVOY	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4705				GAS	2	02/15/05

[redacted]

PETERSBURG VA [redacted]

200

PRINCE GEORGE COUNTY

INTNET
CMA

Y

VIRGINIA MOTOR VEHICLE REGISTRATION
This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

Bernard B. Smit
Commissioner,
Department of Motor Vehicles

Date Issued	Plate Number	Plate Type	Expiration Date
02/15/06	[redacted]	[redacted]	02/28/07

Title Number	Veh. Identification Number (Vin)	Color	Model Yr
[redacted]	1GKDT13S652[redacted]	SIL	2005

Vehicle Make	Vehicle Body	Vehicle Use
GMC	ENVOY	PRIVATE

EW	GW	GVWR	GCWR	Fuel	Axles	Purchase Date
4705				GAS	2	02/15/05

[redacted]

PETERSBURG VA [redacted]

VIRGINIA MOTOR VEHICLE REGISTRATION
This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle. USE THIS PORTION FOR CHANGE OF ADDRESS NOTIFICATION.

Bernard B. Smit
Commissioner,
Department of Motor Vehicles

Customer Claim Form

Contact Date: 02/21/06 Start Date: 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]

PRINCE GEORGE, VA
Day Phone: [redacted]
Fax Number:
Customer Contact Info:

Evening Phone: [redacted] Cell Phone: [redacted]
E-mail Address: [redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
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: Pontiac/GMC Model: Envoy Model Year: 2005 Current Mileage: 17831
Vehicle Identification Number: 1GKDT13S65[redacted]
Servicing Dealer/City/State : *Roundtree Pontiac-GMC and Domi,*
Selling Dealer/City/State : *Roundtree Pontiac-GMC Truck, Inc., Petersburg, VA*
Insurance Carrier : Progressive Direct Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

10

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

Purchase Date: 02/15/05 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: None
Address: _____
City/St/Zip: _____
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)*

The outcome I desire would be for GMC to repurchase or buy back this 2005 Envoy. I am very displeased with it and in fear of it shutting down on me while driving. I dont want a replacement vehicle. I would prefer to go with another manufacturer in hopes of not getting another lemon.

[redacted]

Signature of Titled Owner(s): [redacted] Date 2/25/06

2/28/06

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: 12/19/05 Mileage: 15201
Last Repair Attempt Date: 2/16/06 Mileage: 17,811
Total Days out of Service: 6

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
horn fuse blowing out continuously	Rountree Pontiac-GMC 130 Bollingbrook St Petersburg, Va.	no	1	12/19/05	15,202	1
ignition switch shorting out	Rountree Pontiac-GMC 130 Bollingbrook St Petg. Va	no	1	12/19/05	15,202	1
headlights and dashboard lights flickering	Rountree Pontiac-GMC Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
burning smell of wires/strong fumes	Rountree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
battery guage fluxuating under halfway mark	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
dimming headlights when pushing window control	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5
dimming dashboard lights pushing window controls	Roundtree Pontiac Dominion Southpark	yes	3	12/19/05 2/2/06 2/16/06	15,202 17,604 17,811	5

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/COST	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S652[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

---------- REPAIR LINE 01 ----------
WHILE DRIVING LIGHTS ARE DIMMING AND EAT LIGHT ON
SWITCH SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED IGNITION SWITCH SHORTING OUT
N2328 N2328 70 M A 79.20
FAIL CODE - 6C
TOTAL LABOR 79.20
GM 12450251 -SWITCH 1 22.43
TOTAL PARTS 22.43

---------- REPAIR LINE 02 ----------
HORN RUSE KEEPS BLOWING
SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED HORN AND WIRE KIT
N0200 N0200 70 M A 33.00
FAIL CODE - 6C
TOTAL LABOR 33.00
GM 89046916 -HORN KI 1 44.70
GM 89046917 -HORN 1 38.[illegible]
TOTAL PARTS 83.72

---------- REPAIR LINE 03 ----------
REPLACE OIL FILTER AND LUBRICATE
BILL CODE - C
01 LUBE OIL & FILTER 70 M A 11.20
TOTAL LABOR 11.20
GM B-OIL OIL 7 19.53
GM 1051515 -OPTIKLE 1 7.32
GM 89017542 -FILTER 1 7.99
TOTAL PARTS 34.84

---------- REPAIR LINE 04 ----------
CHECK BELTS HOSES FLUIDS AND TIRE PRESS
BILL CODE - C NO CHARGE - Y
CKF .00

DEC 19 2005

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the CODE OF VIRGINIA OF 1950, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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

DISCLAIMER OF WARRANTIES: The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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Dominion
southpark
CHEVROLET • BUICK • CADILLAC
NISSAN • KIA

Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	J HICKS 2117	1780	02/02/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] PRINCE GEORGE, VA [redacted]			17,604	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4 DOOR UTILITY		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 6 5 2 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		02/02/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 17604

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

LABOR----------
J# 1 18CVZ BODY ELECTRICAL TECH(S) 1857 9.95

CUSTOMER STATES THAT THERE IS A BURNING SMELL AND THAT THE ALTERNATOR GAUGE IS FLUXUATING FROM LOW TO HALFWAY MARK. CHECKED ALL BATTERY CONNECTIONS AND ALTERNATOR OUTPUT. FOUND THAT UNDER LOAD THE ALTERNATOR STILL PUT OUT 14.40 VOLTS. CHECKED OVER THE BOTTOM SIDE OF THE VEHICLE AND FOUND THAT THE OIL FILTER WAS LEAKING OIL ONTO A WIRE HARNESS GOING TO THE FROTN DIFFERENTIAL.
REPLACED THE OIL FILTER AND CLEANED OFF THE OIL FROM THE WIRING HARNESS. TEST DROVE AGAIN AND EVERYTHING WORKED PROPERLY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	89017342	FILTER 1.836 SPS	6.20	6.20
	1	001	OIL	2.25	2.25
				TOTAL - PARTS	8.45

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

LABOR	9.95
PARTS	8.45
JOB# 1 JOURNAL PREFIX 2CCS JOB# 1 TOTAL	18.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CHSS	GM SHOP SUPPLIES		0.80
			TOTAL - MISC	0.80

COMMENTS----------
DROP OFF

TOTALS----------

****
* CASH (✓) CHECK ( ) CK# *
*
* CREDIT CARD ( ) CHARGE ( ) *
****

TOTAL LABOR....	9.95
TOTAL PARTS....	8.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.42
TOTAL INVOICE $	**19.62**

THANK YOU FOR USING DOMINION SERVICE. IF WARRANTY REPAIRS WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY WHICH IS OUR REPORT CARD. PLEASE TAKE THE TIME TO FILL OUT AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER GORDON FORD 804-524-3500

2-7-06

PAID

CUSTOMER SIGNATURE

 CUSTOMER COPY [END OF INVOICE] 04:30pm

02/28/2006 20:31 8045249014 STAPLES:318 PAGE 03/07

Dominion
southpark
CHEVROLET • BUICK • CADILLAC
NISSAN • KIA

Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	J HICKS 2117	1880	02/17/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] PRINCE GEORGE, VA [redacted]			17,811	SILVER/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4 DOOR UTILITY		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S652 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/16/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 17826

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

LABOR----------
J# 1 10CVZ ENGINE ELECTRICAL TECH(S) 1979 WARRANTY
CUST STATES THAT SAME PROBLEM IS STILL OCCURING WHEN
HEADLITES DIMMING WHEN PUSHING WINDOW CONTROLLS. BATTERY
GAUGE DROPPING UNDER HALF WAY. AN STILL SMELLS A STRONG
ODOR OF WIRES BURNING AND FUMES.
519443 REFER TO THIS RO
ROAD TESTED 15 MILES AND COULD NOT DUPLICATE THE CUSTOMERS
CONCERN. FOUND BULLETIN #05-08-42-001 FOR LIGHTS DIMMING.
THE BULLETIN STATES THAT THE HEADLAMPS AND INTERIOR LIGHTS
DIM WHEN HIGH CURRENT DRAW ITEMS ARE USED.
PLEASE BRING BACK IF THE PROBLEM PERSISTS

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	17139	D300319	02/17/06	WARRANTY RENTAL WASHINGTON	INTERNAL
				TOTAL - SUBLET	0.00

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

JOB# 1 JOURNAL PREFIX 2CCS JOB# 1 TOTAL 0.00

COMMENTS----------
DROP OFF-CALL 721-0520

TOTALS----------

****
* CASH ( ) CHECK ( ) CK#
*
* CREDIT CARD ( ) CHARGE ( )
****

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

THANK YOU FOR USING DOMINION SERVICES. IF WARRANTY REPAIRS
WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY
WHICH IS OUR REPORT CARD. PLEASE TAKE THE TIME TO FILL OUT
AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US
BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED
PLEASE CALL OUR SERVICE MANAGER GORDON FORD [illegible]524-3500

CUSTOMER SIGNATURE

02/28/2006 20:31 8045249014 STAPLES:318 PAGE 04/07

[redacted]

[redacted]

Prince George, VA [redacted]
Home: [redacted] Cell: [redacted]

February 15, 2006

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear GM Customer Assistance,

I purchased a 2005 Envoy on February 15, 2005 from Roundtree Pontiac GMC in Petersburg, Virginia VIN# 1GKDT13S652[redacted] am not pleased with my vehicle or the services rendered since the time of purchase. On December 18, 2005, I experienced mechanical trouble with my vehicle on the highway. My headlights began to blink constantly, dimming and brightening as I tried to reach the nearest exit along with my battery gauge floating back and forth under the halfway mark. I made an appointment at Roundtree on December 19, 2005 where they performed an oil change and a complete vehicle check. The problem found was, the horn fuse continued to blow, which caused them to change the horn, wire kit, and replace the ignition switch. It was supposedly fixed and ready to drive.

While driving on February 6, 2005, my alternator light came on and immediately went off then to smell strong fumes and smells of burning wire so intense that I had to roll down the window. An appointment was set at Dominion Chevrolet in Colonial Heights VA, in hopes of resolving the problem and receiving quality customer service, which I do not feel I received at Roundtree Pontiac. Dominion staff was friendly and very informative with giving me the problem found. One problem was with the oil change performed on December 19 at Roundtree, the job was not completed, the oil leaked out onto the wires. They advised me because of the leakage; it could have caused the burning smell. The technician cleaned up the oil and ran tests to ensure there was no additional damage. The resolution was I had to pay $19.95 for the oil change because the dealerships are not, linked and I would need to take the receipt to Roundtree to request a refund, because they made the mistake. Again, they said the truck was fine and ready to drive.

February 13, 2006 my lights dimmed and the battery gauge dropped under the halfway mark. I cut off the heat and radio to ensure it would not cut off and that I made it home safely. The strong electrical fumes caused me to roll the window down again. While pushing the window controls to roll up the window my dashboard and headlights get dim. My truck makes a noise when I turn off the ignition as if something is dragging or not getting enough charge from the

battery. I have an appointment on Friday February 17, 2006 at Dominion Chevrolet to try to find the underlying cause of this. I do not feel safe to go out of town or drive a long distance because I am afraid that my truck will cut off on the highway. I am very displeased with my vehicle, and I have not had time to enjoy it because so soon I am visiting the dealership on a regular basis because of the many malfunctions. Please consider this correspondence as high priority to ensure GMC remains known for its high quality vehicles.

Sincerely,

[redacted]

(i)

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S652[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

REPAIR LINE 01

WHILE DRIVING LIGHTS ARE DIMMING AND BAT LIGHT ON
SWITCH SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED IGNITION SWITCH SHORTING OUT
N2328 N2328 70 M A 79.20
FAIL CODE - 6C
TOTAL LABOR 79.20
GM 12450251 -SWITCH 1 22.43
TOTAL PARTS 22.43

REPAIR LINE 02

HORN FUSE KEEPS BLOWING
SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED HORN AND WIRE KIT
N0200 N0200 70 M A 33.00
FAIL CODE - 6C
TOTAL LABOR 33.00
GM 89046916 -HORN KI 1 44.77
GM 89046917 -HORN 1 38.95
TOTAL PARTS 83.72

REPAIR LINE 03

REPLACE OIL FILTER AND LUBRICATE
BILL CODE - C
01 LUBE OIL & FILTER 70 M A 11.20
TOTAL LABOR 11.20
GM B-OIL OIL 7 19.53
GM 1051515 -OPTIKLE 1 7.32
GM 89017342 -FILTER 1 7.99
TOTAL PARTS 34.84

REPAIR LINE 04

CHECK BELTS HOSES FLUIDS AND TIRE PRESS
BILL CODE - C NO CHARGE - Y
CKF .00

DEC 19 2005

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the **CODE OF VIRGINIA OF 1950**, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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

DISCLAIMER OF WARRANTIES: The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Copyright 2004 JBS, Inc.

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

DATE	YEAR	MAKE	MODEL	VIN	STOCK	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S6522[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	SOLD DATE	SVC ADV	PROMISED DATE/TIME	[redacted]	RATE	PAYTYPE	INV DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R/O NUMBER	TAG ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

REPAIR LINE 05

STATE INSPECTION CUSTOMER PAY GM

FAIL CODE - CS

STATE INSP STATE INSPECTION 7.0 M A 15.00

TOTAL LABOR 15.00

DATE RECEIVED: 21605 PAYMENT TYPE - 1 62.96

LABOR AMOUNT	26.20
PARTS AMOUNT	34.84
MISC SALES	.00
MATERIALS	.17
TOTAL CHARGE	61.21
PREPAIDS	.00
SALES TAX	1.75
OTHER PAY	.00
CUSTOMER PAY	62.96

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the CODE OF VIRGINIA OF 1950, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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

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X _____
CUSTOMER'S SIGNATURE

Copyright 2000 ADP, Inc.

Dominion
southpark
CHEVROLET • BUICK • CADILLAC
NISSAN • KIA

Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO. [redacted]	ADVISOR J HICKS 2117	TAG NO. 1780	INVOICE DATE 02/02/06	IN [redacted]	
[redacted] PRINCE GEORGE, VA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 17,604	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 6 5 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	R. O. NO.		R. O. DATE 02/02/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 17604

JOB# 1 CHARGES

LABOR
J# 1 18CVZ BODY ELECTRICAL TECH(S) 1857 9.95

CUSTOMER STATES THAT THERE IS A BURNING SMELL AND THAT THE ALTERNATOR GAUGE IS FLUXUATING FROM LOW TO HALFWAY MARK. CHECKED ALL BATTERY CONNECTIONS AND ALTERNATOR OUTPUT. FOUND THAT UNDER LOAD THE ALTERNATOR STILL PUT OUT 14.40 VOLTS. CHECKED OVER THE BOTTOM SIDE OF THE VEHICLE AND FOUND THAT THE OIL FILTER WAS LEAKING OIL ONTO A WIRE HARNESS GOING TO THE FROTN DIFFERENTIAL.
REPLACED THE OIL FILTER AND CLEANED OFF THE OIL FROM THE WIRING HARNESS. TEST DROVE AGAIN AND EVERYTHING WORKED PROPERLY.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	89017342	FILTER 1.836 SPS	6.20	6.20
1	001	OIL	2.25	2.25
			TOTAL - PARTS	8.45

JOB# 1 TOTALS

LABOR	9.95
PARTS	8.45
JOB# 1 JOURNAL PREFIX 2CCS JOB# 1 TOTAL	18.40

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	CHSS GM SHOP SUPPLIES		0.80
		TOTAL - MISC	0.80

COMMENTS
DROP OFF

TOTALS

TOTAL LABOR	9.95
TOTAL PARTS	8.45
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.80
TOTAL MISC DISC	0.00
TOTAL TAX	0.42
TOTAL INVOICE $	**19.62**

* CASH ( ) CHECK ( ) CK# *
* CREDIT CARD ( ) CHARGE ( ) *

THANK YOU FOR USING DOMINION SERVICE. IF WARRANTY REPAIRS WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY WHICH IS OUR REPORT CARD. PLEASE TAKE THE TIME TO FILL OUT AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER GORDON FORD 804-524-3500

CUSTOMER SIGNATURE

2-7-06

PAID

 CUSTOMER COPY (END OF INVOICE) 04:30pm

02/28/2006 20:41 8045249014 STAPLES:318 PAGE 10/14

Dominion

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Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO. [redacted]	ADVISOR: J HICKS 2117	TAG NO.: 1880	INVOICE DATE: 02/17/06	INVOICE NO. [redacted]
[redacted] PRINCE GEORGE, VA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 17,811	COLOR: SILVER/
	YEAR/ MAKE/ MODEL: 05/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO.: 1GKDT13S652[redacted]		SELLING DEALER NO.	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	R. O. DATE: 02/16/06	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 17826

JOB# 1 CHARGES

LABOR

1	10CVZ	ENGINE ELECTRICAL	TECHNICIAN	WARRANTY

CUST STATES THAT SAME PROBLEM IS STILL OCCURING WHEN
HEADLITES DIMMING WHEN PUSHING WINDOW CONTROLLS, BATTERY
GAUGE DROPPING UNDER HALF WAY, AM STILL SMELLS A STRONG
DOOR OF WIRES BURNING AND FUMES.
519443 REFER TO THIS RO
ROAD TESTED 15 MILES AND COULD NOT DUPLICATE THE CUSTOMERS
CONCERN. FOUND BULLETIN #05-08-42-001 FOR LIGHTS DIMMING.
THE BULLETIN STATES THAT THE HEADLAMPS AND INTERIOR LIGHTS
DIM WHEN HIGH CURRENT DRAW ITEMS ARE USED.
PLEASE BRING BACK IF THE PROBLEM PERSISTS.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
	17138	0300319	02/17/06	WARRANTY RENTAL WASHINGTON	
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX 2CCS JOB# 1 TOTAL 0.00

COMMENTS
DROP OFF-CALL 721-0520

TOTALS

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

* CASH ( ) CHECK ( ) CK#
*
* CREDIT CARD ( ) CHARGE ( )

THANK YOU FOR USING DOMINION SERVICE. FOR WARRANTY REPAIRS
WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY
WHICH IS OUR REPORT CARD. PLEASE TAKE THE TIME TO FILL OUT
AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US
BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED
PLEASE CALL OUR SERVICE MANAGER GORDON FORD [redacted] 3580

CUSTOMER SIGNATURE

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 08:01am

02/28/2006 20:41 8045249014 STAPLES:318 PAGE 11/14

[redacted]
Prince George, VA [redacted]
Home: [redacted] Cell: [redacted]

February 15, 2006

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear GM Customer Assistance,

I purchased a 2005 Envoy on February 15, 2005 from Roundtree Pontiac GMC in Petersburg, Virginia VIN# 1GKDT13S65[redacted] I am not pleased with my vehicle or the services rendered since the time of purchase. On December 18, 2005, I experienced mechanical trouble with my vehicle on the highway. My headlights began to blink constantly, dimming and brightening as I tried to reach the nearest exit along with my battery gauge floating back and forth under the halfway mark. I made an appointment at Roundtree on December 19, 2005 where they performed an oil change and a complete vehicle check. The problem found was, the horn fuse continued to blow, which caused them to change the horn, wire kit, and replace the ignition switch. It was supposedly fixed and ready to drive.

While driving on February 6, 2005, my alternator light came on and immediately went off then to smell strong fumes and smells of burning wire so intense that I had to roll down the window. An appointment was set at Dominion Chevrolet in Colonial Heights VA, in hopes of resolving the problem and receiving quality customer service, which I do not feel I received at Roundtree Pontiac. Dominion staff was friendly and very informative with giving me the problem found. One problem was with the oil change performed on December 19 at Roundtree, the job was not completed, the oil leaked out onto the wires. They advised me because of the leakage; it could have caused the burning smell. The technician cleaned up the oil and ran tests to ensure there was no additional damage. The resolution was I had to pay $19.95 for the oil change because the dealerships are not linked and I would need to take the receipt to Roundtree to request a refund, because they made the mistake. Again, they said the truck was fine and ready to drive.

February 13, 2006 my lights dimmed and the battery gauge dropped under the halfway mark. I cut off the heat and radio to ensure it would not cut off and that I made it home safely. The strong electrical fumes caused me to roll the window down again. While pushing the window controls to roll up the window my dashboard and headlights get dim. My truck makes a noise when I turn off the ignition as if something is dragging or not getting enough charge from the

battery. I have an appointment on Friday February 17, 2006 at Dominion Chevrolet to try to find the underlying cause of this. I do not feel safe to go out of town or drive a long distance because I am afraid that my truck will cut off on the highway. I am very displeased with my vehicle, and I have not had time to enjoy it because so soon I am visiting the dealership on a regular basis because of the many malfunctions. Please consider this correspondence as high priority to ensure GMC remains known for its high quality vehicles.

Sincerely,

[redacted]

(i)

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S652[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

REPAIR LINE 01

WHILE DRIVING LIGHTS ARE DIMMING AND BAT LIGHT ON
SWITCH SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED IGNITION SWITCH SHORTING OUT
N2328 N2328 70 M A 79.20
FAIL CODE - 6C
TOTAL LABOR 79.20
GM 12450251 -SWITCH 1 22.43
TOTAL PARTS 22.43

REPAIR LINE 02

HORN FUSE KEEPS BLOWING
SHORTED
BILL CODE - WG COMPLAINT CODE - OL
REPLACED HORN AND WIRE KIT
N0200 N0200 70 M A 33.00
FAIL CODE - 6C
TOTAL LABOR 33.00
GM 89046916 -HORN KI 1 44.77
GM 89046917 -HORN 1 38.95
TOTAL PARTS 83.72

REPAIR LINE 03

REPLACE OIL FILTER AND LUBRICATE
BILL CODE - C
01 LUBE OIL & FILTER 70 M A 11.20
TOTAL LABOR 11.20
GM B-OIL OIL 7 19.53
GM 1051515 -OPTIKLE 1 7.32
GM 89017342 -FILTER 1 7.99
TOTAL PARTS 34.84

REPAIR LINE 04

CHECK BELTS HOSES FLUIDS AND TIRE PRESS
BILL CODE - C NO CHARGE - Y
CKF .00

DEC 19 2005

TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the **CODE OF VIRGINIA OF 1950**, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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

DISCLAIMER OF WARRANTIES: The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Copyright 2004 ... Inc.

[redacted]

PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, Inc.
DBA ROUNTREE MITSUBISHI
P.O. Box 875 - Bank & Third Sts.
Petersburg, VA 23804
Phone: (804) 733-8721 Phone: (804) 788-8132

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/19/05	05	GMC	ENVOY	1GKDT13S6522[redacted]	[redacted]	15201	15202	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	12/19/05	02	00/00/00 00:00	[redacted]	75.00	01	12/19/05

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		SILVER 1

---------- REPAIR LINE 05 ----------
STATE INSPECTION CUSTOMER PAY GM
BILL CODE - CS
STATE INSP STATE INSPECTION 70 M A 15.00
TOTAL LABOR 15.00
DATE RECEIVED - 21505 PAYMENT TYPE - I 62.96



TAKE NOTICE: Pursuant to Chapter 4 of title 43 of the **CODE OF VIRGINIA OF 1950**, the customer will be responsible for a per day storage fee of $20.00, commencing ten (10) days after the repairs have been completed. There will be a $75.00 minimum check out charge on work not performed.

METHOD OF PAYMENT
[ ] CASH
[ ] CHECK
[ ] CREDIT CARD

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

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X _____
CUSTOMER'S SIGNATURE

LABOR AMOUNT	26.20
PARTS AMOUNT	34.84
MISC. SALES	.00
MATERIALS	.17
TOTAL CHARGE	61.21
DEDUCTIBLE	.00
SALES TAX	1.75
OTHER PAY	.00
CUSTOMER PAY	62.96

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Dominion

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Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO. [redacted]	ADVISOR: J HICKS 2117	TAG NO.: 1780	INVOICE DATE: 02/02/06	IN: [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 17,604	COLOR: SILVER/	STOCK NO.
PRINCE GEORGE, VA [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 6 5 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	R. O. NO.		P. O. DATE: 02/02/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 17604

JOB# 1 CHARGES

LABOR

J# 1 18CVZ	BODY ELECTRICAL	TECH#2-1857	9.95

CUSTOMER STATES THAT THERE IS A BURNING SMELL AND THAT THE ALTERNATOR GAUGE IS FLUXUATING FROM LOW TO HALFWAY MARK. CHECKED ALL BATTERY CONNECTIONS AND ALTERNATOR OUTPUT. FOUND THAT UNDER LOAD THE ALTERNATOR STILL PUT OUT 14.40 VOLTS. CHECKED OVER THE BOTTOM SIDE OF THE VEHICLE AND FOUND THAT THE OIL FILTER WAS LEAKING OIL ONTO A WIRE HARNESS GOING TO THE FROTN DIFFERENTIAL. REPLACED THE OIL FILTER AND CLEANED OFF THE OIL FROM THE WIRING HARNESS. TEST DROVE AGAIN AND EVERYTHING WORKED PROPERLY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	89017342	FILTER 1.836 SPS	6.20	6.20
	1	001	OIL	2.25	2.25
				TOTAL - PARTS	8.45

JOB# 1 TOTALS

LABOR	9.95
PARTS	8.45
JOB# 1 JOURNAL PREFIX: 2CCS JOB# 1 TOTAL	18.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		CHSS GM SHOP SUPPLIES		0.80
			TOTAL - MISC	0.80

COMMENTS
DROP OFF

TOTALS

TOTAL LABOR	9.95
TOTAL PARTS	8.45
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.80
TOTAL MISC DISC	0.00
TOTAL TAX	0.42
TOTAL INVOICE $	**19.62**

* CASH ( ) CHECK ( ) CK# *
* CREDIT CARD ( ) CHARGE ( ) *

THANK YOU FOR USING DOMINION SERVICE. IF WARRANTY REPAIRS WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY WHICH IS OUR REPORT CARD. PLEASE TAKE THE TIME TO FILL OUT AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER GORDON FORD 804-524-3500

2-7-06

PAID

CUSTOMER SIGNATURE

Copyrighted lines & this statement are protected by law

Dominion
southpark
CHEVROLET • BUICK • CADILLAC
NISSAN • KIA

Customer Assistance
1-888-2-DOMINION

325 Charles H. Dimmock Parkway
Colonial Heights, Virginia 23834
Phone (804) 524-3500

www.dominionautogroup.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	J HICKS 2117	1880	02/17/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		17,811	SILVER/	

[redacted]
PRINCE GEORGE, VA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4 DOOR UTILITY		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 6 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/16/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 17826

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

LABOR----------
J# 1 10CVZ ENGINE ELECTRICAL TECH(S) 1939 WARRANTY

CUST STATES THAT SAME PROBLEM IS STILL OCCURING WHEN
HEADLITES DIMMING WHEN PUSHING WINDOW CONTROLLS, BATTERY
GAUGE DROPPING UNDER HALF WAY, AN STILL SMELLS A STRONG
ODOR OF WIRES BURNING AND FUMES.
519443 REFER TO THIS RO
ROAD TESTED 15 MILES AND COULD NOT DUPLICATE THE CUSTOMERS
CONCERN. FOUND BULLETIN #05-08-42-001 FOR LIGHTS DIMMING.
THE BULLETIN STATES THAT THE HEADLAMPS AND INTERIOR LIGHTS
DIM WHEN HIGH CURRENT DRAW ITEMS ARE USED.
PLEASE BRING BACK IF THE PROBLEM PERSISTS.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
	17139	0300319	02/17/06	WARRANTY RENTAL WASHINGTON	
				TOTAL - SUBLET	0.00

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

JOB# 1 JOURNAL PREFIX 2CCS JOB# 1 TOTAL 0.00

COMMENTS----------
DROP OFF-CALL 721-0520

TOTALS----------

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

****
* CASH ( ) CHECK ( ) CK#
*
* CREDIT CARD ( ) CHARGE ( )
****

THANK YOU FOR USING DOMINION SERVICE. [illegible] WARRANTY REPAIRS
WERE PREFORMED ON YOUR VEHICLE YOU WILL RECEIVE A SURVEY
WHICH IS OUR REPORT CARD. PLEASE TAKE [illegible] TO FILL OUT
AND MAIL IN. ANSWERING **COMPLETELY SATISFIED** HELPS US
BETTER SERVE YOU. IF YOU CANNOT ANSWER COMPLETELY SATISFIED
PLEASE CALL OUR SERVICE MANAGER GORDON FORD [illegible] 524-3500

CUSTOMER SIGNATURE

02/28/2006 20:41 8045249014 STAPLES:318 PAGE 11/14

[redacted]
Prince George, VA [redacted]
Home: [redacted] Cell: [redacted]

February 15, 2006

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear GM Customer Assistance,

I purchased a 2005 Envoy on February 15, 2005 from Roundtree Pontiac GMC in Petersburg, Virginia VIN# 1GKDT13S65[redacted] am not pleased with my vehicle or the services rendered since the time of purchase. On December 18, 2005, I experienced mechanical trouble with my vehicle on the highway. My headlights began to blink constantly, dimming and brightening as I tried to reach the nearest exit along with my battery gauge floating back and forth under the halfway mark. I made an appointment at Roundtree on December 19, 2005 where they performed an oil change and a complete vehicle check. The problem found was, the horn fuse continued to blow, which caused them to change the horn, wire kit, and replace the ignition switch. It was supposedly fixed and ready to drive.

While driving on February 6, 2005, my alternator light came on and immediately went off then to smell strong fumes and smells of burning wire so intense that I had to roll down the window. An appointment was set at Dominion Chevrolet in Colonial Heights VA, in hopes of resolving the problem and receiving quality customer service, which I do not feel I received at Roundtree Pontiac. Dominion staff was friendly and very informative with giving me the problem found. One problem was with the oil change performed on December 19 at Roundtree, the job was not completed, the oil leaked out onto the wires. They advised me because of the leakage; it could have caused the burning smell. The technician cleaned up the oil and ran tests to ensure there was no additional damage. The resolution was I had to pay $19.95 for the oil change because the dealerships are not linked and I would need to take the receipt to Roundtree to request a refund, because they made the mistake. Again, they said the truck was fine and ready to drive.

February 13, 2006 my lights dimmed and the battery gauge dropped under the halfway mark. I cut off the heat and radio to ensure it would not cut off and that I made it home safely. The strong electrical fumes caused me to roll the window down again. While pushing the window controls to roll up the window my dashboard and headlights get dim. My truck makes a noise when I turn off the ignition as if something is dragging or not getting enough charge from the

battery. I have an appointment on Friday February 17, 2006 at Dominion Chevrolet to try to find the underlying cause of this. I do not feel safe to go out of town or drive a long distance because I am afraid that my truck will cut off on the highway. I am very displeased with my vehicle, and I have not had time to enjoy it because so soon I am visiting the dealership on a regular basis because of the many malfunctions. Please consider this correspondence as high priority to ensure GMC remains known for its high quality vehicles.

Sincerely,

[redacted]

[redacted]
PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, INC
P.O. BOX 875
PETERSBURG, VA 23804

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	GMC ENVSLT	1GKDT13S652[redacted]	☑ personal, family, or household ☐ agricultural ☐ business

Your trade-in is a: Year N/A Make N/A Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your	FINANCE CHARGE The dollar amount the	Amount Financed The amount of credit provided to	Total of Payments The amount you will have paid after you have made all	Total Sale Price The total cost of your purchase on credit, including

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose. Your choice will not affect our decision to extend credit or the terms of this contract. You are not required to buy any other insurance to obtain credit. Your decision to buy or

[redacted]

STAPLES **copy&printcenter**

Complimentary Self-Serve Fax Cover Sheet

To: BBB Auto Line

Fax#: (804) 524-9014

Date: 2/28/06

Number of Pages: 14 (Including Cover)

From: La Shell Washington

Phone#: (804) 721-0520

Urgent ☐ Confidential ☐ Confirm Receipt ☐

Reply Fax #:

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[redacted] that was easy.

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PONTIAC | GMC TRUCKS

Roanoke Pontiac-GMC Truck, Inc.
dba Roanoke Mitsubishi
Bank & 3rd Sts.
PETERSBURG, VA 23803
728-8132 Fax (804) 733-8393

MITSUBISHI MOTORS

DEAL# 27940

PURCHASER'S NAME [redacted] DATE 02/15/2005 2005

ADDRESS [redacted] PRINCE GEORGE VA [redacted] RES. PHONE ([redacted]

YEAR	NEW	DEMO	USED	MAKE	MODEL	TYPE/DOORS
2005	XX			GMC	ENVOY SLT	N/A

MILEAGE	VIN	COLOR
10	1GKDT13S652[redacted]	SILVER

KEY # | STOCK # E6034

DESCRIPTION OF TRADE IN

YEAR	MAKE	MODEL
N/A	N/A	

TYPE	VEHICLE IDENTIFICATION NO.
N/A	N/A

COLOR	TRIM	MILEAGE
N/A		N/A

Creditor's Name: GENERAL MOTORS ACCEPTANCE CORP

SEE YOUR CONTRACT DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT NONPAYMENT, DEFAULT, ANY REQUIRED REPAYMENT IN FULL BEFORE THE SCHEDULED DATE, AND PREPAYMENT REFUNDS AND PENALTIES.

YOUR PAYMENT SCHEDULE WILL BE:

NUMBER OF PAYMENTS	AMOUNT OF PAYMENTS	WHEN PAYMENTS ARE DUE
60	521.76	03/17/2005

SERVICE CONTRACT NO.

TIME PERIOD	MILEAGE LIMIT	WHICHEVER FIRST
MOS	N/A	

DEDUCTIBLE N/A

NO LIABILITY INSURANCE INCLUDED

INS. CO. N/A

POLICY NO. N/A

02/15/2005 PH N/A

AGENT N/A

ADDRESS N/A

CITY N/A STATE ZIP

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #16 ON REVERSE SIDE)

DATE 02/15/2005 SIGNATURE _____

SELLING PRICE		34990.18
ALLOWANCE		N/A
PAYOFF		N/A
TOTAL		34990.18
PROCESSING FEE FOR CONSUMER SERVICES		179.00
TITLE TAX		1055.08
PURCHASER'S ON-LINE SYSTEMS FILING FEE		10.00
LICENSE		34.50
TITLE		10.00
DEALERS BUSINESS LICENSE TAX		69.98
CASH DOWN PAYMENT AND/OR CASH DEPOSIT		6000.00
MANUFACTURER'S REBATE		3000.00
BALANCE DUE ON DELIVERY		27348.74
CREDIT LIFE		N/A
CREDIT DISABILITY		N/A
CREDIT LIFE & DISABILITY		N/A
SERVICE AGREEMENT		N/A
GAP INSURANCE		N/A
TOTAL FINANCED		27348.74

ANNUAL PERCENTAGE RATE	THE COST OF YOUR CREDIT AS A YEARLY RATE.	5.45 %
FINANCE CHARGE	THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.	$ 3956.86
AMOUNT FINANCED	THE AMOUNT OF CREDIT PROVIDED TO YOU OR ON YOUR BEHALF.	$ 27348.74
TOTAL OF PAYMENTS	THE AMOUNT YOU WILL HAVE PAID AFTER YOU HAVE MADE ALL PAYMENTS AS SCHEDULED.	$ 31305.60
TOTAL SALE PRICE	THE TOTAL COST OF YOUR PURCHASE OR CREDIT, INCLUDING DOWN PAYMENT OF $ 9000.00	$ 40305.60

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. By executing this Order, Purchaser acknowledges he has read all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties, and the credit terms disclosure statement set out above is fully completed. Until made effective, this order is not binding and purchaser may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, it successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to the agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:

This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer, that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice [redacted]

FRANCIS, FLOYD

02/28/2006 20:4[redacted] STAPLES:318 PAGE 04/14

[redacted] PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, INC
P.O. BOX 875
PETERSBURG, VA 23804

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	GMC ENVSLT	1GKDT13S652[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year N/A Make N/A 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 $ 9000.00
5.45 %	$ 3956.86	$ 27348.74	$ 31305.60	$ 40305.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 521.76	Monthly beginning 03/17/2005	

Late Charge. If a payment is not received in full within 7 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)			$ 36115.24 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)			
Gross trade-in $ N/A	-payoff by seller $ N/A		
=net trade-in $ N/A	+ cash $ 6000.00		
+ other (describe) REBATE	$ 3000.00	$ 9000.00 (2)	
3 Unpaid balance of cash price (1 minus 2)			$ 27115.24 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$		
Disability	$ N/A	$	
B Other insurance paid to the insurance company N/A		$ 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	
		$	
F Government certificate of title fees		$ 34.50	
G Other charges (Seller must identify who is paid and describe purpose.)		20.00	
to	for	$	
to DEALER	for PROCESSING FEE	179.00	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
H Net trade-in payoff to N/A		$ N/A	
Total other charges and amounts paid to others on your behalf			$ 233.50 (4)
5 Amount financed (3 + 4)			$ 27348.74 (5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose. Your choice will not affect our decision to extend credit or the terms of this contract. 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. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. You have the right to use alternative coverage or buy such insurance elsewhere. Your choice of insurer will not affect our decision to extend credit or the terms of this contract. Credit life insurance or credit disability insurance will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

N/A
(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

No Liability Insurance Included.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between y[redacted]o the contract mu[redacted] No oral changes a[redacted]

Buyer Signs X[redacted] Co-Buyer Sign[redacted]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, [redacted] to take it and review it. You confirm tha[redacted] when you signed it.

Buyer Signs X [redacted] 02/15/2005 Co-Buyer Signs [redacted] Date 02/15/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs ROUNTREE PONTIAC-GMC [redacted] By X Title

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OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. ***How we will figure Finance Charge.*** *The Finance Charge is figured* on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. *Your* Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **Your right to refinance a balloon payment.** *A balloon payment is any* payment other than a down payment that is more than 10% greater than the regular or recurring instalment payments. If you use the vehicle primarily for consumer purposes, you have the right to refinance a balloon payment over an extended period with additional payments. The additional periodic payments will not be more than 10% greater than the regularly scheduled instal*ment* payments.

2. YOUR OTHER PROMISES TO US

a. ***If the vehicle is damaged, destroyed, or missing.*** *You agree* to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. ***Security interest.*** *You give us a security interest in:*

1. The vehicle and all parts or goods installed in it;
2. All money or goods received (proceeds) for the vehicle;
3. All insurance, maintenance, service, or other contracts we finance for you; and
4. *All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of* premiums or charges from the contracts.

This secures payment of *all you owe on this contract. It also secures* your other agreements in this contract. You will make sure the title *shows our security interest (lien) in the vehicle.*

d. ***Insurance you must have on the vehicle.*** *You agree to have physical* damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** *If we get a refund of insurance, maintenance,* service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this *contract at once. Default means:*

1. You pay any payment (plus any late charges) more than 10 days late or not at all;
2. You start a proceeding in bankruptcy or one is started against you or your property; or
3. You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. ***You may have to pay collection costs.*** *If we hire an attorney to* collect what you owe, you will pay the attorney's fee and court costs, as the law allows.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law *allows it. If your vehicle has an electronic tracking device, you agree* that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the *vehicle. If any personal items are in the vehicle, we may store them for* you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much *to pay to redeem. Your right to redeem ends when we sell the vehicle.*

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the *amount you owe. Allowed expenses are expenses we pay as a direct* result of taking the vehicle, holding it, preparing it for sale, and selling it. *Attorney fees and court costs the law permits are also allowed* expenses. *If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay* the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

6. Used Car Buyers Guide. *The information you see on the Window form for this vehicle is part of this contract. Information on the Window form overrides any contrary provisions in the contract of sale.*

Spanish Translation:
Guía para compradores de vehículos usados. *La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.*

7. APPLICABLE LAW

Federal law and Virginia law apply to this contract.

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

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses he Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under his contract.

PONTIAC | GMC TRUCKS

Roanoke Pontiac-GMC Truck, Inc.
dba Roanoke Mitsubishi
Bank & 3rd Sts.
PETERSBURG, VA 23803
[redacted] Fax (804) 733-6393

DEAL# 27940

PURCHASER'S NAME [redacted] DATE 02/15/2005 2005

ADDRESS [redacted] PRINCE GEORGE VA [redacted] RES. PHONE [redacted]

YEAR	NEW	DEMO	USED	MAKE	MODEL	TYPE/DOORS
2005	XX			GMC	ENVOY SLT	N/A

MILEAGE	VIN	COLOR
10	1GKDT13S652[redacted]	SILVER

KEY # | STOCK # E6034

DESCRIPTION OF TRADE IN

YEAR	MAKE	MODEL
N/A	N/A	

TYPE	VEHICLE IDENTIFICATION NO.
N/A	N/A

COLOR	TRIM	MILEAGE
N/A		N/A

Creditor's Name GENERAL MOTORS ACCEPTANCE CORP

SEE YOUR CONTRACT DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT NONPAYMENT, DEFAULT, ANY REQUIRED REPAYMENT IN FULL BEFORE THE SCHEDULED DATE, AND PREPAYMENT REFUNDS AND PENALTIES.

YOUR PAYMENT SCHEDULE WILL BE:

NUMBER OF PAYMENTS	AMOUNT OF PAYMENTS	WHEN PAYMENTS ARE DUE
60	521.76	03/17/2005

SERVICE CONTRACT NO.

TIME PERIOD	MILEAGE LIMIT	WHICHEVER FIRST
MOS	N/A	

DEDUCTIBLE N/A

NO LIABILITY INSURANCE INCLUDED

INS. CO. N/A

POLICY NO. N/A

02/15/2005 PH N/A

AGENT N/A

ADDRESS N/A

CITY N/A STATE ZIP

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #16 ON REVERSE SIDE)

DATE 02/15/2005 SIGNATURE _____

SELLING PRICE		34990.18
ALLOWANCE		N/A
PAYOFF		N/A
TOTAL		34990.18
PROCESSING FEE FOR CONSUMER SERVICES		179.00
TITLE TAX		1055.08
PURCHASER'S ON-LINE SYSTEMS FILING FEE		10.00
LICENSE		34.50
TITLE		10.00
DEALERS BUSINESS LICENSE TAX		69.98
CASH DOWN PAYMENT AND/OR CASH DEPOSIT		6000.00
MANUFACTURER'S REBATE		3000.00
BALANCE DUE ON DELIVERY		27348.74
CREDIT LIFE		N/A
CREDIT DISABILITY		N/A
CREDIT LIFE & DISABILITY		N/A
SERVICE AGREEMENT		N/A
GAP INSURANCE		N/A
TOTAL FINANCED		27348.74

ANNUAL PERCENTAGE RATE	THE COST OF YOUR CREDIT AS A YEARLY RATE.	5.45 %
FINANCE CHARGE	THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.	$ 3956.86
AMOUNT FINANCED	THE AMOUNT OF CREDIT PROVIDED TO YOU OR ON YOUR BEHALF.	$ 27348.74
TOTAL OF PAYMENTS	THE AMOUNT YOU WILL HAVE PAID AFTER YOU HAVE MADE ALL PAYMENTS AS SCHEDULED.	$ 31305.60
TOTAL SALE PRICE	THE TOTAL COST OF YOUR PURCHASE OR CREDIT, INCLUDING DOWN PAYMENT OF $ 9000.00	$ 40305.60

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. By executing this Order, Purchaser acknowledges he has read all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties, and the credit terms disclosure statement set out above is fully completed. Until made effective, this order is not binding and purchaser may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, it successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to the agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:

This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer, that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice [redacted]

FRANCIS, FLOYD

02/28/2006 20:41 [redacted] STAPLES:318 PAGE 04/14

[redacted]
PRINCE GEORGE VA [redacted]

ROUNTREE PONTIAC-GMC TRUCK, INC
P.O. BOX 875
PETERSBURG, VA 23804

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	GMC ENVSLT	1GKDT13S652[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year N/A Make N/A 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 $ 9000.00
5.45 %	$ 3956.86	$ 27348.74	$ 31305.60	$ 40305.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 521.76	Monthly beginning 03/17/2005	

Late Charge. If a payment is not received in full within 7 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)			$ 36115.24 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)			
Gross trade-in $ N/A	-payoff by seller $ N/A		
= net trade-in $ N/A	+ cash $ 6000.00		
+ other (describe) REBATE	$ 3000.00	$ 9000.00 (2)	
3 Unpaid balance of cash price (1 minus 2)			$ 27115.24 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$		
Disability	$ N/A	$	
B Other insurance paid to the insurance company N/A		$ 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	
		$	
F Government certificate of title fees		$ 34.50	
		20.00	
G Other charges (Seller must identify who is paid and describe purpose.)			
to	for	$	
to DEALER	for PROCESSING FEE	179.00	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
H Net trade-in payoff to N/A		$ N/A	
Total other charges and amounts paid to others on your behalf			$ 233.50 (4)
5 Amount financed (3 + 4)			$ 27348.74 (5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose. Your choice will not affect our decision to extend credit or the terms of this contract. 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. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. You have the right to use alternative coverage or buy such insurance elsewhere. Your choice of insurer will not affect our decision to extend credit or the terms of this contract. Credit life insurance or credit disability insurance will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A
Type of Insurance

N/A
Term

Premium $ N/A

N/A
(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

No Liability Insurance Included.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between [redacted] the contract mu[redacted] No oral changes a[redacted]

Buyer Signs X[redacted] Co-Buyer Sign[redacted]

If any part of this contract is not valid, the other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, [redacted] to take it and review it. You confirm tha[redacted] when you signed it.

Buyer Signs X [redacted] 02/15/2005 Co-Buyer Signs [redacted] Date 02/15/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Date _____ Address _____

Creditor Signs ROUNTREE PONTIAC-GMC [redacted] INC By _____ Title _____

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. ***How we will figure Finance Charge.*** *The Finance Charge is figured* on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. *Your* Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **Your right to refinance a balloon payment.** *A balloon payment is any* payment other than a down payment that is more than 10% greater than the regular or recurring instalment payments. If you use the vehicle primarily for consumer purposes, you have the right to refinance a balloon payment over an extended period with additional payments. The additional periodic payments will not be more than 10% greater than the regularly scheduled instal*ment* payments.

2. YOUR OTHER PROMISES TO US

a. ***If the vehicle is damaged, destroyed, or missing.*** *You agree* to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. ***Security interest.*** *You give us a security interest in:*

1. The vehicle and all parts or goods installed in it;
2. All money or goods received (proceeds) for the vehicle;
3. All insurance, maintenance, service, or other contracts we finance for you; and
4. *All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of* premiums or charges from the contracts.

This secures payment of *all you owe on this contract. It also secures* your other agreements in this contract. You will make sure the title *shows our security interest (lien) in the vehicle.*

d. ***Insurance you must have on the vehicle.*** *You agree to have physical* damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** *If we get a refund of insurance, maintenance,* service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. YOU MAY PREPAY

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

4. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this *contract at once. Default means:*

1. You pay any payment (plus any late charges) more than 10 days late or not at all;
2. You start a proceeding in bankruptcy or one is started against you or your property; or
3. You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. ***You may have to pay collection costs.*** *If we hire an attorney to* collect what you owe, you will pay the attorney's fee and court costs, as the law allows.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law *allows it. If your vehicle has an electronic tracking device, you agree* that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the *vehicle. If any personal items are in the vehicle, we may store them for* you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much *to pay to redeem. Your right to redeem ends when we sell the vehicle.*

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the *amount you owe. Allowed expenses are expenses we pay as a direct* result of taking the vehicle, holding it, preparing it for sale, and selling it. *Attorney fees and court costs the law permits are also allowed* expenses. *If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay* the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

6. Used Car Buyers Guide. *The information you see on the Window form for this vehicle is part of this contract. Information on the Window form overrides any contrary provisions in the contract of sale.*

Spanish Translation:
Guía para compradores de vehículos usados. *La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.*

7. APPLICABLE LAW

Federal law and Virginia law apply to this contract.

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

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses he Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under his contract.

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.

April 27, 2006

Re:M24 PGM0639858 :Washington vs Pontiac/GMC Division 1GKDT13S652230640

SHERALYN COOLEY
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

William Clopton at Extension 502



GENERAL MOTORS BUSINESS RESOURCE CENTER

TO: Council of Better Business Bureaus

FROM: Karen Nixon
Arbitration Specialist
General Motors
BRC/ADR

DATE: April 24, 2006

RE: WASHINGTON
[redacted]

General Motors is seeking a modification in the decision.

The arbitrator awarded a Repair decision. However, in the body of the decision, the arbitrator further ordered General Motors to reimburse customer $19.95.

A reimbursement was never a remedy sought by the customer. It was not part of the Agreement To Arbitrate or the Customer Claim Form. Also, at no time did customer request a reimbursement from GM -- not even at the hearing. The only reference to this sum of money was during the hearing when customer mentioned that one dealer told her that another dealer did not perform her oil change correctly and customer should ask the first dealer for a reimbursement -- never a GM issue.

General Motors seeks for the decision to be modified by removing the reimbursement order.

Thank you for your attention to this matter.

Faxed to: William Clopton
Council of Better Business Bureaus
703-276-0634

2005 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HQMW7R/TRE [redacted] STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S6 522[redacted] VEHICLE INVOICE [redacted]
**********48*10667S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLT 4WD (4-DOOR)	36340.00	32887.70	INVOICE 12/02/04
ASF HEAD CURTAIN SIDE IMPACT AIR BAGS	495.00	425.70	SHIPPED 12/02/04
			EXP I/T 12/10/04
BVE RUNNING BOARDS	375.00	322.50	INT COM 12/10/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	PRC EFF 12/02/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	KEYS S590D S590D
FE9 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	BANK: GMAC - 023
G80 LOCKING DIFFERENTIAL	270.00	232.20	CHG-TO 10-667
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	SHIP WT: 4705
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	HP: 32.1
			GVWR: 5750
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	GAWR.FT: 2950
PCK ONSTAR PLUS PACKAGE	970.00	834.20	GAWR.RR: 3200
* ONSTAR SYSTEM			GMS: 34761.05
INCLUDES 1YR SAFE & SOUND			SUPPLR: 36321.92
* CRUISE CONTROL			MRM: 42310.00
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	1370.00	1178.20	NTR: 1/2
			DAN: 09.10
* POWER SUNROOF			MEMO 1873.75
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INC			
* AM/FM STEREO W/6DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)			
PDB LUXURY PACKAGE	1080.00	928.80	
* HEATED SEATS			
* HEADLAMP WASHERS			
* CONTENT THEFT ALARM			
* ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PKG RADIO)			
* RAIN SENSING WIPERS			
* BOSE PREMIUM SOUND SYSTEM			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SZ OPTION PACKAGE DISCOUNT	2650.00-	2279.00-	

** CONTINUED ON PAGE 2 **

ROUNTREE PONTIAC-GMC TRUCK, INC.

2005 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HQMW7R/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S6 52[redacted] VEHICLE INVOICE [redacted]
**********48*10667S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	38975.00	35170.30	ACT 237 34686.05
DESTINATION CHARGE	685.00	685.00	H/B 261 1169.25
LAM GROUP CONTRIBUTION		194.88	
			EXP 65A 194.88
TOTAL	39660.00	36050.18	PAY 310 36050.18
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34335.83	

****
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.

ROUNTREE PONTIAC-GMC TRUCK, INC.

REMIT TO GMAC NO. 023
VIN 1GKDT13S652[redacted]
$ 36050.18 INV [redacted]
DUE 12/10/04 DEALER 10-667

Revised 7/21/04

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

Customer: [redacted] **Request #:** 1[redacted]1 **BBB#:** P[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)	$34990.18
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$39660.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-1669.82

Trade Allowance (from dealer Bill of Sale)	$ None
Actual Cash Value Statement	$
Difference (if positive, this is the overallowance)	$

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$ None
Actual Cash Value Statement	$
Difference (if positive, this is the negative equity)	$

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$34990.18
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$ 3000.00
Overallowance and/or Negative Equity minus	$ None
Actual price of Vehicle that should be presented to BBB for ATA	$31990.18

[redacted]
Prince George VA [redacted]

RICHMOND VA 232

14 FEB 2008 PM 6 L



FEB 17 2008

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

48232+5172

[redacted]
Prince George, VA [redacted]
Home [redacted] Cell: [redacted]

February 14, 2006

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear GM Customer Assistance,

I purchased a 2005 Envoy on February 15, 2005 from Roundtree Pontiac GMC in Petersburg, Virginia VIN# 1GKDT13S6[redacted] am not pleased with my vehicle or the services rendered since the time of purchase. On December 18, 2005, I experienced mechanical trouble with my vehicle on the highway. My headlights began to blink constantly, dimming and brightening as I tried to reach the nearest exit along with my battery gauge floating back and forth under the halfway mark. I made an appointment at Roundtree on December 19, 2005 where they performed an oil change and a complete vehicle check. The problem found was, the horn fuse continued to blow, which caused them to change the horn, wire kit, and replace the ignition switch. It was supposedly fixed and ready to drive.

While driving on February 6, 2005, my alternator light came on and immediately went off then to smell strong fumes and smells of burning wire so intense that I had to roll down the window. An appointment was set at Dominion Chevrolet in Colonial Heights VA, in hopes of resolving the problem and receiving quality customer service, which I do not feel I received at Roundtree Pontiac. Dominion staff was friendly and very informative with giving me the problem found. One problem was with the oil change performed on December 19 at Roundtree, the job was not completed, the oil leaked out onto the wires. They advised me because of the leakage; it could have caused the burning smell. The technician cleaned up the oil and ran tests to ensure there was no additional damage. The resolution was I had to pay $19.95 for the oil change because the dealerships are not, linked and I would need to take the receipt to Roundtree to request a refund, because they made the mistake. Again, they said the truck was fine and ready to drive.

February 13, 2006 my lights dimmed and the battery gauge dropped under the halfway mark. I cut off the heat and radio to ensure it would not cut off and that I made it home safely. The strong electrical fumes caused me to roll the window down again. While pushing the window controls to roll up the window my dashboard and headlights get dim. My truck makes a noise when I turn off the ignition as if something is dragging or not getting enough charge from the

Chevrolet to try to find the underlying cause of this. I do not feel safe to go out of town or drive a long distance because I am afraid that my truck will cut off on the highway. I am very displeased with my vehicle, and I have not had time to enjoy it because so soon I am visiting the dealership on a regular basis because of the many malfunctions. Please consider this correspondence as high priority to ensure GMC remains known for its high quality vehicles.

Sincerely,

[redacted]

ATACASE ASSESSMENT BY: **NIXON** **Siebel/CARS Request No: 1[redacted]**

Customer Name: [redacted]

Year of Vehicle: 2005 GMC ENVOY SLT 4WD **Current Mileage: 17,811**

Vehicle ID No.: 1GKDT13S652[redacted] **In Service Date: 2/15/2005** **Purchased: New**

What is customer seeking: Repurchase, not replacement wants diff mfg

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Light dimming

Date:	Mileage:	Days Out:	Description of Repair:
12/19/05	15201	1	REPLACED IGNITION SWITCH
02/16/06	17811	2	NPF

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Horn fuse blown

Date:	Mileage:	Days Out:	Description of Repair:
12/19/05	15201	*	REPLACED HORN AND WIRE KIT

OTHER SYMPTOM/CONCERN: **Burning smell**

Date:	Mileage:	Days Out:	Description of Repair:
02/02/06	17604	1	FOUND THE OIL FILTER WAS LEAKING OIL ONTO A WIRE HARNESS GOING TO THE FRONT DIFFERENTIAL. REPLACED THE OIL FILTER AND CLEANED OFF THE WIRING HARNESS.
02/16/06	17811	*	NPF

OTHER SYMPTOM/CONCERN: Alternator Guage

02/02/06	17604	*	CHECKED ALL BATTERY CONNECTIONS AND ALTERNATOR OUTPUT. ACCEPTABLE OUTPUT AMOUNT.

OTHER SYMPTOM/CONCERN: Battery Guage

12/19/05	15201	*	REPLACED IGNITION SWITCH
02/16/06	17811	*	NPF

Total Days Out of Service: 4 (Excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: xx NO: ☐
Written notice to GMC dated 2/15/06 (in BBB docs)

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? VA – REPURCHASE (lemon law rights period 18 mo after date orig delivery; 3 or more repairs or 30 calendar days; written notice w/15 days for mfg to repair; must file w/in 18 mo)

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

AVM and/or DEALER RECOMMENDATION(s):

Dominion Southpark Svc:

- **crm reviewed ro's and dates vs. cust's letter w/svc adv who felt cust probably did not have right recollection, they do that sometimes but veh was only in twice on 2/2/06 in and out same day then in on 2/16 and out on 2/17 w/cust having rental for one day.**
- **the technician who did the work is no longer employed,**
- **RO on 2/2: burning smell was found to be coming from oil filter leak on a wiring harness and the alernator tested to be in the acceptable range so there was no problem found w/alternator. Adv states crm may want to pull up the bulletins on the alternator and review those.**
- **RO 2/16 cust states same problem still occurring w/headlight dimming when pushing window controls, battery gauge dropping under 1/2 way, strong smell wires burning fumes. Cust said same problem but ro on 2/2 had no mention of headlights dimming; however, first ro 12/19/05 did nor was there mention of battery on 2/2 but there was alternator. Is it possible cust is confused again like her dates?**
- **Crm asked adv why after almost year and 15,000 miles all sudden lights start flickering. Adv states same as crm, was probably happening all along but cust not noticing.**
- **As for the horn, may find TSB for some vehs there was water getting in and shorting them out. (RO shows horn and ignition switch shorted out).**
- **Either svc adv or svc mgr would be available to attend hearing, just let them know.**

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

- **Cust's ltr 2/16/06 states "One problem was with the oil change performed on 12/19/05 at Roundtree, the job was not completed, the oil leaked out onto the wires. They (Dominion Chev) advised me because of the leakage; it could have caused the burning smell."**
- **Cust comments on 3/1/06: Cust is still experiencing the headlights and dashlights flickering and occasionally going off/on; when using window controls, they will go off/on and then smell fumes, she believes are from wires. Cust noticed if she runs her heater and doesn't use her radio it may not occur as often or if she uses heated seat and doesn't use heater. *Cust sts it occurs usually when she uses all of her components or a majority.* Note: sounds like what the bulletin describes.**

Offer cust comp ltr on electrical, offer GMPP, and if neither accepted, attend hearing.

Decision reached by CRM: Arbitrate case: [xx] Settle case: [ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

CASE ASSESSMENT BY: **Alice Blair** **Siebel/CARS Request No: [redacted]1**

Customer Name: [redacted]

Year of Vehicle: 2005 GMC ENVOY SLT 4WD **Current Mileage: 14831**

Vehicle ID No.: 1GKDT13S6522[redacted] **In Service Date: 2/15/2005** **Purchased: New**

What is customer seeking: Repurchase, not replacement wants diff mfg

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Electrical

Date:	Mileage:	Days Out:	Description of Repair:
12/19/05	15201	1	REPLACED IGNITION SWITCH SHORTED OUT FOR LIGHTS DIMMING & BATTERY LIGHT ON REPLACED HORN AND WIRE KIT (SHORTED OUT) FOR FUSE KEEPS BLOWING
02/02/06	17604	1	REPLACED OIL FILTER, CLEANED OIL FROM WIRING HARNESS FOR BURNING SMELL NPF – ALTERNATOR GAUGE FLUXUATING
02/16/06	17811	2	NPF – FOR BURNING SMELL, LIGHT DIMMINGS, BATTERY GAUGE FLUXUATING

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: 4 (Excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: xx NO: ☐
Written notice to GMC dated 2/15/06 (in BBB docs)

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? VA – REPURCHASE (lemon law rights period 18 mo after date orig delivery; 3 or more repairs or 30 calendar days; written notice w/15 days for mfg to repair; must file w/in 18 mo)

AVM and/or DEALER RECOMMENDATION(s):
Dominion Southpark Svc:

- **crm reviewed ro's and dates vs. cust's letter w/svc adv who felt cust probably did not have right recollection, they do that sometimes but veh was only in twice on 2/2/06 in and out same day then in on 2/16 and out on 2/17 w/cust having rental for one day.**
- **the technician who did the work is no longer employed,**
- **RO on 2/2: burning smell was found to be coming from oil filter leak on a wiring harness and the alernator tested to be in the acceptable range so there was no problem found w/alternator. Adv states crm may want to pull up the bulletins on the alternator and review those.**

Team Manager Approval: Date:

Revised by r.fick 09/28/04

- **RO 2/16 cust states same problem still occurring w/headlight dimming when pushing window controls, battery gauge dropping under 1/2 way, strong smell wires burning fumes. Cust said same problem but ro on 2/2 had no mention of headlights dimming; however, first ro 12/19/05 did nor was there mention of battery on 2/2 but there was alternator. Is it possible cust is confused again like her dates?**
- **Crm asked adv why after almost year and 15,000 miles all sudden lights start flickering. Adv states same as crm, was probably happening all along but cust not noticing.**
- **As for the horn, may find TSB for some vehs there was water getting in and shorting them out. (RO shows horn and ignition switch shorted out).**
- **Either svc adv or svc mgr would be available to attend hearing, just let them know.**

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

- **Cust's ltr 2/16/06 states "One problem was with the oil change performed on 12/19/05 at Roundtree, the job was not completed, the oil leaked out onto the wires. They (Dominion Chev) advised me because of the leakage; it could have caused the burning smell."**
- **Cust comments on 3/1/06: Cust is still experiencing the headlights and dashlights flickering and occasionally going off/on; when using window controls, they will go off/on and then smell fumes, she believes are from wires. Cust noticed if she runs her heater and doesn't use her radio it may not occur as often or if she uses heated seat and doesn't use heater. *Cust sts it occurs usually when she uses all of her components or a majority.* Note: sounds like what the bulletin describes.**

Offer cust comp ltr on electrical, offer GMPP, and if neither accepted, attend hearing.

Decision reached by CRM: Arbitrate case: [xx] Settle case: [ ]

Team Manager Approval: Date:

Revised by r.fick 09/28/04

CASE ASSESSMENT BY: **Rodney Cross** **Siebel/CARS Request No: 1[redacted]**

Customer Name: [redacted]

Year of Vehicle: 2004 **Make: GMC** **Model: Envoy** **Current Mileage: 22,023**

Vehicle ID No.: 1GKET16S7462[redacted] **In Service Date: 12/31/04** **Purchased: New**
If used: (date/miles)

What is customer seeking: Get out of the veh

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: 4WD

Date:	Mileage:	Days Out:	Description of Repair:
12/05/05	17631	10	Unable to duplicate concern of 4WD clunk and 4WD light coming on.
12/20/05	18361	9	N9995 Unable to duplicate concern with 4 WD activation
12/21/05	18425	9	F0025 Replaced Front differential actuator.
02/08/06	20827	8	N4864 Replaced endgate module per engineer
02/22/06	21329	7	K4122 Replaced transfer case module

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ABS

Date:	Mileage:	Days Out:	Description of Repair:
12/21/05	18425	*	H2505 Replaced Electronic Brake and traction control module 04-05-25-002C

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Theft-Deterrent system (*)

Date:	Mileage:	Days Out:	Description of Repair:
06/15/05	12444	1	Unable to duplicate concern, locks unlock when turn signals used.
06/21/05	12745	9	N6620 R&R grounds TAC 8266911
11/03/05	16533	20	N9995 Unable to duplicate electrical concerns.
12/05/05	17631	*	Unable to duplicate doors unlocking while driving.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: CD Player (*)

Date:	Mileage:	Days Out:	Description of Repair:
05/19/05	10188	23	R0760 Exchanged radio for CD concern
06/15/05	12444	*	Unable to duplicate CD concern
06/21/05	12745	*	Unable to duplicate CD Concern
11/03/05	16533	*	No problems found with CD.
12/05/05	17631	*	Unable to duplicate concern with CD player

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: IPC light flash (*)

Date:	Mileage:	Days Out:	Description of Repair:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HVAC blower

Date:	Mileage:	Days Out:	Description of Repair:

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lamps flicker (*)

Date:	Mileage:	Days Out:	Description of Repair:
06/15/05	12444	*	N9502 R&R ground system TSB 04-08-45-010
02/08/06	20827	*	N6602 Replaced connector per PIT3170E

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Veh surge

Date:	Mileage:	Days Out:	Description of Repair:
12/05/05	17631	*	Unable to duplicate veh surge with cruise control on.

OTHER SYMPTOM/CONCERN: **MISC….**

Date:	Mileage:	Days Out:	Description of Repair:
04/08/05	6528	1	L2004 Aligned exhaust system
05/19/05	10188	*	H9991 Unable to duplicate rubbing noise when turning left
06/15/05	12444	*	D2737 R&R HVAC heater pipes for noise from engine
06/21/05	12745	*	Unable to duplicate noise from under the vehicle
01/04 06	19369	1	N2328 Replaced ignition switch.

Total Days Out of Service: _98___(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):
AVM advised to offer cust a straight repurchase

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Straight repurchase

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name T[redacted]

Worksheet Filled Out By: Lisa Hughes

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

Vehicle VIN: 1GKET16S7462[redacted]

Date: May 11, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$54,055.00	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	$218.00	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**	**$54,273.00**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$9,811.00	11			11		
12			12	*** Usage/Depreciation**	**$9,811.00**	12	*** Usage/Depreciation**	**$9,811.00**
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	$17,500.00	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	$5,000.00	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)**	**$49,273.00**	22	**Total Deductions**	**$32,311.00**	22	**Total Deductions**	**$9,811.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$21,962.00**	24	**Total Refund to Customer**	**-$9,811.00**
25	**OR**		25	Loan Payoff good thru 5/20/06	$37,582.43	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$15,620.43**	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**	**$21,962.00**	28	**Total Repurchase**	**-$9,811.00**
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**	**$21,962.00**	31	**Projected Loss**	**-$9,811.00**

	PURCHASE PRICE (before t/t/t)	$ 54,055.00		TRADE ALLOWANCE	$ 68,000.00		PURCHASE PRICE	$ 54,055.00
	MSRP (FROM BARS INVOICE)	$ 36,055.00		PAYOFF OF TRADE	$ 62,766.36		INCENTIVE* (from BARS)	$ 5,000.00
	DIFFERENCE	$ 18,000.00		DIFFERENCE	$ 5,233.64		OVERALLOWANCE	$ 17,500.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 31,555.00
				TRADE ALLOWANCE	$ 68,000.00			
				ACV OF TRADE	$ 50,500.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 17,500.00		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

OREGON

PASSENGER REGISTRATION

PLATE NUMBER	TITLE NUMBER	PROCESS DATE	EXPIRATION DATE	FUEL TYPE	EQUIPMENT NO.
[redacted]	[redacted]	062405	JAN 05, 09	GASOLINE	

YEAR	MAKE	STYLE	MODEL	VEHICLE IDENTIFICATION NUMBER	WEIGHT/LENGTH
2004	GMC	4W	ENV	1GKET16S746[redacted]	

TITLE BRANDS - NONE -

ODOMETER READING	ODOMETER DATE
5,890	04/18/05

ODOMETER MESSAGE

OWNER / LESSEE

[redacted]

UNION OR [redacted]

UNIO

COUNTY OF RESIDENCE: UNION

COUNTY OF USE:

NEW

COUNTRY Insurance & Financial Services

COUNTRY Preferred Insurance Company 21008
P.O. Box 14151, Salem, Oregon 97309-5069

OREGON INSURANCE CARD

[redacted]

UNION OR [redacted]

POLICY NUMBER P36A4452148 2004 GMC ENVOY
EFFECTIVE DATE AUG 15, 2005
EXPIRATION DATE FEB 15, 2006
VIN 1GKET16S7462[redacted]
COVERAGE BODILY INJURY LIABILITY
PROPERTY DAMAGE LIABILITY
PERSONAL INJURY PROTECTION

COUNTRY HELPLINE: 1-800-846-0100

THIS CARD MUST BE CARRIED IN THE INSURED MOTOR VEHICLE FOR PRODUCTION UPON DEMAND. THE COVERAGE PROVIDED BY THIS POLICY MEETS THE MINIMUM LIABILITY INSURANCE LIMITS PRESCRIBED BY LAW.

M. J. GOSS MOTOR COMPANY
1415 Adams Ave.
LA GRANDE, OR 97850

CHEVROLET

RICH ABRESCH
Service Manager

Bus: (541) 963-4161
(800) 368-6258
Fax: (541) 963-0481
Website: www.gossmotors.com

does most of the work on the envoy.

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/22/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Union, Or [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Mobile
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2004 / Gmc / Envoy
11.VIN (17 Digits): [redacted] 12.Current Mileage: 22,023
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: M.J. Goss Motor Co.
15.Dealership Phone #: 541 963-4161
16.Dealership Contact Name and **TITLE:** Pat Goss Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # 541 963-0489
19.Dealership BAC: 114410 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? No
22.If this will not be a Trade Repurchase, Please explain Why? 3 model year difference., straight offer made

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): Transmission, veh goes to 4WD low while driving

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: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? STRAIGHT REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): none noted in conversation with the cust, cust is responsible for any and all damage beyond normal wear and tear.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 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: 20,000 miles / 100,000 X's $49,055 ($54,055 - $5,000 rebate) ='s 9,811.00

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All tax, fees etc as listed on original sales docs.

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: 1) GM to retain $5,000 rebate, 2) GM to retain $17,500 overallowance 3) Cust to retain tax, tag, docs etc, and monies paid on loan including finance charges paid to date.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/22/2006

42.Authorizer Name: Walter Garcia-Rossell by Rodney Cross

43.GM Position: RCCAVM BRC ADR CRM

44.VoiceMail Node: 80537 Mailbox Number: 36317

45.Email Address: _____

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/22/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Union, Or [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone # [redacted] Mobile
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2004 / Gmc / Envoy
11.VIN (17 Digits): 1[redacted] 12.Current Mileage: 22,023
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: M.J. Goss Motor Co.
15.Dealership Phone #: 541 963-4161
16.Dealership Contact Name and **TITLE:** Pat Goss Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # 541 963-0489
19.Dealership BAC: 114410 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? No
22.If this will not be a Trade Repurchase, Please explain Why? 3 model year difference., straight offer made

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): Transmission, veh goes to 4WD low while driving

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: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? STRAIGHT REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): none noted in conversation with the cust, cust is responsible for any and all damage beyond normal wear and tear.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 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: 20,000 miles / 100,000 X's $49,055 ($54,055 - $5,000 rebate) ='s 9,811.00

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All tax, fees etc as listed on original sales docs.

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**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

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41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/22/2006

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44.VoiceMail Node: 80537 Mailbox Number: 36317

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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.

Case Number	[redacted]
Name	
City-State-Zip	Union, OR [redacted]
Phone #	[redacted]
Specialist	Carolyn Hill chill@cbbb.bbb.org
Start Date	03/22/06
Close Date	03/23/06
Days Elapsed	1
Attorney	
Arbitrator	

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	03/15/2006	Internet Case
UPDATE	A02	03/22/2006	Response Due Back by 03/29/06
UPDATE	A04	03/24/2006	Repurchase was accepted
UPDATE	A09	03/24/2006	Performance Due by 05/24/06

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	SET	Settlement Letter	03/24/06
☐	m09	Updated CCF/Documentation Letter	03/22/06
☐	mrf	Manufacturer Response Form	03/22/06
☐	veh	Vehicle Registration	03/22/06
☐	csla	Customer's SLA	03/22/06
☐	csdoc	Customer's suprt docs	03/22/06
☐	CCF	Customer Claim Form	03/22/06
☐	m01	CCF To Manufacturer	03/15/06
☐	ccf	Customer Claim Form	03/15/06
☐	prgm	Program Summary	03/15/06

Time Line:

Step Dated	Description	Dated By
Not Yet Dated	Send Perf Verif Ltr	N/A
05/24/06	Promised Performance Date	carolyn
03/24/06	Send Settlement Letter	carolyn
03/23/06	Cust Accepts/Rejects Offer	carolyn
03/23/06	Mfr Offered Adjustment	carolyn
03/23/06	Call Manufacturer	carolyn
03/23/06	Call Customer	carolyn
03/22/06	Create/Send C36 Letter	carolyn
03/22/06	Date Claim Opened	carolyn
03/15/06	Claim Sent to Mfr	norma
03/15/06	Date Claim Taken	norma

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

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

Wednesday, May 31, 2006

[redacted]
Union, OR [redacted]

Trade Settlement Letter

Subject: **Repurchase of 2004 GMC Envoy XL**
VIN: 1GKET16S746[redacted]
REF SR:[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2004 GMC Envoy XL, VIN 1GKET16S7[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 Impala, VIN 2G1WT58K06[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 6/15/2006	$37,004.53
Plus usage	$ 9,811.00
Less downgrade	$14,290.00
Total Responsibility of Customer	**$32,525.53**

****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 ext1102 if you have any questions or

[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).*

*[redacted]

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.

March 24, 2006

Re: [redacted]/Pontiac/GMC Division # [redacted] VIN: 1GKET16S74[redacted]

[redacted]
UNION OR [redacted]

Dear [redacted]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer [redacted] has accepted the offer made by Rodney Cross representing Pontiac/GMC Motor Division for a voluntary repurchase of her 2004 Pontiac/GMC Envoy. The consumer will be charged $9.811.00 for usage based on 20,000, minus $5,000 rebate and incentives. The manufacturer shall provide the consumer a copy of the final repurchase figures for review and signature. The repurchase transaction shall be completed within sixty days from the date of this letter. The manufacturer shall contact the consumer to arrange a mutually agreeable location for the transaction.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Carolyn Hill at Extension 509

cc: Rodney Cross

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
CRO4423D87

Last

First

Timestamp
2006-03-24-12.49.08.000000

Division
GM

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

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.

March 24, 2006
Re: [redacted] vs Pontiac/GMC Division # [redacted] VIN: 1GKET16S746[redacted]

[redacted]
UNION OR [redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer [redacted] has accepted the offer made by Rodney Cross representing Pontiac/GMC Motor Division for a voluntary repurchase of her 2004 Pontiac/GMC Envoy. The consumer will be charged $9.811.00 for usage based on 20,000, minus $5,000 rebate and incentives. The manufacturer shall provide the consumer a copy of the final repurchase figures for review and signature. The repurchase transaction shall be completed within sixty days from the date of this letter. The manufacturer shall contact the consumer to arrange a mutually agreeable location for the transaction.

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Sincerely,

Carolyn Hill at Extension 509

cc: Rodney Cross

Voluntary Repurchase

- **BBB Case**

Straight

-

COMPLIANCE DATE _____05/24/2006_____

ADR REQUEST NUMBER_____1-396656540_____

CUSTOMER NAME [redacted] _____

LAST SIX OF VIN ____[redacted] _____

ADR CRM __Rodney Cross____ EXT. __20167_____

AVM _Walter Garcia-Rossell_____ PHONE _80537 36317_____

DATE ACCEPTANCE RECEIVED ___03/22/2006_____

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) **GM to retain overallowance of $17,500**
2) **GM to retain rebate of $5,000**
3) **Cust to retain monies paid on loan and finance charges paid as well as tax, tag and fees etc….**

File will be returned without all information above completed.

FAX COVER SHEET

SWAIN MOTORS
80406 HWY 395 NORTH
PO BOX 804
HERMISTON, OR 97838

541-567-2277
FAX # 541-567-9139

SEND TO	
Company name GM	From Gary Jones
Attention Rodney Cross	Date 3/16/06
Office location	Office location Service
Fax number 866-400-2715	Phone number 1-541-567-2277

☐ **Urgent** ☐ **Reply ASAP** ☐ **Please comment** ☐ **Please review** ☐ **For your information**

Total pages, including cover: 7

COMMENTS

RO copy, both sides
Recap sheet
contract
Purchase Order
Incentive Acknowledgement

RO NUMBER	DATE CLOSED	MILEAGE	W/B	T/L	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
11381118	FEB05	40526386	GM	LOF	LUBL OIL AND F1111		LUBE OP CODE.					

Test drive 210 miles
by G-Jones

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

CURRENT MILEAGE 17631

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

LUBRICATE CHASSIS; CK. AND FILL ENGINE CRANKCASE; CHANGE ENGINE OIL AND FILTER; SAFETY CHECK; CHECK FLUID LEVELS; SERVICE AIR CLEANER; SERVICE CARBURETOR CONTROL SYSTEM; SERVICE IGNITION AND EMISSIONS SYSTEM; SERVICE COOLING SYSTEM; SERVICE AUTOMATIC TRANSMISSION; REPLACE ENGINE AIR FILTER; CHANGE TIRE; ROTATE TIRES; BALANCE WHEEL; ALIGN FRONT WHEEL BEARING; ADJUST DRIVE BELTS; ADJUST VALVES; SERVICE BATTERY; INSPECT AND SERVICE BRAKES; REPACK REAR WHEEL BEARING; ADJUST REAR BRAKES; REPLACE WINDSHIELD WIPER BLADES; CHECK AND SET TIMING; CHECK AND SET DWELL; CHECK AND ADJUST HEADLIGHTS; SERVICE AIR CONDITIONER; ADJUST PARKING BRAKE; INSPECT AND TEST ELECTRICAL SYSTEM; SERVICE DIFFERENTIAL; DRAIN AND FLUSH COOLING SYSTEM

SWAIN MOTORS, INC.

80406 Hwy. 395 N. · P.O. Box 804
Hermiston, OR 97838
Phone: (541) 567-2277 · Fax: (541) 567-9139
1-800-743-9559

EXCLUSION OF WARRANTIES

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

Need Brakes
DATE: SIGNED: X

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

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
05DEC2005	1GKET16S746[redacted]	17631	31DEC04		04	GMC ENVOY	928	116726

I hereby authorize the repair work listed and agree to the above along with the estimated material and agree that you are not responsible for loss or damage to vehicle or articles left 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. You are authorized to release this vehicle to any person in charge when it is ready for pick-up. Storage charges may accrue if vehicle is not picked up within 48 hours of notification that repairs are completed.

PRELIMINARY ESTIMATE $

AUTHORIZED BY: X

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

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

X CUSTOMER SIGNATURE

NAME [redacted]

1-909-[redacted]-3854

CITY/STATE/ZIP UNION OR 97883

HOME PHONE 541-953-[redacted]

BILL TO: Swain

P.O. NO. #

BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
				66.50

METHOD OF PAYMENT CASH
BILLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	ELECTRIC	CUST STATES VEH WAS IN 2-WD SEEMED TO BE CLUNKING IN AND OUT; SERV 4-WD DASH INDICATER WAS COMING ON AT THIS TIME Both lights were on 07/9Z N9995 C		
# B	ENGINE	CUST STATES VEH WILL SURGE WHILE DRIVING AT STEADY SPEED W/CRUISE CONTROL ON 07/9Z J9993 C	TOWING	AMOUNT
# C	ELECTRIC	CUST STATES SOMETIMES RADIO WILL NOT COME ON WHEN SWITCHED ON; SOMETIMES HAS A LONG DELAY BEFORE PLAYING CD'S 02/9Z N9995 C	MISC. CHARGES	AMOUNT
#D	Elect.	Doors unlocked while driving 07/9Z N9995		
#E	Rental	Rental stk# M9913A (05 Equinox 6 days MJ/98 I7906	SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

TECHNICIAN COPY No tech assigned

Copyright 1990 ALL INT. SERVICE WORK ORDER BY XEROX

rube would not set } [illegible] Prize 1
brake and ABS lighton }

NPF - Prize #2

rive 30+ @ 70 to 75 mph - NPF - Prize #3

1707 - 29 - NPF - Rough Roads #4

1729 - 17756 1/2 way in 4wd.
756 - 17782 end - TC shift mode ok } #5 151 total miles

1782 - 17841 - No TC problem on any other } #6

RECAP SHEET FOR DEAL #17761 17:25:32 31 DEC 2004

CONTRACT DATE: 31 DEC 2004 ENTRY DATE: 31 DEC 2004 STATUS: N

BUYER..... [redacted] CUSTOMER NO.

[redacted] UNION, , UNION, OR [redacted]

SALE VEHICLE... NEW WHITE 04 GMC ENVOY UT COST: $33,208.00
STOCK NO. SERIAL NO. 1GKET16S74G[redacted]
DAYS IN STOCK N/A
TRADE-IN 1..... WHITE 05 DODG MAGN UT
STOCK NO. SERIAL NO. 2D4GV58235H[redacted]
TRADE-IN 2..... BLUE 04 DODG RAM 2500 P/U
STOCK NO. SERIAL NO. 3D7KU28C74G[redacted]
GROSS TRADE: $68,000.00 NET TRADE: $5,233.64 ACV: $50,500.00

SALESPEOPLE.... WILLY
FINANCED BY.... WF2 WELLS FARGO FIN ACCEPTANCE TOTAL CASH DOWN: $7,000.00
TERM: 72 MONTHS ADD-ON RATE: 6.7873% APR RATE: 11.9900%
AMOUNT FINANCED: $42,039.36 FINANCE CHARGE: $17,411.04
MONTHLY PAYMENT: $825.70 TOTAL OF PAYMENTS: $59,450.40

FEES..... ..... $0.00
LIC & TITLE..... $168.00
DOC.FEE..... $50.00
NW Protection Pkg..... $0.00

========== GROSS PROFIT AND COMMISSIONS ==========

DESCRIPTION	SALE AMOUNT	DEALER COMMISSION	COMMISSION NO. 1	COMMISSION NO. 2	COMMISSION NO. 3
VEHICLE SALES	$54,055.00	$3,347.00	$711.75		
FINANCING (RESERVE)	$17,411.04				
Fee/Options Subtotals	$0.00				
M.B.I. CO NAME					
GAP					
CREDIT-LIFE INSURANCE					
ACCIDENT & HEALTH INS.					
Levelized Life Ins					
Insurance Subtotals	$0.00				
*** GRAND TOTALS ***	$71,466.04	$3,347.00	$711.75	$0.00	$0.00
		4.68%	1.00%	0.00%	0.00%
** DEALER PROFIT AFTER COMMISSIONS **		$2,635.25	3.69%		

Buyer (and Co-Buyer)-Name and Address (Include County and Zip Code)	Creditor/Seller - Name and Address
[redacted] UNION UNION OR [redacted]	SWAIN MOTORS INC. BOX 604 HWY 395 HERMISTON, OR 97838

By signing this contract, I am buying the Property described below from you, the Creditor/Seller indicated above, and I agree to the terms stated on the front and back of this contract, including those stated in the Federal Truth-In-Lending Disclosures.
Security Interest. By signing this contract, I grant to you a security interest in the "Property", which is the vehicle described below and all presently owned and after-acquired accessions now or later attached to it, and in any insurance premiums financed by this contract which are refunded, to secure payment of all amounts owed under this contract.
***If the Property is a used vehicle:* The information I 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.**

Model Yr.	Make & Model	Body Type	Color	Odometer	Vehicle Identification No.	St. & Lic. No.	New/Used	No. Cyls.
2004	GMC ENVOY	UT	WHIT	150	1GKET16S7462[redacted]		NEW	6

Describe body and major items of equipment sold: Use for which purchased: ☒ Personal ☐ Commercial ☐ Agricultural

☐ Auto Trans. ☐ Pwr. Steer ☐ Air Cond. ☐ AM/FM Stereo ☒ Cassette ☐ Compact Disc ☐ Pwr. Windows ☐ Pwr. Locks ☐ Pwr. Seats ☐ Tilt Wheel ☐ Cruise

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

Optional Insurance. Credit life insurance, credit disability insurance and other optional insurance are not required to obtain credit and will not be provided unless I sign for them and agree to pay the additional cost. If I have chosen this insurance, the cost is shown in 4a of the itemization below. Credit life insurance is based upon the payment schedule and the term of this contract. This insurance may not pay all I owe on this contract if I make late payments. Disability insurance covers the original payment amount for the term of this contract. If I make late payments, disability insurance will not pay all of my payments. The amount and coverages are shown in a notice or agreement given on this date.

☐ Credit Life (Buyer ☐ Co-Buyer ☐ Both ☐) Insurer N/A Insured(s) N/A
☐ Credit Disability, Accident and Health (Buyer only) Insurer ______ Insured N/A
☐ (Type of Other Insurance) N/A Insurer N/A Insured N/A Term N/A
Under policy of designated Insurance Company(ies), maximum amount of insurance under this contract is $ N/A, and the total amount of insurance under this and any other installment contract of the Buyer is limited to $ N/A

I want the insurance coverage(s) checked above, and I know that it is not required to obtain credit:

N/A ______ N/A ______
Buyer Signature Date Co-Buyer Signature Date

Required Physical Damage Insurance. Physical damage insurance is required, but I may obtain it from anyone I choose. If purchased through you from the Insurance Company named below, the cost of this insurance, for the term shown immediately below, is shown in 4b of the Itemization below.
Insurance Company N/A Term: N/A months
☐ $ N/A Deductible Collision and either:
☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage
☐ $ N/A Deductible Comprehensive Including Fire, Theft and Combined Additional Coverage
☐ Fire, Theft and Combined Additional Coverage
Optional, if desired - ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

Optional Service Contract. The cost of this contract is shown in 4c of the Itemization below.
Company N/A
Term: N/A $ N/A Deductible

Optional Mechanical Breakdown Protection. The cost of this protection is shown in 4d of the Itemization below.
Company ______
Term: N/A $ N/A Deductible

Warning: The insurance or protection referred to in this contract does not include coverage for public liability, bodily injury, or property damage (other than the vehicle noted above) caused to Buyer or others.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Sale Price (including any accessories) $ 54055.00 (1)
2. Downpayment: (If 2c is negative do not include 2c in Total Downpayment computation, then add the amount due back at line 4j)
   a. Cash Downpayment (including Manufacturer's Rebate of $2000.00 if applicable) $ 7000.00
   b. Deferred Downpayment (Pickup Pymt), due N/A, on which there's no finance charge, of $ N/A
   c. Trade-in: Value $ 68000.00 Less owing $ 62766.36 Net $ 5233.64
   Description of Trade-in 2005 2004 DODG HAGN Lien Payoff/Lot WLBO
   Total Downpayment (a+b+c) (also put this figure on the downpayment line in the Total Sale Price box below) (Do not include 2c if negative) $ 12233.64 (2)
3. Unpaid Balance of Cash Sale Price $ 41821.36 (3)
4. Charges other than Finance Charge, including Amounts Paid to Others on My Behalf: (* Seller may be retaining a portion of this amount)
   a. Cost of Optional Insurance for the Term of this Contract paid to the Insurance Company(ies) named above. *
      Credit Life $ N/A Credit Disability, Accident and Health $ N/A Other $ N/A $ N/A
   b. Cost of required Physical Damage Insurance paid to the Insurance Company named above (covers damage to vehicle) * $ N/A
   c. Cost of Optional Service Contract paid to the Company named above (covers certain repairs) * $ N/A
   d. Cost of Optional Mechanical Breakdown Protection paid to the Company named above (covers certain repairs) * $ N/A
   e. License/Registration Fees paid to government agencies $ N/A
   f. Title Fees paid to government agencies $ 168.00
   g. DEQ Certification Fee paid to government agencies $ N/A
   h. Title & Registration Processing Fee paid to Seller $______, Optional Electronic Filing Fee paid to Seller $______ $ N/A
   i. Sales Tax / Excise Tax paid to government agencies $ N/A
   j. Other Charges (Seller must identify who will receive payment and describe purpose - include negative trade equity here) *
      to SWAIN MOTORS INC for TITLE PROCESSING FEE $ 50.00
      to N/A for N/A $ N/A
   Total Other Charges and Amounts Paid to Others on My Behalf * $ 218.00 (4)
5. Amount Financed Principal Balance (3+4) * (also put this figure in the Amount Financed box below) $ 42039.36 (5)
6. Finance Charge * (also put this figure in the FINANCE CHARGE box below) $ 17411.04 (6)
7. Time Balance (5+6+2b) (also put this figure in the Total of Payments box below) $ 59450.40 (7)
8. Time Sale Price (1+4+6) (also put this figure in the Total Sale Price box below) $ 71684.04 (8)

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost me.	Amount Financed The amount of credit provided to me or on my behalf.	Total of Payments The amount I will have paid after I have made all payments as scheduled.	Total Sale Price The total cost of my purchase on credit, including my downpayment of $ 12233.64 is
14.99 %	$ 17411.04 E*	$ 42039.36	$ 59450.40 E*	$ 71684.04 E*

My Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments are Due
		Due On
72	825.70	Monthly Beginning 02/14/2005
		Due On

Security. I am giving a security interest in the goods or property being purchased.

Late Charge. For each payment that is not paid within 10 days after its scheduled payment date, I will pay a late charge of 5% of the amount that's late.

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

[redacted] s for any additional information about nonpayment, default [redacted] in full before the scheduled date.

Payments and Interest Calculation. I will pay you the Total of Payments according to "My Payment Schedule" shown above. Any payment listed on the first line of the schedule is a deferred downpayment which does not bear a Finance Charge. The payments listed on the second line of the schedule are equal consecutive monthly payments which are due on the same day of each month, beginning on the date shown. However, the amount of the last payment will be adjusted to include interest figured on the Principal Balance I owed, for the time I owed it. I will pay interest on the Principal Balance outstanding each day at the Annual Percentage Rate. The Total of Payments and Finance Charge shown above assume I will pay exactly as agreed. If I pay late or less than the required payment, the Finance Charge is increased. If I pay early or more than the required payment, the Finance Charge is decreased. Payments will first pay interest owing to the date you receive my Payment, then Late Charges, and the remainder will reduce the Principal Balance I owe.

CONSUMER PAPER

NOTICE: The Creditor/Seller intends to sell this contract to (name and mailing address): WELLS FARGO FIN ACCEPTANCE PO BOX 250 ESSINGTON PA 19029 **, which if it buys the contract, will become the owner of the contract and your creditor. After the sale of this contract, all questions concerning either terms of the contract or payments should be directed to the buyer of the contract at the address indicated above. If the contract is transferred to a holder other than the one identified in this notice, or retained by the Seller, Seller shall cause notice in writing of the name and address of the actual holder to be delivered to you within 10 days of the decision.**

Sales Transaction Subject to Approval of Financing. The sale of the vehicle to you is subject to approval of financing. You agree to provide Dealer with all credit and income information reasonably required, and otherwise exert your best efforts, to have the Retail Installment Contract (contract) purchased by a third party. In the event that a third party declines to purchase the contract, Dealer reserves the right to carry the contract in house or to declare the purchase null and void.

Until irrevocable contract acceptance by a third party or the Dealer, you shall have absolutely no right, title and interest in the vehicle. Immediately upon oral or written notice to you that the dealer has declared the purchase null and void, you shall either: **(a)** immediately tender in cash or cash equivalent, the unpaid purchase price of the vehicle, or **(b)** immediately return the vehicle to the Dealer. In the event you return the vehicle to the Dealer, Dealer shall return the trade-in vehicle, if any, and Dealer shall also refund all deposits and/or down payments made by you to Dealer. You shall be responsible for any and all damage occuring to the vehicle while in your possession, and the cost of such repairs may be set off by Dealer against any deposit refund due you. In the event that you fail or refuse to return the vehicle upon Dealer's demand, Dealer shall have the rights of a secured creditor under **ORS Chapter 79**, including the right to self-help repossession. You shall be responsible for all damages occuring to the vehicle, including excessive wear and tear and/or loss of the vehicle. You may also be charged a reasonable per mile cost for use of the motor vehicle. **You acknowledge that Dealer has relied upon the representations made by you in your credit application in allowing you to take possession of the vehicle and in selling the vehicle to you.**

IF A THIRD PARTY OFFERS TO FINANCE THE VEHICLE ON TERMS OR CONDITIONS WHICH ARE DIFFERENT FROM THE TERMS AND CONDITIONS OF THIS CONTRACT, YOU MAY RESCIND THE TRANSACTION AND SHALL NOT BE REQUIRED TO SIGN A NEW CONTRACT UNLESS YOU ELECT TO PROCEED WITH THE SALE.

NOTICE TO THE BUYER

Do not sign this contract before you read it or if it contains any blank space, except that (1) if delivery of the motor vehicle or mobile home is to be made to you after this contract is signed, the serial number or other identifying information and the due date of the first installment may be filled in at the time of delivery; and (2) if the name of the financing agency is not known at the time the contract is executed, the name of the financing agency may be inserted in the contract on or about the date the name of the financing agency is known.
You're entitled to a copy of this contract.
You have the right to pay in advance the full amount due and if you do so you may save a portion of the finance charge.
The Undersigned acknowledges receipt of a completed copy of this contract and agrees to its terms, including those stated on the back of this contract.

RETAIL INSTALLMENT CONTRACT

Buyer Signs ______ Co-Buyer Signs ______

Other Owners - An Other Owner is a person whose name is on the title to the vehicle but does not have to pay the debt evidenced by this contract. The Other Owner hereby grants a security interest in the "Property" (as defined in this contract) to Creditor to secure payment of all amounts owed under this contract, and agrees to all the terms stated on the front and back of this contract, except that the Other Owner will not be personally liable for amounts owed to Creditor under this contract.

Other Owner signs here ______ Address ______
Creditor Signs ______ By ______ Title ______

OADA Form 300 (01/04) Simple Interest - OREGON ©Copyright OADA Services, Inc. (2004) All Rights Reserved (800) 766-6232
The printer makes no warranty, express or implied, as to content or fitness for purpose of this form. Consult your own legal counsel.

QUADRUPLICATE TO SELLER

Auto Purchase Order

Swain Motors, Inc.

P.O. Box 804 Hermiston, OR 97838 (541) 567-2277
80406 Hwy 395 North • Hermiston, Oregon

Stock No. 65201
Source WILLY
Salesman
Date 31 DEC 2004
Res. Phone (541)562 5373
Bus. Phone

Purchaser [redacted] [redacted]
Address [redacted] City UNION OR [redacted]

Enter my order for the automobile, accessories and insurance listed below under the terms and conditions set forth below and on reverse side.

NEW ☐ USED ☐ COLOR WHITE TRIM ENVOY Approximate Delivery Date

Year	Make	Model	Serial No.	License No.	CASH SELLING PRICE
2004	GMC	Type	Odometer	Tab No. 36555	$ 54055.00

FILL OUT THIS SECTION IF USED CAR IS TO BE TRADED IN

MAKE DODGE MODEL HASN RAM AV 23500/23700
YEAR 2005 Motor No. 2D4GV58235 [redacted] No. 202BTL
Serial No. Cense No.
BALANCE OWED TO WFS
ADDRESS 17500

USED CAR ALLOWANCE		38166.31
BALANCE OWED ON CAR Dettrade		38166.31
NET ALLOWANCE ON USED CAR	$	5233.64
DEPOSIT REC. #	$	2000.00
CASH ON DEL.: REC. #	$	X 5000.00
TOTAL DOWN PAYMENT	$	12233.64

INSURANCE GROSS PREMIUM

☐ FIRE AND THEFT	FOR	MO. $
☐ COMPREHENSIVE COVERAGE	FOR	MO. $
☐ $ DED. COLLISION	FOR	MO. $
☐ B.I. - AMT. $	FOR	MO. $
☐ P.D. - AMT. $	FOR	MO. $
☐ ACCIDENT & HEALTH	FOR	MO. $
☐ CREDIT LIFE	FOR	MO. $
☐ MEDICAL	FOR	MO. $
☐	FOR	MO. $

If Purchaser furnishes own insurance list: TOTAL GROSS PREMIUM $
INS. CO.
Agent/Broker

Unless a charge is included in this Agreement for Public Liability, Bodily Injury or Property Damage Insurance, payment for such coverage is not provided by this Agreement and such insurance will not be provided under the terms hereof.

I/We hereby voluntarily choose as Agent or Broker to procure the insurance listed above. The choice of above Agent or Broker was not made a condition precedent to this sale. **The name of the Agent or Broker must be filled in by Purchaser in his own handwriting.**

CONTRACT BALANCE PAYABLE IN 72 INSTALLMENTS AS FOLLOWS

$ 72 on $ on 825.70
and monthly installments of $ 05 each.
beginning on the 14TH day of FEB

All used cars or trucks sold "AS IS" and without guarantee as to condition, mileage, year or model, unless otherwise specified in writing.

ACCESSORIES

* 5000 IS BM Rebate USED AS DOWN PYMT

Customer guarantees payoff not to exceed $ 42766.34 and should it be higher customer agrees to pay balance. DEC 31 2004

X

Subject to Final bank Approval

PROCESSING FEE		50.00
		N/A
CASH PRICE OF CAR & ACCESSORIES	$	54105.00
SALES TAX	$	
TO: DEPARTMENT OF MOTOR VEHICLES	$	168.00
TOTAL CASH PRICE	$	54273.00
TOTAL DOWN PAYMENT 12233.64	$	~~7000.00~~
UNPAID BALANCE ON CASH PRICE	$	42039.36
TOTAL INSURANCE PREMIUMS	$	
TOTAL UNPAID BALANCE	$	42039.36
FINANCE CHARGE	$	17411.04
A.P.R. 11.9900 %		
CONTRACT BALANCE	$	59450.40

Legal Owner WELLS FARGO FIN ACCEPTANCE

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) Under the law you have the right to pay off in advance the full amount due and under certain conditions to obtain a partial refund on the finance charge. (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 in this agreement. (5) The dealer shall not be bound by this order until the financing of said automobile has been approved and accepted by the party financing the balance due on said automobile.

RECEIPT OF A FILLED-IN COPY OF THIS AGREEMENT IS HEREBY ACKNOWLEDGED BY PURCHASER.

This order is not binding until signed and accepted by an authorised member of the firm.

Accepted: (Seller) SWAIN MOTORS INC.

By [signature] Date 31 DEC 2004
Authorized Representative of Dealer

Purchaser's Signatu[redacted]

GM

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GKET16S7462[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
Con Rebate	$ 5000	CWE
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 5000	

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 N/A

in lieu of ___ and/or ___

b. I elect to receive ___

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12/31/2004. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 12/31/2004

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

Authorized Dealer Signature: [signature] Date: 12/31/2004

Dealership Name: SWAIN MOTORS INC. Dealer Code: 18147

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0006, fax 1-800-531-9055

[redacted]

[redacted]

[redacted]

BRIAN NELSON 51 11/22/05 [redacted]

826BNP 16,533 WHITE/

[redacted]

04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

UNION, OR [redacted]

1 G K E T 1 6 S 7 4 6 [redacted]

11/03/05

[redacted]

JOB# 1 CHARGES

LABOR

[redacted] BODY ELECTRICAL [redacted] HOURS [redacted] TECH(S) [redacted] 106.51

CUSTOMER STATES INT. DRIVERS DOOR ULOCKS WITH TURNSIGNAL.
WINDOW INT. WANT TO GO UP BY ITSELF.
NO CODES STORED IN ANY MODULE, ROAD TEST, UNABLE TO DUPLICAT
E ANY OF THESE CONCERNS, DOORS LOCK WHEN NOT IN DRIVE, UNLOC
K IN PARK, CK SOFTWARE IN ALL MODULES, REPROGRAM PCM, IPC &
RADIO WITH LATEST SOFTWARE, ALL OTHER MODULES HAD LATEST
SOFTWARE, COULD NOT VERIFY CUSOTMERS CONCERN, INTERMITTENT

JOB# 1 TOTALS

LABOR	106.51
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	106.51

JOB# 4 CHARGES

LABOR

[redacted] RENTAL [redacted] HOURS [redacted] TECH(S) 125 [redacted] 0.00

COURTESY TRANSPORTATION
6 DAYS WARRANTY RENTAL

MISC CODE	DESCRIPTION	CONTROL NO	
RC	RENTAL CAR		222.00
		TOTAL - MISC	222.00

JOB# 4 TOTALS

MISC	222.00
JOB# 4 JOURNAL PREFIX CTWS JOB# 4 TOTAL	222.00
R/O TAX	0.00
R/O TOTALS	328.51

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
121846	328.51
CLAIM TOTALS	328.51

APPROVED BY SIGNATURE

[redacted]

[redacted]

BRIAN NELSON 51 11/22/05 [redacted]

826BNP 16,533 WHITE/

04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

11/03/05

[redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.881
11/22/2005 WARRANTY NEW CLAIM
0940

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	11/03/2005	1GKET16S746[redacted]	8	48115	16533	XXX-XX-3221

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		OL				9Z	N9995	.3	1.4		106.51

LN-TOT: 106.51 TECH SSN: XXX-XX[redacted] AUTH CODE: E AUTH. AUTHOR.: 0090
COMMENTS: CST HAS MISC INTERMITTENT ELECTRICAL PROBLEMS. OLD TAC CASE [redacted] A
LSO WARR HELP 1-8774468227, NO CODES STORED IN ANY MODULE, ROAD TST, CK SOFTWARE
IN ALL MODULES, REPROGRAM PCM, IPC, AND RADIO. COULD NOT VERIFY CONCERN.
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		MJ				98	Z7906			222.00	

LN-TOT: 222.00 TECH SSN: XXX-XX-1000 AUTH CODE: P AUTH. AUTHOR.: 0090
COMMENTS: 6 DAYS WARRANTY RENTAL DUE TO TRYING TO DIAGNOSE ELECTRICAL PROBLEMS.
COMMENT ROUTING CODE: H

R.O. TOTAL: 328.51

121846

CHEVROLET BUICK Cadillac PONTIAC GMC GM Certified USED VEHICLES

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service EZ GO

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/21/05	[redacted]	12745	25	17	W	51CVZ	BODY ELECTRICAL
				17	C	52CVZ03	SOUND SYSTEM
				17	C	45CVZ	STEERING/SUSPENSION
				17	I	51CVZ01	BODY ELECT CONCERN
06/15/05		12444	25	45	W	40CVZ01	BRAKE CONCERN
				25	C	51CVZ	BODY ELECTRICAL

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S746[redacted]
YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY
STOCK NO.
LICENSE [redacted]
R.O. NO. [redacted]

[redacted]
UNION, OR [redacted]

CUSTOMER NO. 15322
SERVICE CONTRACT
DELIVERY DATE 12/31/04
DELIVERY MILES 150
SELLING DEALER NO.
IN SERVICE DATE 11/03/05
COLOR WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.

TURBO	M/T/MD	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	16,533	51	

RESIDENCE PHONE [redacted]
TIME RECEIVED 12:22pm
BUSINESS PHONE
CAR'S RATE
DATE/TIME PROMISED 11/03/05 06:30pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: BRIAN NELSON

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN IS HE[redacted] NOT RESPONSIBLE FOR D[redacted]

X [redacted]

TERMS: CASH ☐ CHARGE ☐ C.O.D. ☐ PREARRANGED ☐ OTHER ☐
SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO
AGREEMENT: ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ015	15000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF DIESEL	MI	0.00
01CVZTFS	TRANS FLU & SERV.	MI	178.95
01CVZLOF	LOF	MI	29.95
01CVZTF	TRANS FLUSH	MI	99.95

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR LF LR
FUEL GAUGE E ¼ ½ F
RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL $

X _____

W 51CVZ BODY ELECTRICAL
CUSTOMER STATES INT. DRIVERS DOOR ULOCKS WITH TURNSIGNAL. WINDOW INT. WANT TO GO UP BY ITSELF.

W 51CVZ01 BODY ELECT CONCERN
CUSTOMER STATES INT. AUTO DOOR LOCKS DONT LOCK TILL YOU DRIVE FOR AWHILE.

W 52CVZ04 SOUND SYSTEM
CUSTOMER STATES INT. RADIO POWERS UP BUT NO SOUND COMES OUT OF SPEAKERS.

Courtesy Transportation

1-877-446-8227

Ernest Heller

old case # 826691

EXCLUSION OF WARRANTIES
ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED; AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES DISCLAIMED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X _____ CUSTOMER'S SIGNATURE

"SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS/EPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

PAGE 1 OF 1 121846 SERVICE FILE COPY

P. 3 121846 NO. 124 MJ GOSS MOTOR CO MAR. 16. 2006 3:23PM ERAINTVC

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 121846	TIME	OFF 11-03-05
1 7		OPER. NO. 1,2,3 EMP. NO. 17	1.7	ON

#17

JOB 1. MECH. #

CAUSE AND CORRECTION: No DTC's stored in any module. Road test, unable to duplicate any of these concerns. Doors lock when put in drive, unlock in park. CK software in all modules. Reprogram PCM, IPC + Radio w/ latest software, all other modules had latest software

9 15 ON
10 10 ON

JOB 2. MECH. #

CAUSE AND CORRECTION: (radio CD load/eject issue, IPC overspeed alarm, PCM potential false codes) Road test again, No problem found

JOB 1 FLAG SHEET

11 15 ON
11 02 ON

JOB 3. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 4. MECH. #

JOB 1 FLAG SHEET

GMAC

PCM +
DDM OK
PDM OK
LGM OK
ATC OK
Radio +
HVAC OK
TBC OK
IPC +

DIAGNOSTIC TROUBLE CODES

Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code. Information here:

www.gmacfs.com

PARTS RED	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4
Date	Date	Date
Rec. By	Rec. By	Rec. By

[redacted]



[redacted]

RICH ABRESCH 25 06/29/05 [redacted]

[redacted] 826BNP 12,745 WHITE/

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

06/21/05

[redacted]

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

LABOR----------

J# 1 16ICV2 BODY ELECTRICAL HOURS 3.60 TECH(S) 17 225.54

CUSTOMER STATES AUTOMATIC DOOR LOCK INT. DONT WORK SOMETIMES
TAKES UP TO 2 MILE TO ENGUAGE.
DOORS LOCK WHEN TAKEN OUT OF PARK UNLESS DOOR OPEN THEN LOCK
AT APPROX 12MPH. UNLOCK WHEN PUT IN PARK, ROAD TEST UNABLE
TO VERIFY,CK GROUNDS, NO PROBLEM. G201 SPLICE PACK CHECKED
ON PRIOR RO. ROAD TEST AGAIN. DOOR LOCKS NORMAL. CD
OPERATING AS NORMAL AND DID NOT HEAR ANY RATTLE. SEE HISTORY
ON THIS VEH.

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

	LABOR	225.54
JOB# 1 JOURNAL PREFIX CTWS	JOB# 1 TOTAL	225.54
	R/O TAX	0.00
	R/O TOTALS	225.54

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

CLAIM#.....	TOTAL....
118420	225.54
CLAIM TOTALS	225.54

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMGMWF.619
06/29/2005 WARRANTY NEW CLAIM
1102

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
1[redacted]	06/21/2005	1GKET16S746[redacted]	8	48115	12745	XXX-XX-1000

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		OL				6D	N6620	.5	3.1		225.54

LN-TOT: 225.54 TECH SSN: XXX-XX-5635 AUTH CODE: [redacted] AUTH. AUTHOR.: 0090
COMMENTS: CST STS AUTO DOOR LOCK INT. CD VOLGOES INOP READS DISC IN CD PLAYER, R
ATTLE VIBR UNDER VEH. TST DRIVE SEV TIMES, CK GROUNDS NO PROB FOUND. G201 SPLICE
PACK CKD ON PREV RO. DOOR LOCKS NORM CDS PLAY NORM NO RATTLE FOUND, TAC CASE 82
66911, SEE HISTORY.
COMMENT ROUTING CODE: H

R.O. TOTAL: 225.54

118420

CHEVROLET

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service Plus | EZ GO

118420 P. 6 NO. 124

MJ GOSS MOTOR CO Copyright © 1999 (800) 333-9663 MAR. 16. 2006 3:29PM BRAINTREE

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/19/05	[redacted]	10188	51	13	W	45CVZ	STEERING /SUSPENSION
				13	W	52CVZ04	SOUND SYSTEM
05/06/05		9542	25	31	C	00CVZLOF	LUBE,OIL,FILTER
04/08/05		6528	49	12	W	65PNZ	RATTLES

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S74[redacted]
YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY
STOCK NO.
LICENSE NO. [redacted]
R.O. NO. [redacted]
CUSTOMER NO. [redacted] SERVICE CONTRACT
DELIVERY DATE: 12/31/04
DELIVERY MILES: 150
SELLING DEALER NO.
06/21/05
COLOR: WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.
[redacted]
UNION, OR [redacted]

TURBO	M / T / C	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	12,745	25	

RESIDENCE PHONE [redacted] TIME RECEIVED: 11:51am
BUSINESS PHONE LABOR RATE
DATE / TIME PROMISED: 06/15/05 06:30pm PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: RICH ABRESCH

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 SUPPLIED BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU A[redacted] THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR F[redacted] INSPECTION & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN IS[redacted] SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE F[redacted] SIZE.

X [redacted] CUSTOMER'S SIGNATURE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PERSONAL) ☐ OTHER ☐
SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO
APPOINTMENT: ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MD./ MI.	TOTAL

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTRACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTRACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR LF LR FUEL GAUGE E ¼ ½ ¾ F
RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

1 W 51CVZ **BODY ELECTRICAL**
CUSTOMER STATES AUTOMATIC DOOR LOCK INT. DONT WORK SOMETIMES TAKES UP TO 2 MILE TO ENGUAGE.

2 W * 52CVZ03 **SOUND SYSTEM**
CUSTOMER STATES INT. WHEN LISTENING TO CDS VOLUME WILL GO INOP BUT STILL READ DISC IN CD PLAYER

3 W * 45CVZ **STEERING/SUSPENSION**
CUSTOMER STATES RATTLE VIBRATION NOISE COMING FROM UNDER VEHICLE.

SEE RUN A.

1 877 446-8227

PAGE 1 OF 1 118420 SERVICE FILE COPY

EXCLUSION OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREIN ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED; AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X [redacted]
CUSTOMER'S SIGNATURE

*SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS/ EPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

MAR. 16. 2006 3:32PM MJ GOSS MOTOR CO NO. 124 P. 7

Doors lock when taken out of park unless 1 door open, then lock @ approx. 12 mph. unlock when put in park Road test, unable to duplicate concerns. ck grounds G101, G102, G103, G104, G105, G106, G107, G108, G109, G110, G302, G303, G 304, G305, G306, G401, G402 & G403. No problem Found. G201 splice pack checked by terry H. on prior RO.

Road test again. Door locks normal, CD plays as normal. didn't hear Rattle

#17

STRAIGHT TIME (HOURS)		FLAT RATE		RO NO. 118420	TIME	OFF
3	6			OPER. NO. 1		6-21-05
				EMP. NO. 17	3.6	ON

14 45 2
2.3 16 75 2

8 15 2
1.3 9 45 2
3.6

FLAG SHEET

FLAG SHEET

[redacted]

[redacted]

[redacted]

[redacted]

RICH ABRESCH 25 06/27/05

826BNP 12,444 WHITE/

04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

06/15/05

[redacted]

UNION, OR [redacted]

JOB# 1 CHARGES

LABOR

J# 1 40CVZ01 BRAKE CONCERN HOURS 0.50 TECH(S) 45 31.33

CK REPORT SES LIGHT INT FLASHES ON WHEN BRAKES APPLIED
FOR VARIOUS ELECTRICAL CONCERNS, REPAIR GROUND REMOVE AND
INSTALL THE CONSOLE AND IP LOWER CLOSEOUT PANEL PER BULLETIN
04-08-45-010

JOB# 1 TOTALS

LABOR	31.33
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	31.33

JOB# 4 CHARGES

LABOR

J# 4 31CVZ05 TRANSMISSION NOISE HOURS 2.00 TECH(S) 12 75.18

CK REPORT BUZZING NOISE IN ENGINE SEE HISTORY OR BRIAN N
DIAGNOSE, REPOSITION REAR HEATER POPES AWAY FROM FRAME AND
BEND TRANS LINES, TEST DRIVE, NOISE GONE.

JOB# 4 TOTALS

LABOR	75.18
JOB# 4 JOURNAL PREFIX CTWS JOB# 4 TOTAL	75.18

JOB# 5 CHARGES

LABOR

J# 5 70CVZ03 RENTAL HOURS 2.25 TECH(S) 25 0.00

CUSTOMER REQUESTS COURTESY TRANSPORTATION
T
1 DAY WARRANTY RENTAL

MISC CODE	DESCRIPTION	CONTROL NO	
RC	RENTAL CAR		37.00
		TOTAL - MISC	37.00

JOB# 5 TOTALS

MISC	37.00
JOB# 5 JOURNAL PREFIX CTWS JOB# 5 TOTAL	37.00
R/O TAX	0.00
R/O TOTALS	143.51

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
118262	143.51
CLAIM TOTALS	143.51

APPROVED BY SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 12:16pm

[redacted]

[redacted]

[redacted]

RICH ABRESCH 25 06/27/05 [redacted]

826BNP 12,444 WHITE/

[redacted]

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

06/15/05

[redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.565
06/27/2005 WARRANTY NEW CLAIM
1216

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	06/15/2005	1GKET16S7462[redacted]	8	48115	12444	XXX-XX-1000

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		OL				93	N9502	.5			31.33

LN-TOT: 31.33 TECH SSN: XXX-XX-8030 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS SES LT INT FLASHES WHEN BRAKES APPLIED CD PLAYER STOPS PLAYING SWITCHES SPEAKERS NO VOLUME AND SOUND AND USED TURN SIGNAL AND DOOR LOCKS UNLOCK. REFER TO BULL 04-08-45-010 FOR VARIOUS INT ELECTRICAL CONCERNS, REPAIR GROUND HAD CONSOLE AND IP PANEL
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		NB				3C	D2737	1.2			75.18

LN-TOT: 75.18 TECH SSN: XXX-XX-5635 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS BUZZING NOISE IN ENGINE, SEE HISTORY. DIAGNOSE, REPOSITION HEATER PIPES AWAY FROM FRAME AND BEND TRANS LINES, TEST DRIVE, NOISE GONE.
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	05		MJ				98	Z7901			37.00	

LN-TOT: 37.00 TECH SSN: XXX-XX-1000 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: 1G1JC52F137[redacted] 1 DAY WARRANTY RENTAL
COMMENT ROUTING CODE: H

R.O. TOTAL: 143.51

118262

CHEVROLET

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service Plus EZGO

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/19/05	[redacted]	10188	51	13	W	45CVZ	STEERING/SUSPENSION
				13	W	52CVZ04	SOUND SYSTEM
05/06/05		9542	25	31	C	00CVZLOF	LUBE,OIL,FILTER
04/08/05		6528	49	12	W	65PNZ	RATTLES

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S746 [redacted]

[redacted]
UNION, OR [redacted]

RESIDENCE PHONE [redacted]
BUSINESS PHONE
TIME RECEIVED 01:15pm
LABOR RATE
DATE / TIME PROMISED 06/15/05 06:30pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: RICH ABRESCH

YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY
STOCK NO.
LICENSE NO. 826BNP
R.O. NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 12/31/04
DELIVERY MILES 150
SELLING DEALER NO.
R.O. DATE 06/15/05
COLOR WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.

TURBO	M/T MO	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	12,444	25	

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 DESIRED AND/OR INSPECTION & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN [redacted] ARS THERETO. NOT RESPONSIBLE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ INSURANCE ☐ OTHER ☐
SALE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO
APPOINTMENT ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF DIESEL	MI	0.00
01CVZLOF	LOF	MI	29.95
01CVZTFS	TRANS FLU & SERV.	MI	178.95

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR LF LR
RUB. GAUGE
RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

LABOR INSTRUCTIONS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

Hrautt wnty 60

1 W 40CVZ01 BRAKE CONCERN
CK REPORT SES LIGHT INT FLASHES ON WHEN BRAKES APPLIED

2 W 51CVZ BODY ELECTRICAL
CK REPORT C/D PLAYER INT STOPS PLAYING SWITCHES SPEAKERS SEE HISTORY NO VOLUME AND SOUND ALSO

3 W 51CVZ01 BODY ELECT CONCERN
CK REPORT USED TURN SIGNAL AND DOOR LOCKS UNLOCK

D2132

4 W 31CVZ05 TRANSMISSION NOISE
CK REPORT BUZZING NOISE IN ENGINE SEE HISTORY OR BRIAN N

Courtesy Trans Rolled off

EXCLUSION OF WARRANTIES: WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED; AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X _____
CUSTOMER'S SIGNATURE

*SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS/EPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

PAGE 1 OF 1 118262 SERVICE FILE COPY

MAR. 16. 2006 3:33PM MJ GOSS MOTOR CO Copyright © 1999 ERA/MYWORLD

NO. 124 P. 10
110262

JOB 1 MECH. #

CAUSE AND CORRECTION: No codes stored, Any modules Road test, unable to duplicate. Poss. ck gauges lamp when fuel tank low?

JOB 1 FLAG SHEET

1.1 14 15

JOB 2. MECH. #

CAUSE AND CORRECTION: Unable to duplicate, Radio has latest software, found NO bulletins or PI's

JOB 1 FLAG SHEET

JOB 3. MECH. #

CAUSE AND CORRECTION: Unable to duplicate, has latest software in both door & Rear liftgate modules

JOB 1 FLAG SHEET

JOB 4. MECH. #

#17

CAUSE AND CORRECTION: Reposition Rear heater pipes away from Frame. ~~[illegible]~~ noise still present test Drive reposition rear heater pipes & bend trans lines noise gone

45

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 118262	4	TIME	OFF
1 1		OPER. NO.			6-15-05
		EMP. NO. 17		1.1	ON

DIAGNOSTIC TROUBLE CODES

PER MBR | MIL or (VIN) | POLICY TRANS. | DN 10357894

CN 15064712

14 5 15

Do 04-08-45-010 for various Elect concerns

Repair ground R. + install console + lower IP panel

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 118262	TIME	OFF
	Pallow	OPER. NO. 45	1.7	6-16-05
		EMP. NO.		ON

[redacted]

[redacted]

[redacted]

BRIAN NELSON 51 06/09/05 [redacted]

826BNP 10,188 WHITE/

[redacted]

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

05/19/05

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 45CVZ04 STEERING/SUSPENSION 1HOURS 0.30 TECH(S) 13 19.80

CUSTOMER STATES VEHICLE MAKES RUBBING NOISE WHEN TURNING LEFT.
TEST DRIVE, UNABLE TO VERIFY CUSTOMERS CONCERN.
T

JOB# 1 TOTALS

LABOR 18.80

JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 18.80

JOB# 2 CHARGES

LABOR

J# 2 52CVZ04 SOUND SYSTEM 1HOURS 0.90 TECH(S) 13 56.39

CUSTOMER STATES INT. CD PLAYER INOP AND WHEN IT WORKS IT WILL CUT CERTAIN SPEAKERS OUT.
CHECK CD OPERATION, PROBLEM VERY INTERMITTENT. CHECK FOR BULLETINS FOR PROBLEM, NONE FOUND. ORDER EXCHANGE AND REPLAC E RADIO TO CORRECT AND REPROGRAM.

JOB# 2 TOTALS

LABOR 56.39

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 56.39

R/O TAX 0.00
R/O TOTALS 75.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
117593	75.19
CLAIM TOTALS	75.19

APPROVED BY SIGNATURE

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 11:38am

[redacted]

[redacted]

[redacted]

BRIAN NELSON 51 06/09/05 [redacted]

826BNP 10,188 WHITE/

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

05/19/05

[redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.307
06/09/2005 WARRANTY NEW CLAIM
1130

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	05/19/2005	1GKET16S746[redacted]	8	48116	10188	XXX-XX-3221

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		NL				9Z	H9991	.3			18.80

LN-TOT: 18.80 TECH SSN: XXX-XX-6083 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS VEH MAKES RUBBING NOISE WHEN TURNING LEFT. TEST DRIVE. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		OL				6D	R0760	.9			56.39

LN-TOT: 56.39 TECH SSN: XXX-XX-6083 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS INT CD PLAYER INOP AND WHEN IT WORKS IT WILL CUT CERTAIN SPEAKERS OUT. CHECK CD OPERATION, PROBLEM VERY INTERMITTENT. CHECK FOR BULLETINS FOR PROBLEM, NONE FOUND. ORDER EXCHANGE AND REPLACT TO CORRECT. AND REPROGRAM.

R.O. TOTAL: 75.19

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[END OF INVOICE] 11:38am

[redacted]

117593

CHEVROLET

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service Plus | EZ GO

117593

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/06/05	[redacted]	9542	25	31	C	00CVZLOF	LUBE,OIL,FILTER
04/08/05		6528	49	12	W	65PNZ	RATTLES

SERVICE

SALESPERSON NO.

VEHICLE ID NO.	YEAR/MAKE/MODEL	STOCK NO.	LICENSE NO.	R.O. NO.
1GKET16S74[redacted]	04/GMC/ENVOY/4 DOOR UTILITY		[redacted]	[redacted]

CUSTOMER / SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	12/31/04	150		05/19/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
WHITE/				

TURBO	M/MD	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	10,188	51	

CUSTOMER NAME: [redacted]
UNION, OR [redacted]

RESIDENCE PHONE: [redacted] TIME RECEIVED: 01:26pm
BUSINESS PHONE: LABOR RATE:
DATE/TIME PROMISED: 05/19/05 06:30pm PRIORITY:
APPOINTMENT ☐ Yes ☒ No
Advisor: BRIAN NELSON

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 [redacted] ON. AN EXPRESS MECHANIC'S LIEN IS [redacted] PAIRS THERETO. NOT RESPONSIBLE FOR [redacted]

X [redacted]

TERMS: CASH ☐ CHARGE ☐ OTHER ☐
SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO
APPROVED: ☐ YES ☐ NO

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

#0991 3

1 W 45CVZ **STEERING/SUSPENSION**

CUSTOMER STATES VEHICLE MAKES RUBBING NOISE WHEN TURNING LEFT.

2 W 52CVZ04 **SOUND SYSTEM**

CUSTOMER STATES INT. CD PLAYER INOP AND WHEN IT WORKS IT WILL CUT CERTAIN SPEAKERS OUT.

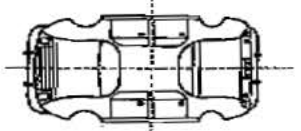
R0760 .5 3 1

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF DIESEL	MI	0.00
01CVZLOF	LOF	MI	29.95
01CVZTFS	TRANS FLU & SERV.	MI	178.95

ORIG. ESTIMATE $ | REVISED ESTIMATES | ADDITIONAL COST $
SON | CONTRACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
RATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
SON | CONTRACTED BY
AUTHORIZED | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR



FUEL GAUGE

LF LR

RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

EXCLUSION OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED; AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X _____
CUSTOMER'S SIGNATURE

*SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS/SPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

MAR. 16. 2006 3:39PM MJ GOSS MOTOR CO (541)963-0481 NO. 124 P. 14

CAUSE AND CORRECTION

Test Drove
unable to duplicate customer concern .3

JOB 1 FLAG SHEET

14 2 19
13 5 19

CAUSE AND CORRECTION

Check CO operation, problem very intermittent
check for bulletins for problem - none found
order exchange radio .9
Alpha radio & reprogram

JOB 1 FLAG SHEET

14 70
13 92 3

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 7593	3	TIME	OFF
		OPER. NO. 13		12	5/19 1/3
		EMP. NO.			ON

JOB 1 FLAG SHEET

CAUSE AND CORRECTION

JOB 3. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 4. MECH. #

DIAGNOSTIC TROUBLE CODES

ENTER: RPM (NBR), Recall Number, [illegible] Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Codes, information here.

DTC NBR	MIL ON/OFF	DTC POWERTRAIN
		Ex path 1035 7894
		1047 1046 995 [illegible] [illegible] [illegible]
		[illegible] [illegible] [illegible] 1025 1005 1017
		FTO

[redacted]

5573

[redacted]

UNION, OR [redacted]

[redacted]

49

[redacted] 6,528

04/GMC/ENVOY/

1 G K E T 1 6 S 7 4 6 [redacted]

1

WHITE/

150

04/08/05 04/08/05

12/31/04

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

3# & 65PWR RATTLES/NOISES HOURS: 0.30 TECH(S):12 17.71

BUZZ NOISE INSIDE DRIVERS DASH
FUEL LINES TOUCHING LH SIDE OF TRANSMISSION CASE
REPOSITION LINES AND RETAINERS, USED CLOSEST L.O.

JOB # 1 TOTAL LABOR & PARTS 17.71

R/O TAX 0.00
R/O TOTALS 17.71

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

CLAIM#	TOTAL
47223	17.71
CLAIN TOTALS	17.71

ENTERED APR 0 8 2005

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMGMWF.682
04/08/2005 WARRANTY NEW CLAIN
1310

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	04/08/2005	1GKET16S746[redacted]	8	18148	6528	XXX-XX-0658

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE;WORK: HOM[redacted]

LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	NB				2F	L2004	.3			17.71

LN-TOT: 17.71 TECH SSN: XXX-XX-5635 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 17.71

47223



LYNCH MOTOR COMPANY

1602 Adams Ave.

La Grande, OR 97850

PONTIAC BUICK Cadillac GMC TRUCKS

0101J47223

P. 17223 NO. 124

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S746 [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/			STOCK NO.	LICENSE NO. 826BNP	R.O. NO. [redacted]
[redacted] UNION, OR [redacted]	CUSTOMER NO. 5573	SERVICE CONTRACT	DELIVERY DATE 12/31/04	DELIVERY MILES 150	SELLING DEALER NO.	R.O. DATE 04/08/05
	COLOR WHITE/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
	TURBO	U/MD PNZZ	AIR COND.	P.S.	TRANS	MILEAGE 6,528
	ADVISOR NO. 49	PRODUCTION DATE				

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME RECEIVED 08:53am

LABOR RATE

DATE / TIME PROMISED 04/08/05 07:00pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

Advisor: CAROL A. WELCH

"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."

SIGNED [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

"Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller, LYNCH MOTOR CO., hereby expressly disclaims all warranties, either express or implied, including all implied warranties of merchantability or fitness for a particular purpose, and LYNCH MOTOR CO., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and/or accessories."

JOB	LABOR INSTRUCTIONS
1	W 05PN PARTS

BUZZ NOISE INSIDE DRIVERS DASH

noise @ 1200 RPM

Fuel lines Touching L.H. side of Transmission Case Replace lines & Return, Recheck

NB-2F-L2004 0.3

Not Found L.O.

4WD

08 8 Apr 8

09 5 Apr 8

PAGE 1 OF 1 47223 HARD COPY

Copyright MJ GOSS MOTOR CO 03/05/2011 at 03:43PM MAR. 16. 2006 GRAL2701

[redacted]

[redacted]

[redacted]

[redacted]

RICH ABRESCH 25 02/28/06

826BNP 21,329 WHITE/

[redacted]

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 2 [redacted]

02/22/06

[redacted]

JOB# 1 CHARGES

LABOR

J#.1 51CVZ BODY ELECTRICAL HOURS 1.00 TECH(S) 113 65.04

CK REPORT C/D PLAYER INT WONT PLAY/CK GUAGES LIGHT COMES ON SWITCHES FROM 2WD/4X4 INT SEE HISTORY HEATER FAN INT INOP TEST DRIVE, UNABLE TO VERIFY COSTOMER CONCERN. CHECK FOR SPS PROGRAMMING UPDATES ON ALL MODULES, ALL HAVE LATEST PROGRAM MAKE VISUAL INSPECTION OF PCM, TCCM AND BCM CONNECTIONS, HARNESSES AND GROUNDS. CALLED AVM WALTER GARCIA AND TALKED TO DOUG LIGHTHOUSER AT TAC. SUGGEST REPLACING TCCM. ORDER AND REPLACE TCCM TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		12590220	MODULE 4.563	142.28	142.28	199.19	199.19
				COST TOTAL		142.28		
						TOTAL - PARTS		199.19

JOB# 1 TOTALS

LABOR	65.04
PARTS	199.19
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	264.23

JOB# 2 CHARGES

LABOR

J# 2 70CVZ03 RENTAL HOURS TECH(S) 25 0.00

COURTESY TRANSPORTATION
3 DAYS WARRANTY RENTAL

MISC	CODE	DESCRIPTION	CONTROL NO	
	RC	RENTAL CAR		111.00
			TOTAL - MISC	111.00

JOB# 2 TOTALS

MISC	111.00
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	111.00
R/O TAX	0.00
R/O TOTALS	375.23

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
124256	375.23
CLAIM TOTALS	375.23

APPROVED BY SIGNATURE

[CONTINUED ON NEXT PAGE] 12:18pm

[redacted]

[redacted]

[redacted]

RICH ABRESCH 25 02/28/06 [redacted]

826BNP 21,329 WHITE/

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

02/22/06

[redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.548
02/28/2006 WARRANTY NEW CLAIM
1218

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/22/2006	1GKET16S746[redacted]	8	48115	21329	XXX-XX-1000

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		OL	1	12590220	199.19	6D	K4122	1.0			65.04

LN-TOT: 264.23 TECH SSN: XXX-XX-6083 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS CD PLAYER INT WONT PLAY CK GUAGES LT COMES ON SWITCHES FROM 2W D TO 4WD INT HEATER FAN INT INOP, SEE HISTORY, TEST DRIVE, MAKE VISUAL INSP OF P CM, TCCM AND BCM CONN, HARNESSES AND GROUNDS. ORDER AND REPLACE TCCM PER DOUG LI GHTHOUSER FROM TAC.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				99	Z7903			111.00	

LN-TOT: 111.00 TECH SSN: XXX-XX-1000 AUTH CODE: B AUTH. AUTHOR.: 0090
COMMENTS: 2G1WF52E7492[redacted] 3 DAYS WARRANTY RENTAL. WAS WAITING FOR PART.

R.O. TOTAL: 375.23

[redacted] CHEVROLET BUICK Cadillac PONTIAC GMC Certified USED VEHICLES

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

GM Goodwrench Service EZGO

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/08/06	[redacted]	20827	25	13	W	51CVZ	BODY ELECTRICAL
				13	W	50CVZ	ENGINE ELECTRICAL
12/21/05		18425	51	24	W	40CVZ	BRAKES
				13	W	47CVZ	AXLE/DIFFERENTIAL
				25	W	70CVZ03	RENTAL
12/20/05		18361	51	13	W	10CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S74[redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY			STOCK NO.	LICENSE NO. [redacted]	R.O. NO. [redacted]	
[redacted] UNION, OR [redacted]	CUSTOMER NO. 15322	SERVICE CONTRACT	DELIVERY DATE 12/31/04	DELIVERY MILES 150	SELLING DEALER NO.	R.O. DATE 02/22/06	
	COLOR WHITE/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	TURBO	M / TRC CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 21,329	ADVISOR NO. 25
							PRODUCTION DATE
RO [redacted]	TIME PROMISED 12:16pm						
BUSINESS PHONE	LABOR RATE						
DATE / TIME PROMISED 02/22/06 06:30pm	PRIORITY						
APPOINTMENT ☐ Yes ☒ No	Advisor RICH ABRESCH						

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

X _____ CUSTOMER'S SIGNATURE

TERMS: CASH ☐ CHECK ☐ CREDIT CARD ☐ OTHER ☐ SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No ASSISTANCE ☐ Yes ☐ No

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ021	21000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF	MI	0.00
01CVZTFS	TRANS FLU & SERV.	MI	178.95
01CVZFF	REPL FUEL FILTER	MI	0.00
01CVZTU	TUNE UP	MI	0.00
01CVZLOF	LOF	MI	29.88
01CVZTF	TRANS FLUSH	MI	99.95
01CVZTR	TIRE ROTATION	MI	0.00
01CVZBI	BRAKE INSPECTION	MI	0.00
01CVZCS	SERVICE COOLING SYS	MI	0.00

ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTRACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTRACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR LF LR
RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐
FUEL GAUGE E M F

JOB [redacted] LABOR INSTRUCTIONS

K4122 -7 -3

CK REPORT C/O PLAYER INT WONT PLAY/CK GUAGES LIGHT COMES ON SWITCHES FROM 2WD/4X4 INT SEE HISTORY HEATER FAN INT INOP

Fan comes on By Itself

2 Courtesy Transportation

SEE Rich

SEE [redacted] Story

Called ATM 22nd of Feb Will Contact Last

Doug Lighthouse Super Perfect TCCM for Mr. Peters

EXCLUSION OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT SELLER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND, THAT IN NO EVENT SHALL SELLER BE LIABLE FOR INCIDENTAL DAMAGES OR CONSEQUENTIAL DAMAGES OR CONSPECIAL LOSSES RESULTING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO, ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR CONTROL.

X _____ CUSTOMER'S SIGNATURE

SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCURRED FOR HAZARDOUS MATERIALS EPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

MJ GOSS MOTOR CO. (GOSSMTR) (6/05) MAR. 16. 2006 3:01PM

MAR. 16. 2006 3:03PM MJ GOSS MOTOR CO NO. 122 P. 4

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 4256	4	TIME	OFF
		OPER. NO. 13			2/24
		EMP. NO.			ON

JOB 1. MECH. #

CAUSE AND CORRECTION: Test drove - unable to duplicate customer concern
check for SPS programming updates on all modules - All have latest program
make visual inspection of PCM, TCCM & BCM connections, harnesses & grounds

JOB 2. MECH. #

CAUSE AND CORRECTION: Replace TCCM as per Rich

JOB 1 FLAG SHEET

JOB 3. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 4. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

DIAGNOSTIC TROUBLE CODES

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code Information here:

RPR NBR	MIL on? (Y/N)	DTC POWERTRAIN:						
		KOED	U1000	Class 2	Malf			
		KOEC						
		KOER						
		BODY:						
		CHASSIS						
		UNDEFINED:						
		OTHER:						

WARRANTY PARTS RETURNED JOB 1	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4
By: [signature]	Date:	Date:	Date:
	Rec. By:	Rec. By:	Rec. By:

[redacted]

[redacted]

[redacted]

[redacted]

UNION, OR [redacted]

RICH ABRESCH 25 02/15/06 [redacted]

826BNP 20,827 WHITE/

04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

02/08/06

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 51CVZ BODY ELECTRICAL HOURS 0.70 TECH(S) 13 45.53

LIST OF ELEC PROBS LH T/S LIGHT COMES ON 4X4 INT SHIFTS IN
AND OUT OF MODES BYSELF INT SUSRGES OF POWER
DIAGNOSE AND REPLACE LIFTGATE MODULE AND PROGRAM TO CORRECT

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	10381268	MODULE 2.560	71.22	71.22	99.71	99.71
			COST TOTAL		71.22		
					TOTAL - PARTS		99.71

JOB# 1 TOTALS

LABOR	45.53
PARTS	99.71
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	145.24

JOB# 2 CHARGES

LABOR

J# 2 50CVZ ENGINE ELECTRICAL HOURS 0.50 TECH(S) 13 32.52

IN T LIGHTS DIM THEN COME TO BRIGT AGAIN
INSTALL JUMPER WIRE ON ALTERNATOR PER PIT3170E

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12186568	CONNECTOR 2.313	2.50	2.50	3.50	3.50
			COST TOTAL		2.50		
					TOTAL - PARTS		3.50

JOB# 2 TOTALS

LABOR	32.52
PARTS	3.50
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	36.02
R/O TAX	0.00
R/O TOTALS	181.26

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	181.26
CLAIM TOTALS	181.26

APPROVED BY SIGNATURE

[CONTINUED ON NEXT PAGE] 12:42pm

[redacted]

[redacted]

[redacted]

RICH ABRESCH 25 02/15/06

826BNP 20,827 WHITE/

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 [redacted]

02/08/06

[redacted]

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.371
02/15/2006 WARRANTY NEW CLAIM
1242

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	02/08/2006	1GKET16S746[redacted]	8	48115	20827	XXX-XX-1000

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		OL	1	10381268	99.71	6D	N4864	.7			45.53

LN-TOT: 145.24 TECH SSN: XXX-XX-6083 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: LH TURNSIGNAL COMES ON, 4X4 INT SHIFTS IN AND OUT OF MODES AND INT SURGES OF POWER. AFTER TALKING WITH BUD WEST GM FIELD LEAZON REPLACE LIFTGATE MODULE AND PROGRAM TO CORRECT.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		OL	1	12186568	3.50	6D	N6602	.5			32.52

LN-TOT: 36.02 TECH SSN: XXX-XX-6083 AUTH CODE: B AUTH. AUTHOR.: 0090
COMMENTS: CST STS LIGHTS DIM THEN COME TO BRIGHT AGAIN. DIAGNOSE AND INSTALL JUMPER WIRE ON ALTERNATOR PER PIT3170E

R.O. TOTAL: 181.26

123974

CHEVROLET

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service Plus

EZGO

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/21/05	[redacted]	18425	51	24	W	40CVZ	BRAKES
				13	W	47CVZ	AXLE/DIFFERENTIAL
				25	W	70CVZ03	RENTAL
12/20/05		18361	51	13	W	10CVZ	DRIVEABILITY
11/03/05		16533	51	17	W	51CVZ	BODY ELECTRICAL
				17	C	51CVZ01	BODY ELECT CONCERN

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S74[redacted]
[redacted]
UNION, OR [redacted]

YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY
STOCK NO.
LICENSE NO. 8[redacted]
R.O. NO. [redacted]
CUSTOMER NO. 15322
SERVICE CONTRACT
DELIVERY DATE 12/31/04
DELIVERY MILES 150
SELLING DEALER NO.
R.O. DATE 02/08/06
COLOR WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.
TURBO | MFG. CVZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 20,827 | ADVISOR NO. 25 | PRODUCTION DATE

RESIDENCE PHONE [redacted]
BUSINESS PHONE
TIME RECEIVED 10:08am
LABOR RATE
DATE / TIME PROMISED 02/08/06 06:30pm
PRIORITY
APPOINTMENT ☐ YES ☒ NO
Advisor: RICH ABRESCH

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN [redacted] NT OF REPAIRS THERETO. NOT RESPONSIBLE [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ INSURANCE ☐ OTHER ☐
SHOP REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO
ADJUSTMENT: ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ021	21000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF	MI	0.00
01CVZTFS	TRANS FLU & SERV.	MI	178.95
01CVZFF	REPL FUEL FILTER	MI	0.00
01CVZTU	TUNE UP	MI	0.00
01CVZLOF	LOF	MI	29.88
01CVZTF	TRANS FLUSH	MI	99.95
01CVZTR	TIRE ROTATION	MI	0.00
01CVZBI	BRAKE INSPECTION	MI	0.00
01CVZCS	SERVICE COOLING SYST	MI	0.00

REVISED ESTIMATE $ | ADDITIONAL COST $
WSON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
ABSON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME

RF RR LF LR FUEL GAUGE
RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

W 51CVZ BODY ELECTRICAL
LIST OF ELEC PROBS LH D/S LIGHT COMES ON 4X4 INT SHIFTS IN AND OUT OF MODES BYSELF INT SUSRGES OF POWER

W 51CVZ ENGINE ELECTRICAL
INT LIGHTS DIM THEN COME TO BRIGT AGAIN

SOV MIL Fault Lights Inside
After speaking with Bob west GMS Field Leason
W Edwards GMS

EXCLUSION OF WARRANTIES: ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD, HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES EXCLUDED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X CUSTOMER'S SIGNATURE

* SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS/EPA USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

PAGE 1 OF 1 123974 SERVICE FILE COPY

MJ GOSS MOTOR CO [redacted] MAR. 16. 2006 3:04PM NO. 122 P. 1/1 123974

MAR. 16. 2006 3:06PM MJ GOSS MOTOR CO NO. 122 P. 8

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 3974	TIME	OFF
		OPER. NO. 13		2/14
		EMP. NO.		ON

JOB 1. MECH. #

CAUSE AND CORRECTION: Replace Lift gate module + program

Install jumper wire on Alternator as per PIT3170E

JOB 2. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 3. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 4. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

DIAGNOSTIC TROUBLE CODES

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code, Information here:

RPR NBR	MIL on? (Y/N)	DTC POWERTRAIN:						
		KOEO						
		KOEC						
		KOER						
		BODY:						
		CHASSIS:						
		UNDEFINED:						
		OTHER:						

WARRANTY PARTS RETURNED JOB 1	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4
Date	Date	Date	Date
Rec. By:	Rec. By:	Rec. By:	Rec. By:

[redacted]

[redacted]

BRIAN NELSON 51 12/30/05 [redacted]

826BNP 18,425 WHITE/

[redacted]

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 [redacted]

12/21/05

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 40CVZ BRAKES HOURS: 1.20 TECH(S):13 24 75.18

CUSTOMER STATES ABS LIGHT ON AND RED BRAKE LIGHT CAME.
SCAN CODE C0379, U1041,NO COMM WITH EBCM, CYCLED IGN HAD EBC
M COMM. FOUND BULL 04-05-25-002C. ORDER BOLT, NUT AND WASHER
INSTALL BOLT NUT AND WASHER AT G304. TST DRIVE NO CODES RESE
T. CAME BACK WITH CODES U1041, C0379, ORDER EBCM AND REPLACE
SET TIRE SIZE CALIBRATION.

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	11588337	BOLT 8.900	0.21	0.21	0.29	0.29
1	11503749	NUT -PR 8.917	0.55	0.55	0.77	0.77
1	15650961	WASHER-M6 1.269	0.36	0.36	0.50	0.50
1	10356388	MODULE 4.720	168.25	168.25	235.55	235.55
1	GAS	GAS	5.00	5.00	7.00	7.00
	AS PER RICH					
		COST TOTAL		174.37		
				TOTAL - PARTS		244.11

JOB# 1 TOTALS

LABOR	75.18
PARTS	244.11
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	319.29

JOB# 2 CHARGES

LABOR

J# 2 47CVZ AXLE/DIFFERENTIAL HOURS: 0.60 TECH(S):13 24 37.59

CUSTOMER STATES SERVICE FOUR WHEEL DRIVE LIGHT ON.
SCAN CODE C0379, ORDER AND REPLACE FRONT DIFF ACTUATOR PER
BULLETIN 04-04-19-001.

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12471631	ACTUATOR 6.058	60.31	60.31	84.43	84.43
		COST TOTAL		60.31		
				TOTAL - PARTS		84.43

JOB# 2 TOTALS

LABOR	37.59
PARTS	84.43
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	122.02

JOB# 3 CHARGES

LABOR

J# 3+70CVZ03 RENTAL HOURS: TECH(S):25 0.00

3 DAYS WARRANTY RENTAL

MISC CODE	DESCRIPTION	CONTROL NO	
RC	RENTAL CAR		111.00
		TOTAL - MISC	111.00

[CONTINUED ON NEXT PAGE] 02:27pm

[redacted]

[redacted]

[redacted]

BRIAN NELSON 51 12/30/05 [redacted]

8268NP 18,425 WHITE/

[redacted]

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1GKET16S74[redacted]

12/21/05

[redacted]

JOB# 3 TOTALS

MISC		111.00
JOB# 3 JOURNAL PREFIX CTWS	JOB# 3 TOTAL	111.00
R/O TAX		0.00
R/O TOTALS		552.31

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
[redacted]	552.31
CLAIM TOTALS	552.31

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.572
12/30/2005 WARRANTY NEW CLAIM
1427

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
122946	12/21/2005	1GKET16S74[redacted]	8	48115	18425	XXX-XX-3221

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		WA	4	10356388	237.11	6D	H2505	1.0	.2	7.00	75.18

LN-TOT: 319.29 TECH SSN: XXX-XX-7806 AUTH CODE: EP AUTH. AUTHOR.: 0090
COMMENTS: CST STS ABS LT ON AND BRAKE LT CAME ON. SCAN CODE U1041 NO COMM WITH E BCM CYCLE IGN HAD EBCM COMM. FOUND BULL 04-05-25-002C, ORDER BOLT NUT AND WASHER AND REPLACE PER BULL. VEH RETURNED WITH CODE U1041. ORDER AND REPLACE EBCM, SET TIRE SIZE CALIBRATION
MEMO PART NUMBERS: 11588337 11503749 15650961

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		WG	1	12471631	84.43	93	F0025	.6			37.59

LN-TOT: 122.02 TECH SSN: XXX-XX-6083 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CST STS SERVICE 4X4 LIGHT ON. SCAN CODE C0379, FOUND BULLETIN 04-04-19 -001, REPLACED FRONT DIFF ACTUATOR PER BULLETIN AND CLEAR CODE

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		MJ				98	Z7903			111.00	

LN-TOT: 111.00 TECH SSN: XXX-XX-1000 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: 1G1ND52F44[redacted] 3 DAYS WARRANTY RENTAL

R.O. TOTAL: 552.31

122946

CHEVROLET BUICK Cadillac PONTIAC GMC GM Certified USED VEHICLES

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service EZGO

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/03/05	[redacted]	16533	51	17	W	51CVZ	BODY ELECTRICAL
				17	C	51CVZ01	BODY ELECT CONCERN
				17	C	52CVZ04	SOUND SYSTEM
				25	W	70CVZ03	RENTAL
06/21/05		12745	25	17	W	51CVZ	BODY ELECTRICAL
				17	C	52CVZ03	SOUND SYSTEM

SERVICE

SALESPERSON NO.

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GKET16S74[redacted]	04/GMC/ENVOY/4 DOOR UTILITY		[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
15322		12/31/04	150		12/21/0

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
WHITE/				

TURBO	W/VIC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	18,425	51	

[redacted]
UNION, OR [redacted]

NAME	TIME RECEIVED
[redacted]	02:08pm

BUSINESS PHONE	PROMISE DATE

ENTERED BY	PROMISE TIME
[redacted]	06:30pm

APPOINTMENT	WAITER
[redacted]	X NO

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SUPPLIES 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 INCIDENT HERETO BY THE SUPPLIES 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 & TRANSPORTATION. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE / TIME

RF FR LF LR FUEL GAUGE E 1/4 1/2 3/4 F

RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

WA BRAKES

CUSTOMER STATES ABS LIGHT ON AND RED BRAKE LIGHT CAME

WA AXLE/DIFFERENTIAL

CUSTOMER STATES SERVICE FOUR WHEEL DRIVE LIGHT ON.

Courtesy Transportation

Light Duty Service Writer

EXCLUSION OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREIN ARE MADE BY THE MANUFACTURER THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES ANY IMPLIED, EXPRESS OR STATUTORY AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH REGARD TO THE PARTS AND ACCESSORIES PURCHASED. IN THE EVENT SUCH DISCLAIMER BECOMES FOR ANY REASON OR CIRCUMSTANCE INEFFECTIVE, DEALER'S LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF USE, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF BUSINESS OPPORTUNITY, DAMAGE TO OR LOSS OF PROPERTY, OR DAMAGES ARISING OUT OF OR RESULTING FROM THE USE OR INABILITY TO USE THE PARTS AND ACCESSORIES PURCHASED UP THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT SHALL DEALER BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF USE, LOSS OF REVENUE, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF BUSINESS OPPORTUNITY, DAMAGE TO OR LOSS OF PROPERTY, OR DAMAGES ARISING OUT OF OR RESULTING FROM THE USE OR INABILITY TO USE THE PARTS AND ACCESSORIES PURCHASED. BY SIGNING THIS WORK ORDER FORM AGREES THAT THE WARRANTY EXCLUDED BY DEALER ABOVE BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY SHALL ANY VEHICLE OR ANY OF SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY COMFORT.

X CUSTOMER'S SIGNATURE

SUPPLIES - A TOXIC SOLID EQUIVALENT TO A PERCENT OR UNDER CHARGE IS INCLUDED FOR "HAZARDOUS" MATERIALS USED ON YOUR VEHICLE APPLICABLE SUPPLIES: BOLTS, NUTS, BOLTS, WASHERS, PINS, ADHESIVE, SHELL SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WINDOW SEALER, ETC.

PAGE 1 OF 1 122946 SERVICE FILE COPY

MJ GOSS MOTOR CO 541 963 0481 MAR. 16. 2006 3:07PM NO. 122 P. 11

MJ GOSS MOTOR CO — MAR. 16. 2006 3:09PM — NO. 122 P. 12

CAUSE AND CORRECTION: Ext check – ATC codes C0379 (Front Axle control circ) + U1041 (loss of communication w/ EBCM)

STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. 2946 | 40 | TIME .7 | OFF 12/21/05 ON

JOB 1 MECH #

Wkup in ATC, TPC + EBCM

no communication w/ EBCM, cycled Ign + had EBCM communication

found bad ckt – 040525002C + called Bolt, mst + instr

CAUSE AND CORRECTION:

Left Bolt, mst + poles of G304

JOB 2 MECH #

check battery to frame ground, check EBCM connection – both ok

Test drove – no codes reset

JOB 1 FLAG SHEET

CAUSE AND CORRECTION: #24 Replaced Front diff actuator as per Bulletin 04-64-19-001 (for C0379)

STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. 2946 | 5 | TIME 1.1 | OFF 12/20/05 ON

Fallow

OPER. NO. 24

EMP. NO.

JOB 3 MECH #

#24 Replaced EBCM, set tire size calibration. (for U1041)

SECOND CORRECTION: Vehicle came back w/ U1041 + C0379 codes w/o Front diff actuator + EBCM

Test drove 2 different times after parts replaced – no problem at this time

JOB 1 FLAG SHEET

DIAGNOSTIC TROUBLE CODES

ENTER (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code, Information here:

RPR NBR	MIL (Y/N)	DTC	
		POWERTRAIN:	C0379 Front Axle Control Circuit ATC U1041
		(A) XOEO	U1041 loss com EBCM
		XOEP	
		BODY:	
		CHASSIS:	Com U1041
		UNDEFINED:	
			No EBCM communication

B0248
AC – B0263
B0402
B1325 Ign 3 circuit
ATC U1041 loss com EBCM
LGM U1064 loss com BCM
STR U1000

WARRANTY PARTS RETURNED JOB 1

Rec By:

WARRANTY PARTS RETURNED JOB 2

Date:

Rec By:

WARRANTY PARTS RETURNED JOB 3

Date:

Rec By:

WARRANTY PARTS RETURNED JOB 4

U1041 loss com EBCM

ATC C0379 front axle

Date B0790 Trans control Switch

Rec 4/0 20

U1041 loss com EBCM

BCM U1041 loss com EBCM Drivers

[redacted]

[redacted]

[redacted] BRIAN NELSON 51 12/28/05 [redacted]

[redacted] 826BNP 18,361 WHITE/

UNION, OR [redacted] 04/GMC/ENVOY/4 DOOR UTILITY 12/31/04 150

1 G K E T 1 6 S 7 4 6 2 [redacted]

12/20/05

[redacted]

JOB# 1 CHARGES

LABOR

J#1 10CVZ DRIVEABILITY HOURS: 0.30 TECH(S):13 18.80

CUSTOMER STATES VEHICLE SHIFT IN TO FOUR WHEEL DRIVE
BY ITSELF GOING DOWN THE ROAD.
SCAN CODE C0379, B0790, NEITHER CODE CKURRENT, FRONT AXLE &
NEUTRAL LIGHT WORK EVERY TIME TRIED. CHECK FOR UPDATED CALI
BRATIONS. NONE FOUND. FOUND NO BULLETINS THAT APPLY TO
COMPLAINT. MAKE VISUAL INSPECTION OF FRONT AXLE WIRING. NO
PROBLEM FOUND

JOB# 1 TOTALS

LABOR	18.80
JOB# 1:JOURNAL PREFIX CTWS JOB# 1 TOTAL	18.80
R/O TAX	0.00
R/O TOTALS	18.80

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
122898	18.80
CLAIM TOTALS	18.80

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.504
12/28/2005 WARRANTY NEW CLAIM
1119

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	12/20/2005	1GKET16S7462[redacted]	8	48115	18361	XXX-XX-3221

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		OS				9Z	N9995	.3			18.80

LN-TOT: 18.80 TECH SSN: XXX-XX-6083 AUTH CODE: B AUTH. AUTHOR.: 0090
COMMENTS: CST STS VEH SHIFT IN TO FOUR WHEEL DRIVE BY ITSELF GOING DOWN THE ROAD
. SCAN CODES C0379 AND B0790, NEITHER CODES CURRENT, FRONT AXLE AND NEUTRAL LIGH
T WORK EVERY TIME. CK FOR UPDATED CALIBRATIONS, NONE FOUND. NO BULLETINS VISUAL
INSP WIRING, OK.

R.O. TOTAL: 18.80

122898

CHEVROLET BUICK Cadillac PONTIAC GMC GM Certified USED VEHICLES

M.J. GOSS MOTOR COMPANY

1415 Adams Avenue
LA GRANDE, OR 97850
(541) 963-4161 FAX (541) 963-0481
(800) 368-6258
www.gossmotors.com

Goodwrench Service EZ GO

[redacted]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/03/05	[redacted]	16533	51	17	W	51CVZ	BODY ELECTRICAL
				17	C	51CVZ01	BODY ELECT CONCERN
				17	C	52CVZ04	SOUND SYSTEM
				25	W	70CVZ03	RENTAL
06/21/05	[redacted]	12745	25	17	W	51CVZ	BODY ELECTRICAL
				17	C	52CVZ03	SOUND SYSTEM

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GKET16S7462 [redacted]
[redacted]
UNION, OR [redacted]

YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY
STOCK NO.
LICENSE NO. [redacted]
R. O. NO. [redacted]
CUSTOMER NO. 15322
SERVICE CONTRACT
DELIVERY DATE 12/31/04
DELIVERY MILES 150
SOCIAL SECURITY NO.
12/20/05
COLOR WHITE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.

TURBO	M / T / C	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZ	Y	Y	A	18,361	51	

RESIDENCE PHONE [redacted]
TIME RECEIVED 09:26am
BUSINESS PHONE
LABOR RATE
DATE / TIME PROMISED 12/20/05 06:30pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: BRIAN NELSON

I [redacted] T FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND SI[redacted]NSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN W[redacted]CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UN[redacted]PMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AN[redacted]TE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR EL[redacted]R INSPECTION & TRANSPORTATION. AN EXPRESS MECHANIC'S LIEN IS[redacted] SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FO[redacted]REEZE.

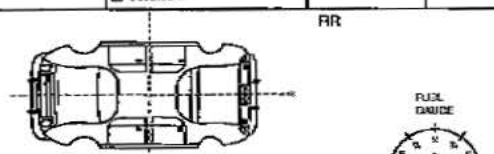
X [redacted] TOMER'S SIGNATURE

TEXTAS DASH ☐ SIDE DID ☐ CHECK ☐ Previous Owner OPTION ☐
SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No
APPOINTMENT ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ018	18000 MILE SERVICE	MI	0.00
01CVZZLOFD	LOF	MI	0.00
01CVZTFS	TRANS FLU & SERV.	MI	178.95
01CVZFF	REPL FUEL FILTER	MI	0.00
01CVZTU	TUNE UP	MI	0.00
01CVZLOF	LOF	MI	29.88
01CVZTF	TRANS FLUSH	MI	99.95
01CVZTR	TIRE ROTATION	MI	0.00
01CVZBI	BRAKE INSPECTION	MI	0.00
01CVZCS	SERVICE COOLING SYST	MI	0.00

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME
ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE $ | ADDITIONAL COST $
REASON | CONTACTED BY
AUTHORIZED BY | ☐ PERSON ☐ PHONE # | DATE | TIME



JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

W 00 Z DRIVEABILITY

CUSTOMER STATES VEHICLE SHIFT IN TO FOUR WHEEL DRIVE BY ITSELF GOING DOWN THE ROAD.

19995

Elec. CMD

EXCLUSION OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND ACCESSORIES SOLD HEREBY ARE MADE BY THE MANUFACTURER. THE UNDERSIGNED PURCHASER UNDERSTANDS AND AGREES THAT DEALER MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH REGARD TO THE PARTS AND/OR ACCESSORIES PURCHASED, AND THAT IN NO EVENT SHALL DEALER BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH PURCHASE. THE UNDERSIGNED PURCHASER FURTHER AGREES THAT THE WARRANTIES DISCLOSED BY DEALER INCLUDE, BUT ARE NOT LIMITED TO ANY WARRANTIES THAT SUCH PARTS AND/OR ACCESSORIES ARE OF MERCHANTABLE QUALITY OR THAT THEY WILL ENABLE ANY VEHICLE OR ANY OF ITS SYSTEMS TO PERFORM WITH REASONABLE SAFETY, EFFICIENCY OR COMFORT.

X _____
CUSTOMER'S SIGNATURE

*SUPPLIES - A TOKEN CHARGE EQUIVALENT TO A PERCENTAGE OF LABOR CHARGE IS INCLUDED FOR HAZARDOUS MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.

MJ GOSS MOTOR CO (800)368-6258 (OR-CA) MAR. 16. 2006 3:10PM NO. 122 P. 14 14289

MAR. 16. 2006 3:11PM MJ GOSS MOTOR CO NO. 122 P. 15

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 2898	3	TIME	OFF
		OPER. NO. 3		3	12/10
		EMP. NO.			ON

JOB 1. MECH. #

CAUSE AND CORRECTION: Scan check – code C0379 (front axle circuit malfunction) + B0790 (T case neutral indicator circuit)
neither code current, front axle + Neutral light work every time tried
check for updated calibrations – none found
found no bulletins that apply to complaint

JOB 2. MECH. #

CAUSE AND CORRECTION: make visual inspection of front axle wiring

JOB 1 FLAG SHEET

JOB 3. MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

JOB 4 MECH. #

CAUSE AND CORRECTION

JOB 1 FLAG SHEET

DIAGNOSTIC TROUBLE CODES

ENTER (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2,3 or 5 digit (DTC) Diagnostic Trouble Code. Information here.

RPR NBR	MIL or I/M	DTC POWERTRAIN		
		KOEO	C0379 Front Axle Circ	Calib SD 12590964
		KOEO	B0790 – T case neutral indicator circ	
		KOER		
		BODY	~~[illegible]~~	ATC calibration PN 12586953
		CHASSIS		Software PN 12590818
		UNDEFINED		
		OTHER		End PN 12590820

WARRANTY PARTS RETURNED JOB 1	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4
Date	Date	Date	Date
Rec. By:	Rec. By:	Rec. By:	Rec. By:

[redacted] Lien Holder info

PGM0642622 [redacted]

Name: Wells Fargo Financial
Phone # : 800-559-3557
account #: 502-3728656869-9001

Case Number	[redacted]
Name	[redacted]
City-State-Zip	Union, OR 97883
Phone #	5415625373
Specialist	Carolyn Hill chill@cbbb.bbb.org
Start Date	03/22/06
Close Date	03/23/06
Days Elapsed	1
Attorney	
Arbitrator	

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	03/15/2006	Internet Case
UPDATE	A02	03/22/2006	Response Due Back by 03/29/06
UPDATE	A04	03/24/2006	Repurchase was accepted
UPDATE	A09	03/24/2006	Performance Due by 05/24/06

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	SET	Settlement Letter	03/24/06
☐	m09	Updated CCF/Documentation Letter	03/22/06
☐	mrf	Manufacturer Response Form	03/22/06
☐	veh	Vehicle Registration	03/22/06
☐	csla	Customer's SLA	03/22/06
☐	csdoc	Customer's suprt docs	03/22/06
☐	CCF	Customer Claim Form	03/22/06
☐	m01	CCF To Manufacturer	03/15/06
☐	ccf	Customer Claim Form	03/15/06
☐	prgm	Program Summary	03/15/06

Revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:** P[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)	$54,055.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$36,055.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$(18,000.00)

Trade Allowance (from dealer Bill of Sale)	$68,000.00
Actual Cash Value Statement	$50,500.00
Difference (if positive, this is the overallowance)	$17,500.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$62,766.36
Actual Cash Value Statement	$50,500.00
Difference (if positive, this is the negative equity)	$12.266.36

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.)	$54,055.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$5,000.00
Overallowance and/or Negative Equity minus	$17,500.00
Actual price of Vehicle that should be presented to BBB for ATA	$31,555.00

GM RDC Repossessed Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Tuesday, December 12, 2017

[redacted]
Union, OR [redacted]

Straight Settlement Letter

Subject: **Repurchase of 2004 GMC Envoy XL**
VIN: 1GKET16S746[redacted]
REF [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2004 GMC Envoy XL, VIN 1GKET16S7462[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 is being made in an effort to keep you a satisfied General Motor customer. General Motors will repurchase your vehicle for **$21,962.00.** This offer was calculated by using the following figures:

Base Price	$54,055.00
Registration/License/Title Fees	$ 218.00
Less Usage	$ 9,811.00
Less Over-Allowance	$17,500.00
Less Incentives	$ 5,000.00
Less Payoff of Original Vehicle-Good until 5/20/06	$37,582.43
Total Amount Customer Owes	**$15,620.43**

AMOUNT 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.

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 ext1102 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

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

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)*



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, 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.

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



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 #

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/22/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Union, Or [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Mobile
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2004 / Gmc / Envoy
11.VIN (17 Digits): [redacted] 12.Current Mileage: 22,023
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: M.J. Goss Motor Co.
15.Dealership Phone #: 541 963-4161
16.Dealership Contact Name and **TITLE:** Pat Goss Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # 541 963-0489
19.Dealership BAC: 114410 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? No
22.If this will not be a Trade Repurchase, Please explain Why? 3 model year difference., straight offer made

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): Transmission, veh goes to 4WD low while driving

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: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? STRAIGHT REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): none noted in conversation with the cust, cust is responsible for any and all damage beyond normal wear and tear.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 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: 20,000 miles / 100,000 X's $49,055 ($54,055 - $5,000 rebate) ='s 9,811.00

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All tax, fees etc as listed on original sales docs.

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: 1) GM to retain $5,000 rebate, 2) GM to retain $17,500 overallowance 3) Cust to retain tax, tag, docs etc, and monies paid on loan including finance charges paid to date.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/22/2006

42.Authorizer Name: Walter Garcia-Rossell by Rodney Cross

43.GM Position: RCCAVM BRC ADR CRM

44.VoiceMail Node: 80537 Mailbox Number: 36317

45.Email Address: _____

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

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

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/22/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Union, Or [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Mobile
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2004 / Gmc / Envoy
11.VIN (17 Digits): [redacted] 12.Current Mileage: 22,023
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: M.J. Goss Motor Co.
15.Dealership Phone #: 541 963-4161
16.Dealership Contact Name and **TITLE:** Pat Goss Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # 541 963-0489
19.Dealership BAC: 114410 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
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-Please show how you arrived at this usage amount: 20,000 miles / 100,000 X's $49,055 ($54,055 - $5,000 rebate) ='s 9,811.00

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All tax, fees etc as listed on original sales docs.

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**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: 1) GM to retain $5,000 rebate, 2) GM to retain $17,500 overallowance 3) Cust to retain tax, tag, docs etc, and monies paid on loan including finance charges paid to date.

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43.GM Position: RCCAVM BRC ADR CRM

44.VoiceMail Node: 80537 Mailbox Number: 36317

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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.

GM RVDC Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

December 12, 2017

M. J. GOSS MOTOR CO.
1415 ADAMS AVE
LA GRANDE, OR 97850

Subject: 2004 GMC Envoy XL
Customer [redacted]
VIN: 1GKET16S7462[redacted]
REF SR:1-[redacted]

Dear M. J. GOSS MOTOR CO.:

[redacted] will bring a certified check or money order in the amount of $15,620.43 made payable to General Motors Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $37,582.43 to Wells Fargo Financial Acceptance. 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 Tuesday May 16, 2006. If you have any questions you may reach me at 866-802-6625 ext1102.

M. J. GOSS MOTOR CO. 114410 Management Agent's Signature and Title.

M. J. GOSS MOTOR CO. 114410 Management Agent's Printed Name and Title.

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 03/22/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Union, Or [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Mobile
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2004 / Gmc / Envoy
11.VIN (17 Digits): [redacted] 12.Current Mileage: 22,023
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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.

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.

March 24, 2006

Re vs Pontiac/GMC Division # VIN: 1GKET16S74 [redacted]

[redacted]

UNION OR[redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer has accepted the offer made by Rodney Cross representing Pontiac/GMC Motor Division for a voluntary repurchase of her 2004 Pontiac/GMC Envoy. The consumer will be charged $9.811.00 for usage based on 20,000, minus $5,000 rebate and incentives. The manufacturer shall provide the consumer a copy of the final repurchase figures for review and signature. The repurchase transaction shall be completed within sixty days from the date of this letter. The manufacturer shall contact the consumer to arrange a mutually agreeable location for the transaction.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Carolyn Hill at Extension 509

cc: Rodney Cross

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
CRO4423D87

Last

First

Timestamp
2006-03-24-12.49.08.000000

Division
GM

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

2004 ENVOY XL SLE 4WD (4-DOOR) PONTIAC/GMC DIVISION
50U SUMMIT WHITE /L6G GENERAL MOTORS CORPORATION
92H DARK PEWTER 100 RENAISSANCE CENTER
ORDER NO. HGHJS6/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK ET16 S7 46[redacted] VEHICLE INVOICE [redacted]
**********48*40083S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15806 ENVOY XL SLE 4WD (4-DOOR)	33570.00	30380.85	INVOICE 06/28/04
BVE RUNNING BOARDS	375.00	322.50	SHIPPED 06/28/04
C7H GVW RATING - 6,400 LBS	N/C	N/C	EXP I/T 07/14/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 07/14/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	PRC EFF 06/28/04
G80 LOCKING DIFFERENTIAL	270.00	232.20	KEYS S081K S081K
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	WFP-S QTR OPT-1
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	BANK: KEYBANK NAT
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	CHG-TO 40-083
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	SHIP WT: 4931
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	HP: 32.1
1SB SLE ENHANCED PACKAGE	955.00	821.30	GVW: 6400
* LUGGAGE RACK CROSS BARS			GVWF: 3200
* POWER DRIVER SEAT			GVWR: 3400
* LIGHTED VANITY VISOR MIRRORS			GMS: 31644.25
* ELECTROCHROMIC ISRV MIRROR			SUPPLR: 33068.24
* POWER/HEATED OSRV MIRRORS			MRM: 36055.00
* REAR DEFOGGER			NTR: 1/2
			DAN: ED
			MEMO 1693.50

TOTAL MODEL & OPTIONS	35370.00	31945.35	ACT 237 31569.25
DESTINATION CHARGE	685.00	685.00	H/B 261 1061.10
LAM GROUP CONTRIBUTION		176.85	
			EXP 65A 176.85
TOTAL	36055.00	32807.20	PAY 310 32807.20
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31242.55	

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

STIRLING PONTIAC-GMC-BUICK

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.

March 24, 2006

Re: Fallow vs Pontiac/GMC Division # PGM0642622 VIN: 1GKET16S746[redacted]

[redacted]
UNION OR[redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer [redacted] has accepted the offer made by Rodney Cross representing Pontiac/GMC Motor Division for a voluntary repurchase of her 2004 Pontiac/GMC Envoy. The consumer will be charged $9.811.00 for usage based on 20,000, minus $5,000 rebate and incentives. The manufacturer shall provide the consumer a copy of the final repurchase figures for review and signature. The repurchase transaction shall be completed within sixty days from the date of this letter. The manufacturer shall contact the consumer to arrange a mutually agreeable location for the transaction.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Carolyn Hill at Extension 509

cc: Rodney Cross

December 12, 2017

[redacted]
Given, WV [redacted]

Service Request [redacted]
Customer Relationship Manager: Ian Duncan

Dear Mr. [redacted] o:

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 1GNDT13S352[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 03/21/2006 and ending on 03/21/2007 and begins with 16,500 and ends with 28,500 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]
Laporte, IN [redacted]7

Service Request: [redacted]1
Customer Relationship Manager: Ryan Keene

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]
Hurricane, WV [redacted]

Service Request [redacted]
[redacted] Lane Evans

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.

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

Thank you for the opportunity to review this matter.

Sincerely,

GMC Division
General Motors Corporation

December 12, 2017

[redacted]
York Haven, PA [redacted]

Service Request [redacted]
Customer Relationship Manager: Peter Murphy

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 1GNDT13S252[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on April 10, 2006 and ending on April 10, 2007 and begins with 11,200 and ends with 23,200 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.

Premium Service Coverage for Your Leased GM Vehicle

When you lease a GM car, truck or van, you're looking forward to a trouble-free period of driving pleasure. If that's the case, protect your vehicle with Smart Protection, the vehicle service contract endorsed by General Motors.

Smart Protection protects you against unexpected covered repair costs by covering virtually every component of your vehicle in the event of mechanical failure beyond the warranty period - even if caused by wear and tear*. This is especially important if your lease term exceeds the vehicle warranty time or your actual mileage goes beyond the warranty limit.

If repairs are necessary, you can take care of them conveniently through any of the more than 7,000 GM dealerships across the United States and Canada.

With Smart Protection, you can enjoy your vehicle because you have security and peace of mind for the life of your vehicle service contract.



Smart Protection Coverage

Parts and Labor Costs

Virtually every mechanical, electrical and electronic component of your GM vehicle is covered against failure even if it results from wear and tear*. You're covered for parts and labor on:

- Engine
- Transmission / Transaxle
- Front / Rear-wheel-drive assemblies
- Fuel system
- Engine cooling system
- Heating and vehicle manufacturer-installed air conditioning systems
- Electrical, computer and audio systems
- Braking system components
- Suspension (Front / Rear)
- Steering system
- High-tech components
- Seals and gaskets
- Safety assemblies

Roadside Assistance

Smart Protection provides 24-hour-a-day roadside assistance anywhere in the United States and Canada by calling our toll-free number for:

- Flat tire change
- Towing
- Battery jump
- Locksmith / Key service
- Out-of-gas fuel delivery

Alternate Transportation

If your vehicle is repaired under Smart Protection, you're covered for alternate transportation. Smart Protection will pay the cost to rent a replacement vehicle or for public transportation (some limits apply) when:

- Two or more manufacturer's labor time guide hours are required for the repair, or
- Your vehicle is not drivable and must be kept overnight**

Designed to Meet Your Leasing Needs

Select the Smart Protection term that is best for your situation. Coverage is offered in flexible time/mileage increments to match the terms of your lease.

Smart Protection coverage may be purchased only at the time of lease inception. The cost of Smart Protection may

be added into your monthly lease payment.

In the event you want to sell or transfer your lease, Smart Protection can be transferred to the new owner for a small administrative fee.

There's no paperwork. If your vehicle needs repair, everything is handled by your GM dealer.

And you're covered for the life of your vehicle service contract. Smart Protection gives you peace of mind for the long run.

Component Coverage

- ### Covered Parts

  It's as simple as this: If it's not on the very short list of what's not covered, it's covered!

  For years, millions of customers have known that, "From the engine to the trunk lock, if a part breaks - *even if it results from wear and tear** - and it's not on the list of the few items not covered, the GM Protection Plan will pay for the repair - *whatever the part!"*

- ### Non-Covered Parts

  - Maintenance services and parts (refer to coverage agreement)
  - Glass
  - Lenses
  - Sealed beams
  - Light bu bs
  - Tires
  - Components not installed by the vehicle manufacturer
  - Bumpers
  - Sheet metal
  - Body panels and parts
  - Carpet
  - Hinges
  - Trim
  - Upholstery
  - Convertible or vinyl tops
  - Molding or bright metal
  - Air and water leaks
  - Wind noise
  - Odors
  - Weather-strips
  - Squeaks
  - Rattles
  - Paint
  - Rust
  - Carburetor
  - Contaminated fuel system
  - Exhaust system
  - Catalytic converter
  - Brake drums/rotors
  - Brake pads/shoes
  - Shock absorbers
  - Batteries
  - Spark plugs and wires
  - Manual clutch disc

  Every other part is covered!

Trust Smart Protection to

- Protect you from unexpected covered repair expenses
- Ensure covered repairs are made by GM trained technicians or the facility of your choosing
- Keep you moving

Take the Next Step

Ask your GM dealer for all the details on Smart Protection. Discover the coverage this premium vehicle leasing

service contract provides. Then relax and enjoy your GM vehicle knowing Smart Protection makes convenience part of your leasing experience . . . that's peace of mind.

For a complete description of coverage, services, conditions and items not covered, refer to the sample Smart Protection agreement. Parts used for Smart Protection-covered repairs may be new, used or re-manufactured.

To purchase a GM Protection Plan or MRP, contact your local GM dealer.

* Kentucky state law requires mechanical repair coverage be limited to defects in materials and workmanship.
** Please see Smart Protection agreement for details.

JUN-28-2006 10:22 From: To:Fax Server P.1/1

WISCONSIN

0018634

Certificate of Vehicle Registration

Plate Number	Registration	Chassis	Gross Weight	Period	Product Number	Registration Number
[redacted]	AUT AUT	TRUK		A	GRAY	

Vehicle Identification Number	Year	Make	Expiration Date	Amount Received
1GNDT13S1[redacted]	2005	CHEV	02/23/2007	$ 55.00

This Registration Certificate is not a Title. Not Valid for Transfer of Ownership.

Contact the Division of Motor Vehicles at: 414-265-1145 608-261-2563 800-924-3570

www.dot.wisconsin.gov

[redacted]

OWNER: VAULT TRUST
LESSEE: HELLER MARVIN J
112 SWAIN ST APT 108
CHASEBURG, WI 54621-9702

[redacted]

[redacted]

:.N..... 1GNDT13S1 522[redacted]
ner Name.....[redacted]
reet Address...[redacted]
cy..... CHASEBURG State WI Zip [redacted]
lephone..... Home..[redacted] Work...[redacted]
ner Phone No... - - Send Mail... Y(Y/N)
nail Address...
st. Control No. [redacted] (Only Needed for Charge Sales)
leseperson..... 650 Delivery Date... 02/24/05 Delivery Miles.. 42

----Activity----
|No.R.O.'s 3 |
|Total$s 35 |
|Later 03/13/06 |
|Miles 9944 |

- - - - - Vehicle Information - - - - -

ar..... 05 Make..... CHEVROLET
del..... TRAILBLAZE Color..... GRAY 62U
ate No..... Stock No.... [redacted]
y No. Ign..... [redacted] Key No.Trk..
ServiceDate.... 02/24/05 Prod. Date.. 00/00/00
rranty Type.... SMART PROTECTIO Warr.Expires. 02/24/09 Miles 48000
RV CONT # ..... ENGINE/TRANS.....
DY TYPE ..... COMMENT #4 .....
rvAdvisor..... Tech/Team Cd.

---

n ID#: 52281692 Repair Order#[redacted] Status Cd: C
) Date: 03/09/06 Inv Date: 03/13/06 Mileage: 9944 Act/Est: A Serv Adv: AH
ontrol#: 50374 Inv Letter: F G/L Group: 1 Coupon$: 0.00 ShopChg: Y
G(1) 0.00 C WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
G(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
G(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

- - - - -

n ID#: 52281692 Repair Order#: [redacted] Status Cd: C

ne#: C OperNo: Z7902 FailCode: 99 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU
2_DAYS RENTAL

ne#: D OperNo: FailCode: Hours: 0.00 Rate: 1 Amount$: 0.00 Tech: A00
yType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
FILLED WITH GAS ---$19.33

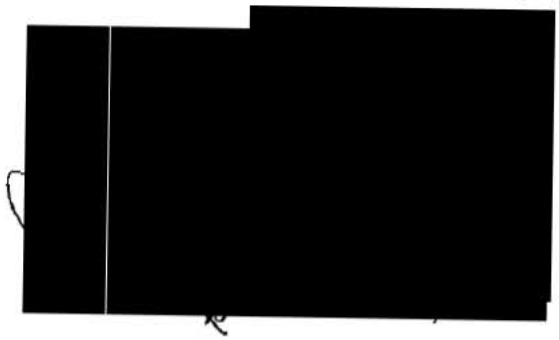
n ID#: [redacted] Repair Order[redacted] Status Cd: C
Date 02/06/06 Inv Date 02/16/06 Mileage: 9156 Act/Est: A Serv Adv: BK
ntrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
G(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
G(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
G(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

ne#: A OperNo: C1106 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: E
WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
tory: Version: 1 Created: 02/06/2006 15:12
TEST DROVE VEHICLE. OBSERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

ine#: B OperNo: C1105 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: BE
WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
tory: Version: 1 Created: 02/06/2006 15:13
TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

ine#: C OperNo: J6354 FailCode: 3L Hours: 0.70 Rate: 2 Amount$: 51.89 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: VL GMLabHrs: 0.70 GMOthHrs: 0.00 GMFP: GM Auth:
LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
tory: Version: 1 Created: 02/06/2006 15:14
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN

tory: Version: 2 Created: 02/14/2006 13:05
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN



1 ID#: 52281692 Repair Order#: [redacted] Status Cd: C
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN
ory: Version: 3 Created: 02/14/2006 13:25
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

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ne#: D OperNo: R9995 FailCode: 9Z Hours: 0.30 Rate: 2 Amount$: 22.24 Tech: A17
yType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: 07 GMLabHrs: 0.30 GMOthHrs: 0.00 GMFP: GM Auth:
SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:14
FOUND DRIVERS SEAT ADJUSTER TO BE JAMBED CAUSING SEAT NOT TO MOVE
ory: Version: 2 Created: 02/14/2006 13:06
CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO PAR BACK POSITION

---

ne#: E OperNo: FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A17
yType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:15
TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE, NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

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ine#: F OperNo: 02TECH FailCode: Hours: 0.40 Rate: 1 Amount$: 9.95 Tech: A17
ayType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
TIRE ROTATION
PERFORM TIRE ROTATION
tory: Version: 1 Created: 02/06/2006 15:15
ROTATED TIRES

---

ine#: G OperNo: Z7901 FailCode: 98 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
ayType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1_DAYS RENTAL

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in ID#: 52281692 Repair Orde[redacted] Status Cd: C
O Date: 12/13/05 Inv Date 12/16/05 Mileage: 8057 Act/Est: A Serv Adv: AR
ontrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: C1140 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
ayType: W Sp G/L#: PP: 15205660 CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:

n ID#: [redacted] Repair Order#: [redacted] Status Cd: C
MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE
IS FALLING OFF. CHECK AND ADVISE
ory: Version: 1 Created: 12/13/2005 12:15
FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT
REAR WHEELHOUSE WEATHERSTRIP.

---

ne#: B OperNo: B7966 FailCode: 3A Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:
MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.
ory: Version: 1 Created: 12/13/2005 12:15
ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.

---

ne#: C OperNo: 01TECH FailCode: Hours: 0.50 Rate: 1 Amount$: 7.50 Tech: A17
yType: C Sp G/L#: FP: KITPF61 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
LUBE OIL AND FILTER CHANGE
LUBE OIL AND FILTER CHANGE
ory: Version: 1 Created: 12/13/2005 12:16
LOF

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ne#: D OperNo: FailCode: Hours: 0.70 Rate: 3 Amount$: 29.40 Tech: A17
yType: I Sp G/L#: FP: FLAPS CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND
ATTATCHED TO RO.
ory: Version: 1 Created: 12/13/2005 10:22
INSTALLED 4 BRENENGEN FLAPS.
A17

---

ne#: E OperNo: C1141 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: 15205661 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth: B
OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.
ory: Version: 1 Created: 12/13/2005 12:16
FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR
WHEELHOUSE WEATHERSTRIP.

---

in ID#: 52281692 Repair Order#: [redacted] Status Cd: C
O Date: 02/22/05 Inv Date: 02/22/05 Mileage: 8 Act/Est: A Serv Adv: DA
ontrol#: Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 C WarrTyp: Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: PDI FailCode: Hours: 1.30 Rate: 2 Amount$: 92.82 Tech: A17
ayType: I Sp G/L#: 464 FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
PERFORM PRE DELIVERY INSPECTION
tory: Version: 1 Created: 02/22/2005 12:16
INSPECTED

ODOMETER MILEAGE STATEMENT

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

I, BRENENGEN CHEVROLET, INC (Transferor's Name — Print) state that the odometer now reads 42 (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 CHEVROLET

Model TRAILBLAZER

Body Type TRUK

Vehicle Identification Number 1GNDT13S15[redacted]

Year 2005

Transferor's Name BRENENGEN CHEVROLET, INC

Transferor's Address 990 W CITY HIGHWAY 16 (Street)

WEST SALEM WI 54669 (Zip Code)

Transferor's Signatur[redacted]

Date of Statement 02/24/2005

Transferee's Name GMAC

Transferee's Address P O BOX 8121

COCKEYSVILLE MD 21[redacted] (Zip Code)

Transferee's Signature [redacted]

GMAC 5033 (Rev. 4-89)
Printed in U.S.A. 500M 5/00

TRANSFEROR

BRANCH DEALER ACCOUNT NO.

MAC- Insurance Information Form To be completed by Branch

– LESSEE

SEE FIRST NAME [redacted] MI [redacted]

R LESSEE BUSINESS NAME

ITY [redacted] ST WI ZIP CODE [redacted]

AGENCY ADDRESS

AMERICAN FAMILY INS Dick Von Ruden
Agency

1901 STATE ROAD
Street Address

LA CROSSE WI 54601
City State Zip

INTERNAL USE ONLY

- ☐ Lease Assignment
- ☐ Flat Cancellation Replaces Lease
- ☐ Employee Lease Used Vehicles
- ☐ Multiple Leases
- ☐ Physical Damage Waived Comp____ Coll____
- ☐ Substitution of Vehicle

AGENCY CONTACT—FIRST INITIAL AND LAST NAME

D I C K V O N R U D E N

AGENCY PHONE

6 0 8 - 7 8 2 - 5 7 9 0

INSURED—MUST BE NAMED ON LEASE—FIRST NAME MI LAST NAME

[redacted]

INSURANCE COMPANY

A M E R I C A N F A M I L Y I N S

POLICY NUMBER

[redacted]

EFFECTIVE DATE (MM, DD, YY)

1 0 / 1 5 / 0 4

EXPIRATION DATE (MM, DD, YY)

0 4 / 1 5 / 0 5

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverages as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. I also acknow[redacted]ment and authorize the agent to place coverages as required.

[redacted] 02/24/2005

Lessee's Signature Date

2 - COVERAGE REQUIREMENTS

	PASSENGER CAR/LIGHT DUTY TRUCK	TRUCKS OF 10,000 LBS. GVW OR MORE
Liability:	$100,000/300,000 Bodily Injury, $50,000 Property Damage (minimum) or $300,000 **($500,000 In FL)** Combined Single Limit	$100,000/$300,000 Bodily Injury and $1,000,000 umbrella, $50,000 Property Damage (minimum) or $1,000,000 Combined Single Limit
Comprehensive/Collision:	$500 Deductible (maximum)	$1,000 Deductible (maximum)

ENDORSEMENT NAME

"Additional Insured" and **"Loss Payee"** endorsement is: **GMAC and its successors and assigns**

ENDORSEMENT MAILING ADDRESS

It is imperative that this address be used for all insurance notifications:

c/o PDP Services
P.O. BOX 650100
Hunt Valley, MD 21065-0100

3 – DEALER

VEHICLE IDENTIFICATION NUMBER

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

Liability Confirmed	☒ Yes ☐ No
Comprehensive Confirmed	☒ Yes ☐ No
Collision Confirmed	☒ Yes ☐ No
Endorsements Confirmed	☒ Yes ☐ No
PDP Address Confirmed	☒ Yes ☐ No

Person Contacted at Agency: DICK VON RUDEN

Dealer Verification By: SUSAN M MACK **Date:** 02/24/05

Dealership Name: BRENENGEN CHEVROLET **Tel. No.** (608-786-0400

4 – AGENT

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to **PDP Services, P.O. Box 650100, Hunt Valley, MD 21065-0100.** Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays and may result in additional requests for information.

GMAC 685 SL 1/2003

No. 0265 P. 6

TRIPLICATE ORIGINAL - DEALER

MAY. 12. 2006 9:23AM

[redacted]

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER | CSG NUMBER | DEALER NUMBER: 280614

[redacted]

DATE OF BIRTH (MMDDYY): [redacted]

[redacted] MI [redacted] [redacted]

PO BOX NUMBER | CURRENT STREET NUMBER [redacted] | CURRENT STREET NAME (MAILING ADDRESS) [redacted]

CITY: LaCrosse | STATE: WI | ZIP CODE [redacted]

(AREA CODE) HOME PHONE [redacted] ● Own ○ Rent ○ Other ○ Family | MTG PAYMENT OR RENT: 0 | TIME AT ADDRESS: 3 YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): Three Rivers Bus | OCCUPATION: Mechanic

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

(AREA CODE) BUSINESS PHONE [redacted] | GROSS ANNUAL INCOME (ALL SOURCES): 35,000 | TIME EMPLOYED: 2 YRS MOS

○ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van ○ Demo ○ Off-Lease ○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | EST. PAYMENT | SEC DEP

NET TRADE | (yr) TRADE-IN (make) | MILEAGE (thousands) | UPFIT COST

CASH/CAP RED/REBATE | VEHICLE YR | MAKE | CYL | # of UNITS | COST OF CHASSIS

CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

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

LAST NAME OR BUSINESS NAME [redacted] | DATE OF BIRTH (MMDDYY) [redacted]

[redacted] MI [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 ○ Rent ○ Other ○ Family | MTG PAYMENT OR RENT | TIME AT ADDRESS YRS MOS

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

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

(AREA CODE) - BUSINESS PHONE - | GROSS ANNUAL INCOME (ALL SOURCES): 7,704 | TIME EMPLOYED YRS MOS

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.

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

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

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 (1) I have read and agree[redacted]r side, and (2) I have received and read the GMAC Privacy Notice.

[redacted] X[redacted] Date 2/23/05 [redacted] Date 2/23/05 [redacted]

[redacted] Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

Dealership Name BRENENGEN CHEVROLET, INC

Lessee Name [redacted]

Lease Term (months) 48 New/Used N

Effective Rate (to be completed by GMAC)

MAXIMUM AMOUNTS	Maximum Vehicle Price Component	Maximum Residualizable Amount
1. MSRP from Factory Invoice	$ 38040.00	$
Times Markup Factor	x %	
2. Allowable Markup	= $	
Option Package Discounts (PEG)		+ $
3. Plus Dealer Installed Options Capitalized and Residualized (itemize below):		
	+ $	+ $
	+ $	+ $
	+ $	+ $
Plus Dealer Installed Options Capitalized Only (itemize below):		
	+ $	
	+ $	
	+ $	
Minus Equipment Removed from Vehicle (MSRP Amount) (itemize below):		
	− $	− $
	− $	− $
Total of Dealer Installed Options	= $	
4A. Maximum Vehicle Price Component (if new vehicle, 2 + 3)	= $	
4B. Maximum Residualizable Amount		= $ 38040.00

CAPITALIZED COST

5. Agreed Upon Value of the Vehicle (not to exceed 4A)		$ 34595.75
6. GMAC Administrative Fee		+ $ 595.00
7. Amounts Levied at Lease Inception and Not Included in Amount Due at Lease Signing or Delivery:		
Title Fees	$ NA	
License Fees	+ $ NA	
Registration Fees	+ $ NA	
Sales/Use Tax (on capitalized cost reduction)	+ $ NA	
Other Tax (describe)	+ $ NA	
Other (describe)	+ $ NA	
Total	→	+ $ NA
8. Optional Service Contract		+ $ 780.00
9. Optional Life Insurance		+ $ NA
10. Optional Disability Insurance		+ $ NA
11. Gross Capitalized Cost		= $ 35970.75
12. Less Capitalized Cost Reduction (other than net trade-in value):		
Cash	$ NA	
Rebates (which do not reduce the agreed upon value of the vehicle)	+ $ 2250.00	
Other (describe)	+ $ NA	
Total	→	− $ 2250.00

(continued in next column)

13. Less Net Trade-In Value:		
Gross Trade-In Value	$ 22000.00	
Less Payoff	− $ 22000.00	
Net Trade-In Value	→	− $ NA
14. Adjusted Capitalized Cost		= $ 33720.75

MILEAGE FACTORS	Extra Mileage Charge	Allowed Mileage
Starting Odometer Mileage (If new vehicle with more than 500 miles or used vehicle, special considerations apply.)		42
15. Anticipated Mileage for Term	48000	
16. Standard Mileage Allowance for Term	− 48000	+ 48000
17. Extra Mileage for Term	=	+
18. Times Extra Mileage Cost/Refund Rate (per mile)	x $ .20	
19. Total Cost for Extra Miles Allowance	= $ NA	
20. Total Allowed Mileage		= 48042
21. Annual Mileage (from 15 ÷ term) x 12 mos.		12000

RESIDUAL VALUE

22. Maximum Residualizable Amount (from 4B)		$ 38040.00
23. Times Residual Percentage		x % 50.00
24. Subtotal		= $ 19020.00
25. Less Total Cost for Extra Miles (from 19)		− $ NA
26. Beginning Mileage Adjustment and Other Factors Affecting Depreciation		+/− $ NA
27. Residual Value		= $ 19020.00

TOTAL MONTHLY PAYMENT

28. Base Monthly Payment		$ 417.54
29. Additions to Base Monthly Payment:		
Monthly Sales/Use Tax	5.50 %	+ $ 22.96
Personal Property Tax	NA %	+ $ NA
Other (describe)		+ $ NA
Other (describe)		+ $ NA
30A. Total Monthly Payment		= $ 440.50
30B. Total of Monthly Payments (from 30A x Term 48)		= $ 21144.00

DEPRECIATION AND ANY AMORTIZED AMOUNTS

31. Adjusted Capitalized Cost (from 14)	$ 33720.75
32. Less Residual Value (from 27)	− $ 19020.00
33. Depreciation and Any Other Amortized Amounts	= $ 14700.75

RENT CHARGE

34. Base Monthly Payment (from 28)	$ 417.54
35. Times Lease Term	x 48
36. Total of Base Monthly Payments	= $ 20041.92
37. Less Depreciation and Any Other Amortized Amounts (from 33)	− $ 14700.75
38. Total Rent Charge	= $ 5341.17

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May. 12. 2006 9:24AM

AMOUNT DUE AT LEASE SIGNING OR DELIVERY

39. Capitalized Cost Reduction (other than trade) (from 12):			
Cash	$ NA		
GM Card Rebate	+ $ NA		
Other Rebates (which do not reduce the agreed upon value of the vehicle) (describe)	+ $ 2250.00		
Other (describe)	+ $ NA		
Total	→	$	2250.00
40. Net Trade-In Value (from 13)		+ $	NA
41. First Monthly Payment		+ $	440.50
42. Refundable Security Deposit		+ $	NA
43. Additional Amounts:			
Title Fees	$ 35.00		
License Fees /DOC. FEE /NYSI	+ $ 78.50		
Registration Fees	+ $ NA		
Sales/Use Tax (on capitalized cost reduction)	+ $ 123.75		
44. Other (describe)		+ $	NA
45. Amount Due at Lease Signing or Delivery		= $	2927.75

PURCHASE OPTION AT END OF LEASE TERM

46. Residual Value (from 27)	$	19020.00
47. Purchase Option Fee	+ $	NA
48. Purchase Option at End of Lease Term	= $	19020.00

AMOUNT DUE DEALER FROM GMAC

49. Adjusted Capitalized Cost (from 14)		$	33720.75
50. Less Cash Adjustments:			
First Monthly Payment	$ 440.50		
Refundable Security Deposit	+ $ NA		
Total	→	- $	440.50
51. Other (describe)		+/- $	NA
52. Less GMAC Administrative Fee (from 6)		- $	595.00
53. Amount Due Dealer		= $	32685.25

BILL OF SALE AMOUNT

54. Bill of Sale Amount:			
Agreed Upon Value of the Vehicle (from 5)	$ 34595.75		
Less Capitalized Cost Reduction (other than net trade-in value) (from 12)	- $ 2250.00		
Less Net Trade-In Value (from 13)	- $ NA		
Total	→	= $	32345.75

LIMITATIONS

Markup Factor Maximum: 110% of MSRP (120% for CMI vehicles).

Dealer Installed Options Capitalized and Residualized:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.
Residualizable amount – Record the amount listed in the RVLG New Vehicle Dealer Installed Options section.

Dealer Installed Options Capitalized Only:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.

Note: Information pertaining to GMAC policies and requirements is current as of the date of printing of this worksheet. GMAC may change its policies and requirements at anytime.

Mileage and Term Considerations:

		New		Used			
		Current Series	Prior Model Year	Current Series	One Year	Two Years	Three Years
Maximum Term (months)		60	48	48	36	36	24
Standard Beg. Mileage		0	0	0	15,000	30,000	45,000
Beg. Miles May Not Exceed		500'	500'	30,000	45,000	45,000	60,000
'501 or more	Not Demo or PEP	Follow used vehicle guidelines.					
'501-7,500	Demo only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					
'501-25,000	PEP only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					

Salesperson FRANK P SMABY Submitted to GMAC _____ Time 02/24/2005 Date

_____ Approved By _____ Time _____ Date _____ Application Number

Program Lease Factor: _____
Dealer Factor: _____
Total Lease Factor: 5.00

Vehicle Description: Year 2005 Make CHEVROLET Model TRAILBLAZE VIN 1GNDT13S1[redacted]

No. 0265 P. 9
May. 12. 2006 9:24AM

GMAC Credit/Lease Application

Next

Dealer:	28061A	SPB:	121		
Business Type:					
Applicant:	[redacted]	SSN/TIN:	[redacted]	Birthdate:	[redacted]
Address:	[redacted] LA CROSSE, WI [redacted]	Time at Address:	03 yrs, 00 mos	Home Phone:	[redacted]
		Mtg Pmt/Rent:	$0 (O)		
Employer:	THREE RIVERS BUS	Occupation:	MECHANIC	Business Phone:	[redacted]
		Time Employed/In Business:	02 yrs, 00 mos		

Gross Income: **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.**
$35000 Annually

Line of Business:	SmartLease	New/Used:	New
Product Use:	Personal	Credit Line:	No
Type:	Light Truck	Special Plan Options:	

Vehicle Options:

Cash Selling Price:	$35790	MSRP:	$35390
Net Trade:	$0	Est Payment:	$440
Cash/Cap Red/Rebate:	$2500	Sec Dep:	$0
Cap Cost/Unpd Bal:	$33290		
Vehicle Yr:	2005	Trade Yr:	2004
Make:	CHEVROLET	Trade Make:	CHEV
Model:	CT15506	Upfit Cost:	$0
Description:	TRAILBLAZER LT 4WD	Cost of Chassis:	$0
Cyl:	6	# of Units:	1
Mileage:	12000		
Term (mos):	48		

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU:

NAME: _____

ADDRESS: _____ PHONE: _____

This application will be submitted to GMAC, 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 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.

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○ To opt-out now – Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

By signing this application, I certify that the information in my application is complete and true. I authorize the dealer, GMAC, GMAC Automotive Bank, C. O. L. Trust (if this is a lease application), and Nuvell Credit Corp. (if this is a purchase application) to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me as permitted by law. If an account is created, I authorize the obtaining of credit reports for purposes of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Notice to Wisconsin Residents:

Please Indicate:

- ● Married
- ○ Unmarried (includes single, divorced, widowed)
- ○ Separated

No. 0265 P. 10
May. 12. 2006 9:25AM

If married or separated and spouse is not a co-applicant, please provide:

Non-applicant spouse's name Applicant

Non-applicant spouse's address _____

Notice: The interest of the creditor will not be adversely affected by a provision of a marital property agreement, a unilateral statement under Wisconsin Statutes § 766.59 or a court decree under Wisconsin Statutes § 766.70, unless you furnish a copy of such agreement, statement or decree to the creditor, or the creditor has actual knowledge of such provision before credit is granted.

NON-APPLICANT SPOUSE'S WAIVER OF NOTICE: I agree to waive notice of any extension of credit in connection with this application.

Non-applicant spouse signs (if available) _____ Date _____

By signing below, I certify that (1) I have read and agree to the terms of this application , and (2)I have received and read the GMAC Privacy Notice.

Signature: [redacted] Date: 2/24/05

No. 0265 P. 11
May. 12. 2006 9:25AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

UST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

ST. LABOR RATE	DELIV. DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

Motor vehicle repair practices are regulated by chapter TCP 132, Wis. Adm. Code, administered by the Bureau of onsumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

NE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

PERFORM PRE DELIVERY INSPECTION
INSPECTED

PDI A17 6143 I

Line Total.....

TOTAL-AMOUNT NoCharge

SIGNATUR COPY - PAGE 01

STATEMENT OF DISCLAIMER

ANTY INFORMATION. The parts checked "Warranty" on the face side of are covered by a manufacture's warranty, copies of which are lable thorough the selling dealer. There are no other warranties icable to the parts or service furnished in this repair, The dealer ot a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge	
261A	92.82					

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
	1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
*	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge	
261A	92.82					

INTERNAL COPY - PAGE 01

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

May. 12. 2006 9:26AM No. 0265 P. 14

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	8	02/22/05 10:53	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
		- -	- -	5402	00/00/00	DA 6036	

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	SERVICE CONTRACT	EXPIR.DATE	EXP.MILES	
	00/00/00	8		00/00/00		

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

3. I DO NOT WANT AN ESTIMATE.
YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

X [signature] ___CASH ___CHARGE

T TYPE	OP-CODE	LABOR INSTRUCTIONS		
I	PDI	PERFORM PRE DELIVERY INSPECTION	561	92.8

1.3
1.1

27000 1.3

1.1 A17

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

May. 12. 2006 9:26AM No. 0265 P. 15

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number: 1GNDT13S15[redacted]

Dealer/BAC Code: 18123

Stock # [redacted]

Repair Order # [redacted]

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:

- [x] Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 38 **RF** 30 **LR** 35 **RR** 35

- [x] Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- [x] Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- [x] Verify RPO and RPA options
- [x] Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 2 **After** 6

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:

- [x] Engine Performance: Cold start, idle quality
- [x] HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- [x] Radio, cassette and CD player (regular, steering wheel and rear controls)
- [x] Steering wheel – center position
- [x] Steering for leads, pulls, vibration at idle, vibration while driving
- [x] Wipers, delay and washers (front and rear)
- [x] Brakes for noise, pulls, vibration or shudder at both high and low speeds
- [x] Unusual wind noise
- [x] Unusual noises/vibrations
- [x] Squeaks and rattles
- [x] Transfer case or TAPshift function (if equipped)
- [x] Cruise/adaptive cruise (if equipped)
- [x] OnStar for connectivity (if equipped)
- [x] Transmission shifter, clutch, noise, shift smoothness
- [x] Engine performance: Hot start, idle quality
- [x] Check for MIL, SES, SVS, and warning lights

Under Hood:

- [x] Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 13.2

DATE 2-05 **INITIAL** 15

- [ ] Remote hood release, latch and hood safety latch
- [x] Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- [x] Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- [x] Fluid levels: Add as required

Body/Chassis:

- [x] Doors, locks, keys and keyless entry system
- [ ] Check child safety door/window locks are in normal (unlocked) position (if equipped)
- [x] Neutral start safety switch (if equipped)
- [x] Power mirrors (if equipped)
- [x] Horn
- [x] Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- [x] Seat belts: material, operation and latches
- [x] Child Comfort Guide – elastic cord visible (if equipped)
- [x] Removable top/panel, convertible top
- [x] Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- [x] Trunk safety release (if equipped)
- [x] 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:

- [x] Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- [x] Brake/fuel lines secured in clips
- [x] Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- [x] Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- [x] Install floor mats (if equipped)
- [x] Thorough exterior wash and dry; check for water leaks
- [x] Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- [x] Erase all messages on voice recorder (if equipped)
- [x] Reset fuel economy readings
- [x] Set clock/calendar to local time
- [x] Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- [x] Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Lawrence Sotte — Technician (Print Name)

Des Atchison — Service Manager (Signature)

2-20-05 — Date

May. 12. 2006 9:27AM No. 0265 P. 16

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.						
	C1140	2W	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
	X 15205660 WEATHERST			1	W	37.59	26.85
				Line Total.....		51.87	26.85
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.						
	B7966	3A	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
				Line Total.....		14.28	
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
**	INSTALLED 4 BRENENGEN FLAPS.						
	A17						
			A17 6143	.70	I	29.40	

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTIAL DAMAGES.

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

No. 0265 P. 17

MAY. 12. 2006 9:27AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

UST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
	FLAPS BRENENGEN		2	I	15.00	12.00
			Line Total.....		44.40	12.00

OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.

	C1141	2W	A17 6143	.20	W	14.28
Auth:B	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0
	X	15205661	WEATHERST	1	W	30.07 21.48
				Line Total.....		44.35 21.48

462	42.84-	14.34	TOTAL-CASH	225	NoCharge
480	67.66-	48.33			
463	29.40-	16.73			
481	15.00-	12.00			
263	110.50				
331A	44.40				

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STATEMENT OF DISCLAIMER

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

No. 0265 P. 18
May. 12. 2006 9:28AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE					
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.					
	C1140	2W	A17 6143	.20	W	
	X	15205660	WEATHERST	1	W	
				Line Total.....		
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.					
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.					
	B7966	3A	A17 6143	.20	W	
				Line Total.....		
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.					
*	INSTALLED 4 BRENENGEN FLAPS.					
	A17					
			A17 6143	.70	I	
			FLAPS BRENENGEN	2	I	
				Line Total.....		

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:28AM No. 0265 P. 19

BRENENGEN CHEVROLET

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[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LIST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
E	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.					
	C1141	2W	A17 6143	.20	W	
	X	15205661	WEATHERST	1	W	
			Line Total.....			

TOTAL-CASH 225 NoCharge

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STATEMENT OF DISCLAIMER

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

No. 0265 P. 20
May. 12. 2006 9:28AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

CHASEBURG WI [redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
1	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
			Line Total.....				
3	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
			Line Total.....				
5	LUBE OIL AND FILTER CHANGE LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
			Line Total.....			22.43	13.87
7	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
9	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:29AM No. 0265 P. 21

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	8057	12/13/05	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	A17 6143			.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:29AM No. 0265 P. 22

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
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www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	
1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TRG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
			Line Total.....				
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
			Line Total.....				
C	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
			Line Total.....			22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

WARRANTY COPY - PAGE 01

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

May. 12. 2006 9:30AM No. 0265 P. 23

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

UST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN.SERV.DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

Motor vehicle repair practices are regulated by chapter TCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
		A17 6143		.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

WARRANTY COPY - PAGE 02

STATEMENT OF DISCLAIMER

RANTY INFORMATION: The parts checked "Warranty" on the face side eof are covered by a manufacture's warranty, copies of which are ilable thorough the selling dealer. There are no other warranties licable to the parts or service furnished in this repair. The dealer not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

No. 0265 P. 24
May. 12. 2006 9:30AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
				Line Total.....			
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
				Line Total.....			
C	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
				Line Total.....		22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

INTERNAL COPY - PAGE 01

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

No. 0265 P. 25
May. 12. 2006 9:37AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	8057	12/13/05	02/24/05

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LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
		A17 6143		.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
E	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

INTERNAL COPY - PAGE 02

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

No. 0265 P. 26
May. 12. 2006 9:31AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

Frank in Sal [redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	[redacted]	12/13/05 08:33	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]		[redacted]			00/00/00	AH 4978	

UST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES
	02/24/05	42	SMART PROTECTIO	02/24/09	48000

OU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU AVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE STIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR

ERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE ELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____ . PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

. I DO NOT WANT AN ESTIMATE.
OU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express [redacted] the vehicle to secure the

___CASH ___CHARGE

TYPE	OP-CODE	LABOR INSTRUCTIONS
W		MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE
		Owner states Check Pass rear also molding - [illegible] C1190 (.2) A17
W		MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF. (.2) 12-13-05 10:25 AM

LOF (.5)

(D)? 4 Brenengen Flaps - Wait until auth

OK (.7)

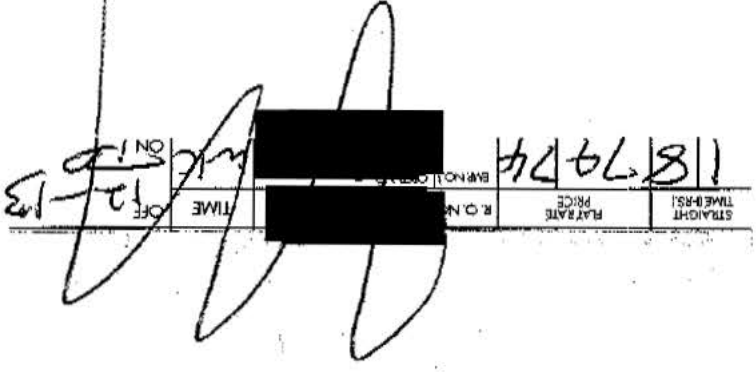
SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI	A17	PERFORM PRE	00		CUSTOMER	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE	.5	7.50			

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. N[redacted]	TIME	OFF 12-13
1 8	7 4 7 4	EMP. NO. [redacted]		ON



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 :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

No. 0265 P. 29
May. 12. 2006 9:33AM

Report Date: 12/16/05 **** New Claim **** Report Time: 11:16

o-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	12/13/05	1GNDT13S152[redacted]	3	18-123	8057	387-02-4978	110.50

ustomer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

n	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
1		ON	1	15205660	37.59	2W	C1140	.2	.0	392-92-6143	.00	51.87		
2		ON				3A	B7966	.2	.0	392-92-6143	.00	14.28		
3		ON	1	15205661	30.07	2W	C1141	.2	.0	392-92-6143	.00	44.35	B	0090

Claim Summary

Total Parts:	67.66
Total Labor:	42.84
Total Net Item:	.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	110.50

May. 12. 2006 9:33AM No. 0265 P. 30

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152281692	[redacted]	02/16/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	9156	02/06/06	02/24/05

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W 37.07
Auth:E Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W 37.07
Auth:BE Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.

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

May. 12. 2006 9:33AM No. 0265 P. 31

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE. COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W 51.89
Auth: Claim Type: Complaint Cd: VL LaborHrs: 0.7 OtherHrs: 0.0
Line Total..... 51.89

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
* CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W 22.24
Auth: Claim Type: Complaint Cd: 07 LaborHrs: 0.3 OtherHrs: 0.0
Line Total..... 22.24

G RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1 DAYS RENTAL
Z7901 98
Auth: Claim Type: Complaint Cd: MJ LaborHrs: 0.0 OtherHrs: 0.0

OFFICE COPY - PAGE 02

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CUSTOMER SIGNATURE

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

May. 12. 2006 9:34AM No. 0265 P. 32

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP. CODE	FAIL-CD	TECH		HOURS/QTY	TYPE	AMOUNT
	X			RENTAL	1	W	37.00
				Line Total.....			37.00

462	148.27-	47.80		TOTAL-CASH	225	NoCharge
502	37.00-					
263	185.27					

OFFICE COPY - PAGE 03

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

May. 12. 2006 9:34AM No. 0265 P. 33

[redacted]

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
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Renta C

[redacted]	VEHICLE IDENTI[redacted]	MILEAGE OUT	DATE OUT	INV[redacted]	
	1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CLOSE	
CHASEBURG WI [redacted]	YEAR	MAKE	MODEL	COLOR	TAG NO.
	05	CHEVROLET	TRAILBLAZE	GRAY	00000

[redacted]	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[redacted]			00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	9156	02/06/06	02/24/05

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W

Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W

Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION

A17 6143

Line Total.....

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:35AM No. 0265 P. 35

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] A PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	[redacted]	[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH	A17	6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4[redacted]			2004 MALIBU		
	1 DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

OFFICE COPY - PAGE 03

STATEMENT OF DISCLAIMER

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BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]			00/00/00	BK 5252	CASH

COST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY.	TYPE	AMOUNT
A	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH-					
**	TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP TEST DROVE VEHICLE					
	C1106	3A	A17 6143	.50	W	
				Line Total.....		
B	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE					
**	TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP					
	C1105	3A	A17 6143	.50	W	
				Line Total.....		
C	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT.					
**	COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER					

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:36AM No. 0265 P. 37

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] A

PART - CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W
Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W
Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

A17 6143
Line Total.....

WARRANTY COPY - PAGE 02

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

May. 12. 2006 9:37AM No. 0265 P. 38

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CHOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4M[redacted]			2004 MALIBU		
	1___DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

WARRANTY COPY - PAGE 03

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

May. 12. 2006 9:37AM No. 0265 P. 39

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

Call Hell

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO
1GNDT13S152[redacted]	9156	02/06/06 09:02	[redacted]

[redacted]
CHASEBURG WI [redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	[redacted]	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]		[redacted]	[redacted]	00/00/00	BK 5252	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES
	02/24/05	42	SMART PROTECTIO	02/24/09	48000

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BU[redacted]XCEED_____
3. I DO NOT WANT AN ESTIMA[redacted]
YOU ARE ENTITLED TO RECEIV[redacted]ANY PART

1050

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you p[redacted]e herein on streets, highways or ela[redacted] and/or inspection. An express mec[redacted]ed on the vehicle to secure the amo[redacted]

x [redacted] _____ CASH ____ CHARGE

LN TYPE OP-CODE	LABOR INSTRUCTIONS
A W A17	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH- .5 Diagnosis to Drivers Repairs .5 A17
B W A17	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE .5 Diagnosis to Drivers Repairs .5
C W	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING. SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT. .7 .3 Diag .4 Program
D W	SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE .3 NPF Diag .3
E W	SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
F C 02TECH	TIRE ROTATION PERFORM TIRE ROTATION .4

G. Owner report the pass front seat belt gets tight & will not release - owner requests

Frank Called customer - 3:41 PM

- CONTINUED NEXT PAGE -

Called 2-9-06 @ Spoke w/ Marvin

- CONTINUED -

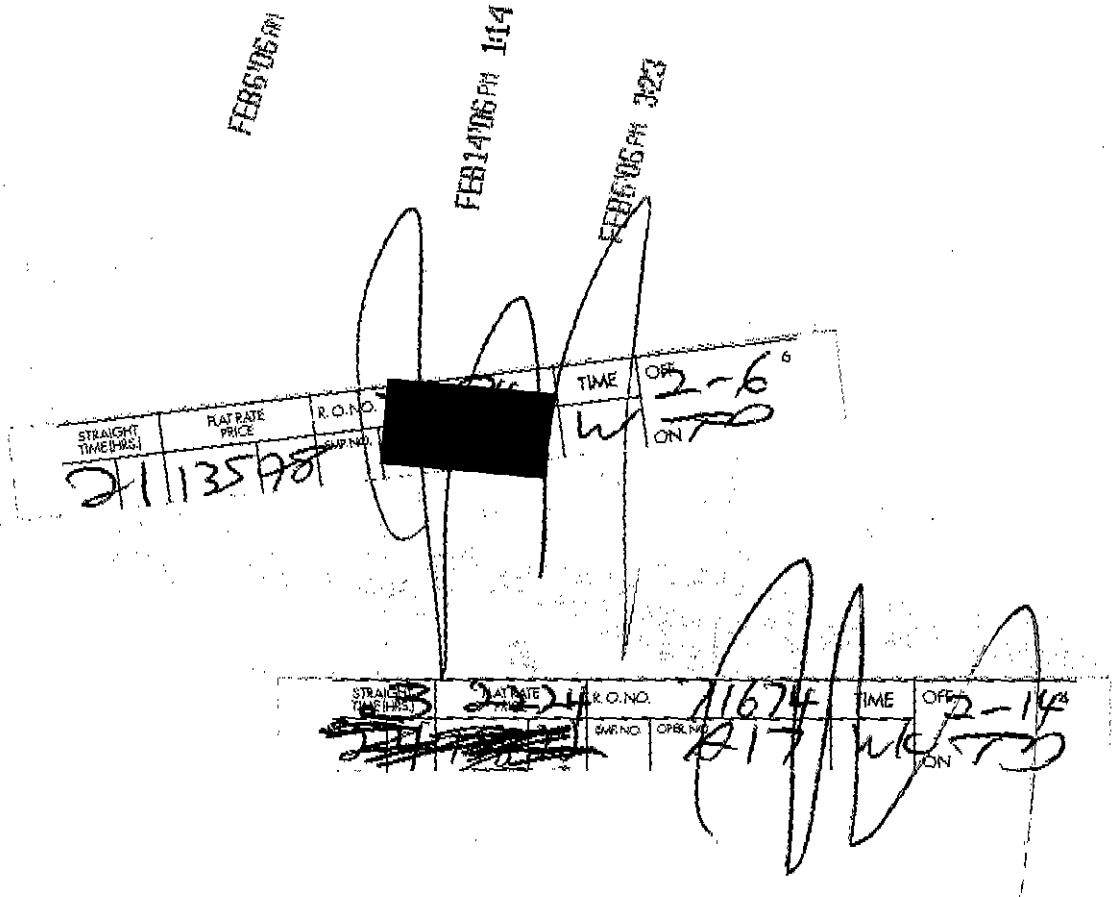
R.O.#

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S/A	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
	2/22/05	8	DA	IPDI	A17	PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH		A17	MOLDINGS-THE	WB7966	A17	MOLDINGS-THE	C01TECH	A17	LUBE OIL AND

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE



FEB6'06 PM

FEB14'06 PM 1:14

FEB6'06 PM 3:23

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O.NO.	[redacted]	TIME	OFF 2-6
21	135 78	SMP.NO.		W	ON 70

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O.NO.	11674	TIME	OFF 2-14
[illegible]	[illegible]	SMP.NO.	OPER.NO. 817	W	ON 70

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S152[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/13/2005	[redacted]	#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT	8057 miles

			- ALIGN OR REP	
12/13/2005	[redacted]	#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005	[redacted]	#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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May. 12. 2006 9:40AM No. 0265 P. 45

TIS 2000 Service Programming System

File Application Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	[redacted]	[redacted]	new software to reduce the potential for setting dtcs p0606 and p0741.
2			new calibration to ensure proper catalyst monitoring at idle. also includes diagnostic enhancements for dtc p0171.
3			new calibration to reduce the potential for setting dtcs p0606 and p0741.
4			speedometer calibration
5			new calibration for start of production
6			electronic throttle control

< Back | Next > | Cancel

Ready | NAO | Chevrolet, 2005, 1GNDT13S152281692

Start | TIS 2000 Service Prog... | 1:49 PM

Rental ID 755

Motor Vehicle Rental Agreement

Printed on: 2/15/2006 12:31:14 PM

Brenengen Auto
Customer for Life
990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	
35871	[redacted]	White	E 0.00 W 37.00
Make	**Model**	**Year**	
CHEVROLET	MALIBU	2004	

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City CHASEBERG **State** WI **Zip** [redacted]

Phone **Driver's License #** [redacted] **State** WI **Expiration** 10/20/2008

Insurance Company WEST SALEM INSU. **Policy**

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Date\Time Out	Odometer Out	Date \ Time Due
2/13/2006	29,422	
Date \ Time In	**Odometer In**	
2/14/2006	29,495	

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name [redacted]

Driver's License #	State	Expiration	Age
[redacted]	WI	12/22/2008	

Name

Driver's License #	State	Expiration	Age

RENTRAL RATES			CHARGES
1 Days	@ $	37.00 Per Day	$37.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$37.00
Other Charges			$0.00
Subtotal			$37.00
Tax Exempt ☐		Sales Tax	$2.04
0 Fuel Gallons	@ $0.00	Per Gallon	$0.00
Total Charges			$39.04
Less Deposit			$0.00
Balance Due			$39.04

REMARKS

Repair # [redacted]

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE ***THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD***

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	2/13/2006

May. 12. 2006 9:42AM No. 0265 P. 46

Report Date: 02/16/06 **** New Claim **** Report Time: 11:38

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	02/06/06	1GNDT13S152[redacted]	3	18-123	9156	390-88-5252	185.27

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

****

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		N3				3A	C1106	.2	.3	392-92-6143	.00	37.07	E	0090
02		N3				3A	C1105	.2	.3	392-92-6143	.00	37.07	BE	0090
03		VL				3L	J6354	.7	.0	392-92-6143	.00	51.89		
04		O7				9Z	R9995	.3	.0	392-92-6143	.00	22.24		
05		MJ				98	Z7901	.0	.0	- -	37.00	37.00		

Comment: 1G1ND52FX4M6[redacted]

Claim Summary

Total Parts:	.00
Total Labor:	148.27
Total Net Item:	37.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	185.27

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT						
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES IN CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTERNATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.						
	J4100	6C	A17 6143	.50	W	37.07	
Auth:	Claim Type:		Complaint Cd: VL	LaborHrs: 0.5		OtherHrs: 0.0	
	X 10464468 *GEN		REM	1	W	240.24	171.60
				Line Total.....		277.31	171.60
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP						
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSOR MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION						
	N3572	6C	A17 6143	.50	W	37.07	
Auth:	Claim Type:		Complaint Cd: OL	LaborHrs: 0.5		OtherHrs: 0.0	
	X 15256689 SENSOR			1	W	162.55	116.11
				Line Total.....		199.62	116.11

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warrantios applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:43AM No. 0265 P. 48

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	[redacted]		00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
C	RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU					
	2_DAYS RENTAL					
	Z7902 99					
Auth:	Claim Type: X	Complaint Cd: MJ		LaborHrs: 0.0	OtherHrs: 0.0	
			RENTAL	1	W	74.00
			Line Total.....			74.00
D	FILLED WITH GAS ---$19.33					
		A00 4705				
			Line Total.....			

462	74.14-	23.90	TOTAL-CASH	225	NoCharge
480	402.79-	287.71			
502	74.00-				
263	550.93				

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

May. 12. 2006 9:43AM No. 0265 P. 49

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

code 7 day Rental
+ Submit

[redacted]

CHA[redacted] WI [redacted]	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
	1GNDT13S152[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	
	X 10464468	*GEN	REM	1	W	
				Line Total.....		
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	
	X 15256689	SENSOR		1	W	
				Line Total.....		

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STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

May. 12. 2006 9:44AM No. 0265 P. 50

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	[redacted]	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST.LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
C	RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU					
	_____DAYS RENTAL					
						Line Total.....
D	FILLED WITH GAS ---$19.33					
			A00 4705			
						Line Total.....

TOTAL-CASH 225 NoCharge

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:44AM No. 0265 P. 51

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152281692	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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

A LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT

** SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS.
BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE
INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.

J4100	6C	A17	6143	.50	W
X	10464468	*GEN	REM	1	W
			Line Total.....		

B CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP

** SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION.
INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION

N3572	6C	A17	6143	.50	W
X	15256689	SENSOR		1	W
			Line Total.....		

WARRANTY COPY - PAGE 01

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

May. 12. 2006 9:45AM No. 0265 P. 52

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S1[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

C RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
_____DAYS RENTAL

Line Total.....

D FILLED WITH GAS ---$19.33
A00 4705

Line Total.....

TOTAL-CASH 225 NoCharge

WARRANTY COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:45AM No. 0265 P. 53

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	9944	03/09/06 09:16	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	PROMISED
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	02/24/05	42	SMART PROTECTIO	02/24/09	48000	

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____ 2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____ 3. I DO NOT WANT AN ESTIMATE. YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

x Cust. dropped vehicle off before Signing
Angela Hamker

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	W		LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT J9100 .5 A17
B	W		CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP N357[illegible] .2 Diag .3
C	W	RC685	RENTAL/LOANER VIN:1G1ND52FX4M644895 2004 MALIBU _____ DAYS RENTAL

504123

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI		A17 PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH	WC1140		A17 MOLDINGS-THE	W37966		A17 MOLDINGS-THE	C01TECH		A17 LUBE OIL AND
	2/16/06	9156	BK	WC1106		A17 WIND LEAK-OW	WC1105		A17 WIND LEAK- O	WJ6354		A17 LIGHTS-OWNER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE	.5	7.65			

May. 12. 2006 9:46AM No. 0265 P. 54

MAR 10 '06 PM 3

MAR 10 '06 PM 3

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
10	7414	SHP NO. [redacted]		3-10 ON

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S1[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271	
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/06/2006	[redacted]	#	C1106 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR	9156 miles

No. 0265 P. 56

May. 12. 2006 9:47AM

			UPPER AUXILIARY -	
02/06/2006	[redacted]	#	C1105 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR UPPER AUXILIARY -	9156 miles
02/06/2006		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	9156 miles
02/06/2006		#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	9156 miles
02/06/2006		#	Z7901 - 1-DAY COURTESY TRANSPORTATION	9156 miles
12/13/2005		#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT - ALIGN OR REP	8057 miles
12/13/2005		#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005		#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

- Intermittent — 3-4

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] CHASEBURG [redacted] WI	1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
** TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
** TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
** COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

0508 42001

3-4-06

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:48AM No. 0265 P. 58

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 W

Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 W

Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION

A17 6143

Line Total.....

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:49AM No. 0265 P. 59

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143		C	9.95
				Line Total.....		9.95

Labor	9.95
SalesTax	.55
TOTAL-AMOUNT	10.50

CUSTOMER COPY - PAGE 03

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:49AM No. 0265 P. 60

GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S1[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	[redacted]
Build Date :	02/11/2005	**Build Plant :**	15206

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AP9 - CARGO CONVENIENCE NET
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B42 - REVERSIBLE CARPET/VINYL CARGO UTILITY MAT	CE1 - RAIN SENSING WIPERS
CF5 - ELECTRIC SUNROOF	CJ2 - AUTOMATIC CLIMATE CONTROL
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAINE, OHIO	DD4 - ISRV MIRROR W/COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DS3 - MIRROR LH/RH REMOTE	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - 50-STATE EMISSIONS
GT4 - REAR AXLE - 3.73 RATIO	JF4 - ELECTRIC ADJUSTABLE PEDALS
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
K05 - ENGINE BLOCK HEATER	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	N40 - POWER STEERING
N74 - 17" BRIGHT ALUMINUM WHEELS	N79 - FULL SIZE SPARE

PNE - SUSPENSION

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Rental ID 831

Motor Vehicle Rental Agreement

Printed on: 3/11/2006 11:53:49 AM

Brenengen Auto

Customer for Life

990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	
35871	[redacted]	White	E 0.00 W 0.00

Make	Model	Year
CHEVROLET	MALIBU	2004

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City CHASEBURG **State** WI **Zip** [redacted]

Phone **Driver's License #** [redacted] **State** WI **Expiration** 12/22/2008

Insurance Company WISCONSIN MUTUAL **Policy**

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Date\Time Out	Odometer Out	Date \ Time Due
3/9/2006	29,978	
Date \ Time In	**Odometer In**	
3/11/2006 10:00 AM	30,140	

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name

Driver's License #	State	Expiration	Age

Name

Driver's License #	State	Expiration	Age

RENTRAL RATES			CHARGES
0 Days	@ $	0.00 Per Day	$0.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$0.00
Other Charges			$0.00
Subtotal			$0.00
Tax Exempt ☐		Sales Tax	$0.00
0 Fuel Gallons	@ $0.00	Per Gallon	$0.00
Total Charges			$0.00
Less Deposit			$0.00
Balance Due			$0.00

REMARKS

Repair # 73718

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE

THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	3/9/2006

May. 12. 2006 9:51AM No. 0265 P. 63

Report Date: 03/13/06 **** New Claim **** Report Time: 11:49

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	03/09/06	1GNDT13S15[redacted]	3	18-123	9944	387-02-4978	550.93

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		VL	1	10464468	240.24	6C	J4100	.5	.0	392-92-6143	.00	277.31		
02		OL	1	15256689	162.55	6C	N3572	.5	.0	392-92-6143	.00	199.62		
03		MJ				99	Z7902	.0	.0	- -	74.00	74.00		

Comment: 1G1ND52FX4M[redacted]

Claim Summary

Total Parts:	402.79
Total Labor:	74.14
Total Net Item:	74.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	550.93

2005 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
62U DK GRAY MET/SILVERSTONE MET /L6G — GENERAL MOTORS CORPORATION
282 LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HSWTD2/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S1 522[redacted] — VEHICLE INVOICE [redacted]
**********13*18123S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31295.00	28321.98	INVOICE 02/11/05
AP9 CARGO CONVENIENCE NET	30.00	25.80	SHIPPED 02/11/05
CE1 RAIN SENSING WIPERS	70.00	60.20	EXP I/T 02/21/05
C5N GVW RATING - 5750 LBS	N/C	N/C	INT COM 02/22/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	PRC EFF 02/11/05
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S957G S957G
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	WFP-S QTR OPT-1
K05 ENGINE BLOCK HEATER	35.00	30.10	BANK: GMAC - 007
LL8 VORTEC 4200 SFI I6	0.00	0.00	CHG-TO 18-123
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4584
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	HP: 32.1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	GVWR: 5750
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			GAWR.FT: 2950
* CRUISE CONTROL			GAWR.RR: 3200
			GMS: 30973.43
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	1865.00	1603.90	SUPPLR: 32363.86
			MRM: 38040.00
* POWER SUNROOF			NTR: 1/2
* BOSE PREMIUM SOUND SYSTEM			DAN: 26217
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			MEMO 1660.25
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)			
PDB LUXURY PACKAGE	1805.00	1552.30	
* LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR			
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS			
* DRIVER INFORMATION CENTER			
* AUTO CLIMATE CONTROL			
* RR SEAT RADIO & HVAC CONTROLS			
* REVERSABLE CARGO UTILITY MAT			
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES	140.00	120.40	
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	
YC6 LT PACKAGE 2	915.00	786.90	
* MEMORY: DRV SEAT,OSRV MIRROR			
* OSRV MIRRORS W/TURN SIGNAL			
* HEATED FRONT SEATS			
* ELECTRIC ADJUSTABLE PEDALS			
* ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)			
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	129.00	
1SZ PREFERRED EQUIPMENT SAVINGS	2650.00-	2279.00-	

** CONTINUED ON PAGE 2 **

BRENENGEN CHEVROLET, INC.

2005 TRAILBLAZER LT 4WD
62U DK GRAY MET/SILVERSTONE MET /L6G
282 LIGHT GRAY
ORDER NO. HSWTD2/TRE STOCK NO.
VIN 1GN DT13 S1 522[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1[redacted]
**********13*18123S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	34705.00	31254.58	ACT 237 30898.43
DESTINATION CHARGE	685.00	685.00	H/B 261 1041.15
LAM GROUP CONTRIBUTION		173.53	
			EXP 65A 173.53
TOTAL	35390.00	32113.11	PAY 310 32113.11

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 30602.53

****

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.

BRENENGEN CHEVROLET, INC.

REMIT TO GMAC NO. 007
VIN 1GNDT13S152[redacted]
$ 32113.11 INV 1[redacted]
DUE 02/22/05 DEALER 18-123

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
1-398660937

Customer Name
Marvin J. Heller

Worksheet Filled Out By:
Stephanie Wise

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

Vehicle VIN:
1GNDT13S152[redacted]

Date:
July 7, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	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**	**$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)**	**$0.00**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$0.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$0.00**	24	**Total Refund to Customer**	**$0.00**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$28,850.64
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	(GMAC=DL quote) good thru 7/23/06	
27	**"Actual Price Paid" (Pmt/Lease)**	**$28,850.64**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$28,850.64**
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**	**$0.00**	31	**Projected Loss**	**$28,850.64**

	PURCHASE PRICE (before t/t/t)	$ 35,790.00		TRADE ALLOWANCE	$ -		PURCHASE PRICE	$ 35,790.00
	MSRP (FROM BARS INVOICE)	$ 35,390.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ 2,690.50
	DIFFERENCE	$ 400.00		DIFFERENCE	$ -		OVERALLOWANCE	$ 400.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 32,699.50
				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. 04/28/2006	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

CASE ASSESSMENT BY: DWAYNE MCCLAIN
Siebel/CARS Request No: [redacted]7
Customer Name: [redacted]
Year of Vehicle: 2005
Make: CHEVROLET
Model: TRAILERBLAZER
Current Mileage: 10,000
Vehicle ID No : 1GNDT13S152[redacted]
In Service Date: 2/24/2005
Purchased: New

What is customer seeking: REPLACEMENT OF VEHICLE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLAMPS KEEP FLICKING THEN THEY GO DIM

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06 to 02-15-06	9,156	9	Customer states: The headlamps seem to flicker when driving seems to happen about every 4-5 seconds.

Dealer STS: RO#[redacted] Could not confirm concern. Check for any stored codes, bulletins or updates. Found update available for pcm. Updated pcm. Customer needs to leave vehicle over night To verify concern. Shop foreman test drove vehicle and observed lighting issue. Compared to similar vehicle. Other vehicle has same concern.

03-09-06 to 03-13-06	9,994	5	Customer states: The headlamps seem to flicker when driving seems to happen about every 4-5 seconds.

Dealer STS: RO# 7[redacted] Shop foreman retested charging system, could not confirm any changes in charging voltage or any dimming of lights. Based on conversations with customer and other vehicles suspect alternator regulator may be causing the issue. Installed Delco alternator, this may or may not correct this issue.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: WIPERS REPAIRED

Date:	Mileage:	Days Out:	Description of Repair:
03-09-06 to 03-13-06	9,994	*	Customer states: That the rain sensing wipers are intermittently inoperative.

Dealer STS: RO#[redacted] Shop foremen confirmed concern, verified issue with the moisture sensor mounted on windshield, poor internal connection. Installed new sensor, verified proper operation.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SEAT CONTROL PROBLEM

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06 to 02-15-06	9,156	*	Customer states: The seat will move all the way forward when turning the vehicle off and trying to get out.

DLR Sts: RO#[redacted]I check for any stored codes. None stored. Check for any bulleting or updates. None Found. Reset easy exit function to far back position.

Total Days Out of Service: _13
___(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:☐ 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)? _
No does not presumption of lemon law, same nonconformity has not reached four of more repair attempts.
However does qualify for non lemon law buy back.

AVM and/or DEALER RECOMMENDATION(s):
Awaiting TAC to revise flow chart for service of headlamp flickering concern

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Offer non lemon law trade, customer has already had more than four service attempts for concerns mentioned on ccf. Note customer has Smart Protection Plan

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☒ x

Team Manager Approval: Date:

Revised by r.fick 09/28/04

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/27/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Chaseburg, Wi [redacted]1
5.Primary Customer Phone #: [redacted]8 Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S1522[redacted] 12.Current Mileage: 11,250
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Brenengen Chevrolet
15.Dealership Phone #: (608) 786-0400
16.Dealership Contact Name and **TITLE:**Dennis Vee, General Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (608) 786-3030
19.Dealership BAC: 111816 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? No
22.If this will not be a Trade Repurchase, Please explain Why? Leased vehicle

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted]7 24.TAC Case Number: NA
25.If no TAC number, Explain: AVM was involved
26.Reason for Repurchase (Include specific mechanical failure): headlamps dimming - electrical surges

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? NO
29.Recommended Disposition of Repurchased Vehicle: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for any vehicle damage

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: NA
33.New Vehicle Year/Make/Model: Na
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: waived

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: Walk away - no fees or refunds to customer

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: lease termination - straight buy out

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: Straight Lease Repurchase - customer walks away

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

42.Authorizer Name: Jack Looman prepared by Anne Corbett, Tampa

43.GM Position: AVM

44.VoiceMail Node: 630092 Mailbox Number: 8123

45.Email Address: JACK.LOOMAN@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.

CASE ASSESSMENT BY: DWAYNE MCCLAIN **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]**ER** **Year of Vehicle: 2005** **Make: CHEVROLET**

Model: TRAILBLAZER **Current Mileage: 10,000** **Vehicle ID No : 1GNDT13S1522**[redacted]

In Service Date: 2/24/2005 **Purchased: New**

What is customer seeking: REPLACEMENT OF VEHICLE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLAMPS KEEP FLICKING THEN THEY GO DIM

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06	9,156	9	Customer states: The headlamps seem to flicker when driving seems to happen about every 4-5 seconds. Dealer STS: RO# 7[redacted] Could not confirm concern. Check for any stored codes, bulletins or updates. Found update available for pcm. Updated pcm. Customer needs to leave vehicle over night To verify concern. Shop foreman test drove vehicle and observed lighting issue. Compared to similar vehicle. Other vehicle has same concern.
03-09-06	9,994	5	Customer states: The headlamps seem to flicker when driving seems to happen about every 4-5 seconds. Dealer STS: RO#[redacted]el Shop foreman retested charging system, could not confirm any changes in charging voltage or any dimming of lights. Based on conversations with customer and other vehicles suspect alternator regulator may be causing the issue. Installed Delco alternator, this may or may not correct this issue.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: WIPERS REPAIRED

Date:	Mileage:	Days Out:	Description of Repair:
03-09-06	9,994	*	Customer states: That the rain sensing wipers are intermittently inoperative. Dealer STS: RO#[redacted] Shop foremen confirmed concern, verified issue with the moisture sensor mounted on windshield, poor internal connection. Installed new sensor, verified proper operation.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SEAT CONTROL PROBLEM

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06 to	9,156	*	Customer states: The seat will move all the way forward when turning the vehicle off and trying to get out. DLR Sts: RO# 7[redacted] check for any stored codes. None stored. Check for any bulleting or updates. None Found. Reset easy exit function to far back position.

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

CUSTOMER'S OTHER SYMPTOM/CONCERN: WIND LEAK

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06	9,156	*	Customer states, a wind leak from the drivers side rear, noise is like an air rushing type noise. Dealers states, RO # 7[redacted] test drove vehicle. Observed noise from rear window weatherstrip. Removed weatherstrip, applied sealer to seam, reinstalled weatherstrip.

CUSTOMER'S OTHER SYMPTOM/CONCERN: Shocks vehicle bounce

Date:	Mileage:	Days Out:	Description of Repair:
02-06-06	9,156	*	Customer states, the vehicle seems to bounce/bottom out when Going over bumps, owner would like shocks inspected. Dealer states, RO #[redacted] test drove vehicle. Compared to similar vehicle. No problem found with shocks or suspension

CUSTOMER'S OTHER SYMPTOM/CONCERN: Molding coming off

Date:	Mileage:	Days Out:	Description of Repair:
12-13-05	8,057	1	Customer states, the molding on the rear tire well on the drivers Side is falling off. Dealer states, RO #[redacted] the molding on passenger side Rear came off. Replaced molding on driver and passenger side rear tire wells.

Total Days Out of Service: _14
___(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)? _
No does not presumption of lemon law, same nonconformity has not reached four of more repair attempts.
However does qualify for non lemon law buy back.

AVM and/or DEALER RECOMMENDATION(s):
Awaiting TAC to revise flow chart for service of headlamp flickering concern. Customer has not been back to dealership for any service concerns since completion of service on 3-13-06

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
Offer non lemon law trade, customer has already had more than four service attempts for concerns mentioned on ccf. Note customer has Smart Protection Plan

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Decision reached by CRM: **Arbitrate case:** ☐ **Settle case:** ☒ x

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted] J [redacted]

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

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
GM REBATE	$ 1500.00	~~GMR~~ GMD
AUTO SHOW BONUS CASH	$ 500.00	NPB
GM IVC PLAY	$ 250.00	~~GMF~~ GNE
GM SIGN & DRIVE	$ ~~337.25~~ 440.50	mdc
	$	
Total Incentive Amount Received	$ ~~2487.25~~ 2690.50	

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

a. I elect to receive _____

in lieu of _____ and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 02/24/05. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation.

Purchaser/Lessee Signature: X [redacted] Date: 02/24/05

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

Authorized Dealer Signature: Susan M Brack Date: 02/24/05

Dealership Name: BRENENGEN CHEVROLET, INC Dealer Code: 18123

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-631-9065

Jun 14 2006 8:35PM HP LASERJET FAX p.1

GM Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Monday, July 10, 2006

[redacted]
Chaseburg, WI [redacted]

BBB Arbitration Decision - Straight

Subject: **Repurchase of** 2005 Chevrolet TrailBlazer
VIN: 1GNDT13S15[redacted]
REF SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S15[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 **$28,850.64.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$28,850.64
Less Payoff of Original Vehicle-Good until 7/23/06	**$28,850.64**
Total Amount to Customer/Customer Owes	**$00.00**

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.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or [redacted] ing date, at which time you will be required to [redacted]-6625 if you have any questions or concerns.

[redacted] 7-11-06

Customer's and Co-Customer's Signature(s) and Date

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

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).*



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.

*Please return this signed document to fax number **866-802-6668** by* Tuesday July 11, 2006

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603
18580



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.

June 27, 2006
Re: [redacted]s Chevrolet Motor Division # CHV0647816 VIN: 1GNDT13S152[redacted]

[redacted]
CHASEBURG WI[redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer and Chevrolet Motor Division have reached the following agreement: The manufacturer will terminate the lease on the consumer's 2005 Chevrolet Trailblazer; there will be no early termination penalties. The consumer is reponsible for faxing a copy of the current vehicle registration directly to Anne Corbett. The transaction will be completed within 30 days.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Onitra Roberson at Extension 514

cc: Anne Corbett

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/27/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Chaseburg, Wi [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S1[redacted] 12.Current Mileage: 11,250
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Brenengen Chevrolet
15.Dealership Phone #: (608) 786-0400
16.Dealership Contact Name and **TITLE:** Dennis Vee, General Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (608) 786-3030
19.Dealership BAC: 111816 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? No
22.If this will not be a Trade Repurchase, Please explain Why? Leased vehicle

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

23.CAC Case Number: [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain: AVM was involved
26.Reason for Repurchase (Include specific mechanical failure): headlamps dimming - electrical surges

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? NO
29.Recommended Disposition of Repurchased Vehicle: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for any vehicle damage

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: NA
33.New Vehicle Year/Make/Model: Na
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: waived

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: Walk away - no fees or refunds to customer

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: lease termination - straight buy out

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: Straight Lease Repurchase - customer walks away

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

42.Authorizer Name: Jack Looman prepared by Anne Corbett, Tampa

43.GM Position: AVM

44.VoiceMail Node: 630092 Mailbox Number: 8123

45.Email Address: JACK.LOOMAN@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.

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/27/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Chaseburg, Wi [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S152[redacted] 12.Current Mileage: 11,250
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Brenengen Chevrolet
15.Dealership Phone #: (608) 786-0400
16.Dealership Contact Name and **TITLE:**Dennis Vee, General Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (608) 786-3030
19.Dealership BAC: 111816 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
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21.Was a **TRADE** Repurchase offered? No
22.If this will not be a Trade Repurchase, Please explain Why? Leased vehicle

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: NA
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28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
29.Recommended Disposition of Repurchased Vehicle: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for any vehicle damage

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: NA
33.New Vehicle Year/Make/Model: Na
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: waived

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: Walk away - no fees or refunds to customer

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: lease termination - straight buy out

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: Straight Lease Repurchase - customer walks away

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

42.Authorizer Name: Jack Looman prepared by Anne Corbett, Tampa

43.GM Position: AVM

44.VoiceMail Node: 630092 Mailbox Number: 8123

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.

GMAC Credit/Lease Application

Dealer:	28061A	SPB:	121		
Business Type:					
Applicant:	[redacted]	SSN/TIN:	[redacted]	Birthdate:	[redacted]
Address:	[redacted]	Time at Address:	03 yrs, 00 mos	Home Phone:	[redacted]
		Mtg Pmt/Rent:	$0 (O)		
Employer:	THREE RIVERS BUS	Occupation:	MECHANIC	Business Phone:	[redacted]
		Time Employed/In Business:	02 yrs, 00 mos		

Gross Income: **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.**
$35000 Annually

Line of Business:	SmartLease	New/Used:	New
Product Use:	Personal	Credit Line:	No
Type:	Light Truck	Special Plan Options:	

Vehicle Options:

Cash Selling Price:	$35790	MSRP:	$35390
Net Trade:	$0	Est Payment:	$440
Cash/Cap Red/Rebate:	$2500	Sec Dep:	$0
Cap Cost/Unpd Bal:	$33290		
Vehicle Yr:	2005	Trade Yr:	2004
Make:	CHEVROLET	Trade Make:	CHEV
Model:	CT15806	Upfit Cost:	$0
Description:	TRAILBLAZER LT 4WD	Cost of Chassis:	$0
Cyl:	6	# of Units:	1
Mileage:	12000		
Term (mos):	48		

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU:
NAME: _____
ADDRESS: _____ PHONE: _____

This application will be submitted to GMAC, 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 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.

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

○ To opt-out now – Fill in this circle to opt out of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

By signing this application, I certify that the information in my application is complete and true. I authorize the dealer, GMAC, GMAC Automotive Bank, C. O. L. Trust (if this is a lease application), and Nuvell Credit Corp. (if this is a purchase application) to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me as permitted by law. If an account is created, I authorize the obtaining of credit reports for purposes of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Notice to Wisconsin Residents:

Please Indicate:
● Married
○ Unmarried (includes single, divorced, widowed)
○ Separated

GMAC US Credit/Lease Application

If married or separated and spouse is not a co-applicant, please provide:

Non-applicant spouse's name Applicant

Non-applicant spouse's address _____

Notice: The interest of the creditor will not be adversely affected by a provision of a marital property agreement, a unilateral statement under Wisconsin Statutes § 766.59 or a court decree under Wisconsin Statutes § 766.70, unless you furnish a copy of such agreement, statement or decree to the creditor, or the creditor has actual knowledge of such provision before credit is granted.

NON-APPLICANT SPOUSE'S WAIVER OF NOTICE: I agree to waive notice of any extension of credit in connection with this application.

Non-applicant spouse signs (if available) _____ Date _____

By signing below, I certify that (1) I have read and agree to the terms of this application , and (2)I have received and read the GMAC Privacy Notice.

Signature: [redacted] Date: 2/24/05

May. 12. 2006 9:25AM No. 0265 P. 11

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 1GNDT13S152 [redacted] Dealer/BAC Code [redacted] Stock # [redacted] Repair Order # [redacted]

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:

- [x] Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 36 RF 36 LR 36 RR 36

- [x] Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- [x] Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- [x] Verify RPO and RPA options
- [x] Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 2 After 6

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:

- [x] Engine Performance: Cold start, idle quality
- [x] HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- [x] Radio, cassette and CD player (regular, steering wheel and rear controls)
- [x] Steering wheel – center position
- [x] Steering for leads, pulls, vibration at idle, vibration while driving
- [x] Wipers, delay and washers (front and rear)
- [x] Brakes for noise, pulls, vibration or shudder at both high and low speeds
- [x] Unusual wind noise
- [x] Unusual noises/vibrations
- [x] Squeaks and rattles
- [x] Transfer case or TAPshift function (if equipped)
- [x] Cruise/adaptive cruise (if equipped)
- [x] OnStar for connectivity (if equipped)
- [x] Transmission shifter, clutch, noise, shift smoothness
- [x] Engine performance: Hot start, idle quality
- [x] Check for MIL, SES, SVS, and warning lights

Under Hood:

- [x] Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 13.2

DATE 2-20-05 INITIAL JS

- [ ] Remote hood release, latch and hood safety latch
- [x] Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- [x] Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- [x] Fluid levels: Add as required

Body/Chassis:

- [x] Doors, locks, keys and keyless entry system
- [x] Check child safety door/window locks are in normal (unlocked) position (if equipped)
- [x] Neutral start safety switch (if equipped)
- [x] Power mirrors (if equipped)
- [x] Horn
- [x] Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- [x] Seat belts: material, operation and latches
- [x] Child Comfort Guide – elastic cord visible (if equipped)
- [x] Removable top/panel, convertible top
- [x] Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- [x] Trunk safety release (if equipped)
- [x] 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:

- [x] Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- [x] Brake/fuel lines secured in clips
- [x] Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- [x] Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- [x] Install floor mats (if equipped)
- [x] Thorough exterior wash and dry; check for water leaks
- [x] Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- [x] Erase all messages on voice recorder (if equipped)
- [x] Reset fuel economy readings
- [x] Set clock/calendar to local time
- [x] Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- [x] Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Technician (Print Name) [redacted]

Service Manager (Signature) [redacted] Date 2-20-05

Printed in USA File With Repair Order 6/04

ODOMETER MILEAGE STATEMENT

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

I, BRENENGEN CHEVROLET, INC (Transferor's Name — Print) state that the odometer now reads 42 (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 CHEVROLET

Model TRAILBLAZER

Body Type TRUK

Vehicle Identification Number 1GNDT13S132[redacted]

Year 2005

Transferor's Name BRENENGEN CHEVROLET, INC

Transferor's Address 990 W CITY HIGHWAY 16

(Street) WEST SALEM WI 54669 (Zip Code)

Transferor's Signature [redacted]

Date of Statement 02/24/2005

Transferee's Name GMAC

Transferee's Address P O BOX 8121

COCKEYSVILLE MD 21030 (Zip Code)

Transferee's Signature [redacted]

GMAC 8033 (Rev. 4-99)
Printed in U.S.A. 500M 5/00

TRANSFEROR

[redacted] [redacted]

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER | CSG NUMBER | DEALER NUMBER: 280619

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MM/DD/YY): [redacted]

FIRST: [redacted] | MI: J | SOCIAL SECURITY NUMBER or (TAX ID #): [redacted]

PO BOX NUMBER | CURRENT STREET NUMBER: [redacted] | CURRENT STREET NAME (MAILING ADDRESS): [redacted]

CITY: LaCrosse | STATE: WI | ZIP CODE: [redacted]

AREA CODE: [redacted] | HOME PHONE | ● Own ○ Other ○ Rent ○ Family | MTG PAYMENT OR RENT: 0 | TIME AT ADDRESS: 3 yrs

EMPLOYED BY or TYPE OF BUSINESS (if business application): Three Rivers Bus | OCCUPATION: Mechanic

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: 608 | BUSINESS PHONE: 785-3111 | GROSS ANNUAL INCOME (ALL SOURCES): 35,000 | TIME EMPLOYED: 2 yrs

○ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van
○ Demo ○ Off-Lease
○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction
PRODUCT use: ○ Personal ○ Commercial | ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | 1ST PAYMENT | SEC DEP
NET TRADE | (or) TRADE-IN (make) | MILEAGE (Trade-in) | UPFIT COST
CASH/GAP REBATE | VEHICLE YR | MAKE | CYL | # of UNITS | COST OF CHASSIS
CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

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

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MM/DD/YY): [redacted]

FIRST: [redacted] | MI: [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

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

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

(AREA CODE) | BUSINESS PHONE | GROSS ANNUAL INCOME (ALL SOURCES): 1,704 | TIME EMPLOYED yrs

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.I. Trust (if this is a lease application), all at P.O. Box 5102, 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.

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

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

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 (1) I have read and agree[redacted] side, and (2) I have rec[redacted]

X [redacted] Date 2/23/05 | [redacted] Date 2/23/05

Applicant's Signature | Co-Applicant's Signature

3071 Joint 6/2004 (Joint Express Application) Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

BRANCH DEALER ACCOUNT NO.

iMAC- Insurance Information Form To be completed by Branch

– LESSEE

ESSEE – FIRST NAME [redacted] MI LAST NAME [redacted]

R LESSEE BUSINESS NAME

ITY L A C R O S S E ST W I ZIP CODE [redacted]

AGENCY ADDRESS
AMERICAN FAMILY INS Dick Von Ruden
Agency
1901 STATE ROAD
Street Address
LA CROSSE WI 54601
City State Zip

INTERNAL USE ONLY
- ☐ Lease Assignment
- ☐ Flat Cancellation Replaces Lease
- ☐ Employee Lease Used Vehicles
- ☐ Multiple Leases
- ☐ Physical Damage Waived Comp_____ Coll_____
- ☐ Substitution of Vehicle

AGENCY CONTACT – FIRST INITIAL AND LAST NAME
D I C K V O N R U D E N

AGENCY PHONE
6 0 8 - 7 8 2 - 5 7 8 0

INSURED – MUST BE NAMED ON LEASE – FIRST NAME MI LAST NAME [redacted]

INSURANCE COMPANY
A M E R I C A N F A M I L Y I N S

POLICY NUMBER [redacted]

EFFECTIVE DATE (MM, DD, YY) 1 0 / 1 5 / 0 4

EXPIRATION DATE (MM, DD, YY) 0 4 / 1 5 / 0 5

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverages as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. I also acknowledge receipt of a copy of this Agreement and authorize the agent to place coverages as required.

X [redacted] 02/24/2005
Date

2 - COVERAGE REQUIREMENTS

	PASSENGER CAR/LIGHT DUTY TRUCK	TRUCKS OF 10,000 LBS. GVW OR MORE
Liability:	$100,000/300,000 Bodily Injury, $50,000 Property Damage (minimum) or $300,000 ($500,000 in FL) Combined Single Limit	$100,000/$300,000 Bodily Injury and $1,000,000 umbrella, $50,000 Property Damage (minimum) or $1,000,000 Combined Single Limit
Comprehensive/Collision:	$500 Deductible (maximum)	$1,000 Deductible (maximum)

ENDORSEMENT NAME
"Additional Insured" and "Loss Payee" endorsement is: GMAC and its successors and assigns

ENDORSEMENT MAILING ADDRESS
It is imperative that this address be used for all insurance notifications:

c/o PDP Services
P.O. BOX 650100
Hunt Valley, MD 21065-0100

3 – DEALER

VEHICLE IDENTIFICATION NUMBER

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

Liability Confirmed	☒ Yes ☐ No
Comprehensive Confirmed	☒ Yes ☐ No
Collision Confirmed	☒ Yes ☐ No
Endorsements Confirmed	☒ Yes ☐ No
PDP Address Confirmed	☒ Yes ☐ No

Person Contacted at Agency: DICK VON RUDEN
Dealer Verification By: SUSAN K MACK Date: 02/24/05
Dealership Name: BRERENGEN CHEVROLET Tel. No.: 608-786-0400

4 – AGENT

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to **PDP Services, P.O. Box 650100, Hunt Valley, MD 21065-0100.** Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays and may result in additional requests for information.

[redacted] [redacted]

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER | CSG NUMBER | DEALER NUMBER: 28061A

LAST NAME OR BUSINESS NAME [redacted] | DATE OF BIRTH (MMDDYY) [redacted]

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

PO BOX NUMBER | CURRENT STREET NUMBER [redacted] | CURRENT STREET NAME (MAILING ADDRESS) [redacted]

CITY: LaCrosse | STATE: WI | ZIP CODE [redacted]

AREA CODE [redacted] HOME PHONE [redacted] | ● Own ○ Other ○ Rent ○ Family | MTG PAYMENT OR RENT: 0 | TIME AT ADDRESS: 3 YRS

EMPLOYED BY or TYPE OF BUSINESS (if business application): Three Rivers Bus | OCCUPATION: Mechanic

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: 608 - BUSINESS PHONE: 785 - 3111 | GROSS ANNUAL INCOME (ALL SOURCES): 35,000 | TIME EMPLOYED: 2 YRS

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

○ Demo ○ Off-Lease

○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Loans ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial | ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | EST. PAYMENT | GCO DEP

NET TRADE | (W) TRADE-IN (make) | MILEAGE (THOUSANDS) | UPFIT COST

CASH/CAP REDUCERATE | VEHICLE YR | MAKE | CYL. | # of UNITS | COST OF CHASSIS

CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

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

LAST NAME OR BUSINESS NAME [redacted] | DATE OF BIRTH (MMDDYY) [redacted]

[redacted] | MI: E | 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

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

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

(AREA CODE) - BUSINESS PHONE - | GROSS ANNUAL INCOME (ALL SOURCES): 7,704 | TIME EMPLOYED YRS

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 6192, 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.

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

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

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 (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have received and read the GMAC Privacy Notice.

[redacted] X [redacted] Date 2/23/05 | [redacted] Date 2/28/05 [redacted]

Applicant's Signature | Co-Applicant's Signature

3071 Joint 6/2004 (Jolt Express Application) Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

MOTOR VEHICLE LEASE AGREEMENT
GMAC SmartLease® — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

[redacted] LA CROSSE
LA CROSSE WI 54601

LESSOR (Retailer)

RHEINGRUBER CHEVROLET, INC
990 W CITY HIGHWAY 16
WEST SALEM WI 54669

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

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
N	2005	CHEVROLET TRAILBLAZER	1SUB	1GNDT13S152[redacted]	42	☒ Personal, Family, Household, or Agricultural ☐ Business

Dealer Installed Options:

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
$ 2927.75	Your first monthly payment of $ 440.50 is due on 06/22/2006, followed by 47 payments of $ 440.50 due on the 25 of each month. The total of your monthly payments is $ 21144.00	Disposition fee (if you do not purchase the vehicle) $ NA $ NA Total $ NA	$ 23631.75

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	$ 2238.00	Net trade-in allowance	$ .00
First monthly payment	$ 440.50	Rebates and noncash credits	$ 2570.00
Refundable security deposit	$ NA	Amount to be paid in cash	$ 357.75
Title fee	$ 75.00		
Registration fees	$ 78.50		
Sales/use tax	$ NA		
REDUCTION TAX	$ 123.75		
	$ NA		
Total	$ 2927.75	Total	$ 2927.75

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 24975.75) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 24975.75
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 2238.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 22737.75
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$ 14020.00
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 8717.75
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	$ 3041.17
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	$ 11758.92
Lease payments. The number of payments in your lease	×	48
Base monthly payment	=	$ 417.54
Monthly sales/use tax (estimated)	+	$ 22.96
	+	$ NA
Total monthly payment	=	$ 440.50

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

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

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 14020.00, plus official fees and taxes.

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

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle	$	24490.75
GMAC administrative fee	+ $	485.00
License/registration/title fees	+ $	NA
Sales tax	+ $	NA
Other tax (describe)	+ $	NA
Optional service contract	+ $	788.00
Optional life insurance	+ $	NA
Optional disability insurance	+ $	NA
	+ $	NA
	+ $	NA
Gross Capitalized Cost	= $	25763.75

2. THE VEHICLE YOU ARE TRADING. 2004 (year) CHEVROLET (make) K1500 (model)

Gross trade-in value	$	23068.00
Payoff	− $	23068.00
Net trade-in value	= $	.00

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	$	1439.32
Title fee	$	75.00
Registration fees	$	78.50
License fees	$	65.00
Estimated taxes (including tax on capitalized cost reduction)	$	1325.82
Excise taxes	$	NA
Personal property taxes	$	NA
Other (describe) LIEN FEE	$	4.00

4. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

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

Insurer Name _____
Address _____

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ NA
Coverage Limit $ NA
☐ Disability Insurance (Lessee Only) Premium $ NA
Monthly Coverage Limit $ NA
Lessee's Signature _____ Age _____
Co-Lessee's Signature _____ Age _____

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

☒ Standard manufacturer's warranty
☐ GMPP GMAP PROTECTION

Warranty papers that are separate from this lease state any coverage limits.
We are giving you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

8. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name GMPP
Term 48 months, 48000 miles.

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

4. **LATE CHARGE.** If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed $10 if this lease is for personal, family, household, or agricultural purposes.

5. **EXCESS MILEAGE CHARGE.** The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		42 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	NA miles
Total allowed mileage	=	48042 miles.

You are paying $ NA for extra miles. At scheduled lease end, we will credit you with $ NA per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ .20 per mile for each mile beyond 48042 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

10. **ASSIGNMENT BY LESSOR.**

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

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

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

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

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials [redacted]

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT WEST SALEM (city) WI (state) **ON** 2 (month) 25 (day) 2005 (year)

NOTICE TO LESSEE

(a) THIS IS A MOTOR VEHICLE LEASE AGREEMENT. YOU HAVE NO OWNERSHIP RIGHTS IN THE MOTOR VEHICLE UNLESS THIS LEASE CONTAINS A PURCHASE OPTION AND YOU EXERCISE YOUR OPTION TO PURCHASE THE MOTOR VEHICLE.

(b) DO NOT SIGN THIS LEASE BEFORE YOU READ IT, INCLUDING ANY WRITING ON THE REVERSE SIDE.

(c) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.

(d) EARLY TERMINATION OF THIS LEASE MAY REQUIRE YOU TO PAY A SUBSTANTIAL AMOUNT.

(e) YOU ARE ENTITLED TO A COMPLETED COPY OF THIS LEASE WHEN YOU SIGN IT.

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

LESSOR: BRENENGEN CHEVROLET, INC BY: [signature] TITLE: [signature]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: BRENENGEN CHEVROLET, INC BY: _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

May. 22. 2006 11:13AM No. 0628 P. 6
JUN 16 2006 14:02 FR SITEL 8136354051 TO 918662553847 P.09/13

Dealership Name BRENNEGEN CHEVROLET, INC

Lessee Name [redacted]

Lease Term (months) 48 New/Used N

Effective Rate (to be completed by GMAC)

MAXIMUM AMOUNTS	Maximum Vehicle Price Component	Maximum Residualizable Amount
1. MSRP from Factory Invoice	$ 38840.00	$
Times Markup Factor	x %	
2. Allowable Markup	= $	
Option Package Discounts (PEG)		+ $
3. Plus Dealer Installed Options Capitalized and Residualized (itemize below):		
	+ $	+ $
	+ $	+ $
	+ $	+ $
Plus Dealer Installed Options Capitalized Only (itemize below):		
	+ $	
	+ $	
	+ $	
Minus Equipment Removed from Vehicle (MSRP Amount) (itemize below):		
	- $	- $
	- $	- $
Total of Dealer Installed Options	= $	
4A. Maximum Vehicle Price Component (if new vehicle, 2+3)	= $	
4B. Maximum Residualizable Amount		= $ 38840.00

CAPITALIZED COST

5. Agreed Upon Value of the Vehicle (not to exceed 4A)		$ 34595.75
6. GMAC Administrative Fee		+ $ 595.00
7. Amounts Levied at Lease Inception and Not Included in Amount Due at Lease Signing or Delivery:		
Title Fees	$ NA	
License Fees	+ $ NA	
Registration Fees	+ $ NA	
Sales/Use Tax (on capitalized cost reduction)	+ $ NA	
Other Tax (describe)_____	+ $ NA	
Other (describe)_____	+ $ NA	
Total	→	+ $ NA
8. Optional Service Contract		+ $ 700.00
9. Optional Life Insurance		+ $ NA
10. Optional Disability Insurance		+ $ NA
11. Gross Capitalized Cost		= $ 35970.75
12. Less Capitalized Cost Reduction (other than net trade-in value):		
Cash	$ NA	
Rebates (which do not reduce the agreed upon value of the vehicle)	+ $ 2250.00	
Other (describe)_____	+ $ NA	
Total	→	- $ 2250.00

(continued in next column)

13. Less Net Trade-In Value:		
Gross Trade-In Value	$ 22000.00	
Less Payoff	- $ 22000.00	
Net Trade-In Value	→	+ $ NA
14. Adjusted Capitalized Cost		= $ 33720.75

MILEAGE FACTORS	Extra Mileage Charge	Allowed Mileage
Starting Odometer Mileage (if new vehicle with more than 500 miles or used vehicle, special considerations apply.)		42
15. Anticipated Mileage for Term	48000	
16. Standard Mileage Allowance for Term	- 48000	+ 48000
17. Extra Mileage for Term	=	+
18. Times Extra Mileage Cost/Refund Rate (per mile)	x $ .20	
19. Total Cost for Extra Miles Allowance	= $ NA	
20. Total Allowed Mileage		= 48042
21. Annual Mileage (from 15 ÷ term) x 12 mos.		12000

RESIDUAL VALUE

22. Maximum Residualizable Amount (from 4B)		$ 38840.00
23. Times Residual Percentage	x %	50.00
24. Subtotal	= $	19020.00
25. Less Total Cost for Extra Miles (from 19)	- $	NA
26. Beginning Mileage Adjustment and Other Factors Affecting Depreciation	+/- $	NA
27. Residual Value	= $	19020.00

TOTAL MONTHLY PAYMENT

28. Base Monthly Payment			$ 417.54
29. Additions to Base Monthly Payment:			
Monthly Sales/Use Tax	5.50 %	+ $	22.96
Personal Property Tax	NA %	+ $	NA
Other (describe)_____		+ $	NA
Other (describe)_____		+ $	NA
30A. Total Monthly Payment		= $	440.50
30B. Total of Monthly Payments (from 30A x Term 48)		= $	21144.00

DEPRECIATION AND ANY AMORTIZED AMOUNTS

31. Adjusted Capitalized Cost (from 14)	$	33720.75
32. Less Residual Value (from 27)	- $	19020.00
33. Depreciation and Any Other Amortized Amounts	= $	14700.75

RENT CHARGE

34. Base Monthly Payment (from 28)	$	417.54
35. Times Lease Term	x	48
36. Total of Base Monthly Payments	= $	20041.92
37. Less Depreciation and Any Other Amortized Amounts (from 33)	- $	14700.75
38. Total Rent Charge	= $	5341.17

No. 0265 P. 8
May. 12. 2006 9:24AM
JUN 16 2006 14:02 FR SITEL 8136354051 TO 918662553847 P.10/13

JUN 16 2006 14:03 FR SITEL 8136354051 TO 918662553847 P.11/13
No. 0265 P. 9
May. 12. 2006 9:24AM

AMOUNT DUE AT LEASE SIGNING OR DELIVERY

38. Capitalized Cost Reduction (other than trade) (from 12):		
Cash	$ NA	
GM Card Rebate	+ $ NA	
Other Rebates (which do not reduce the agreed upon value of the vehicle) (describe)	+ $ 2250.00	
Other (describe)	+ $ NA	
Total	→	$ 2250.00
40. Net Trade-In Value (from 13)	+ $ NA	
41. First Monthly Payment	+ $ 440.50	
42. Refundable Security Deposit	+ $ NA	
43. Additional Amounts:		
Title Fees	$ 35.00	
License Fees /DOC. FEE /NYSI	+ $ 78.50	
Registration Fees	+ $ NA	
Sales/Use Tax (on capitalized cost reduction)	+ $ 123.75	
44. Other (describe)	+ $ NA	
45. Amount Due at Lease Signing or Delivery	= $	2927.75

PURCHASE OPTION AT END OF LEASE TERM

46. Residual Value (from 27)	$	19020.00
47. Purchase Option Fee	+ $	NA
48. Purchase Option at End of Lease Term	= $	19020.00

AMOUNT DUE DEALER FROM GMAC

49. Adjusted Capitalized Cost (from 14)			$ 33720.75
50. Less Cash Adjustments:			
First Monthly Payment	$ 440.50		
Refundable Security Deposit	+ $ NA		
Total		→ − $	440.50
51. Other (describe)		+/− $	NA
52. Less GMAC Administrative Fee (from 6)		− $	595.00
53. Amount Due Dealer		= $	32685.25

BILL OF SALE AMOUNT

54. Bill of Sale Amount:		
Agreed Upon Value of the Vehicle (from 6)	$ 34595.75	
Less Capitalized Cost Reduction (other than net trade-in value) (from 12)	− $ 2250.00	
Less Net Trade-In Value (from 13)	− $ NA	
Total	→ = $	32345.75

LIMITATIONS

Markup Factor Maximum: 110% of MSRP (120% for CMI vehicles).

Dealer Installed Options Capitalized and Residualized:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.
Residualizable amount – Record the amount listed in the RVLG New Vehicle Dealer Installed Options section.

Dealer Installed Options Capitalized Only:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.

Note: Information pertaining to GMAC policies and requirements is current as of the date of printing of this worksheet. GMAC may change its policies and requirements at anytime.

Mileage and Term Considerations:

		New		Used			
		Current Series	Prior Model Year	Current Series	One Year	Two Years	Three Years
Maximum Term (months)		60	48	48	36	36	24
Standard Beg. Mileage		0	0	0	15,000	30,000	45,000
Beg. Miles May Not Exceed		500[1]	500[1]	30,000	45,000	45,000	60,000
[1]501 or more	Not Demo or PEP	Follow used vehicle guidelines.					
[1]501-7,500	Demo only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					
[1]501-25,000	PEP only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					

Salesperson FRANK P SNARY Submitted to GMAC ____ Time 02/24/2005 Date

Approved By ____ Time ____ Date ____ Application Number ____

Program Lease Factor: ____
Dealer Factor: ____
Total Lease Factor: 5.00

Vehicle Description: Year 2005 Make CHEVROLET Model TRAILBLAZE VIN 1GNDT13S152[redacted]

676 SLM/SLS WRKSHT 6-98 (8)

GMAC Credit/Lease Application

Dealer:	28061A	SPB:	121		
Business Type:					
Applicant:	[redacted]	SSN/TIN:	[redacted]	Birthdate:	[redacted]
Address:	[redacted] LA CROSSE, WI [redacted]	Time at Address:	03 yrs, 00 mos	Home Phone:	[redacted]
		Mtg Pmt/Rent:	$0 (O)		
Employer:	THREE RIVERS BUS	Occupation:	MECHANIC	Business Phone	[redacted]
		Time Employed/In Business:	02 yrs, 00 mos		

Gross Income: **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.**
$35000 Annually

Line of Business:	SmartLease	New/Used:	New
Product Use:	Personal	Credit Line:	No
Type:	Light Truck	Special Plan Options:	

Vehicle Options:

Cash Selling Price:	$36790	MSRP:	$35360
Net Trade:	$0	Est Payment:	$440
Cash/Cap Red/Rebate:	$2800	Sec Dep:	$0
Cap Cost/Unpd Bal:	$33290		
Vehicle Yr:	2005	Trade Yr:	2004
Make:	CHEVROLET	Trade Make:	CHEV
Model:	CT15806	Upfit Cost:	$0
Description:	TRAILBLAZER LT 4WD	Cost of Chassis:	$0
Cyl:	6	# of Units:	1
Mileage:	12000		
Term (mos):	48		

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU:
NAME: _____
ADDRESS: _____ PHONE: _____

This application will be submitted to GMAC, GMAC Automotive Bank, and C. O. L. Trust (if this is a lease application), all at P. O. Box 8192 Southfield, MI 48086, and (if this is a purchase application) to Nuvell 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.

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

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

By signing this application, I certify that the information in my application is complete and true. I authorize the dealer, GMAC, GMAC Automotive Bank, C. O. L. Trust (if this is a lease application), and Nuvell Credit Corp. (if this is a purchase application) to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me as permitted by law. If an account is created, I authorize the obtaining of credit reports for purposes of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Notice to Wisconsin Residents:

Please Indicate:
● Married
○ Unmarried (includes single, divorced, widowed)
○ Separated

If married or separated and spouse is not a co-applicant, please provide:

Non-applicant spouse's name Applicant

Non-applicant spouse's address _____

Notice: The interest of the creditor will not be adversely affected by a provision of a marital property agreement, a unilateral statement under Wisconsin Statutes § 766.59 or a court decree under Wisconsin Statutes § 766.70, unless you furnish a copy of such agreement, statement or decree to the creditor, or the creditor has actual knowledge of such provision before credit is granted.

NON-APPLICANT SPOUSE'S WAIVER OF NOTICE: I agree to waive notice of any extension of credit in connection with this application.

Non-applicant spouse signs (if available) _____ Date _____

By signing below, I certify that (1) I have read and agree to the terms of this application , and (2)I have received and read the GMAC Privacy Noti

Signature: [redacted] Date: 2/24/05

May. 12. 2006 9:25AM No. 0265 P. 11

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)	$35,790.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$35,390.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$400.00

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

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$O
Difference (if positive, this is the negative equity)	$0

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$35,790.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2690.50
Overallowance and/or Negative Equity minus	$400.00
Actual price of Vehicle that should be presented to BBB for ATA	$33,099.50

COMPANY: 01 BRENENGEN CHEVROLET
SERVICE MERCHANDISING
HISTORY PRINT

[redacted]

:.N..... 1GNDT13S1 52[redacted]
ner Name..... [redacted]
reet Address... [redacted]
cy..... CHASEBURG State WI Zip [redacted]
lephone..... Home.. [redacted] Work... [redacted]
ner Phone No... - - Send Mail... Y(Y/N)
nail Address...
st. Control No. [redacted] (Only Needed for Charge Sales)
leseperson..... 650 Delivery Date... 02/24/05 Delivery Miles.. 42

----Activity----
|No.R.O.'s 3 |
|Total$s 35 |
|Later 03/13/06 |
|Miles 9944 |

- - - - - Vehicle Information - - - - -

ar..... 05 Make..... CHEVROLET
del..... TRAILBLAZE Color..... GRAY 62U
ate No..... Stock No.... [redacted]
y No. Ign..... [redacted] Key No.Trk..
ServiceDate.... 02/24/05 Prod. Date.. 00/00/00
rranty Type.... SMART PROTECTIO Warr.Expires. 02/24/09 Miles 48000
RV CONT # ..... ENGINE/TRANS.....
DY TYPE ..... COMMENT #4 .....
rvAdvisor..... Tech/Team Cd.

---

n ID#: 52281692 Repair Order# [redacted] Status Cd: C
) Date: 03/09/06 Inv Date: 03/13/06 Mileage: 9944 Act/Est: A Serv Adv: AH
ontrol#: 50374 Inv Letter: F G/L Group: 1 Coupon$: 0.00 ShopChg: Y
XG(1) 0.00 C WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
XG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
XG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

- - - - -

n ID#: 52281692 Repair Order#: [redacted] Status Cd: C

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ne#: C OperNo: Z7902 FailCode: 99 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU
2_DAYS RENTAL

---

ne#: D OperNo: FailCode: Hours: 0.00 Rate: 1 Amount$: 0.00 Tech: A00
yType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
FILLED WITH GAS ---$19.33

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n ID#: [redacted] Repair Order[redacted] Status Cd: C
Date 02/06/06 Inv Date 02/16/06 Mileage: 9156 Act/Est: A Serv Adv: BK
ntrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
G(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
G(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
G(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ne#: A OperNo: C1106 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: E
WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
tory: Version: 1 Created: 02/06/2006 15:12
TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

---

ine#: B OperNo: C1105 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: BE
WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
tory: Version: 1 Created: 02/06/2006 15:13
TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

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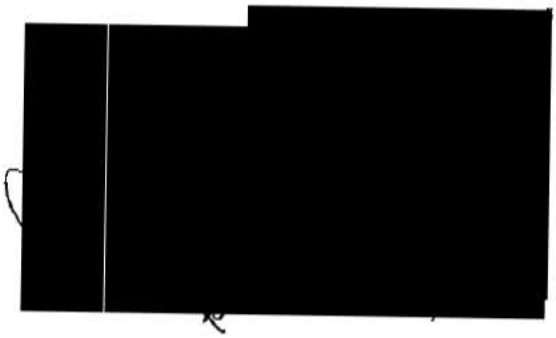
ine#: C OperNo: J6354 FailCode: 3L Hours: 0.70 Rate: 2 Amount$: 51.89 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: VL GMLabHrs: 0.70 GMOthHrs: 0.00 GMFP: GM Auth:
LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
tory: Version: 1 Created: 02/06/2006 15:14
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN

tory: Version: 2 Created: 02/14/2006 13:05
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN



1 ID#: 52281692 Repair Order#: [redacted] Status Cd: C
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN
ory: Version: 3 Created: 02/14/2006 13:25
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

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ne#: D OperNo: R9995 FailCode: 9Z Hours: 0.30 Rate: 2 Amount$: 22.24 Tech: A17
yType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: 07 GMLabHrs: 0.30 GMOthHrs: 0.00 GMFP: GM Auth:
SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:14
FOUND DRIVERS SEAT ADJUSTER TO BE JAMBED CAUSING SEAT NOT TO MOVE
ory: Version: 2 Created: 02/14/2006 13:06
CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO PAR BACK POSITION

---

ne#: E OperNo: FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A17
yType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:15
TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE, NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

---

ine#: F OperNo: 02TECH FailCode: Hours: 0.40 Rate: 1 Amount$: 9.95 Tech: A17
ayType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
TIRE ROTATION
PERFORM TIRE ROTATION
tory: Version: 1 Created: 02/06/2006 15:15
ROTATED TIRES

---

ine#: G OperNo: Z7901 FailCode: 98 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
ayType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1_DAYS RENTAL

---

in ID#: 52281692 Repair Orde[redacted] Status Cd: C
O Date: 12/13/05 Inv Date 12/16/05 Mileage: 8057 Act/Est: A Serv Adv: AR
ontrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: C1140 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
ayType: W Sp G/L#: PP: 15205660 CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:

n ID#: [redacted] Repair Order#: [redacted] Status Cd: C
MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE
IS FALLING OFF. CHECK AND ADVISE
ory: Version: 1 Created: 12/13/2005 12:15
FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT
REAR WHEELHOUSE WEATHERSTRIP.

---

ne#: B OperNo: B7966 FailCode: 3A Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:
MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.
ory: Version: 1 Created: 12/13/2005 12:15
ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.

---

ne#: C OperNo: 01TECH FailCode: Hours: 0.50 Rate: 1 Amount$: 7.50 Tech: A17
yType: C Sp G/L#: FP: KITPF61 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
LUBE OIL AND FILTER CHANGE
LUBE OIL AND FILTER CHANGE
ory: Version: 1 Created: 12/13/2005 12:16
LOF

---

ne#: D OperNo: FailCode: Hours: 0.70 Rate: 3 Amount$: 29.40 Tech: A17
yType: I Sp G/L#: FP: FLAPS CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND
ATTATCHED TO RO.
ory: Version: 1 Created: 12/13/2005 10:22
INSTALLED 4 BRENENGEN FLAPS.
A17

---

ne#: E OperNo: C1141 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: 15205661 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth: B
OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.
ory: Version: 1 Created: 12/13/2005 12:16
FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR
WHEELHOUSE WEATHERSTRIP.

---

in ID#: 52281692 Repair Order#: [redacted] Status Cd: C
O Date: 02/22/05 Inv Date: 02/22/05 Mileage: 8 Act/Est: A Serv Adv: DA
ontrol#: Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 C WarrTyp: Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: PDI FailCode: Hours: 1.30 Rate: 2 Amount$: 92.82 Tech: A17
ayType: I Sp G/L#: 464 FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
PERFORM PRE DELIVERY INSPECTION
tory: Version: 1 Created: 02/22/2005 12:16
INSPECTED

BRENENGEN CHEVROLET

990 West Highway 16
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(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

UST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

ST. LABOR RATE	DELIV. DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

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NE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
PERFORM PRE DELIVERY INSPECTION INSPECTED						
PDI	A17 6143				I	
					Line Total.....	

TOTAL-AMOUNT NoCharge

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STATEMENT OF DISCLAIMER

ANTY INFORMATION. The parts checked "Warranty" on the face side of are covered by a manufacture's warranty, copies of which are lable thorough the selling dealer. There are no other warranties icable to the parts or service furnished in this repair, The dealer ot a party to any such manufacturer's warranty.

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

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[redacted]

NEW INVENTORY	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
	1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge	
261A	92.82					

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[redacted]

NEW INVENTORY	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
	1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
*	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge	
261A	92.82					

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:26AM No. 0265 P. 14

BRENENGEN CHEVROLET

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West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	8	02/22/05 10:53	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	PROMISED
		- -	- -	5402	00/00/00	DA 6036	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES	
	00/00/00	8		00/00/00		

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

3. I DO NOT WANT AN ESTIMATE.
YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

X [signature] ___CASH ___CHARGE

TYPE	OP-CODE	LABOR INSTRUCTIONS
I	PDI	PERFORM PRE DELIVERY INSPECTION

561 92.8
1.3
(1.1)
27000 1.3
(1.1) A17

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

May. 12. 2006 9:26AM No. 0265 P. 15

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[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.						
	C1140	2W	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
	X 15205660 WEATHERST			1	W	37.59	26.85
				Line Total.....		51.87	26.85
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.						
	B7966	3A	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
				Line Total.....		14.28	
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
**	INSTALLED 4 BRENENGEN FLAPS.						
	A17						
			A17 6143	.70	I	29.40	

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STATEMENT OF DISCLAIMER

ARRANTY INFORMATION: The parts checked "Warranty" on the face side ereof are covered by a manufacture's warranty, copies of which are vailable thorough the selling dealer. There are no other warranties pplicable to the parts or service furnished in this repair. The dealer s not a party to any such manufacturer's warranty.

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

No. 0265 P. 17

MAY. 12. 2006 9:27AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

Motor vehicle repair practices are regulated by chapter ...TCP 132, Wis. Adm. Code, administered by the Bureau of ...onsumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

OP CODE	FAIL-CD	TECH		HOURS/QTY	TYPE	AMOUNT	
			FLAPS BRENENGEN	2	I	15.00	12.00
			Line Total.....			44.40	12.00

OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.

	C1141 2W	A17 6143	.20	W	14.28	
...uth:B	Claim Type:	Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
	X 15205661 WEATHERST		1	W	30.07	21.48
		Line Total.....			44.35	21.48

462	42.84-	14.34	TOTAL-CASH	225	NoCharge
480	67.66-	48.33			
463	29.40-	16.73			
481	15.00-	12.00			
263	110.50				
331A	44.40				

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STATEMENT OF DISCLAIMER

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

No. 0265 P. 18
May. 12. 2006 9:28AM

BRENENGEN CHEVROLET

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www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE					
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.					
	C1140	2W	A17 6143	.20	W	
	X	15205660	WEATHERST	1	W	
				Line Total.....		
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.					
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.					
	B7966	3A	A17 6143	.20	W	
				Line Total.....		
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.					
*	INSTALLED 4 BRENENGEN FLAPS. A17					
			A17 6143	.70	I	
			FLAPS BRENENGEN	2	I	
				Line Total.....		

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

May. 12. 2006 9:28AM No. 0265 P. 19

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[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S1[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.					
	C1141	2W	A17 6143	.20	W	
	X 15205661	WEATHERST		1	W	
			Line Total.....			

TOTAL-CASH 225 NoCharge

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

No. 0265 P. 20
May. 12. 2006 9:28AM

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[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
1	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
			Line Total.....				
3	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
			Line Total.....				
5	LUBE OIL AND FILTER CHANGE LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
			Line Total.....			22.43	13.87
7	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
9	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

RANTY INFORMATION: The parts checked "Warranty" on the face side hof are covered by a manufacture's warranty, copies of which are ilable thorough the selling dealer. There are no other warranties licable to the parts or service furnished in this repair. The dealer not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:29AM No. 0265 P. 21

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE
CHASEBURG WI [redacted]	YEAR: 05	MAKE: CHEVROLET	MODEL: TRAILBLAZE	COLOR: GRAY
				TAG NO.: 00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	8057	12/13/05	02/24/05

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	A17 6143			.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:29AM No. 0265 P. 22

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	
1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE
	02/24/05	42	8057	12/13/05	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
			Line Total.....				
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
			Line Total.....				
C	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
			Line Total.....			22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:30AM No. 0265 P. 23

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
		A17 6143		.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

WARRANTY COPY - PAGE 02

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

No. 0265 P. 24
May. 12. 2006 9:30AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

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LINE	OP. CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
				Line Total.....			
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
				Line Total.....			
C	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
				Line Total.....		22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

INTERNAL COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

No. 0265 P. 25
May. 12. 2006 9:37AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	8057	12/13/05	02/24/05

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LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
		A17 6143		.70	I	
	FLAPS BRENENGEN			2	I	
			Line Total.....			
E	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141	A17 6143		.20	W	
			Line Total.....			

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

INTERNAL COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

No. 0265 P. 26
May. 12. 2006 9:37AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

Frank in Sal [redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	[redacted]	12/13/05 08:33	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	

UST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES
	02/24/05	42	SMART PROTECTIO	02/24/09	48000

OU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU AVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE STIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR

ERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE ELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____ . PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

. I DO NOT WANT AN ESTIMATE.
OU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express [redacted] the vehicle to secure the

___CASH ___CHARGE

TYPE	OP-CODE	LABOR INSTRUCTIONS
W		MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE
		Owner states Check Pass rear also molding - [illegible] C1190 (.2) A17
W		MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF. (.2) 12-13-05 10:25 AM

LOF (.5)

(D)? 4 Brenengen Flaps - Wait until auth

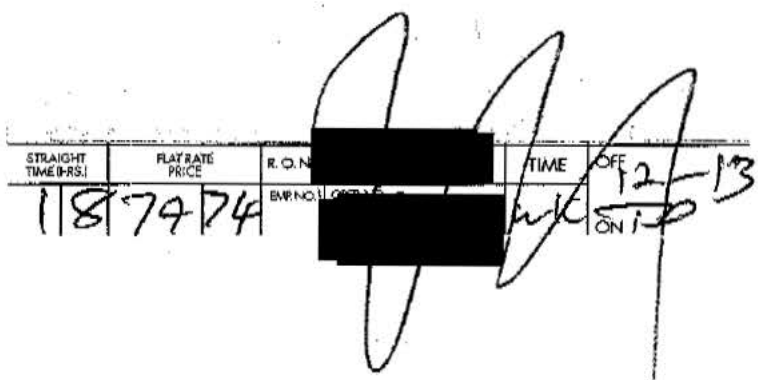
OK (.7)

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI	A17	PERFORM PRE	00		CUSTOMER	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE .5	7.50				



STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. N[redacted]	TIME	OFF 12-13
1 8	7 4 7 4	EMP. NO. [redacted]		ON

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

No. 0265 P. 29

May. 12. 2006 9:33AM

Report Date: 12/16/05 **** New Claim **** Report Time: 11:16

o-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	12/13/05	1GNDT13S152[redacted]	3	18-123	8057	387-02-4978	110.50

ustomer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

n	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
1		ON	1	15205660	37.59	2W	C1140	.2	.0	392-92-6143	.00	51.87		
2		ON				3A	B7966	.2	.0	392-92-6143	.00	14.28		
3		ON	1	15205661	30.07	2W	C1141	.2	.0	392-92-6143	.00	44.35	B	0090

Claim Summary

Total Parts:	67.66
Total Labor:	42.84
Total Net Item:	.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	110.50

May. 12. 2006 9:33AM No. 0265 P. 30

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152281692	[redacted]	02/16/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	9156	02/06/06	02/24/05

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W 37.07
Auth:E Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W 37.07
Auth:BE Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.

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STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

May. 12. 2006 9:33AM No. 0265 P. 31

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE. COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W 51.89
Auth: Claim Type: Complaint Cd: VL LaborHrs: 0.7 OtherHrs: 0.0
Line Total..... 51.89

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
* CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W 22.24
Auth: Claim Type: Complaint Cd: 07 LaborHrs: 0.3 OtherHrs: 0.0
Line Total..... 22.24

G RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1 DAYS RENTAL
Z7901 98
Auth: Claim Type: Complaint Cd: MJ LaborHrs: 0.0 OtherHrs: 0.0

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STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair, The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

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

No. 0265 P. 32
May. 12. 2006 9:34AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	X			RENTAL 1	W	37.00
				Line Total.....		37.00

462	148.27-	47.80	TOTAL-CASH	225	NoCharge
502	37.00-				
263	185.27				

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:34AM No. 0265 P. 33

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

Renta C

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INV[redacted]
[redacted] CHASEBURG WI [redacted]	1GNDT138152[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

[redacted]	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[redacted]			00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	9156	02/06/06	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

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STATEMENT OF DISCLAIMER

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL CD	TECH.	HOURS/QTY	TYPE	AMOUNT
	NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE. COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN					
	J6354	3L	A17 6143	.70	W	
			Line Total.....			
D	SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE					
*	CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION					
	R9995	9Z	A17 6143	.30	W	
			Line Total.....			
E	SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE					
*	TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION					
			A17 6143			
			Line Total.....			

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:35AM No. 0265 P. 35

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] A PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH	A17	6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4[redacted]			2004 MALIBU		
	1 DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

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STATEMENT OF DISCLAIMER

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990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]			00/00/00	BK 5252	CASH

COST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL CD	TECH.	HOURS/QTY.	TYPE	AMOUNT
A	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH-					
**	TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP TEST DROVE VEHICLE					
	C1106	3A	A17 6143	.50	W	
				Line Total.....		
B	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE					
**	TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP					
	C1105	3A	A17 6143	.50	W	
				Line Total.....		
C	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT.					
**	COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER					

WARRANTY COPY - PAGE 01

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

May. 12. 2006 9:36AM No. 0265 P. 37

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] CHASEBURG WI [redacted]	1GNDT13S152[redacted]	9156	02/15/06	[redacted] A PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W
Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W
Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

A17 6143
Line Total.....

WARRANTY COPY - PAGE 02

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

May. 12. 2006 9:37AM No. 0265 P. 38

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4M[redacted]			2004 MALIBU		
	1____DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

WARRANTY COPY - PAGE 03

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:37AM No. 0265 P. 39

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608) 786-0400 or (800) 944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	P.O. NO
1GNDT13S152[redacted]	9156	02/06/06 09:02	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	[redacted]	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]		[redacted]		00/00/00	BK 5252	

CUST LABOR RATE	DELIVERY DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES	
	02/24/05	42	SMART PROTECTIO	02/24/09	48000	

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUSST AN EST. BEFOR REPAIRS_____ 2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____ 3. I DO NOT WANT AN ESTIMA[redacted] YOU ARE ENTITLED TO RECEIV[redacted] ANY PART 1050

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you [redacted] herein on streets, highways or elsew[redacted] and/or inspection. An express mec[redacted] ed on the vehicle to secure the amo[redacted]

X [redacted] _____ CASH __CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	W	A17	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH-
B	W	A17	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
C	W		LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING. SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT.
D	W		SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
E	W		SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
F	C	02TECH	TIRE ROTATION PERFORM TIRE ROTATION

Call Hell

.5 Solid A17 Verified Fast Advice

.5 A17

.3 Verified Fast Advice

.7

.3 .9 Program

.3 Inf and .3

.4

5. Owner report the pass front Seat Belt gets stuck & will not release - owner requests

Frank Called Customer - 3:41 PM

- CONTINUED NEXT PAGE -

Called 2-9-06 @ 5pm Spoke w/ Martin

- CONTINUED -

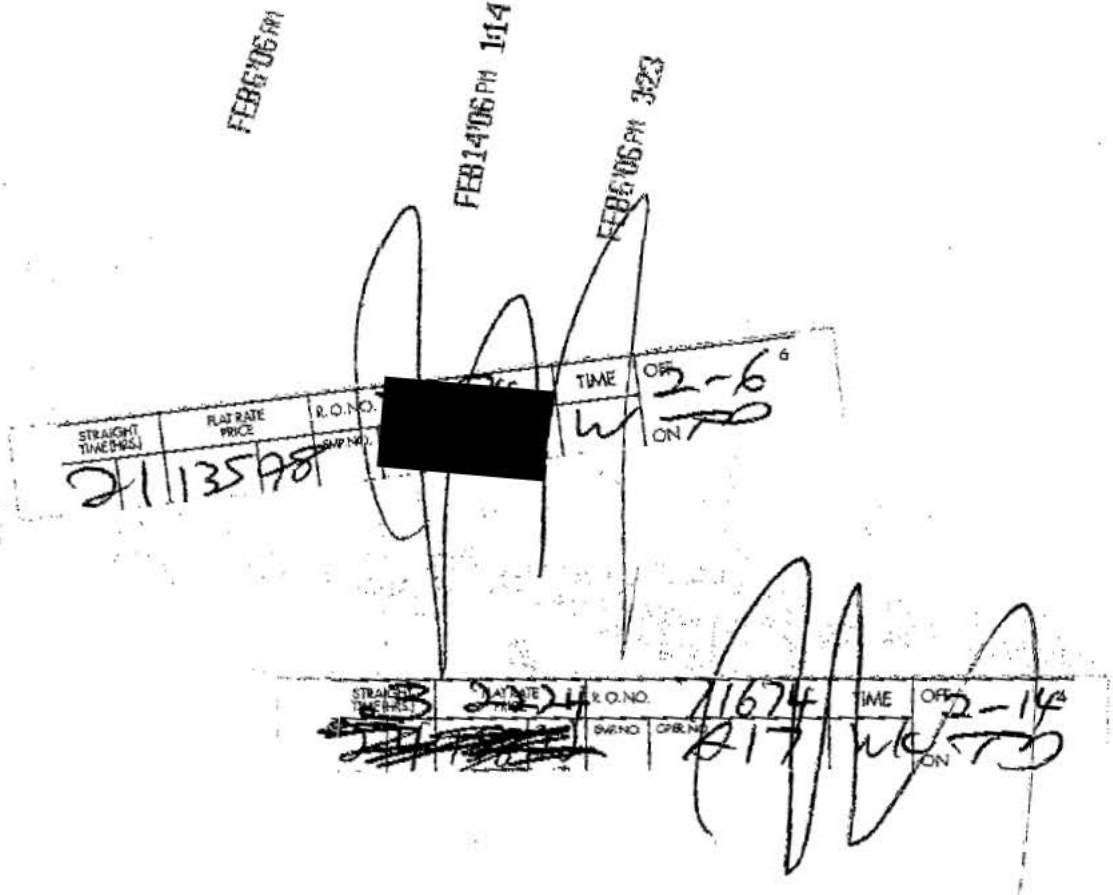
R.O.# [redacted]

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S/A	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI		A17 PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH	[redacted]		A17 MOLDINGS-THE	WB7966		A17 MOLDINGS-THE	C01	TECH	A17 LUBE OIL AND

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE



FEB 6 '06 PM

FEB 14 '06 PM 1:14

FEB 6 '06 PM 3:23

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	[redacted]	TIME	OFF 2-6
21	135 78	SMP NO.		W	ON TO

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	71674	TIME	OFF 2-14
[illegible]	[illegible]	SMP NO.	OPER. NO. 217	W	ON TO

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/13/2005	[redacted]	#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT	8057 miles

			- ALIGN OR REP	
12/13/2005	[redacted]	#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005	[redacted]	#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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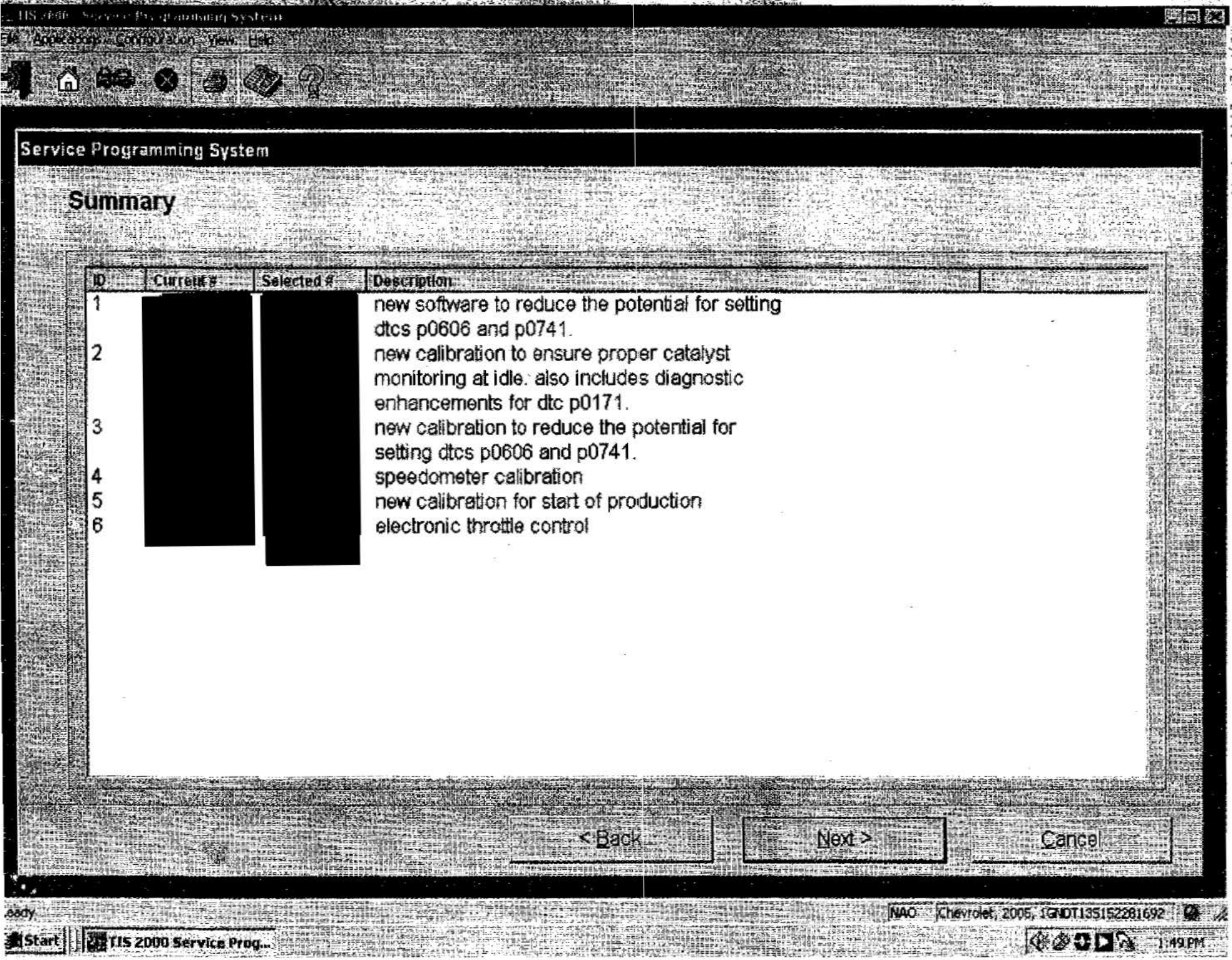

May. 12. 2006 9:40AM No. 0265 P. 45

Rental ID 755

Motor Vehicle Rental Agreement

Printed on: 2/15/2006 12:31:14 PM

Brenengen Auto
Customer for Life

990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	
35871	[redacted]	White	E 0.00 W 37.00
Make		**Model**	**Year**
CHEVROLET		MALIBU	2004

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City	State	Zip
CHASEBERG	WI	[redacted]

Phone	Driver's License #	State	Expiration
	[redacted]	WI	10/20/2008

Insurance Company WEST SALEM INSU. **Policy**

Date\Time Out	Odometer Out	Date \ Time Due
2/13/2006	29,422	
Date \ Time In	**Odometer In**	
2/14/2006	29,495	

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name [redacted]

Driver's License #	State	Expiration	Age
[redacted]	WI	12/22/2008	

Name

Driver's License #	State	Expiration	Age

RENTRAL RATES			CHARGES
1 Days	@ $	37.00 Per Day	$37.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$37.00
Other Charges			$0.00
Subtotal			$37.00
Tax Exempt ☐		Sales Tax	$2.04
0 Fuel Gallons	@ $0.00	Per Gallon	$0.00
Total Charges			$39.04
Less Deposit			$0.00
Balance Due			$39.04

REMARKS

Repair # [redacted]

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE

THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	2/13/2006

May. 12. 2006 9:42AM No. 0265 P. 46

Report Date: 02/16/06 **** New Claim **** Report Time: 11:38

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	02/06/06	1GNDT13S152[redacted]	3	18-123	9156	390-88-5252	185.27

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		N3				3A	C1106	.2	.3	392-92-6143	.00	37.07	E	0090
02		N3				3A	C1105	.2	.3	392-92-6143	.00	37.07	BE	0090
03		VL				3L	J6354	.7	.0	392-92-6143	.00	51.89		
04		O7				9Z	R9995	.3	.0	392-92-6143	.00	22.24		
05		MJ				98	Z7901	.0	.0	- -	37.00	37.00		

Comment: 1G1ND52FX4M6[redacted]

Claim Summary

Total Parts:	.00
Total Labor:	148.27
Total Net Item:	37.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	185.27

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES IN CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTERNATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	37.07
Auth:	Claim Type:		Complaint Cd: VL	LaborHrs: 0.5		OtherHrs: 0.0
	X 10464468 *GEN		REM	1	W	240.24 171.60
				Line Total.....		277.31 171.60
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSOR MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	37.07
Auth:	Claim Type:		Complaint Cd: OL	LaborHrs: 0.5		OtherHrs: 0.0
	X 15256689 SENSOR			1	W	162.55 116.11
				Line Total.....		199.62 116.11

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STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warrantios applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:43AM No. 0265 P. 48

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	[redacted]		00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
C	RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU					
	2 DAYS RENTAL					
	Z7902 99					
Auth:	Claim Type: X	Complaint Cd: MJ		LaborHrs: 0.0	OtherHrs: 0.0	
			RENTAL	1	W	74.00
			Line Total.....			74.00
D	FILLED WITH GAS ---$19.33					
		A00 4705				
			Line Total.....			

462	74.14-	23.90	TOTAL-CASH	225	NoCharge
480	402.79-	287.71			
502	74.00-				
263	550.93				

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STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:43AM No. 0265 P. 49

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

code 7 day Rental
+ Submit

[redacted]

CHA[redacted] WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	
	X 10464468	*GEN	REM	1	W	
				Line Total.....		
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	
	X 15256689	SENSOR		1	W	
				Line Total.....		

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

May. 12. 2006 9:44AM No. 0265 P. 50

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	[redacted]	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST.LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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

C RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU
_____DAYS RENTAL

Line Total.....

D FILLED WITH GAS ---$19.33
A00 4705

Line Total.....

TOTAL-CASH 225 NoCharge

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:44AM No. 0265 P. 51

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152281692	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	
	X 10464468	*GEN	REM	1	W	
			Line Total.....			
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	
	X 15256689	SENSOR		1	W	
			Line Total.....			

WARRANTY COPY - PAGE 01

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

May. 12. 2006 9:45AM No. 0265 P. 52

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S1[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

C RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
_____DAYS RENTAL

Line Total.....

D FILLED WITH GAS ---$19.33
A00 4705

Line Total.....

TOTAL-CASH 225 NoCharge

WARRANTY COPY - PAGE 02

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:45AM No. 0265 P. 53

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	9944	03/09/06 09:16	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	PROMISED
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	02/24/05	42	SMART PROTECTIO	02/24/09	48000	

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____ 2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____ 3. I DO NOT WANT AN ESTIMATE. YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

x Cust. dropped vehicle off before Signing
Angela Hamker

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	W		LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT
			J 9100 .5 A17
B	W		CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP
			N357 .2
			Diag .3
C	W	RC685	RENTAL/LOANER VIN:1G1ND52FX4M644895 2004 MALIBU
			_____ DAYS RENTAL

504123

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI		A17 PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH	WC1140		A17 MOLDINGS-THE	WB7966		A17 MOLDINGS-THE	C01TECH		A17 LUBE OIL AND
	2/16/06	9156	BK	WC1106		A17 WIND LEAK-OW	WC1105		A17 WIND LEAK- O	WJ6354		A17 LIGHTS-OWNER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE	.5	7.65			

May. 12. 2006 9:46AM No. 0265 P. 54

MAR 10 '06 PM 3:00

MAR 10 '06 PM

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
10	7414	[redacted]		3-10 ON

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/06/2006	[redacted]	#	C1106 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR	9156 miles

No. 0265 P. 56

May. 12. 2006 9:47AM

			UPPER AUXILIARY -	
02/06/2006	[redacted]	#	C1105 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR UPPER AUXILIARY -	9156 miles
02/06/2006	[redacted]	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	9156 miles
02/06/2006	[redacted]	#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	9156 miles
02/06/2006	[redacted]	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	9156 miles
12/13/2005	[redacted]	#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT - ALIGN OR REP	8057 miles
12/13/2005	[redacted]	#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005	[redacted]	#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

- Intermittent — 3-4

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] CHASEBURG [redacted] WI	1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
** TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
** TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING. SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
** COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

0508 42001

3-06

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:48AM No. 0265 P. 58

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 W

Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 W

Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION

A17 6143

Line Total.....

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:49AM No. 0265 P. 59

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]	[redacted]	[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143		C	9.95
				Line Total.....		9.95

Labor	9.95
SalesTax	.55
TOTAL-AMOUNT	10.50

CUSTOMER COPY - PAGE 03

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:49AM No. 0265 P. 60

GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S1[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	[redacted]
Build Date :	02/11/2005	**Build Plant :**	15206

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AP9 - CARGO CONVENIENCE NET
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B42 - REVERSIBLE CARPET/VINYL CARGO UTILITY MAT	CE1 - RAIN SENSING WIPERS
CF5 - ELECTRIC SUNROOF	CJ2 - AUTOMATIC CLIMATE CONTROL
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAINE, OHIO	DD4 - ISRV MIRROR W/COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DS3 - MIRROR LH/RH REMOTE	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - 50-STATE EMISSIONS
GT4 - REAR AXLE - 3.73 RATIO	JF4 - ELECTRIC ADJUSTABLE PEDALS
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
K05 - ENGINE BLOCK HEATER	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	N40 - POWER STEERING
N74 - 17" BRIGHT ALUMINUM WHEELS	N79 - FULL SIZE SPARE

PNE - SUSPENSION

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Rental ID 831

Motor Vehicle Rental Agreement

Printed on: 3/11/2006 11:53:49 AM

Brenengen Auto

Customer for Life

990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	
35871	[redacted]	White	E 0.00 W 0.00

Make	Model	Year
CHEVROLET	MALIBU	2004

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City CHASEBURG **State** WI **Zip** [redacted]

Phone **Driver's License #** [redacted] **State** WI **Expiration** 12/22/2008

Insurance Company WISCONSIN MUTUAL **Policy**

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Date\Time Out	Odometer Out	Date \ Time Due
3/9/2006	29,978	
Date \ Time In	**Odometer In**	
3/11/2006 10:00 AM	30,140	

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name

Driver's License #	State	Expiration	Age

Name

Driver's License #	State	Expiration	Age

RENTRAL RATES			CHARGES
0 Days	@ $	0.00 Per Day	$0.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$0.00
Other Charges			$0.00
Subtotal			$0.00
Tax Exempt ☐		Sales Tax	$0.00
0 Fuel Gallons	@ $0.00	Per Gallon	$0.00
Total Charges			$0.00
Less Deposit			$0.00
Balance Due			$0.00

REMARKS

Repair # 73718

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE

THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	3/9/2006

May. 12. 2006 9:51AM No. 0265 P. 63

Report Date: 03/13/06 **** New Claim **** Report Time: 11:49

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	03/09/06	1GNDT13S15[redacted]	3	18-123	9944	387-02-4978	550.93

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

****

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		VL	1	10464468	240.24	6C	J4100	.5	.0	392-92-6143	.00	277.31		
02		OL	1	15256689	162.55	6C	N3572	.5	.0	392-92-6143	.00	199.62		
03		MJ				99	Z7902	.0	.0	- -	74.00	74.00		

Comment: 1G1ND52FX4M[redacted]

Claim Summary

Total Parts:	402.79
Total Labor:	74.14
Total Net Item:	74.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	550.93

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.

June 27, 2006
Re: [redacted] vs Chevrolet Motor Division # CHV0647816 VIN: 1GNDT13S1[redacted]

[redacted]
CHASEBURG WI[redacted]

Dear [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer and Chevrolet Motor Division have reached the following agreement: The manufacturer will terminate the lease on the consumer's 2005 Chevrolet Trailblazer; there will be no early termination penalties. The consumer is reponsible for faxing a copy of the current vehicle registration directly to Anne Corbett. The transaction will be completed within 30 days.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Onitra Roberson at Extension 514

cc: Anne Corbett

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
COR44A15DF

Last

First

Timestamp
2006-06-27-19.07.17.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

Title Inquiry Report for BRENENGEN CHEVROLET Page: 1

Control Number: 052206
Date: 05/22/2006 Time: 10:36 AM
Request Number: Requested By: SM

VEHICLE INFORMATION

Title Number: [redacted] Last Title Change Date: 02/26/2005
Plate Number: 382GMG Base Year:
Plate Type: AUT Expiration Date: 02/23/2007
Tax Code: 62-51
VIN: 1GNDT13S152[redacted] Model Year: 2005
Make/Body/Mod/Type: CHEV/UT/TRAILBLAZER/TRUK
Color: GRAY Weight: 0
Odometer/Status: 42/ACTUAL

OWNER INFORMATION

VAULT TRUST
COCKEYSVILLE / / PO Box: 8121 / MD / 21030 //
KELLER MARVIN J
CHASEBURG / 112 SWAIN ST APT 108 / PO Box: /WI / 54621 / 97
VERNON / (V) CHASEBURG

LIENHOLDER INFORMATION

Lien #1

3023,GMAC,COCKEYSVILLE / / PO Box: 8121 / MD / 21030 / /

CONDITIONS

LIENS Must Be Satisfied For Resale

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/27/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Chaseburg, Wi [redacted]
5.Primary Customer Phone #: [redacted]8 Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate _____

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S152[redacted] 12.Current Mileage: 11,250
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: Brenengen Chevrolet
15.Dealership Phone #: (608) 786-0400
16.Dealership Contact Name and **TITLE:**Dennis Vee, General Manager
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (608) 786-3030
19.Dealership BAC: 111816 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? No
22.If this will not be a Trade Repurchase, Please explain Why? Leased vehicle

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: NA
25.If no TAC number, Explain: AVM was involved
26.Reason for Repurchase (Include specific mechanical failure): headlamps dimming - electrical surges

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? NO
29.Recommended Disposition of Repurchased Vehicle: HOLD FOR TAC REVEIW (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for any vehicle damage

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: NA
33.New Vehicle Year/Make/Model: Na
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: waived

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: Walk away - no fees or refunds to customer

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: lease termination - straight buy out

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: Straight Lease Repurchase - customer walks away

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

42.Authorizer Name: Jack Looman prepared by Anne Corbett, Tampa

43.GM Position: AVM

44.VoiceMail Node: 630092 Mailbox Number: 8123

45.Email Address: JACK.LOOMAN@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.

COMPANY: 01 BRENENGEN CHEVROLET
SERVICE MERCHANDISING
HISTORY PRINT

[redacted]

:.N..... 1GNDT13S1 52[redacted]
ner Name..... [redacted]
reet Address... [redacted]
cy..... CHASEBURG State WI Zip [redacted]
lephone..... Home.. [redacted] Work... [redacted]
ner Phone No... - - Send Mail... Y(Y/N)
nail Address...
st. Control No. [redacted] (Only Needed for Charge Sales)
leseperson..... 650 Delivery Date... 02/24/05 Delivery Miles.. 42

----Activity----
|No.R.O.'s 3 |
|Total$s 35 |
|Later 03/13/06 |
|Miles 9944 |

- - - - - Vehicle Information - - - - -

ar..... 05 Make..... CHEVROLET
del..... TRAILBLAZE Color..... GRAY 62U
ate No..... Stock No.... [redacted]
y No. Ign..... [redacted] Key No.Trk..
ServiceDate.... 02/24/05 Prod. Date.. 00/00/00
rranty Type.... SMART PROTECTIO Warr.Expires. 02/24/09 Miles 48000
RV CONT # ..... ENGINE/TRANS.....
DY TYPE ..... COMMENT #4 .....
rvAdvisor..... Tech/Team Cd.

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n ID#: 52281692 Repair Order#[redacted] Status Cd: C
) Date: 03/09/06 Inv Date: 03/13/06 Mileage: 9944 Act/Est: A Serv Adv: AH
ntrol#: 50374 Inv Letter: F G/L Group: 1 Coupon$: 0.00 ShopChg: Y
G(1) 0.00 C WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
G(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
G(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

- - - - -

O/MATE, INC. COMPANY: 01 BRENENGEN CHEVROLET RUN DATE: 05/12/2006
STPRNT SERVICE MERCHANDISING RUN TIME: 08:45
GE 2 HISTORY PRINT

n ID#: 52281692 Repair Order#: [redacted] Status Cd: C

---

ne#: C OperNo: Z7902 FailCode: 99 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU
2_DAYS RENTAL

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ne#: D OperNo: FailCode: Hours: 0.00 Rate: 1 Amount$: 0.00 Tech: A00
yType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
FILLED WITH GAS ---$19.33

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n ID#: [redacted] Repair Order[redacted] Status Cd: C
Date 02/06/06 Inv Date 02/16/06 Mileage: 9156 Act/Est: A Serv Adv: BK
ntrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
G(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
G(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
G(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ne#: A OperNo: C1106 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: E
WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
tory: Version: 1 Created: 02/06/2006 15:12
TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

---

ine#: B OperNo: C1105 FailCode: 3A Hours: 0.50 Rate: 2 Amount$: 37.07 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: N3 GMLabHrs: 0.20 GMOthHrs: 0.30 GMFP: GM Auth: BE
WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
tory: Version: 1 Created: 02/06/2006 15:13
TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

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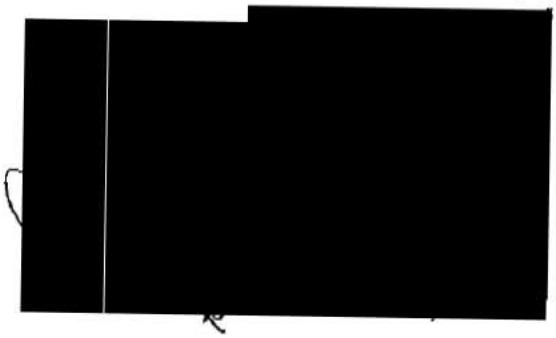
ine#: C OperNo: J6354 FailCode: 3L Hours: 0.70 Rate: 2 Amount$: 51.89 Tech: A17
ayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: VL GMLabHrs: 0.70 GMOthHrs: 0.00 GMFP: GM Auth:
LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
tory: Version: 1 Created: 02/06/2006 15:14
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN

tory: Version: 2 Created: 02/14/2006 13:05
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNOGHT TO VERIFY CONCERN



1 ID#: 52281692 Repair Order#: [redacted] Status Cd: C
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN
)ry: Version: 3 Created: 02/14/2006 13:25
COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER
NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

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ne#: D OperNo: R9995 FailCode: 9Z Hours: 0.30 Rate: 2 Amount$: 22.24 Tech: A17
yType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: 07 GMLabHrs: 0.30 GMOthHrs: 0.00 GMFP: GM Auth:
SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:14
FOUND DRIVERS SEAT ADJUSTER TO BE JAMBED CAUSING SEAT NOT TO MOVE
ory: Version: 2 Created: 02/14/2006 13:06
CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO PAR BACK POSITION

---

ne#: E OperNo: FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A17
yType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
ory: Version: 1 Created: 02/06/2006 15:15
TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE, NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

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ine#: F OperNo: 02TECH FailCode: Hours: 0.40 Rate: 1 Amount$: 9.95 Tech: A17
ayType: C Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
TIRE ROTATION
PERFORM TIRE ROTATION
tory: Version: 1 Created: 02/06/2006 15:15
ROTATED TIRES

---

ine#: G OperNo: Z7901 FailCode: 98 Hours: 0.00 Rate: 2 Amount$: 0.00 Tech:
ayType: W Sp G/L#: PP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: MJ GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1_DAYS RENTAL

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in ID#: 52281692 Repair Orde[redacted] Status Cd: C
O Date: 12/13/05 Inv Date 12/16/05 Mileage: 8057 Act/Est: A Serv Adv: AR
ontrol#: 50374 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 WarrTyp: G Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: C1140 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
ayType: W Sp G/L#: PP: 15205660 CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:

n ID#: [redacted] Repair Order#: [redacted] Status Cd: C
MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE
IS FALLING OFF. CHECK AND ADVISE
ory: Version: 1 Created: 12/13/2005 12:15
FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT
REAR WHEELHOUSE WEATHERSTRIP.

---

ne#: B OperNo: B7966 FailCode: 3A Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth:
MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.
ory: Version: 1 Created: 12/13/2005 12:15
ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.

---

ne#: C OperNo: 01TECH FailCode: Hours: 0.50 Rate: 1 Amount$: 7.50 Tech: A17
yType: C Sp G/L#: FP: KITPF61 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
LUBE OIL AND FILTER CHANGE
LUBE OIL AND FILTER CHANGE
ory: Version: 1 Created: 12/13/2005 12:16
LOF

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ne#: D OperNo: FailCode: Hours: 0.70 Rate: 3 Amount$: 29.40 Tech: A17
yType: I Sp G/L#: FP: FLAPS CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND
ATTATCHED TO RO.
ory: Version: 1 Created: 12/13/2005 10:22
INSTALLED 4 BRENENGEN FLAPS.
A17

---

ne#: E OperNo: C1141 FailCode: 2W Hours: 0.20 Rate: 2 Amount$: 14.28 Tech: A17
yType: W Sp G/L#: FP: 15205661 CondNo: 0 Part$: 0.00
igOp: GMClaimType: GMComplaint: ON GMLabHrs: 0.20 GMOthHrs: 0.00 GMFP: GM Auth: B
OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.
ory: Version: 1 Created: 12/13/2005 12:16
FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR
WHEELHOUSE WEATHERSTRIP.

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in ID#: 52281692 Repair Order#: [redacted] Status Cd: C
O Date: 02/22/05 Inv Date: 02/22/05 Mileage: 8 Act/Est: A Serv Adv: DA
ontrol#: Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
OG(1) 0.00 C WarrTyp: Auth#: MISC(1) OIL CLUB CARD 0.00 Type: C
OG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) CAR WASH TOKEN 0.00 Type: C
OG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) LIFETIME ROTATE 0.00 Type: C

---

ine#: A OperNo: PDI FailCode: Hours: 1.30 Rate: 2 Amount$: 92.82 Tech: A17
ayType: I Sp G/L#: 464 FP: CondNo: 0 Part$: 0.00
rigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
PERFORM PRE DELIVERY INSPECTION
tory: Version: 1 Created: 02/22/2005 12:16
INSPECTED

ODOMETER MILEAGE STATEMENT

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

I, BRENENGEN CHEVROLET, INC (Transferor's Name — Print) state that the odometer now reads 42 (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 CHEVROLET

Model TRAILBLAZER

Body Type TRUK

Vehicle Identification Number 1GNDT13S15[redacted]

Year 2005

Transferor's Name BRENENGEN CHEVROLET, INC

Transferor's Address 990 W CITY HIGHWAY 16 (Street)

WEST SALEM WI 54669 (Zip Code)

Transferor's Signatur[redacted]

Date of Statement 02/24/2005

Transferee's Name GMAC

Transferee's Address P O BOX 8121

COCKEYSVILLE MD 21[redacted] (Zip Code)

Transferee's Signature [redacted]

GMAC 5033 (Rev. 4-89)
Printed in U.S.A. 500M 5/00

TRANSFEROR

BRANCH DEALER ACCOUNT NO.

GMAC- Insurance Information Form To be completed by Branch

– LESSEE

ESSEE FIRST NAME [redacted] MI [redacted]

R LESSEE BUSINESS NAME

ITY [redacted] ST WI ZIP CODE [redacted]

AGENCY ADDRESS

AMERICAN FAMILY INS Dick Von Ruden
Agency

1901 STATE ROAD
Street Address

LA CROSSE WI 54601
City State Zip

INTERNAL USE ONLY

- ☐ Lease Assignment
- ☐ Flat Cancellation Replaces Lease
- ☐ Employee Lease Used Vehicles
- ☐ Multiple Leases
- ☐ Physical Damage Waived Comp____ Coll____
- ☐ Substitution of Vehicle

AGENCY CONTACT—FIRST INITIAL AND LAST NAME

D I C K V O N R U D E N

AGENCY PHONE

6 0 8 - 7 8 2 - 5 7 9 0

INSURED—MUST BE NAMED ON LEASE—FIRST NAME MI LAST NAME

[redacted]

INSURANCE COMPANY

A M E R I C A N F A M I L Y I N S

POLICY NUMBER [redacted]

EFFECTIVE DATE (MM, DD, YY)

1 0 / 1 5 / 0 4

EXPIRATION DATE (MM, DD, YY)

0 4 / 1 5 / 0 5

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverages as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. I also acknowl[redacted]ment and authorize the agent to place coverages as required.

[redacted] 02/24/2005

Lessee's Signature Date

2 - COVERAGE REQUIREMENTS

	PASSENGER CAR/LIGHT DUTY TRUCK	TRUCKS OF 10,000 LBS. GVW OR MORE
Liability:	$100,000/300,000 Bodily Injury, $50,000 Property Damage (minimum) or $300,000 **($500,000 In FL)** Combined Single Limit	$100,000/$300,000 Bodily Injury and $1,000,000 umbrella, $50,000 Property Damage (minimum) or $1,000,000 Combined Single Limit
Comprehensive/Collision:	$500 Deductible (maximum)	$1,000 Deductible (maximum)

ENDORSEMENT NAME

"Additional Insured" and **"Loss Payee"** endorsement is: **GMAC and its successors and assigns**

ENDORSEMENT MAILING ADDRESS

It is imperative that this address be used for all insurance notifications:

c/o PDP Services
P.O. BOX 650100
Hunt Valley, MD 21065-0100

3 – DEALER

VEHICLE IDENTIFICATION NUMBER

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

Liability Confirmed	☒ Yes ☐ No
Comprehensive Confirmed	☒ Yes ☐ No
Collision Confirmed	☒ Yes ☐ No
Endorsements Confirmed	☒ Yes ☐ No
PDP Address Confirmed	☒ Yes ☐ No

Person Contacted at Agency: DICK VON RUDEN

Dealer Verification By: SUSAN M MACK **Date:** 02/24/05

Dealership Name: BRENENGEN CHEVROLET **Tel. No.** (608-786-0400

4 – AGENT

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to **PDP Services, P.O. Box 650100, Hunt Valley, MD 21065-0100.** Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays and may result in additional requests for information.

GMAC 685 SL 1/2003

No. 0265 P. 6
MAY. 12. 2006 9:23AM

TRIPLICATE ORIGINAL - DEALER

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER | DSG NUMBER | DEALER NUMBER: 280614

[redacted]

DATE OF BIRTH (MMDDYY): [redacted]

MI: [redacted]

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

PO BOX NUMBER | CURRENT STREET NUMBER | CURRENT STREET NAME (MAILING ADDRESS): [redacted]

CITY: La Crosse | STATE: WI | ZIP CODE: [redacted]

AREA CODE | HOME PHONE: [redacted]

○ Own ○ Other ○ Rent ○ Family

MTG PAYMENT OR RENT: 0 | TIME AT ADDRESS: 3 YRS

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

OCCUPATION: Mechanic

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.

BUSINESS PHONE: [redacted]

GROSS ANNUAL INCOME (ALL SOURCES): 35,000 | TIME EMPLOYED: 2 YRS

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

○ Demo ○ Off-Lease

○ College Grad Plan ○ Loose Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial | ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | EST. PAYMENT | SEC DEP

NET TRADE | (y/) TRADE-IN (make) | MILEAGE (thousands) | UPFIT COST

CASH/CAP RED/REBATE | VEHICLE YR | MAKE | CYL | # of UNITS | COST OF CHASSIS

CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

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

LAST NAME OR BUSINESS NAME: [redacted]

DATE OF BIRTH (MMDDYY): [redacted]

FIRST NAME: [redacted] | MI: [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)

OCCUPATION: Disabled

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

(AREA CODE) BUSINESS PHONE

GROSS ANNUAL INCOME (ALL SOURCES): 1,704 | TIME EMPLOYED YRS MOS

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.

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

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

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 (1) I have read and agree[redacted] side, and (2) I have received and read the GMAC Privacy Notice.

X [redacted] Date 2/23/05

[redacted] Date 2/23/05

301 Joint 6/2004 (Joint Express Application) Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

Dealership Name BRENENGEN CHEVROLET, INC

Lessee Name [redacted]

Lease Term (months) 48 New/Used N

Effective Rate (to be completed by GMAC)

MAXIMUM AMOUNTS	Maximum Vehicle Price Component	Maximum Residualizable Amount
1. MSRP from Factory Invoice	$ 38040.00	$
Times Markup Factor	x %	
2. Allowable Markup	= $	
Option Package Discounts (PEG)		+ $
3. Plus Dealer Installed Options Capitalized and Residualized (itemize below):		
	+ $	+ $
	+ $	+ $
	+ $	+ $
Plus Dealer Installed Options Capitalized Only (itemize below):		
	+ $	
	+ $	
	+ $	
Minus Equipment Removed from Vehicle (MSRP Amount) (itemize below):		
	− $	− $
	− $	− $
Total of Dealer Installed Options	= $	
4A. Maximum Vehicle Price Component (if new vehicle, 2 + 3)	= $	
4B. Maximum Residualizable Amount		= $ 38040.00

CAPITALIZED COST

5. Agreed Upon Value of the Vehicle (not to exceed 4A)		$ 34595.75
6. GMAC Administrative Fee		+ $ 595.00
7. Amounts Levied at Lease Inception and Not Included in Amount Due at Lease Signing or Delivery:		
Title Fees	$ NA	
License Fees	+ $ NA	
Registration Fees	+ $ NA	
Sales/Use Tax (on capitalized cost reduction)	+ $ NA	
Other Tax (describe)_____	+ $ NA	
Other (describe)_____	+ $ NA	
Total	→	+ $ NA
8. Optional Service Contract		+ $ 780.00
9. Optional Life Insurance		+ $ NA
10. Optional Disability Insurance		+ $ NA
11. Gross Capitalized Cost		= $ 35970.75
12. Less Capitalized Cost Reduction (other than net trade-in value):		
Cash	$ NA	
Rebates (which do not reduce the agreed upon value of the vehicle)	+ $ 2250.00	
Other (describe)_____	+ $ NA	
Total	→	− $ 2250.00

(continued in next column)

13. Less Net Trade-In Value:		
Gross Trade-In Value	$ 22000.00	
Less Payoff	− $ 22000.00	
Net Trade-In Value	→	− $ NA
14. Adjusted Capitalized Cost		= $ 33720.75

MILEAGE FACTORS	Extra Mileage Charge	Allowed Mileage
Starting Odometer Mileage (If new vehicle with more than 500 miles or used vehicle, special considerations apply.)		42
15. Anticipated Mileage for Term	48000	
16. Standard Mileage Allowance for Term	− 48000	+ 48000
17. Extra Mileage for Term	=	+
18. Times Extra Mileage Cost/Refund Rate (per mile)	x $ .20	
19. Total Cost for Extra Miles Allowance	= $ NA	
20. Total Allowed Mileage		= 48042
21. Annual Mileage (from 15 ÷ term) x 12 mos.		12000

RESIDUAL VALUE

22. Maximum Residualizable Amount (from 4B)		$ 38040.00
23. Times Residual Percentage		x % 50.00
24. Subtotal		= $ 19020.00
25. Less Total Cost for Extra Miles (from 19)		− $ NA
26. Beginning Mileage Adjustment and Other Factors Affecting Depreciation		+/− $ NA
27. Residual Value		= $ 19020.00

TOTAL MONTHLY PAYMENT

28. Base Monthly Payment		$ 417.54
29. Additions to Base Monthly Payment:		
Monthly Sales/Use Tax	5.50 %	+ $ 22.96
Personal Property Tax	NA %	+ $ NA
Other (describe)_____		+ $ NA
Other (describe)_____		+ $ NA
30A. Total Monthly Payment		= $ 440.50
30B. Total of Monthly Payments (from 30A x Term 48)		= $ 21144.00

DEPRECIATION AND ANY AMORTIZED AMOUNTS

31. Adjusted Capitalized Cost (from 14)	$ 33720.75
32. Less Residual Value (from 27)	− $ 19020.00
33. Depreciation and Any Other Amortized Amounts	= $ 14700.75

RENT CHARGE

34. Base Monthly Payment (from 28)		$ 417.54
35. Times Lease Term		x 48
36. Total of Base Monthly Payments		= $ 20041.92
37. Less Depreciation and Any Other Amortized Amounts (from 33)		− $ 14700.75
38. Total Rent Charge		= $ 5341.17

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May. 12. 2006 9:24AM

AMOUNT DUE AT LEASE SIGNING OR DELIVERY

39. Capitalized Cost Reduction (other than trade) (from 12):
    - Cash $ NA
    - GM Card Rebate + $ NA
    - Other Rebates (which do not reduce the agreed upon value of the vehicle) (describe) + $ 2250.00
    - Other (describe) _____ + $ NA
    - Total → $ 2250.00
40. Net Trade-In Value (from 13) + $ NA
41. First Monthly Payment + $ 440.50
42. Refundable Security Deposit + $ NA
43. Additional Amounts:
    - Title Fees $ 35.00
    - License Fees /DOC. FEE /NYSI + $ 78.50
    - Registration Fees + $ NA
    - Sales/Use Tax (on capitalized cost reduction) + $ 123.75
44. Other (describe) _____ + $ NA
45. Amount Due at Lease Signing or Delivery = $ 2927.75

PURCHASE OPTION AT END OF LEASE TERM

46. Residual Value (from 27) $ 19020.00
47. Purchase Option Fee + $ NA
48. Purchase Option at End of Lease Term = $ 19020.00

AMOUNT DUE DEALER FROM GMAC

49. Adjusted Capitalized Cost (from 14) $ 33720.75
50. Less Cash Adjustments:
    - First Monthly Payment $ 440.50
    - Refundable Security Deposit + $ NA
    - Total → − $ 440.50
51. Other (describe) _____ +/− $ NA
52. Less GMAC Administrative Fee (from 6) − $ 595.00
53. Amount Due Dealer = $ 32685.25

BILL OF SALE AMOUNT

54. Bill of Sale Amount:
    - Agreed Upon Value of the Vehicle (from 5) $ 34595.75
    - Less Capitalized Cost Reduction (other than net trade-in value) (from 12) − $ 2250.00
    - Less Net Trade-In Value (from 13) − $ NA
    - Total → = $ 32345.75

LIMITATIONS

Markup Factor Maximum: 110% of MSRP (120% for CMI vehicles).

Dealer Installed Options Capitalized and Residualized:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.
Residualizable amount – Record the amount listed in the RVLG New Vehicle Dealer Installed Options section.

Dealer Installed Options Capitalized Only:
Capitalized amount – No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.

Note: Information pertaining to GMAC policies and requirements is current as of the date of printing of this worksheet. GMAC may change its policies and requirements at anytime.

Mileage and Term Considerations:

		New		Used			
		Current Series	Prior Model Year	Current Series	One Year	Two Years	Three Years
Maximum Term (months)		60	48	48	36	36	24
Standard Beg. Mileage		0	0	0	15,000	30,000	45,000
Beg. Miles May Not Exceed		500[1]	500[1]	30,000	45,000	45,000	60,000
[1]501 or more	Not Demo or PEP	Follow used vehicle guidelines.					
[1]501-7,500	Demo only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					
[1]501-25,000	PEP only	Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.					

Salesperson FRANK P SMABY Submitted to GMAC _____ Time 02/24/2005 Date

_____ Approved By _____ Time _____ Date _____ Application Number

Program Lease Factor: _____
Dealer Factor: _____
Total Lease Factor: 5.00

Vehicle Description: Year 2005 Make CHEVROLET Model TRAILBLAZE VIN 1GNDT13S1[redacted]

676 SLM/SLS WRKSHT 6-98 (8)

No. 0265 P. 9
May. 12. 2006 9:24AM

GMAC Credit/Lease Application

Next

Dealer:	28061A	SPB:	121		
Business Type:					
Applicant:	[redacted]	SSN/TIN:	[redacted]	Birthdate:	[redacted]
Address:	[redacted] LA CROSSE, WI [redacted]	Time at Address:	03 yrs, 00 mos	Home Phone:	[redacted]
		Mtg Pmt/Rent:	$0 (O)		
Employer:	THREE RIVERS BUS	Occupation:	MECHANIC	Business Phone:	[redacted]
		Time Employed/In Business:	02 yrs, 00 mos		

Gross Income: **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.**
$35000 Annually

Line of Business:	SmartLease	New/Used:	New
Product Use:	Personal	Credit Line:	No
Type:	Light Truck	Special Plan Options:	

Vehicle Options:

Cash Selling Price:	$35790	MSRP:	$35390
Net Trade:	$0	Est Payment:	$440
Cash/Cap Red/Rebate:	$2500	Sec Dep:	$0
Cap Cost/Unpd Bal:	$33290		
Vehicle Yr:	2005	Trade Yr:	2004
Make:	CHEVROLET	Trade Make:	CHEV
Model:	CT15506	Upfit Cost:	$0
Description:	TRAILBLAZER LT 4WD	Cost of Chassis:	$0
Cyl:	6	# of Units:	1
Mileage:	12000		
Term (mos):	48		

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU:

NAME: _____

ADDRESS: _____ PHONE: _____

This application will be submitted to GMAC, 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 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.

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

○ To opt-out now – Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

By signing this application, I certify that the information in my application is complete and true. I authorize the dealer, GMAC, GMAC Automotive Bank, C. O. L. Trust (if this is a lease application), and Nuvell Credit Corp. (if this is a purchase application) to investigate my credit and employment history, obtain credit reports, and release information about their credit experience with me as permitted by law. If an account is created, I authorize the obtaining of credit reports for purposes of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Notice to Wisconsin Residents:

Please Indicate:

- ● Married
- ○ Unmarried (includes single, divorced, widowed)
- ○ Separated

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May. 12. 2006 9:25AM

If married or separated and spouse is not a co-applicant, please provide:

Non-applicant spouse's name Applicant

Non-applicant spouse's address _____

Notice: The interest of the creditor will not be adversely affected by a provision of a marital property agreement, a unilateral statement under Wisconsin Statutes § 766.59 or a court decree under Wisconsin Statutes § 766.70, unless you furnish a copy of such agreement, statement or decree to the creditor, or the creditor has actual knowledge of such provision before credit is granted.

NON-APPLICANT SPOUSE'S WAIVER OF NOTICE: I agree to waive notice of any extension of credit in connection with this application.

Non-applicant spouse signs (if available) _____ Date _____

By signing below, I certify that (1) I have read and agree to the terms of this application , and (2)I have received and read the GMAC Privacy Notice.

Signature: [redacted] Date: 2/24/05

May. 12. 2006 9:25AM No. 0265 P. 11

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
	1GNDT13S152[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CST NO:	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

Motor vehicle repair practices are regulated by chapter TCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

PERFORM PRE DELIVERY INSPECTION
INSPECTED

PDI A17 6143 I

Line Total.....

TOTAL-AMOUNT NoCharge

SIGNATUR COPY - PAGE 01

STATEMENT OF DISCLAIMER

ANTY INFORMATION. The parts checked "Warranty" on the face side of are covered by a manufacture's warranty, copies of which are lable thorough the selling dealer. There are no other warranties icable to the parts or service furnished in this repair. The dealer ot a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:25AM No. 0265 P. 12

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	00/00/00	8	8	02/22/05	00/00/00	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge	
261A	92.82					

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

ANTY INFORMATION: The parts checked "Warranty" on the face side of are covered by a manufacture's warranty, copies of which are lable thorough the selling dealer. There are no other warranties icable to the parts or service furnished in this repair. The dealer ot a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
	1GNDT13S151[redacted]	8	02/22/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		- -	- -	5402	00/00/00	DA 6036	CASH

CUST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	00/00/00	8	8	02/22/05	00/00/00	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	PERFORM PRE DELIVERY INSPECTION					
*	INSPECTED					
	PDI		A17 6143	1.30	I	92.82
				Line Total.....		92.82

464	92.82-	25.52	TOTAL-CASH	225	NoCharge
261A	92.82				

INTERNAL COPY - PAGE 01

STATEMENT OF DISCLAIMER

RANTY INFORMATION: The parts checked "Warranty" on the face side eof are covered by a manufacture's warranty, copies of which are ilable thorough the selling dealer. There are no other warranties licable to the parts or service furnished in this repair. The dealer not a party to any such manufacturer's warranty.

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

May. 12. 2006 9:26AM No. 0265 P. 14

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

NEW INVENTORY

VEHICLES IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO
1GNDT13S152[redacted]	8	02/22/05 10:53	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	PROMISED
		- -	- -	5402	00/00/00	DA 6036	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES	
	00/00/00	8		00/00/00		

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

3. I DO NOT WANT AN ESTIMATE.
YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

X Deb Atchison ___CASH ___CHARGE

T TYPE	OP-CODE	LABOR INSTRUCTIONS
I	PDI	PERFORM PRE DELIVERY INSPECTION

561 92.8
1.3
1.1
27000 1-3
1.0 A17

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

RO #	DATE	MILES	S A	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

May. 12. 2006 9:26AM No. 0265 P. 15

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number: 1GNDT135152[redacted]

Dealer/BAC Code: 18123

Stock # [redacted]

Repair Order # [redacted]

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:

- [x] Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 38 RF 30 LR 35 RF 35

- [x] Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- [x] Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- [x] Verify RPO and RPA options
- [x] Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 2 **After** 6

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:

- [x] Engine Performance: Cold start, idle quality
- [x] HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- [x] Radio, cassette and CD player (regular, steering wheel and rear controls)
- [x] Steering wheel – center position
- [x] Steering for leads, pulls, vibration at idle, vibration while driving
- [x] Wipers, delay and washers (front and rear)
- [x] Brakes for noise, pulls, vibration or shudder at both high and low speeds
- [x] Unusual wind noise
- [x] Unusual noises/vibrations
- [x] Squeaks and rattles
- [x] Transfer case or TAPshift function (if equipped)
- [x] Cruise/adaptive cruise (if equipped)
- [x] OnStar for connectivity (if equipped)
- [x] Transmission shifter, clutch, noise, shift smoothness
- [x] Engine performance: Hot start, idle quality
- [x] Check for MIL, SES, SVS, and warning lights

Under Hood:

- [x] Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 13.2

DATE 2-05 **INITIAL** 15

- [ ] Remote hood release, latch and hood safety latch
- [x] Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- [x] Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- [x] Fluid levels: Add as required

Body/Chassis:

- [x] Doors, locks, keys and keyless entry system
- [ ] Check child safety door/window locks are in normal (unlocked) position (if equipped)
- [x] Neutral start safety switch (if equipped)
- [x] Power mirrors (if equipped)
- [x] Horn
- [x] Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- [x] Seat belts: material, operation and latches
- [x] Child Comfort Guide – elastic cord visible (if equipped)
- [x] Removable top/panel, convertible top
- [x] Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- [x] Trunk safety release (if equipped)
- [x] 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:

- [x] Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- [x] Brake/fuel lines secured in clips
- [x] Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- [x] Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- [x] Install floor mats (if equipped)
- [x] Thorough exterior wash and dry; check for water leaks
- [x] Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- [x] Erase all messages on voice recorder (if equipped)
- [x] Reset fuel economy readings
- [x] Set clock/calendar to local time
- [x] Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- [x] Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Lawrence Sote — Technician (Print Name)

Des Atchison — Service Manager (Signature)

2-20-05 — Date

May. 12. 2006 9:27AM No. 0265 P. 16

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

USE NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]	[redacted]	[redacted]	00/00/00	AH 4978	CASH

JST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

INT	OP CODE	PART-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.						
	C1140	2W	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
	X	15205660	WEATHERST	1	W	37.59	26.85
				Line Total.....		51.87	26.85
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.						
	B7966	3A	A17 6143	.20	W	14.28	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
				Line Total.....		14.28	
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						
			A17 6143	.70	I	29.40	

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

No. 0265 P. 17

MAY. 12. 2006 9:27AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/16/05	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN SERV. DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

NE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
			FLAPS BRENENGEN	2	I	15.00	12.00
				Line Total.....		44.40	12.00

OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.

	C1141	2W	A17 6143	.20	W	14.28
Auth:B	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0
	X	15205661	WEATHERST	1	W	30.07 21.48
				Line Total.....		44.35 21.48

462	42.84-	14.34	TOTAL-CASH	225	NoCharge
480	67.66-	48.33			
463	29.40-	16.73			
481	15.00-	12.00			
263	110.50				
331A	44.40				

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

No. 0265 P. 18
May. 12. 2006 9:28AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE					
*	FOUND RETAINERS NOT HOLDING ON WEATHERSTRIP. INSTALLED NEW LEFT REAR WHEELHOUSE WEATHERSTRIP.					
	C1140	2W	A17 6143	.20	W	
	X	15205660	WEATHERST	1	W	
				Line Total.....		
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.					
*	ADJUSTED RETAINERS ON WEATHERSTRIP AND REISTALLED.					
	B7966	3A	A17 6143	.20	W	
				Line Total.....		
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.					
*	INSTALLED 4 BRENENGEN FLAPS. A17					
			A17 6143	.70	I	
			FLAPS BRENENGEN	2	I	
				Line Total.....		

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:28AM No. 0265 P. 19

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	8057	12/14/05	[redacted] B PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

EST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

EST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
E	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR. FOUND RETAINERS IN STRIP TO BE LOOSE. INSTALLED NEW RIGHT REAR WHEELHOUSE WEATHERSTRIP.					
	C1141	2W	A17 6143	.20	W	
	X	15205661	WEATHERST	1	W	
			Line Total.....			

TOTAL-CASH 225 NoCharge

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

No. 0265 P. 20
May. 12. 2006 9:28AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LIST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	8057	12/13/05	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
1	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
		15205660	WEATHERST	1	W		
				Line Total.....			
3	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
		15205661	WEATHERST	1	W		
				Line Total.....			
7	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
		KITPF61	PF61/7QTOIL	1	C		
		PF61	O/FLTR	1	C	5.46	4.49
		5W307QT	7QTS GM OIL	1	C	9.47	9.38
				Line Total.....		22.43	13.87
9	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:29AM No. 0265 P. 21

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
	02/24/05	42	8057	12/13/05	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	PATT. CD	TECH	HOURS/QTY	TYPE	AMOUNT
	A17 6143			.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
2	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141		A17 6143	.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:29AM No. 0265 P. 22

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	
1GNDT13S152[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TRC NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
	15205660		WEATHERST	1	W		
			Line Total.....				
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
	15205661		WEATHERST	1	W		
			Line Total.....				
C	LUBE OIL AND FILTER CHANGE LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
	KITPF61		PF61/7QTOIL	1	C		
	PF61		O/FLTR	1	C	5.46	4.49
	5W307QT		7QTS GM OIL	1	C	9.47	9.38
			Line Total.....			22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:30AM No. 0265 P. 23

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

ST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
		A17 6143		.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
3	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
		C1141	A17 6143	.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

WARRANTY COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

No. 0265 P. 24
May. 12. 2006 9:30AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	8057	12/13/05	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LNE	OP. CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE						
	C1140		A17 6143	.20	W		
			15205660 WEATHERST	1	W		
				Line Total.....			
B	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.						
			A17 6143	.20	W		
			15205661 WEATHERST	1	W		
				Line Total.....			
C	LUBE OIL AND FILTER CHANGE						
	LUBE OIL AND FILTER CHANGE						
	01TECH		A17 6143	.50	C	7.50	
			KITPF61 PF61/7QTOIL	1	C		
			PF61 O/FLTR	1	C	5.46	4.49
			5W307QT 7QTS GM OIL	1	C	9.47	9.38
				Line Total.....		22.43	13.87
D	INSTALL 4 BRENENGEN FLAPS- BILL UCD PER DZ- AUTH CARD SIGNED AND ATTATCHED TO RO.						
*	INSTALLED 4 BRENENGEN FLAPS.						
	A17						

INTERNAL COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

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

No. 0265 P. 25
May. 12. 2006 9:37AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	8057	12/13/05	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

LST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	8057	12/13/05	02/24/05

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
			A17 6143	.70	I	
	FLAPS BRENENGEN			2	I	
				Line Total.....		
E	OWNER STATES CHECK PASS REAR MOLDING ALSO-SAME AS DRIVERS REAR.					
	C1141		A17 6143	.20	W	
				Line Total.....		

Labor	460	7.50-	11.95
Parts	468	5.46-	4.49
SalesTax	324	1.23-	
Parts-Other	491	9.47-	9.38
TOTAL-CASH	225	23.66	

INTERNAL COPY - PAGE 02

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:31AM No. 0265 P. 26

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

Frank in Sal [redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	[redacted]	12/13/05 08:33	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES
	02/24/05	42	SMART PROTECTIO	02/24/09	48000

OU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU AVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE STIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR

ERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE ELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____ . PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

. I DO NOT WANT AN ESTIMATE.
OU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express [redacted] the vehicle to secure the

___CASH ___CHARGE

TYPE OP-CODE	LABOR INSTRUCTIONS
W	MOLDINGS-THE MOLDINGS ON THE REAR TIRE WELL ON THE DRIVERS SIDE IS FALLING OFF. CHECK AND ADVISE.
	Owner states Check Pass rear also - molding
W	MOLDINGS-THE MOLDING ON THE PASSANGER SIDE REAR DOOR CAME OFF.

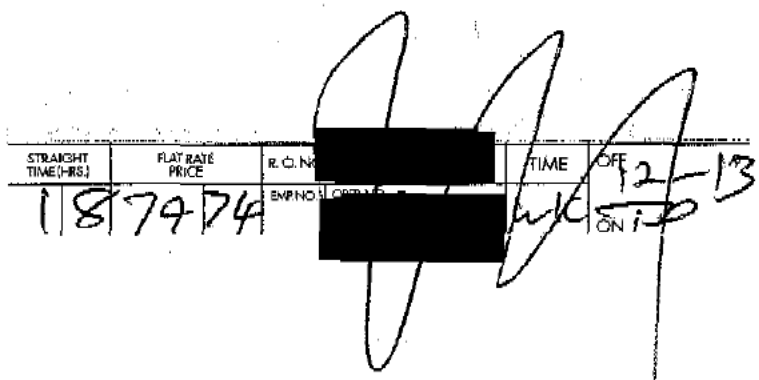
C1190 .2 A17
C1191 .2
12-13-05 10:25 AM
.2
LOF .5
Dy Brenengen Flaps - Wait until auth
OK
.7

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI	A17	PERFORM PRE	00		CUSTOMER	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE .5	7.50				



STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. [redacted]	TIME	OFF 12-13
1 8 7 4 7 4		EMP. NO. [redacted]	WK	ON 1-0

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 :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

May. 12. 2006 9:33AM No. 0265 P. 29

Report Date: 12/16/05 **** New Claim **** Report Time: 11:16

o-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	12/13/05	1GNDT13S152[redacted]	3	18-123	8057	387-02-4978	110.50

ustomer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

****

n	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
1		ON	1	15205660	37.59	2W	C1140	.2	.0	392-92-6143	.00	51.87		
2		ON				3A	B7966	.2	.0	392-92-6143	.00	14.28		
3		ON	1	15205661	30.07	2W	C1141	.2	.0	392-92-6143	.00	44.35	B	0090

Claim Summary

Total Parts:	67.66
Total Labor:	42.84
Total Net Item:	.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	110.50

BRENENGEN CHEVROLET

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www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152281692	[redacted]	02/16/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	9156	02/06/06	02/24/05

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W 37.07
Auth:E Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W 37.07
Auth:BE Claim Type: Complaint Cd: N3 LaborHrs: 0.2 OtherHrs: 0.3
Line Total..... 37.07

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.

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

May. 12. 2006 9:33AM No. 0265 P. 31

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE. COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W 51.89
Auth: Claim Type: Complaint Cd: VL LaborHrs: 0.7 OtherHrs: 0.0
Line Total..... 51.89

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
* CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W 22.24
Auth: Claim Type: Complaint Cd: 07 LaborHrs: 0.3 OtherHrs: 0.0
Line Total..... 22.24

G RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
1 DAYS RENTAL
Z7901 98
Auth: Claim Type: Complaint Cd: MJ LaborHrs: 0.0 OtherHrs: 0.0

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

No. 0265 P. 32
May. 12. 2006 9:34AM

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/16/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
	X			RENTAL 1	W	37.00
				Line Total.....		37.00

462	148.27-	47.80	TOTAL-CASH	225	NoCharge
502	37.00-				
263	185.27				

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

May. 12. 2006 9:34AM No. 0265 P. 33

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTI	MILEAGE OUT	DATE OUT	IN
1GNDT13[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

[redacted]	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD. DATE	SERV ADV	TERMS
		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
* TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 .50 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
* TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 .50 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
* COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

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

May. 12. 2006 9:35AM No. 0265 P. 34

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted] CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP. CODE	FAIL CD	TECH.	HOURS/QTY	TYPE	AMOUNT
	NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE. COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN					
	J6354	3L	A17 6143	.70	W	
				Line Total.....		
D	SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE					
*	CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION					
	R9995	9Z	A17 6143	.30	W	
				Line Total.....		
E	SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE					
*	TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION					
			A17 6143			
				Line Total.....		

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

May. 12. 2006 9:35AM No. 0265 P. 35

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] A PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]	[redacted]	[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4[redacted]			2004 MALIBU		
	1 DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

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

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West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]			00/00/00	BK 5252	CASH

COST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH-					
**	TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP TEST DROVE VEHICLE					
	C1106	3A	A17 6143	.50	W	
				Line Total.....		
B	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE					
**	TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP. REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP					
	C1105	3A	A17 6143	.50	W	
				Line Total.....		
C	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT.					
**	COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER					

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:36AM No. 0265 P. 37

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted] CHASEBURG WI [redacted]	1GNDT13S152[redacted]	9156	02/15/06	[redacted] A PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 .70 W
Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN
TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O
R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 .30 W
Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN
GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED.
CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND
WITH SHOCKS OR SUSPENSION

A17 6143
Line Total.....

WARRANTY COPY - PAGE 02

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

May. 12. 2006 9:37AM No. 0265 P. 38

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/15/06	[redacted] PART-CHOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143	.40	C	9.95
				Line Total.....		9.95
G	RENTAL/LOANER VIN:1G1ND52FX4M[redacted]			2004 MALIBU		
	1___DAYS RENTAL					
	RC685					
				Line Total.....		

Labor	460	9.95-	9.56
SalesTax	324	.55-	
TOTAL-CASH	225	10.50	

WARRANTY COPY - PAGE 03

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

May. 12. 2006 9:37AM No. 0265 P. 39

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

Call Hell

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO
1GNDT13S152[redacted]	9156	02/06/06 09:02	[redacted]

[redacted]
CHASEBURG WI [redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	[redacted]	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]		[redacted]	[redacted]	00/00/00	BK 5252	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES
	02/24/05	42	SMART PROTECTIO	02/24/09	48000

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____
3. I DO NOT WANT AN ESTIMA[redacted]
YOU ARE ENTITLED TO RECEIVE[redacted] ANY PART

1050

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you p[redacted]e herein on streets, highways or els[redacted] and/or inspection. An express mec[redacted]ed on the vehicle to secure the amo[redacted]

x [redacted] _____ CASH ____ CHARGE

LN TYPE OP-CODE	LABOR INSTRUCTIONS
A W A17	WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR- NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE HAPPENS OVER 35MPH- .5 Diagnosis Test Drive Repairs .5 A17
B W A17	WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE .5 Diagnosis Test Drive Repairs .5
C W	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING. SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE ISSUE IS INTERMITTENT. .7 .3 Diag .4 Program
D W	SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE .3 NPF Diag .3
E W	SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
F C 02TECH	TIRE ROTATION PERFORM TIRE ROTATION .4

G. Owner report the pass Front Seat Belt gets tight & will not release - owner requests

Frank Called Customer - 3:41 PM

- CONTINUED NEXT PAGE -

Called 2-9-06 @ Spoke w/ Marvin

- CONTINUED - R.O.#[redacted]

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S	A	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA		IPDI		A17 PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH		[redacted]		A17 MOLDINGS-THE	WB7966		A17 MOLDINGS-THE	C01	TECH	A17 LUBE OIL AND

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

FEB 6 '06 PM

FEB 14 '06 PM 1:14

FEB 6 '06 PM 3:23

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	[redacted]	TIME	OFF 2-6
21	135 78	SMP. NO.		W	ON 70

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	11674	TIME	OFF 2-14
[illegible]	[illegible]	SMP. NO.	OPER. NO. 217	W	ON 70

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S152[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271		
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/13/2005	[redacted]	#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT	8057 miles

May. 12. 2006 9:40AM No. 0265 P. 43

			- ALIGN OR REP	
12/13/2005	[redacted]	#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005	[redacted]	#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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TIS 2000 Service Programming System

File Application Configuration View Help

Service Programming System

Summary

ID	Current #	Selected #	Description
1	[redacted]	[redacted]	new software to reduce the potential for setting dtcs p0606 and p0741.
2			new calibration to ensure proper catalyst monitoring at idle. also includes diagnostic enhancements for dtc p0171.
3			new calibration to reduce the potential for setting dtcs p0606 and p0741.
4			speedometer calibration
5			new calibration for start of production
6			electronic throttle control

< Back | Next > | Cancel

Ready NAO Chevrolet, 2005, 1GNDT13S152281692

Start | TIS 2000 Service Prog... 1:49 PM

Rental ID 755

Motor Vehicle Rental Agreement

Printed on: 2/15/2006 12:31:14 PM

Brenengen Auto
Customer for Life
990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	E 0.00 W 37.00
35871	[redacted]	White	
Make		**Model**	**Year**
CHEVROLET		MALIBU	2004

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City	State	Zip
CHASEBERG	WI	[redacted]

Phone	Driver's License #	State	Expiration
	[redacted]	WI	10/20/2008

Insurance Company	Policy
WEST SALEM INSU.	

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Date\Time Out	Odometer Out	Date \ Time Due
2/13/2006	29,422	
Date \ Time In	**Odometer In**	
2/14/2006	29,495	

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name [redacted]

Driver's License #	State	Expiration	Age
[redacted]	WI	12/22/2008	

Name

Driver's License #	State	Expiration	Age

RENTRAL RATES			CHARGES
1 Days	@ $	37.00 Per Day	$37.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$37.00
Other Charges			$0.00
Subtotal			$37.00
Tax Exempt ☐		Sales Tax	$2.04
0 Fuel Gallons @ $0.00		Per Gallon	$0.00
Total Charges			$39.04
Less Deposit			$0.00
Balance Due			$39.04

REMARKS

Repair # [redacted]

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE

THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	2/13/2006

May. 12. 2006 9:42AM No. 0265 P. 46

Report Date: 02/16/06 **** New Claim **** Report Time: 11:38

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	02/06/06	1GNDT13S15Z[redacted]	3	18-123	9156	390-88-5252	185.27

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

****

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		N3				3A	C1106	.2	.3	392-92-6143	.00	37.07	E	0090
02		N3				3A	C1105	.2	.3	392-92-6143	.00	37.07	BE	0090
03		VL				3L	J6354	.7	.0	392-92-6143	.00	51.89		
04		O7				9Z	R9995	.3	.0	392-92-6143	.00	22.24		
05		MJ				98	Z7901	.0	.0	- -	37.00	37.00		

Comment: 1G1ND52FX4M6[redacted]

Claim Summary

Total Parts:	.00
Total Labor:	148.27
Total Net Item:	37.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	185.27

BRENENGEN CHEVROLET

990 West Highway 16
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www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	02/24/05	42	9944	03/09/06	02/24/05

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES IN CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTERNATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	37.07
Auth:	Claim Type:		Complaint Cd: VL	LaborHrs: 0.5		OtherHrs: 0.0
	X 10464468 *GEN		REM	1	W	240.24 171.60
				Line Total.....		277.31 171.60
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSOR MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	37.07
Auth:	Claim Type:		Complaint Cd: OL	LaborHrs: 0.5		OtherHrs: 0.0
	X 15256689 SENSOR			1	W	162.55 116.11
				Line Total.....		199.62 116.11

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BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9944	03/13/06	[redacted] D PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]			00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
C	RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU					
	2 DAYS RENTAL					
	Z7902 99					
Auth:	Claim Type: X	Complaint Cd: MJ		LaborHrs: 0.0	OtherHrs: 0.0	
	RENTAL			1	W	74.00
	Line Total.....					74.00
D	FILLED WITH GAS ---$19.33					
	A00 4705					
	Line Total.....					

462	74.14-	23.90	TOTAL-CASH	225	NoCharge
480	402.79-	287.71			
502	74.00-				
263	550.93				

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

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608) 786-0400 or (800) 944-5705
www.brenengen.com

code 7 day Rental
+ Submit

[redacted]

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
CHA[redacted] WI [redacted]	1GNDT13S152[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP. CODE	FAIL-CD.	TECH.	HOURS/QTY.	TYPE	AMOUNT
A	LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT					
**	SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS. BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.					
	J4100	6C	A17 6143	.50	W	
	X 10464468	*GEN	REM	1	W	
			Line Total.....			
B	CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP					
**	SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION. INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION					
	N3572	6C	A17 6143	.50	W	
	X 15256689	SENSOR		1	W	
			Line Total.....			

OFFICE COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:44AM No. 0265 P. 50

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	[redacted]	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

C RENTAL/LOANER VIN:1G1ND52FX4[redacted] 2004 MALIBU
_____DAYS RENTAL

Line Total.....

D FILLED WITH GAS ---$19.33
A00 4705

Line Total.....

TOTAL-CASH 225 NoCharge

OFFICE COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:44AM No. 0265 P. 51

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152281692	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

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

A LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT

** SHOP FOREMAN RETESTED CHARGING SYSTEM, COULD NOT CONFIRM ANY CHANGES I N CHARGING VOLTAGE OR ANY DIMMING OF LIGHTS.
BASED ON CONVERSTATIONS WITH CUSTOMER AND OTHER VEHICLES SUSPECT ALTER NATOR REGULATOR MAY BE CAUSING ISSUE
INSTALLED DELCO ALTERNATOR, THIS MAY OR MAY NOT CORRECT ISSUE.

	J4100	6C	A17	6143	.50	W
	X	10464468	*GEN	REM	1	W
				Line Total.....		

B CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP

** SHOP FOREMAN CONFIRMED CONCERN, VERIFIED ISSUE WITH THE MOISTURE SENSO R MOUNTED ON WINDSHIELD, POOR INTERNAL CONNECTION.
INSTALLED NEW SENSOR, VERIFIED PROPER OPERATION

	N3572	6C	A17	6143	.50	W
	X	15256689	SENSOR		1	W
				Line Total.....		

WARRANTY COPY - PAGE 01

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

May. 12. 2006 9:45AM No. 0265 P. 52

BRENENGEN CHEVROLET

990 West Highway 16
West Salem, WI 54669
(608)786-0400 or (800)944-5705
www.brenengen.com

[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S15[redacted]	9944	03/11/06	[redacted] C PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	02/24/05	42	9944	03/09/06	02/24/05	

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

C RENTAL/LOANER VIN:1G1ND52FX4M[redacted] 2004 MALIBU
_____DAYS RENTAL

Line Total.....

D FILLED WITH GAS ---$19.33
A00 4705

Line Total.....

TOTAL-CASH 225 NoCharge

WARRANTY COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

May. 12. 2006 9:45AM No. 0265 P. 53

BRENENGEN CHEVROLET

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[redacted]

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S152[redacted]	9944	03/09/06 09:16	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]		[redacted]		[redacted]	00/00/00	AH 4978	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	02/24/05	42	SMART PROTECTIO	02/24/09	48000	

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAYBE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION. 1. I REQUEST AN EST. BEFOR REPAIRS_____
2. PROCEED WITH REPAIRS BUT DO NOT EXCEED_____

3. I DO NOT WANT AN ESTIMATE.
YOU ARE ENTITLED TO RECEIVE/INSPECT ANY PART

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

x Cust. dropped vehicle off before Signing Angela Honker

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	W		LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN DRIVING SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE--ISSUE IS INTERMITTENT J 9100 .5 AC7
B	W		CUSTOMER STATES THAT THE RAIN SENSING WIPERS ARE INTERMITTENTLY INOP N3578 .2 Dim .3
C	W	RC685	RENTAL/LOANER VIN:1G1ND52FX4M644895 2004 MALIBU ____ DAYS RENTAL

504123

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	2/22/05	8	DA	IPDI		A17 PERFORM PRE	00		CUSTOMER	00		CUSTOMER
	12/16/05	8057	AH	WC1140		A17 MOLDINGS-THE	WB7966		A17 MOLDINGS-THE	C01TECH		A17 LUBE OIL AND
	2/16/06	9156	BK	WC1106		A17 WIND LEAK-OW	WC1105		A17 WIND LEAK- O	WJ6354		A17 LIGHTS-OWNER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
3000	3	01 LUBE OIL AND FILTER CHANGE	.5	7.65			

May. 12. 2006 9:46AM No. 0265 P. 54

MAR 10 '06 PM 3

MAR 10 '06 PM 3400

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	[redacted]	TIME	OFF 3-10 12
110	7414	EMP. NO.	OPER. NO. [redacted]	W	ON

GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S15[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD	**Warranty Start Date :**	02/24/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BRENENGEN CHEVROLET, INC. PO BOX 155 WEST SALEM , WI 54669-0155 (608) 786-0400	**Selling Source :**	13 - CHEVROLET
		Site Code :	18123
		Business Associate Code :	111816

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271	
XM Equipped	Yes	**XM Radio ID**	6KNN80H3	**XM Status**	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/24/2005	42 miles	02/24/2008	36042 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/24/2005	42 miles	02/24/2011	100042 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2005	42 miles	02/24/2013	80042 miles
36/36000 FEDERAL EMISSION	02/24/2005	42 miles	02/24/2008	36042 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/06/2006	[redacted]	#	C1106 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR	9156 miles

May. 12. 2006 9:47AM No. 0265 P. 56

			UPPER AUXILIARY -	
02/06/2006	[redacted]	#	C1105 - WEATHERSTRIP - FRONT AND REAR SIDE DOOR UPPER AUXILIARY -	9156 miles
02/06/2006	[redacted]	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	9156 miles
02/06/2006	[redacted]	#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	9156 miles
02/06/2006	[redacted]	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	9156 miles
12/13/2005	[redacted]	#	C1140 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - RIGHT - ALIGN OR REP	8057 miles
12/13/2005	[redacted]	#	B7966 - MOLDING, REAR DOOR - RIGHT - SIDE - R&R OR REPLACE	8057 miles
12/13/2005	[redacted]	#	C1141 - WEATHERSTRIP - REAR DOOR WHEEL ARCH - LEFT - ALIGN OR REPL	8057 miles
02/11/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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BRENENGEN CHEVROLET

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- Intermittent — 3-4

[redacted]
CHASEBURG [redacted] WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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

A WIND LEAK-OWNER REPORTS A WIND LEAK FROM THE DRIVERS SIDE REAR-
NOISE IS LIKE AN AIR RUSHING TYPE NOISE- CHECK AND ADVISE
HAPPENS OVER 35MPH-
** TEST DROVE VEHICLE. OBCERVED LEAK FROM REAR WINDOW WEATHERSTRIPS.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP
TEST DROVE VEHICLE

C1106 3A A17 6143 W
Line Total.....

B WIND LEAK- OWNER REPORTS AN AIR RUSHING TYPE NOISE COMMING FROM
THE PASS REAR WHEN GOING OVER 35MPH- CHECK AND ADVISE
** TEST DROVE VEHCLE. OBSERVED NOISE FROM REAR WINDOW WEATHERSTRIP.
REMOVED WEATHERSTRIP, APPLIED SEALER TO SEAM, REINSTALLED WEATHERSTRIP

C1105 3A A17 6143 W
Line Total.....

C LIGHTS-OWNER REPORTS THE HEADLIGHTS SEEM TO FLICKER WHEN
DRIVING.SEEMS TO HAPPEN ABOUT EVERY 4-5 SECONDS. CHECK AND ADVISE
ISSUE IS INTERMITTENT.
** COULD NOT CONFIRM CONCERN. CHECKED FOR ANY STORED CODES, BULLETINS
OR UPDATES. FOUND UPDATE AVAILABLE FOR PCM. UPDATED PCM. CUSTOMER

05 08 47001

3-9-06

CUSTOMER COPY - PAGE 01

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

May. 12. 2006 9:48AM No. 0265 P. 58

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West Salem, WI 54669
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[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S152[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT

NEEDS TO LEAVE VEHICLE OVERNIGHT TO VERIFY CONCERN
SHOP FOREMAN TEST DROVE VEHICLE AND OBSERVED LIGHTING ISSUE.
COMPARED TO SIMILAR VEHICLE. OTHER VEHICLE HAS SAME CONERN

J6354 3L A17 6143 W

Line Total.....

D SEAT-OWNER REPORTS THE SEAT WILL MOVE ALL THE WAY FORWARD WHEN TURNING THE VEHICLE OFF AND TRYING TO GET OUT. CHECK AND ADVISE
** CHECKED FOR ANY STORED CODES. NONE STORED. CHECKED FOR ANY BULLETINS O R UPDATES. NONE FOUND. RESET EASY EXIT FUNCTION TO FAR BACK POSITION

R9995 9Z A17 6143 W

Line Total.....

E SHOCKS-OWNER REPORTS THE VEHICLE SEEMS TO BOUNCE/BOTTOM OUT WHEN GOING OVER BUMPS- OWNER WOULD LIKE SHOCKS INSPECTED. CHECK AND ADVISE
** TEST DROVE VEHICLE. COMPARED TO SIMILAR VEHICLE. NO PROBLEM FOUND WITH SHOCKS OR SUSPENSION

A17 6143

Line Total.....

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

May. 12. 2006 9:49AM No. 0265 P. 59

BRENENGEN CHEVROLET

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www.brenengen.com

[redacted]
CHASEBURG WI [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S15[redacted]	9156	02/14/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	GRAY	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]		[redacted]	00/00/00	BK 5252	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE	
	02/24/05	42	9156	02/06/06	02/24/05	

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LINE	OP CODE	FAIL CD	TECH	HOURS/QTY	TYPE	AMOUNT
F	TIRE ROTATION					
	PERFORM TIRE ROTATION					
**	ROTATED TIRES					
	02TECH		A17 6143		C	9.95
				Line Total.....		9.95

Labor	9.95
SalesTax	.55
TOTAL-AMOUNT	10.50

CUSTOMER COPY - PAGE 03

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WARRANTY INFORMATION: The parts checked "Warranty" on the face side hereof are covered by a manufacture's warranty, copies of which are available thorough the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not a party to any such manufacturer's warranty.

CUSTOMER SIGNATURE

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE & NEITHER ASSUMES NOR AUTH. ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS &/OR SERVICES BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

May. 12. 2006 9:49AM No. 0265 P. 60

GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S1[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2005 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	[redacted]
Build Date :	02/11/2005	**Build Plant :**	15206

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AP9 - CARGO CONVENIENCE NET
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B42 - REVERSIBLE CARPET/VINYL CARGO UTILITY MAT	CE1 - RAIN SENSING WIPERS
CF5 - ELECTRIC SUNROOF	CJ2 - AUTOMATIC CLIMATE CONTROL
C49 - REAR WINDOW DEFOGGER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAINE, OHIO	DD4 - ISRV MIRROR W/COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DS3 - MIRROR LH/RH REMOTE	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - 50-STATE EMISSIONS
GT4 - REAR AXLE - 3.73 RATIO	JF4 - ELECTRIC ADJUSTABLE PEDALS
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
K05 - ENGINE BLOCK HEATER	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	N40 - POWER STEERING
N74 - 17" BRIGHT ALUMINUM WHEELS	N79 - FULL SIZE SPARE

PNE - SUSPENSION

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Rental ID 831

Motor Vehicle Rental Agreement

Printed on: 3/11/2006 11:53:49 AM

Brenengen Auto

Customer for Life

990 West Highway 16 West Salem, WI 54669
608-786-0400 800-944-5705

Vehicle ID	License #	Color	
35871	[redacted]	White	E 0.00 W 0.00

Make	Model	Year
CHEVROLET	MALIBU	2004

Notes
Scrapes on pass rear quarter panel.

Name [redacted]

Address [redacted]

City CHASEBURG **State** WI **Zip** [redacted]

Phone **Driver's License #** [redacted] **State** WI **Expiration** 12/22/2008

Insurance Company WISCONSIN MUTUAL **Policy**

CREDIT REFERENCE

Credit Card **Credit Card Phone**

Credit Card Number **Expiration** **Security Code**

Date\Time Out	Odometer Out	Date \ Time Due
3/9/2006	29,978	
Date \ Time In	**Odometer In**	
3/11/2006 10:00 AM	30,140	

Additional Authorized Drivers

Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressively representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are ____ years of age or older. (If no minimum age is stated you and each person listed below must be 21 years of age or older.)

Name			
Driver's License #	**State**	**Expiration**	**Age**
Name			
Driver's License #	**State**	**Expiration**	**Age**

RENTRAL RATES			CHARGES
0 Days	@ $	0.00 Per Day	$0.00
0 Weeks	@ $	0.00 Per Week	$0.00
0 Months	@ $	0.00 Per Month	$0.00
0 Miles	@ $	0.00 Per Mile	$0.00
0 Other	@ $	0.00 Per Other	$0.00
Total Mileage and Rental Charges			$0.00
Other Charges			$0.00
Subtotal			$0.00
Tax Exempt ☐		Sales Tax	$0.00
0 Fuel Gallons @ $0.00		Per Gallon	$0.00
Total Charges			$0.00
Less Deposit			$0.00
Balance Due			$0.00

REMARKS

Repair # 73718

LIABILITY INSURANCE

Neither we nor our insurer will be liable to you or any person because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as may be provided under § 344.51 Wis. Stats.

Fuel full when vehicle is issued
Must be returned full

NO SMOKING IN VEHICLE

DAMAGE WAIVER NOT OFFERED

You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A of this Agreement.

Customer Signature

NOTICE

THIS AGREEMENT SHOULD NOT EXCEED A 30 DAY PERIOD

- Read carefully all provisions on the reverse side. They are part of this agreement.
- You are responsible for all traffic violations and must turn in all summons upon check in.
- Report all accidents immediately to Service Department: 1-800-944-5705

I have read and agree to all terms and conditions of this Agreement.

Customer Signature	Date	Prepared By	Date
		ANGIE	3/9/2006

May. 12. 2006 9:51AM No. 0265 P. 63

Report Date: 03/13/06 **** New Claim **** Report Time: 11:49

Ro-No	Ro-Date	Vehicle-ID-Number	Div	Dealer	Odometer	Serv-Adv-SSN	Ro-Total
[redacted]	03/09/06	1GNDT13S15[redacted]	3	18-123	9944	387-02-4978	550.93

Customer-First-Name	Customer-Middle-Name	Customer-Last-Name	Bus-Phone	Home-Phone
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

****

Ln	Typ	CC	Qty	Part-No	Tot-Pts	FC	LaborOp	LHrs	OHrs	Tech-No	Net-Amt	Line-Tot	AuthC	Person
01		VL	1	10464468	240.24	6C	J4100	.5	.0	392-92-6143	.00	277.31		
02		OL	1	15256689	162.55	6C	N3572	.5	.0	392-92-6143	.00	199.62		
03		MJ				99	Z7902	.0	.0	- -	74.00	74.00		

Comment: 1G1ND52FX4M[redacted]

Claim Summary

Total Parts:	402.79
Total Labor:	74.14
Total Net Item:	74.00
Part Tax:	.00
Labor Tax:	.00
Total Tax:	.00
Total Claim: (w/o Deductible)	550.93

May. 12. 2006 9:51AM No. 0265 P. 64

WI

Voluntary/ Mandatory Repurchase

- ☐ **BBB Case** **Trade**

  OR **Straight**

- ☐ **State Case** **Lease**

COMPLIANCE DATE 7/27/06

ADR REQUEST NUMBER [redacted]

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRM (MCCLAIN) CORBETT **EXT.** 20221

AVM JACK LOOMAN **PHONE** 630992-8123

DATE ACCEPTANCE RECEIVED 6/26/06

NUMBER OF DAYS FOR COMPLIANCE 30

TEAM MANAGERS SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

06/27/06

30 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3304

THE ROSE LAW FIRM PLLC

KEITH B. ROSE
ATTORNEY AT LAW
NY, MA, CT, NJ, GA

JUSTIN E. PROPER
ATTORNEY AT LAW
NY, MA, CT, GA

G. CHRISTOPHER GLEASON
ATTORNEY AT LAW
NY, MA, NH, GA

JON B. WALDORF
ATTORNEY AT LAW
NY, MA, CT, GA

VERONICA D. HIGGS
ATTORNEY AT LAW
GA

PETER M. DAMIN
ATTORNEY AT LAW
NY, MA, CT, GA

EDWIN T. BRONDO, JR.
ATTORNEY AT LAW
NY, TN

TELECOPIER COVER SHEET

DATE:	March 20, 2006
TO:	Ms. Shannon Galford
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Amanda and Colby Davis v. General Motors Corporation
Vehicle Type: 2005 Chevy Trailblazer
VIN: 1GNDT13S75[redacted]

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

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 28, 2006.**

Number of pages 3 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

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

[redacted]
Essex, MA
[redacted]

3/15/06

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

Dear Sir:

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

I purchased a 2005 Chevy Trailblazer on May 31, 2005 from O'Keefe Chevrolet in Ipswich, Massachusetts. The VIN number is 1GNDT13S752[redacted] Since I bought the vehicle, I have had to return it to the dealership a total of 6 times. My vehicle has been out of service for 14 business days. My vehicle has been in O'Keefe Chevrolet for repairs on the following dates for repair of the following defects.

9/13/05 (2 days)

Tailgate seal around the license plate was pealing away.

Door seal fell off the passenger back door

OnStar stopped working

Rattle under the wheel

First complaint about lights flickering on and off

11/1/05-11/3/05 (3 days)

Headlights flickering on and off while driving

12/27/05 – 12/30/05 (4 days)

Headlights flickering on and off while driving

1/31/05 (1 day)

Back door is leaking,

Headlights completely going off while driving.

2/9/06 (1 day)

Headlights going on and off GM Technician will be looking at it

Doors are hard to open

3/14/06 – 3/16/06 (3 days)

Headlights going on and off

Replace BCM (ordered wrong part)

I am having the following problems with my vehicle at this time: Headlights go on and off while driving.

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

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

I look forward to hearing from you soon.

Sincerely,

[redacted]

[redacted]

document Index [redacted]

Class - Siebel Docs

RequestNum
[redacted]

MSXDocNum
LEG4420220

Last

First

Timestamp
2006-03-21-16.48.13.000000

Division
CH

CorrType
C

CatCode
04

MSXSource
F

AttachNum

VIN



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

4/11/2006

Phil Zullo
O Keefe Chevrolet, Inc.
114 County Rd
Ipswich, MA 01938

Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S7[redacted]

Dear Mr. Zullo:

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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

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
	DO NOT replace the Generator P/N's:
Verify the customer concern.	10464468
Repairs should ONLY be made if a specific concern is identified.	10464476
	unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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O'KEEFE
CHEVROLET, Inc.,
114 County Road P.O. Box 588
IPSWICH, MA 01938
(978) 356-2964 (800) 851-1898
www.okeefechevrolet.com

SOLD TO [redacted]

ADDRESS ESSEX MA [redacted] DATE 05/31/05

INVOICE [redacted]

EDWARD W BARTNIC

DEAL # 01434

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.	SOURCE
2005	NEW	CHEVROLET	SILVER	TRAILBLAZER	[redacted]	[redacted]			

VIN 1GNDT13S752[redacted] KEY NOS. 9538K 9538K SALESMANS NUMBER 270 MODEL NUMBER

INSURANCE COVERAGE INCLUDES

- ☐ FIRE & THEFT
- ☐ COLLISION - AMT. DED. $
- ☐ PUBLIC LIABILITY - AMT. $
- ☐ PROPERTY DAMAGE - AMT. $

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

427/427

LIENHOLDER: GMAC

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY COLOR	MODEL
2000	SATURN	BLACK	SATURN

VIN 1G8ZK5276YZ[redacted]

0000

DESCRIPTION	ACCT. NO.	SALE	K	COST
NEW INV. CLIC	@		-	
SELLING PRICE		32120.00	-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
TITLE FEE		50.00	-	
SALES TAX		1268.50	-	
DOC FEE		199.00	-	
REGISTRATION		36.00	-	
			-	
TOTAL CASH PRICE		33673.50		
FINANCING		7231.06		
INSURANCE				
TOTAL TIME PRICE		40904.56		
DEPOSIT		5500.00	+	
CASH ON DELIVERY			+	
		4150.00	+	
		2500.00	+	
TRADE-IN ALLOWANCE				
PAYMENTS MONTHS 72 @ DOLLARS 98 PER MONTH		28654.56		
TOTAL		40904.56		
			-	
			+	
			+	
			+	
			+	
			+	
			+	
			+	
			+	
			-	
			-	
VALUE OF TRADE-IN(S) [redacted]			+	
			+	

Reynolds+Reynolds ORDER TOLL FREE: 1-800-344-0996 FAX: 1-800-531-0066

USE ONLY

O'KEEFE CHEVROLET INC.

114 COUNTY ROAD P.O. BOX 588
IPSWICH, MA 01938
(978) 356-2964

DATE May 31, 2005 | ORDER NO. [redacted] | STOCK NO [redacted] | SALESPERSON Nick

PURCHASER [redacted] | STREET ADDRESS [redacted]

CITY/STATE/ZIP Essex, Ma. [redacted] Essex Ma. | BUSINESS PHONE [redacted]

ENTER MY ORDER FOR 1 (QUANTITY) | NEW ☒ USED ☐ | FORMER USE (IF APPLICABLE) | DEMONSTRATOR ☐ FORMER LEASED CAR ☐ | POLICE CAR ☐ FORMER DAILY RENTAL ☐ | REBUILT INSURANCE TOTAL ☐ TAXICAB ☐

Year	Make	Model Name	Body Style/Type	Model No.	Transmission (Speeds)	Cyl.	Pass.	Doors
2005	Chevrolet	Trailblazer	LTZ		Standard ☐ Automatic ☐	6	5	4

Vehicle Identification No. 1GNDT13S75 [redacted] | Color 1st Silver, 2nd, 3rd | Interior 1st Gray, 2nd, 3rd | Top | Odometer mi. ☒ km. 10 | Approx. Delivery Date

TRADE IN Year 2000 Make Saturn
Model SL2 Type Sedan Color Black
V.I.N. 1G8ZK5276Y [redacted]
Odometer 93,000 (mi. ☒ km. ☐)
Transmission ☐ Standard (Speeds) ☒ Auto
No. of Cyl. 4 Pass. 5 Doors 4
Salvage Title Yes ☐ No ☒

PREVIOUS OWNER

City/State/Zip

LIENHOLDER

Address

City/State/Zip

Acct. No. Check No.

Balance Due $

Additional Information - Vehicle Purchased

LIENHOLDER

Address

City/State/Zip

INSURANCE CO. Premier

Agent/Branch John J. Walsh Ins.

Address/City Salem, Ma.

WARRANTY INFORMATION

This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.

REGISTRATION FEE/TITLE FEE SALES TAX

Application for Title ☐
Application for Reg. ☐ New ☐ Transfer
Registration No.
Registration Fee $
Title Fee $
Mass. Sales Tax $

*Sales Tax amount is included in right hand column only when dealer check is issued in payment of Mass. Sales Tax.

Social Security No.
Date of Birth
Employer ID No.
E-mail Address
Price of Unit $27120.00

Additional Equipment/Items [redacted]

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of $ 2500.00 may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials [C D MO]

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.

Purchaser's Initials [C D MO]

This contract is not binding upon either dealer or purchaser until the following conditions are met:
(1) The contract is signed by dealer or his/her authorized representative;
(2) Other:
(3) Other:

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.

[redacted]
Purchaser's Signature

[redacted]

Authorized Dealer Representative

Dealer Installed Accessories [redacted]

1. Total Price		$27120.00
2. Discount	$	
3. Trade-In Allowance	$ 1500	
4. Rebate(s) CNE	$ 3000	
TJZ	$ 1000	
FUEL SETTLEMENT	$ 250	
5. Trade Difference (line 1 minus lines 2,3,&4)		21370.00
6. *Mass. Sales Tax (5% of line 5)		1068.50
7. Title Preparation		5.00
8. Documentary Preparation		$ 194.00
9. Other TAG & TITLE		$ 86.00
10. TOTAL CONTRACT PRICE (Total of lines 5,6,7,8&9)		22623.50
11. Balance Due on Trade-In		$
12. Subtotal (Total of lines 10&11)		22623.50
13. Deposit	2500	
14. Amount to be Financed	20123.50	
15. Cash Due on Delivery		
16. TOTAL PAYMENT (Total of line 13,14,&15) (line 16 must equal line 12)		22623.50

DEALER'S COPY

PURCHASE CONTRACT

O'KEEFE CHEVROLET INC.

114 COUNTY ROAD P.O. BOX 588
IPSWICH, MA 01938
(978) 356-2964

USE ONLY

DATE Mo 31 2005 | ORDER NO. [redacted] | STOCK NO [redacted] | SALESPERSON Lyl

PURCHASER [redacted] | ST [redacted]

CITY/STATE/ZIP Essex, Ma [redacted] / Essex Ma [redacted] | HOME PHONE [redacted] | BUSINESS PHONE

ENTER MY ORDER FOR [one] (QUANTITY) | NEW [X] USED [ ] | FORMER USE (IF APPLICABLE) | DEMONSTRATOR [ ] FORMER LEASED CAR [ ] | POLICE CAR [ ] FORMER DAILY RENTAL [ ] | REBUILT INSURANCE TOTAL [ ] TAXICAB [ ]

Year	Make	Model Name	Body Style/Type	Model No.	Transmission (Speeds)	Cyl.	Pass.	Doors
2005	Chevrolet	Trailblazer	UTV		Standard [ ] Automatic [ ]	6	5	4

Vehicle Identification No.	Color 1st / 2nd / 3rd	Interior 1st / 2nd / 3rd	Top	Odometer mi. / km.	Approx. Delivery Date
1GNDT13S7 [redacted]	Silver	Gray		[X] 10	

TRADE IN

Year	Make	Model	Type	Color
2000	Saturn	SL2	Sedan	Black

V.I.N. 1G8ZK5276Y [redacted]
Odometer 93,000 (mi. [X] / km. [ ])
Transmission [ ] Standard (Speeds) ____ [X] Auto
No. of Cyl. 4 | Pass. 5 | Doors 4
Salvage Title. Yes [ ] No [X]

PREVIOUS OWNER

City/State/Zip

LIENHOLDER

Address

City/State/Zip

Acct. No. | Check No.

Balance Due $

Additional Information Vehicle Purchased

LIENHOLDER

Address

City/State/Zip

INSURANCE CO. Premier

Agent/Branch John Jurkish Ins.

Address/City Salem, Ma.

WARRANTY INFORMATION

This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.

REGISTRATION FEE/TITLE FEE SALES TAX

Application for Title [ ]
Application for Reg. [ ] New [ ] Transfer
Registration No.

Registration Fee	$	
Title Fee	$	
Mass. Sales Tax	$	

*Sales Tax amount is included in right hand column only when dealer check is issued in payment of Mass. Sales Tax.

Social Security No.
Date of Birth
Employer ID No.
E-mail Address

Price of Unit	$22120 —
Additional Equipment/Items	

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of $ 5000.— may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's Initials [C D MD]

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.

Purchaser's Initials [C D MD]

This contract is not binding upon either dealer or purchaser until the following conditions are met:
(1) The contract is signed by dealer or his/her authorized representative;
(2) Other: _____
(3) Other: _____

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.

[redacted]
Purchaser's Signature

[redacted]
Co-Purchaser's Signature

Authorized Dealer Representative

Dealer Installed Accessories

1. Total Price		$22120 —
2. Discount	$	
3. Trade-In Allowance	$ 4200	
4. Rebate(s) CNE	$ 2000	
ITC	$ 1000	
FUEL SAVER ENT	$ 250	
5. Trade Difference (line 1 minus lines 2,3,&4)		$ 14670 —
6. *Mass. Sales Tax (5% of line 5)		1200 00
7. Title Preparation		5 00
8. Documentary Preparation		$ 194. 00
9. Other VALUE LINE	$ 60	—
10. TOTAL CONTRACT PRICE (Total of lines 5,6,7,8&9)		$ 16073 00
11. Balance Due on Trade-In		$
12. Subtotal (Total of lines 10&11)		$ 16073 00
13. Deposit	5000	
14. Amount to be Financed	11073	00
15. Cash Due on Delivery		
16. TOTAL PAYMENT (Total of line 13,14,&15) (line 16 must equal line 12)		$ 16073 00

PURCHASER'S COPY

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives General Motors Acceptance Corporation the right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contains a loss payable endorsement in favor of General Motors Acceptance Corporation located at:

Lienholder: General Motors Acceptance Corporation BR # _____
P.O. Box 2525
Hudson, OH 44236-0025

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA	ZIP CODE [redacted]
TEL. NO.	([redacted]	DRIVERS LICENSE # [redacted]		

NAMED PURCHASER:	FIRST COLBY E. DAVIS	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA ZIP CODE [redacted]
TEL. NO.	([redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	CHEVROLET	4D	TRAILBLAZER	1GNDT13S752[redacted]

VEHICLE USE: X Private Passenger, ☐ Commercial Auto and Trailer

Radius of Haul _____, ☐ Public Livery, ☐ All Other

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME			
MAILING ADDRESS			
CITY		STATE	ZIP CODE
AGENT'S TELEPHONE NUMBER	( )		

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	PREMIER		
POLICY NUMBER			
DATE THIS VEHICLE COVERED	FROM: / / TO: / /		
	COVERAGE		

X ☐ Collision $ _____ Deductible
Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)
X ☐ Comprehensive $ _____ Deductible
X ☐ Fire-Theft

AGENTS COMMENT

NAMED INSURED SIGNS [redacted] _____

05/31/2005
DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER	NAME OF PERSON CONTACTED	GMAC LOSS PAYEE ( )Yes ( ) No
Confirmed By NICK BARTINICKI	05/31/2005 DATE	

DEALER SIGNS Stacy Silva

DEALER O'KEEFE CHEVROLET, INC.

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ATS COPY

REQUEST FOR CONFIRMATION OF INSURANCE COVERAGE

The individual shown below has informed us that fire, theft, and deductible/collision insurance covering the vehicle described has been obtained through you. If the policy does not contain the standard loss payable endorsement in favor of General Motors Acceptance Corporation at the address shown below, we request that it be so endorsed.

Please confirm the information shown below, where indicated, and return this form in the enclosed envelope. It will NOT be necessary to send us a copy of the declarations page or the loss payable endorsement as long as your records and the records of the insurance carrier reflect our interests and this form is completed, signed, and returned. However, if you are not providing the indicated insurance, please return this letter with a note to that effect in the space provided. We would also appreciate being advised if the policy is subsequently cancelled.

Lienholder: General Motors Acceptance Corporation BR # _____
P.O. Box 2525
Hudson, OH 44236-0025

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA	ZIP CODE [redacted]
TEL. NO.	([redacted]	DRIVERS LICENSE # [redacted]		

NAMED PURCHASER:	FIRST [redacted]	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA ZIP CODE [redacted]
TEL. NO.	([redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION
2005	CHEVROLET	4D	TRAILBLAZER	1GNDT13S752[redacted]

VEHICLE USE: ☒ Private Passenger, ☐ Commercial Auto and Trailer

Radius of Haul _____, ☐ Public Livery, ☐ All Other

INSURANCE AGENT

NAME	
MAILING ADDRESS	
CITY	STATE ZIP CODE
AGENT'S TELEPHONE NUMBER	( )

INSURANCE CARRIER

NAME	PREMIER
POLICY NUMBER	
DATE THIS VEHICLE COVERED	FROM: / / TO: / /
	COVERAGE

☒ Collision $ _____ Deductible

Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)

☒ Comprehensive $ _____ Deductible

☒ Fire-Theft

AGENTS COMMENT

NAMED INSURED SIGNS [redacted] _____

05/31/2005
DATE

CONFIRMATION OF COVERAGE

NOTE: Please be advised that insurance has been ordered and bound protecting the interests of both the above named purchaser and GMAC. Such insurance covers the vehicle described above against the perils of Fire, Theft and Collision. In the event this insurance is cancelled, the insurer will give GMAC 10 days' written notice of cancellation.

Insuring Carrier: _____

Authorized Signature: _____ **Date:** _____

GMAC 288AT 9/2001 (2)

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AGENT COPY

CERTIFICATE OF ORIGIN FOR A VEHICLE

0658

GM

RBLPD019

DATE
03/01/05

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNDT13S752[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 4WD

SHIPPING WEIGHT
4511

H.P. (S.A.E.)
32.1

G.V.W.R.
5750

NO. CYLS.
06

SERIES OR MODEL
CT15506

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

32493 HXRRBR

O'KEEFE CHEVROLET, INC.
PO BOX 588
IPSWICH MA 01938-0588

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

G40471625

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: Richard C. Dunn II
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY STATE

GM 521 REV. 7-95

5383

Text No: 014 &THSDCS 33249303020521NAODLRAC07PRT [014-001]

2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXRRBR/TRE [redacted] STOCK NO.
VIN 1GN DT13 S7 5[redacted]

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

C5383

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/01/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/01/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 03/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/01/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S538K S538K WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 103
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90	CHG-TO 32-493
* POWER SUNROOF			SHIP WT: 4511
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - OVER 130			GVWR: 5750
CHNLS OF DIGITAL ENTERTAINMENT.			GAWR.FT: 2950
SERVICE FEE EXTRA 1ST 3MO INC			GAWR.RR: 3200
* AM/FM STEREO W/6 DISC CHANGER			GMS: 28143.23
(REPLACES STD/OPT PKG RADIO)			SUPPLR: 29406.30
* CUSTOM O/H CONSOLE			MRM: 33120.00
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	NTR: 1/2
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1496.75
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	
* 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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	860.00-	
TOTAL MODEL & OPTIONS	31435.00	28326.28	ACT 237 28068.23
DESTINATION CHARGE	685.00	685.00	H/B 261 943.05
LAM DEALER CONTRIBUTION		314.35	ADV 261 314.35
LAM GROUP CONTRIBUTION		314.35	EXP 65A 314.35
TOTAL	32120.00	29639.98	PAY 310 29639.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28266.20	

****

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.

O'KEEFE CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNDT13S7[redacted]
$ 29639.98 INV [redacted]
DUE 03/14/05 DEALER 32-493

RouteOne.
Print

Dealership: O'KEEFE CHEV. OLDS

Applicant/CoApplicant: [redacted]

Decision Status : **Conditioned**

Finance Source: General Motors Acceptance Corporation

FS Application Number: [redacted] Credit Analyst Name: G534EAC

Decision Date/Time: 05/27/2005 04:09 PM **Submitted Date/Time:** 05/27/2005 03:46 PM **Time Elapsed:** 0000:23:03

Decision Details:

Vehicle Year/Make/Model:	**2005 Chevrolet TrailBlaze**
Financed Amount:	**21620**
Payment:	**0**
Term:	**60**
Tier:	**E**
Buy Rate:	
Program:	

Stipulations:

Credit Analyst Phone #:

Reasons: Delinquent past or present credit obligations with others - Applicant
Length of contract term requested too long

Comments : PDN: 86987
GMAC

RouteOne

Print

Dealership: O'KEEFE CHEV. OLDS

Applicant/CoApplicant: [redacted]

Decision Status : **Approved**

Finance Source: General Motors Acceptance Corporation

FS Application Number: [redacted] Credit Analyst Name: G534EAC

Decision Date/Time: 05/27/2005 04:47 PM **Submitted Date/Time:** 05/27/2005 04:37 PM **Time Elapsed:** 0000:09:53

Decision Details:

Vehicle Year/Make/Model:	**2005 Chevrolet TrailBlaze**
Financed Amount:	**21620**
Payment:	**0**
Term:	**72**
Tier:	**S**
Buy Rate:	
Program:	

Stipulations:

Credit Analyst Phone #:

Reasons:

Comments : PDN: 86987
GMAC

Text No: 014 &THSDCS 33249303020521NAODLRAC07PRT [014-001]

2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HXRRBR/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S7 5[redacted] — VEHICLE INVOICE [redacted]

C5383

**********[redacted]**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/01/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/01/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 03/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/01/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S538K S538K WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 103
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90	CHG-TO 32-493
* POWER SUNROOF			SHIP WT: 4511
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			GVWR: 5750
			GAWR.FT: 2950
			GAWR.RR: 3200
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			GMS: 28143.23
			SUPPLR: 29406.30
* CUSTOM O/H CONSOLE			MRM: 33120.00
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	NTR: 1/2
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1496.75
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	
* 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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	860.00-	

RO 5799

MAR 17 2005

TOTAL MODEL & OPTIONS	31435.00	28326.28	ACT 237 28068.23
DESTINATION CHARGE	685.00	685.00	H/B 261 943.05
LAM DEALER CONTRIBUTION		314.35	ADV 261 314.35
LAM GROUP CONTRIBUTION		314.35	EXP 65A 314.35
TOTAL	32120.00	29639.98	PAY 310 29639.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28266.20	

****

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.

O'KEEFE CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNDT13S7[redacted]
$ 29639.98 INV [redacted]
DUE 03/14/05 DEALER 32-493

Text No: 014 &THSDCS 33249303020521NAODLRAC07PRT [014-001]

2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXRRBR/TRE STOCK NO.
VIN 1GN DT13 S7[redacted]

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

C5383

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/01/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/01/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 03/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/01/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S538K S538K WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 103
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90	CHG-TO 32-493
* POWER SUNROOF			SHIP WT: 4511
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - OVER 130			GVWR: 5750
CHNLS OF DIGITAL ENTERTAINMENT.			GAWR.FT: 2950
SERVICE FEE EXTRA 1ST 3MO INC			GAWR.RR: 3200
* AM/FM STEREO W/6 DISC CHANGER			GMS: 28143.23
(REPLACES STD/OPT PKG RADIO)			SUPPLR: 29406.30
* CUSTOM O/H CONSOLE			MRM: 33120.00
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	NTR: 1/2
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1496.75
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	
* 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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	860.00-	
TOTAL MODEL & OPTIONS	31435.00	28326.28	ACT 237 28068.23
DESTINATION CHARGE	685.00	685.00	H/B 261 943.05
LAM DEALER CONTRIBUTION		314.35	ADV 261 314.35
LAM GROUP CONTRIBUTION		314.35	EXP 65A 314.35
TOTAL	32120.00	29639.98	PAY 310 29639.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28266.20	

****

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.

O'KEEFE CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNDT13S75[redacted]
$ 29639.98 INV [redacted]
DUE 03/14/05 DEALER 32-493

Nuvell

PAYMENT CALL
THREE STAR RETAIL

The following applicants have been given a payment call by Nuvell:

Application Numbe [redacted]

Applicant Name [redacted]

Co-Applicant Name [redacted]

Dealer: O Keefe Chev-olds-ma

App Date: May 27, 2005

Decisioned By: Merica Profit

Phone: (800) 553-2149 Ext: 19412

Dealer ID: 11707

Contact: Bill Frontiero

Financing Information:

We are unable to approve the structure and/or vehicle as submitted. However, the applicants qualify for a $400.00 payment. Please contact your credit analyst Merica Profit, if you need assistance.

Stipulations:

-Proof of applicant's income of $3,083, void of wage attachments and garnishments
-Proof of co-applicant's income of $2,916, void of wage attachments and garnishments

Comments:

APP WILL NEED TO TRADE GMAC-MAX PAYMENT: $400.00-REFERENCES-POI REQURIED FOR BOTH-APP IS ON TOO MUCH PAYMENT-THANKS, MERICA--

Extended Term Fee's will apply for ALL programs with 66 and 72 months contracts
All Standard Requirements Apply **Thank you for considering Nuvell**

1 through 6 Star Programs:

Please refer to the Rate Card, Effective Date: **November 2004**
Also refer to Underwriting and Funding Guidelines, Effective Date: **November 2004**

Special Rate Programs:

Also refer to Underwriting and Funding Guidelines, Effective Date: **November 2004**

Note:

We suggest this form be included with the funding package. Funding packages must be received within 30 days of the approval date.

Please submit the funding package to: Nuvell Credit Corp, Attn: Funding Dept, 17500 Chenal Parkway, Suite 200, Little Rock, AR 72223.

RouteOne

Print

Dealership: O'KEEFE CHEV. OLDS

Applicant/CoApplicant: [redacted]

Decision Status : **Conditioned**

Finance Source: General Motors Acceptance Corporation

FS Application Number: [redacted] Credit Analyst Name: G534EAC

Decision Date/Time: 05/27/2005 04:09 PM **Submitted Date/Time:** 05/27/2005 03:46 PM **Time Elapsed:** 0000:23:03

Decision Details:

Vehicle Year/Make/Model:	**2005 Chevrolet TrailBlaze**
Financed Amount:	**21620**
Payment:	**0**
Term:	**60**
Tier:	**E**
Buy Rate:	
Program:	

Stipulations:

Credit Analyst Phone #:

Reasons: Delinquent past or present credit obligations with others - Applicant
Length of contract term requested too long

Comments : PDN: 86987
GMAC

1(978)356-5479 APP #: 39040006

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HSBC

DECLINED

Dealership: O'KEEFE CHEVROLET INC

Attention: FINANCE DEPARTMENT

The application which you submitted for the applicant(s) listed below has been declined.

Applicant: [redacted]
Co-Applicant:

We appreciate your having considered HSBC regarding this potential financing. We regret that we were not able to be of service on this transaction, but we do value your business and look forward to working with you on future applications.

Comments: THE CO-APPLICANT DOES NOT RESIDE AT THE SAME ADDRESS AS THE APPLICANT

HAFCD

Date/Time: 5/27/05 16:34 PST

NORTHEAST CREDIT CTR
888-216-8506 800-405-1491 FAX

RouteOne
Print

Dealership: O'KEEFE CHEV. OLDS

Applicant/CoApplicant: [redacted]

Decision Status : **Declined**

Finance Source: Household Auto Finance

FS Application Number: [redacted] Credit Analyst Name: HSBC

Decision Date/Time: 05/27/2005 03:47 PM **Submitted Date/Time:** 05/27/2005 03:46 PM **Time Elapsed:** 0000:00:39

Decision Details:

Vehicle Year/Make/Model:
Financed Amount:
Payment:
Term:
Tier:
Buy Rate:
Program:

Stipulations:

Credit Analyst Phone #:
Reasons: THE CO-APPLICANT DOES NOT RESIDE AT THE SAME ADDRESS AS THE APPLICANT

Comments :

1(978)356-5479

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HSBC

REFERRED TO NON-PRIME

Application #: [redacted]
Dealership: O'KEEFE CHEVROLET INC
Attention: FINANCE DEPARTMENT

The application which you submitted for the applicant(s) listed below has been declined.

Applicant: [redacted]
Co-Applicant:

We have referred this application to the Non-Prime product, to evaluate under the Non-Prime program guidelines. You will receive a decision, and a separate faxback, shortly. We appreciate your having considered *HSBC* regarding this potential financing.

Comments: THE CO-APPLICANT DOES NOT RESIDE AT THE SAME ADDRESS AS THE APPLICANT

Date/Time: 20/05/27 12:46:45 PST

HSBCRD.doc

HSBC PRIME EASTERN
866-837-3941 800-219-2102 FAX

TU54
XPN 531

Privacy Notice

In connection with your transaction, O'Keefe Chevrolet, Inc. may obtain information about you as described in this notice, which we handle as stated in this notice. This does not apply to information obtained in a non-financial transaction.

1. We collect nonpublic personal information from the following sources:

   Information we receive from your application or other forms in connection with a financial transaction;
   Information about your transactions with us, our affiliates or others; and
   Information we receive from a consumer reporting agency.

2. We may disclose all of the information that we collect, as described above, to companies that perform marketing services or other functions on our behalf or to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer.

3. We may disclose nonpublic personal information about you as a consumer, customer, or former customer, to non-affiliated third parties as permitted by law.

4. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

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

[redacted]	5-25-05	[redacted]
Customer's Signature	Date	Customer's Name(printed)
[redacted]	5/26/05	[redacted]
Customer's Signature	Date	Customer's Name(printed)

RouteOne

Credit Application: Applicant

Last Name	First	Initial	Suffix	Date of Birth	Soc. Sec. #	Driver's License # / State
[redacted]				03/16/1977	[redacted]	

Present Address Line 1	Time at Current Address
[redacted]	28 years 0 months

Present Address Line 2	City	State	ZIP
	ESSEX	MA	[redacted]

Previous Address Line 1	Time at Previous Address

Previous Address Line 2	City	State	ZIP

Home Phone	Other Phone Description	Other Phone Number
[redacted]		

Education

No. of Dependents	Personal Email Address

Occupation Title	Employment Status	Employment Type
MANAGER	Full Time	

Current Employer Name
JUNCTION ICE CREAM

Current Employer Address Line 1

Current Employer Address Line 2	City	State	ZIP

Current Employer Phone Number	Time at Current Job	Business Email Address
[redacted]	10 years 0 months	

Previous Occupation	Previous Employer Name

Previous Employer Address Line 1

Previous Employer Address Line 2	City	State	ZIP

Previous Employer Phone Number	Time at Previous Job

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

Gross Income	Income Received	Other Income Source	Other Income	Other Income Received	Support Payment Amount
10000	Yearly	SEL EMPLOYED	30000	Yearly	

Residence Type
Living w/relatives

Landlord Name / Mortgage Co.	Landlord / Mortgage Phone Number	Monthly Rent / Mortgage Payment
		0

Bank Name	Bank Account Type Code

Creditor Reference #1 - Name / Address	Creditor Balance #1	Creditor Monthly Payment #1

Creditor Reference #2 - Name / Address	Creditor Balance #2	Creditor Monthly Payment #2

Company Financing Auto Loan	Previous Auto Loan Acct #	Previous Auto Loan Balance	Previous Auto Loan Monthly Payment

Nearest Relative Last Name	First	Relationship

Nearest Relative Address Line 1	Phone #

Nearest Relative Address Line 2	City	State	ZIP

Bankruptcy Indicator	Bankruptcy Date	Repossession Indicator	Repossession Date

RouteOne

Credit Application: Co-Applicant

Last Name	First	Initial	Suffix	Date of Birth	Soc. Sec. #	Driver's License # / State
[redacted]				12/08/1978	[redacted]	

Present Address Line 1	Time at Current Address	Relationship code	Relationship
[redacted]	3 years 5 months		

Present Address Line 2	City	State	ZIP
	ESSEX	MA	[redacted]

Previous Address Line 1	Time at Previous Address

Previous Address Line 2	City	State	ZIP

Home Phone	Other Phone Description	Other Phone Number
[redacted]		

Education

No. of Dependents	Personal Email Address

Occupation Title	Employment Status	Employment Type
ADMINISTRATION	Full Time	

Current Employer Name
TOWN OF ESSEX

Current Employer Address Line 1

Current Employer Address Line 2	City	State	ZIP

Current Employer Phone Number	Time at Current Job	Business Email Address
[redacted]	4 years 0 months	

Previous Occupation	Previous Employer Name

Previous Employer Address Line 1

Previous Employer Address Line 2	City	State	ZIP

Previous Employer Phone Number	Time at Previous Job

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

Gross Income	Income Received	Other Income Source	Other Income	Other Income Received	Support Payment Amount
37000	Yearly				

Residence Type
Renting/Leasing

Landlord Name / Mortgage Co.	Landlord / Mortgage Phone Number	Monthly Rent / Mortgage Payment
		300

Bank Name	Bank Account Type Code

Creditor Reference #1 - Name / Address	Creditor Balance #1	Creditor Monthly Payment #1

Creditor Reference #2 - Name / Address	Creditor Balance #2	Creditor Monthly Payment #2

Company Financing Auto Loan	Previous Auto Loan Acct #	Previous Auto Loan Balance	Previous Auto Loan Monthly Payment

Bankruptcy Indicator	Bankruptcy Date	Repossession Indicator	Repossession Date

[X] This is an application for joint credit with another person.

We intend to apply for joint credit.

Applicant: By _____ Date _____

Co-Applicant: By _____ Date _____

By signing this application:

- I authorize dealer and any finance company, bank or other financial institution to which the Dealer submits my application ("you") to investigate my credit and employment history, obtain credit reports, and release information about your credit experience with me as the law permits.
- If an account is created, I authorize you to obtain credit reports for the purpose of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.
- I certify that I have read and agree to the terms of this application and that the information in it is complete and true.
- I certify that I have read and received the General Motors Acceptance Corporation privacy notice(s).
- I certify that I have reviewed the GMAC Information Sharing Election Form and it/they accurately reflect(s) my election(s).

Applicant: By _____ Date _____

Co-Applicant: By _____ Date _____

GMAC Information Sharing Election Form

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

[ ] To opt-out now -- Fill in these brackets to *opt-out* of information sharing related to this application with affiliates and non-affiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

Your application will be submitted to GMAC, GMAC Automotive Bank and C.O.L. Trust (if this is a lease transaction), all at P.O. Box 5192, Southfield, MI 48086, and (if this is a purchase transaction) 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.

This document does not apply to California or Vermont residents.

This document does not apply to California or Vermont residents.

GMAC Privacy Notice

This Notice applies to General Motors Acceptance Corporation (GMAC), GMAC Automotive Bank and Central Originating Lease Trust (C.O.L. Trust). References to GMAC include GMAC Automotive Bank and C.O.L. Trust.

GMAC is committed to respecting the individual privacy of consumers. In accordance with federal regulations, the vehicle financing operation of GMAC is giving you this notice to tell you how we may use information about you or your account. This notice also advises you of your *right* to keep this information from being shared with other companies within the GM family (*affiliates*) or other business associates (*non-affiliates*) under certain circumstances.

We obtain non-public personal information about you from the following sources:

- Information we receive from you, such as information on applications or other forms, which may include your name, address, social security number, and income.
- Information about your transactions with us, our affiliates, or others, such as your account balance and payment history.
- Information we receive from consumer reporting agencies, motor vehicle dealers, credit references, employers, insurance companies, and insurance agencies, such as your credit history, credit score, and information that we obtain to verify employment history or that insurance coverage is in place.

To provide you with superior service, inform you of product and service opportunities that may be of interest to you, or for other business purposes, *we may share* all of the information that we collect, as described above.

We may share non-public personal information about you with the following types of *affiliates* and *non-affiliated third parties*:

- Financial service providers, such as mortgage bankers, credit card issuers, insurance companies, and insurance agents.
- Non-financial companies, such as manufacturers, motor vehicle dealers, retailers, direct marketers, telecommunications companies, airlines, and publishers.
- Others, such as educational institutions.

We may share all of the information we collect, as described above, with companies that perform *marketing services* on our behalf or with other financial institutions with whom we have *joint marketing agreements*. **We may also share** non-public personal information about you with *affiliates* and *non-affiliated third parties* as permitted by law.

We may share the same kinds of information as described above about our *former customers* with the same types of third parties as described above. We may also share non-public personal information about former customers with *affiliates* and *non-affiliated third parties* as permitted by law.

No action is required by you at this time if you wish to permit information sharing as described above. Please consider that if you opt out of information sharing, your name may be excluded from mailings or other communications that may be of interest to you. Examples may include information about special rate programs, special promotions sponsored by General Motors, or other direct marketing programs.

Your Opt-Out Right:

- If you want GMAC's vehicle financing operation not to share non-public personal information about you with *affiliates* and *non-affiliated third parties*, **you may opt out of information sharing**, that is, you may direct us not to share information (other than as permitted by law). (Information sharing permitted by law includes sharing information with our affiliates about our transactions or experiences with you.) If you wish to *opt out* of information sharing with affiliates and non-affiliated third parties (other than sharing permitted by law), you may call the following toll-free number: **1-800-240-4622**. Your opt-out direction will apply to information we obtain and share in connection with vehicle financing and leasing.
- If you share your account with another person, either of you may opt out of disclosures (other than disclosures

permitted by law) for both of you.

If you have already opted out, **and you decide to opt back in,** you must write us at P.O. Box 660208, Dallas, TX 75266-0208 to do so.

We restrict access to non-public personal information about you to our employees, agents, and subcontractors who need this information to provide products and services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your non-public personal information.

We strive to keep our records of our information about you accurate and up-to-date. If you tell us of an error, we will update our records promptly.

RouteOne

Vehicle Information

New / Used Indicator	VIN	# of Engine Cylinders	Stock Number
New		6	

Vehicle Year	Vehicle Make	Vehicle Model
2005	Chevrolet	TrailBlazer

Actual Inception Miles	Vehicle Body Style	Vehicle Style / Trim
10		4dr 4WD LS

Vehicle Options	Vehicle Options: (Text)

Intended Use of Vehicle
Personal

Offering Information

Transaction Type	Sales Order Number	Class Code
Retail		

Offering Type	Pre-Approval
	No

Pre-Approval Type	Application Language
	English

Trade-In Information

Trade-In Year	Trade-In Model
2000	SL 4dr Sedan

Trade-In Make (Other)	Trade-In Style / Trim
Saturn	SL2 Auto

Trade-In Wholesale	Trade-In Body Style

Trade-In Options

Contract Information

Cash Selling Price	+	Insurance / Service / Other	+	Credit Life Premium	+	Disability Premium	=	Total Cash Selling Price
32120		0		0		0		32120
Cash Down		**MF Rebate**		**Trade-In Allowance**		**Trade-In Amount Owed**		**Total Down**
4000	+	4000	+	2500	-	0	=	10500
								Financed Amount
								21620

Term	APR	Total Monthly Payment	MSRP	Wholesale or Purchase / Invoice	Sales Tax
72	13.95		32120	29639	1367
Amortization	**Van Conversion %**	**Van Conversion Cost**	**Est. Annual Mileage**	**Deferred Down**	**Dealer Rebate**

Other

Comments

O'KEEFE CHEVROLET
VALUE ADDED PRODUCT OPTIONS

Customer Name: [redacted]
Salesperson: MCK
Vehicle: 05 T-Blazer
Loan Term 72 months
loan APR 9.5 %

Vehicle Sales Price $ 32120
Rebate, Down Pmt - $ 4250/5500
Trade-in value - $ 2500
Payoff on Trade-in + $ _____
Balance = $ _____

Vehicle Only Monthly Payment $ 357.98

Dealership Personnel Signature _____

■ **VEHICLE SERVICE CONTRACT**
Provide parts and labor coverage for repair or replacement of covered components caused by a mechanical break down, plus rental car, 24 hour roadside assistance, towing and nationwide service.

■ **CREDIT INSURANCE**
life insurance - pays off the unpaid vehicle loan or indebtedness upon the insured's death.

Disability Insurance - pays the monthly loan or lease payment if you are unable to work due to sickness or injury.

■ **GAP** (Guaranteed Auto Protection)
in the event of total loss or vehicle theft, covers the deficiency between the loss and the insurance settlement check.

■ **SIMONIZ SYSTEM 5**
An exclusive paint protection with TEFLON surface protector that provides warranty coverage where the factory doesn't.
$ 399 —

Option 1	Option 2	Option 3	Option 4
☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**
Years 5 or Miles 150000	Years _____ or Miles _____	Years _____ or Miles _____	Years _____ or Miles _____
Deductible Amount 100	Deductible Amount _____	Deductible Amount _____	Deductible Amount _____
Coverage GM MMT GO	Coverage _____	Coverage _____	Coverage _____
Cost $ 1291 —	Cost _____	Cost _____	Cost _____
Credit Insurance	**Credit Insurance**	**Credit Insurance**	**Credit Insurance**
☐ Single Life Insurance	☐ Single Life Insurance	☐ Single Life Insurance	☐ Single Life Insurance
☐ Joint Life Insurance	☐ Joint Life Insurance	☐ Joint Life Insurance	☐ Joint Life Insurance
☐ Disability Insurance	☐ Disability Insurance	☐ Disability Insurance	☐ Disability Insurance
Cost _____	Cost _____	Cost _____	Cost _____
☐ **GAP**	☐ **GAP**	☐ **GAP**	☐ **GAP**
Cost _____	Cost _____	Cost _____	Cost _____
☐ **SIMONIZ SYSTEM 5**	☐ **SIMONIZ SYSTEM 5** 399	☐ **SIMONIZ SYSTEM 5** _____	☐ **SIMONIZ SYSTEM 5** _____
Monthly Payment $ 22.03	Monthly Payment $ _____	Monthly Payment $ _____	Monthly Payment $ _____
Customer Acceptance (Initial) _____	Customer Acceptance (Initial) _____	Customer Acceptance (Initial) _____	Customer Acceptance (Initial) _____
	+ 764		

The products and purchase options available have been explained to me and I choose the option initialed above. The "Cost" of the optional products described above does not include finance charges for such products. The Monthly Payment Quote for the purchase options are based on your purchase of the vehicle plus the products listed under the applicable option, the credit terms and conditions described, and are subject to lender approval. The actual financed terms and conditions agreed to by the lender will be disclosed on your Loan Agreement. The purchase of these optional products or services is voluntary and does not influence credit terms. Please see your policy or contract for full product descriptions.

O'KEEFE CHEVROLET
VALUE ADDED PRODUCT OPTIONS

Customer Name:_____
Salesperson:_____
Vehicle:_____
Loan Term_____months
loan APR_____%

Vehicle Sales Price $_____
Rebate, Down Pmt - $_____
Trade-in value - $_____
Payoff on Trade-in + $_____
Balance = $_____

Vehicle Only Monthly Payment $_____

Dealership Personnel Signature
_____

■ **VEHICLE SERVICE CONTRACT**
Provide parts and labor coverage for repair or replacement of covered components caused by a mechanical break down, plus rental car, 24 hour roadside assistance, towing and nationwide service.

■ **CREDIT INSURANCE**
life Insurance - pays off the unpaid vehicle loan or indebtedness upon the insured's death.

Disability Insurance - pays the monthly loan or lease payment if you are unable to work due to sickness or injury.

■ **GAP** (Guaranteed Auto Protection) in the event of total loss or vehicle theft, covers the deficiency between the loss and the insurance settlement check.

■ **SIMONIZ SYSTEM 5**
An exclusive paint protection with TEFLON surface protector that provides warranty coverage where the factory doesn't.

Option 1	Option 2	Option 3	Option 4
☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**	☐ **Vehicle Service Contract**
Years_____or Miles _____	Years_____or Miles _____	Years_____or Miles _____	Years_____or Miles _____
Deductible Amount _____	Deductible Amount _____	Deductible Amount _____	Deductible Amount _____
Coverage_____	Coverage_____	Coverage_____	Coverage_____
Cost_____	Cost_____	Cost_____	Cost_____
Credit Insurance	**Credit Insurance**	**Credit Insurance**	**Credit Insurance**
☐ Single Life Insurance	☐ Single Life Insurance	☐ Single Life Insurance	☐ Single Life Insurance
☐ Joint Life Insurance	☐ Joint Life Insurance	☐ Joint Life Insurance	☐ Joint Life Insurance
☐ Disability Insurance	☐ Disability Insurance	☐ Disability Insurance	☐ Disability Insurance
Cost_____	Cost_____	Cost_____	Cost_____
☐ **GAP**	☐ **GAP**	☐ **GAP**	☐ **GAP**
Cost_____	Cost_____	Cost_____	Cost_____
☐ **SIMONIZ SYSTEM 5**_____	☐ **SIMONIZ SYSTEM 5**_____	☐ **SIMONIZ SYSTEM 5**_____	☐ **SIMONIZ SYSTEM 5**_____
Monthly Payment $_____	Monthly Payment $_____	Monthly Payment $_____	Monthly Payment $_____
Customer Acceptance (Initial)_____	Customer Acceptance (Initial)_____	Customer Acceptance (Initial)_____	Customer Acceptance (Initial)_____

The products and purchase options available have been explained to me and I choose the option initialed above. The "Cost" of the optional products described above does not include finance charges for such products. The Monthly Payment Quote for the purchase options are based on your purchase of the vehicle plus the products listed under the applicable option, the credit terms and conditions described, and are subject to lender approval. The actual financed terms and conditions agreed to by the lender will be disclosed on your Loan Agreement. The purchase of these optional products or services is voluntary and does not influence credit terms. Please see your policy or contract for full product descriptions.

CITIS # ____

B. USED CAR APPRAISAL

YR/MAKE/MODEL OF TRADE OR OTHER CAR: 2000 [illegible]

2 DR ☐ WAGON ☐ TRANS. COLOR
4 DR ☐ CONV. ☐ CYL. 4,5,6,8

VIN. NO.

MILEAGE 93,000 LIC #
EXT. WAR. RUSTPRF

INFORMATION

1. NAMES(S) FIRST/LAS[redacted]
2. DATE MO. 5 /26/05 DAY TIME AM PM PHONE INQUIRY YES ☐ NO ☐
3. ADDRESS [redacted]
4. CITY OR TOWN Essex Ma. ZIP

A. BACKGROUND

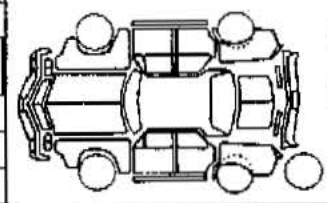
5. HOME PHON[redacted] BUS. PHONE
6. OCCU PATION(S)
7. YR/MODEL OF INTEREST '05 T-Blazer 2 DR. 4 DR. WAG TRANS.
8. STOCK/VIN NUMBER C5383 COLOR Silver

SPECIAL EQUIP. COMMENTS

POWER: SEAT 1 2 / BRAKES / LKS / ANT / TRK / STR

HAS YOUR CAR BEEN IN AN ACCIDENT? YES ☐ NO ☐

* SIGN HERE



AC	BODY
CRUS	GLASS
FM	BRAKES
CAS	TIRES
CB	WHEELS
INT	FR END
LR VL	ENGINE
RF	TRANS.
CB VL	INTERIOR
SN-RF	EX. SYS.
TLT	TOP
TWI	TOTAL RECON COST
SENT	TRADE VALUE
WHL	ACV
WI AL	

PAY OFF YES ☐ NO ☐

BAL
DATE BT /
DEALER

☐ RETAIL ☐ WHS. ☐ AS IS

APPRAISER

C. 1ST VISIT SUMMARY

9 CUST. DESCRIPT.	24 or less	25 - 39	40 - 54	55 - over
COUPLE	01 ☐	02 ☐	03 ☐	04 ☐
WOMAN	05 ☐	06 ☐	07 ☐	08 ☐
MAN	09 ☐	10 ☐	11 ☐	12 ☐

10 LENGTH OF VISIT: LESS THAN ½ HR ☐ UP TO 1 HR ☐ 1 HR OR LONGER ☐

11 REASON FOR COMING TO SHOWROOM? REFERRAL ☐ PREV. CUST. ☐ DEALER AD ☐ SHOPPING ☐ WHICH AD?

12 MANAGEMENT INVOLVEMENT / TO: NO ☐ YES ☐ WHO?

13 DEMONSTRATION YES ☐ NO ☐ WHY NOT?

14 DISPOSITION SOLD ☐ LEASED ☐ APPOINTMENT SCHEDULED ☐ HOT ☐ FUTURE ☐

15 SERVICE DISCUSSED YES ☐ NO ☐

WANTS/NEEDS/COMMENTS

FOLLOW UP PLANS

PRICE **TRADE DIFFERENCE**

$32120.
– 2500. TRADE VALL.
– 3000. REBATE
– 1000. BONUS

$25,620. + TRADE
– 250 CERTIFICATE

$5500. DOWN

$26370.

$397.98 X72 @9.95%

$405.64 X72 @10.20%

DOWN PAYMENT

MONTHLY PAYMENT

MANAGER'S REVIEW

P	D	IW	SW	TO	PLAN

CUSTOMER SIGNATURE ____

SOCIAL SECURITY # ____ D/O/B ____ / ____ / ____

DEALERSHIP SIGNATURE ____

© SIRS 1991

[redacted]

ESSEX, MA[redacted]

101

DATE 5/31/05

53-471/113
93

PAY TO THE ORDER OF O'KEEFE CHEVROLET $ 4,000 00

FOUR THOUSAND & NO 00 DOLLARS

Home Equity
Minimum Check $500.00

The First National Bank of Ipswich
Investing in relationships

FOR

[redacted]

[redacted]

Date

O'Keefe Chevrolet $ 1500.00

Ved and 00 Dollars

[redacted]

O'KEEFE CHEVROLET-OLDSMOBILE, Inc.
114 County Road
(978) 356-2964
IPSWICH, MA. 01938

28373
RECEIPT NO.

Amanda/Coby David 31 May 2005

RECEIVED OF DATE

968 6089 $ 4000 —

(N. Bartnicki)

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE			CASH	
AMOUNT PAID		101	CHECK	✓
			CREDIT CARD	
BALANCE DUE			MONEY ORDER	

BY [signature] Thank You

FORM CTM-138-4-NC (B) (3/99) Reynolds and Reynolds

O'KEEFE CHEVROLET-OLDSMOBILE, Inc.
114 County Road
(978) 356-2964
IPSWICH, MA. 01938

[redacted]
RECEIPT NO.

[redacted] 31 May 2005

RECEIVED OF DATE

[redacted] $ 1500 —

(N. Bartnicki)

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE			CASH	
AMOUNT PAID		1212	CHECK	✓
			CREDIT CARD	
BALANCE DUE			MONEY ORDER	

BY [signature] Thank You

FORM CTM-138-4-NC (B) (3/99) Reynolds and Reynolds

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, O'KEEFE CHEVROLET, INC. (transferor's name, Print)

state that the odometer now reads 10 (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	TRAILBLAZER	4D

VEHICLE IDENTIFICATION NUMBER: 1GNDT13S[redacted] YEAR: 2005

X Stacy Sutin
TRANSFEROR'S SIGNATURE

O'KEEFE CHEVROLET, INC.
PRINTED NAME

P.O. BOX 588, 114 COUNTY ROAD
TRANSFEROR'S ADDRESS (STREET)

IPSWICH MA 01938
CITY STATE ZIP CODE

05/31/2005
DATE OF STATEMENT

X [redacted]
TRANSFEREE'S SIGNATURE

[redacted]
PRINTED NAME

[redacted]
TRANSFEREE'S NAME

[redacted]
TRANSFEREE'S ADDRESS (STREET)

ESSEX MA [redacted]
CITY STATE

CERTIFICATION OF PRIOR USE AND EMISSION CONTROL EQUIPMENT

I/we hereby certify, represent and warrant that the motor vehicle described above was not used by me/us as a demonstrator, police car, taxicab, lease car or daily rental during the period that I/we owned it or at any time prior thereto the best of my/our knowledge and belief.

I/we further certify, represent and warrant that the emission control equipment affixed or installed in or to the motor vehicle described above has not been altered, changed, damaged or modified in any respect.

Date 05/31/2005

SIGNATURE (SELLER)

SIGNATURE (SELLER)

FOR REORDER CALL: 800-445-2723 156091-BU 0063

LEMON LAW RIGHTS ACKNOWLEDGMENT

VEHICLE MODEL: TRAILBLAZER YEAR: 2005

IDENTIFICATION NUMBER: 1GNDT13S75[redacted]

I ACKNOWLEDGE RECEIPT OF THE EXPLANATION OF MY RIGHTS UNDER THE LAWS AND REGULATION (COMMONLY REFERRED TO AS "LEMON LAW") OF THE STATE OF MASSACHUSETTS.

Purchaser or Lessee [redacted]

Date 05/31/05

(Return to the dealer.)

O'KEEFE

CHEVROLET, Inc.,
114 County Road P.O. Box 586
IPSWICH, MA 01938
(978) 356-2964 (800) 851-1898
www.okeefechevrolet.com

SOLD TO [redacted]

ADDRESS ESSEX MA [redacted] DATE 05/31/05

INVOICE [redacted]

EDWARD W BRETN

DEAL # 01434

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.
2005	NEW	CHEVROLET	SILVER	TRAILBLAZE	[redacted]	[redacted]		

VIN 1GNDT13S57[redacted] KEY NOS. 9538K 9538K SALESMANS NUMBER 278 MODEL NUMBER

INSURANCE COVERAGE INCLUDES

- ☐ FIRE & THEFT
- ☐ COLLISION - AMT. DED. $
- ☐ PUBLIC LIABILITY - AMT. $
- ☐ PROPERTY DAMAGE - AMT. $

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

LIENHOLDER: GMAC

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY COLOR	MODEL
2000	SATURN	BLACK	[redacted]

VIN 1G8ZK527[redacted]

DESCRIPTION	ACCT. NO.	SALE
NEW INV. CUC		
SELLING PRICE		[redacted]
TITLE FEE		
SALES TAX		
DOC FEE		
REGISTRATION		
TOTAL CASH PRICE		[redacted]
FINANCING		7631.
INSURANCE		
TOTAL TIME PRICE		40904.
DEPOSIT		
CASH ON DELIVERY		
		2500.
TRADE-IN ALLOWANCE		
PAYMENTS MONTHS 12 @ DOLLARS 00 PER MONTH		28554.
TOTAL		40904.

Text No: 014 &THSDCS 33249303020521
2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXRRBR/TRE [redacted] STOCK NO.
VIN 1GN DT13 S7 5[redacted]
****

MODEL & FACTORY OPTIONS		MS
CT15506 TRAILBLAZER LS 4WD		28715.(
C5N GVW RATING - 5750 LBS		N,
DT4 ASHTRAY AND LIGHTER		30.(
GU6 REAR AXLE 3.42 RATIO		N,
LL8 VORTEC 4200 SFI I6		0.(
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL		0.(
NE1 50-STATE EMISSIONS		N/
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE		2165.(
* POWER SUNROOF		
* BOSE PREMIUM SOUND SYSTEM		
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC		
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)		
* CUSTOM O/H CONSOLE		
PDC SEAT, 8-WAY POWER DRIVER		300.0(
VK3 LICENSE PLATE FRAME, FRONT		N/(
1SB LS PREFERRED EQUIPMENT GROUP 2		1225.0(
* 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		
1SZ PREFERRED EQUIPMENT SAVINGS		1000.00
TOTAL MODEL & OPTIONS		31435.0(
DESTINATION CHARGE		685.0(
LAM DEALER CONTRIBUTION		
LAM GROUP CONTRIBUTION		
TOTAL		32120.0(

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT
****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK,
DEALER OF ADVERTISING MONIES, ALL OF WHICH
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY

O'KEEFE CHEVROLET, INC.

RE
VI
$
DU

DMV

DAUS

NEW PLATE	TRANSFER
PAN	PAN
PAR	PAR
CON	CON
HCP	HCP
PAS	PAS
PLATE $ 36 -	PLATE $
TITLE $ 50 -	TITLE $
TAX $	TAX $

768 3558

DELIVERY DATE _____ TIME _____

SPECIAL INSTRUCTIONS

_____

_____

_____

_____

_____

REGISTER FOR _____ LBS GVW ___ YR REG

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

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE	REGISTRATION NUMBER	EXPIRES LAST DAY OF →	MONTH	YEAR
PAN	[redacted]		05	07

FEES:	
REGISTRATION	36.00
TITLE	50.00
SPECIAL PLATES	0.00
SALES TAX	1268.50
TOTAL	1354.50

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

EFFECTIVE DATE 06/03/05
TRANSACTION NUMBER [redacted]

[redacted] REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)
24 BELCHER ST ESSEX, MA 01929-1056

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

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

MFR'S MODEL YEAR	MAKE	MODEL NAME	BODY STYLE/TYPE	COLOR
2005	CHEV	TRAILB	UTIL	GRAY

VEHICLE IDENTIFICATION NUMBER	INSURANCE COMPANY	TITLE NUMBER
1GNDT13S75[redacted]	COMMERCE INSURANCE	

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

Transaction Results Details

VIN:

5[redacted]

Status:

Accepted

Dealer Code:

32493

User ID:

[redacted]

Transaction Date:

05/31/2005

User Role:

00005

Transaction Type:

Delivery

Timestamp Date:

2005-05-31-19.05.47.652000

Delivery Type:

010 - Individual Purchase

Transaction Messages:

1096 - Incentive sent to BARS

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: COLBY E. DAVIS

VIN: 1GNDT13S75 [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER CASH	$ 3000.00	CNE
BONUS CASH	$ 1000.00	TJC
FUEL SETTLEMENT	$ 250.00	
	$ NA	
	$ NA	
Total Incentive Amount Received	$ 4250.00	

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

a. I elect to receive _____

in lieu of _____

and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 05/31/05 acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 05/31/2005

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

Authorized Dealer Signature: Stacy Siler Date: 05/31/2005

Dealership Name: O'KEEFE CHEVROLET, INC. Dealer Code: 32493

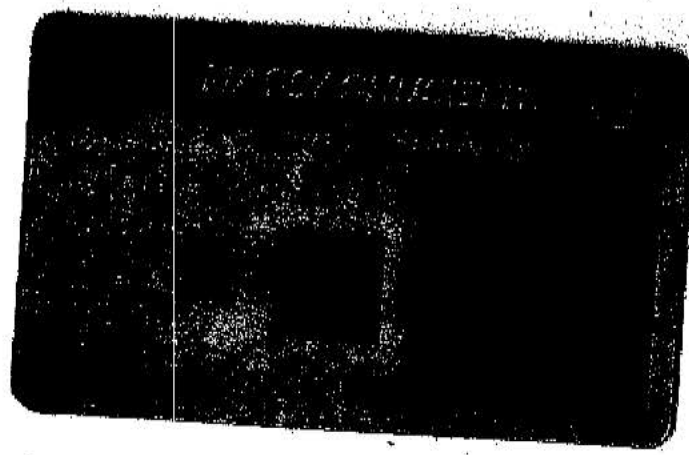
*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0306; fax 1-800-531-985



Section A: Family Transfer Information

Any member of your immediate family (spouse, child, parent or sibling) who resides within your household is eligible to use this Certificate. The below named family member is eligible and authorized to use my Certificate.

First Name _____ Middle Initial _____ Last Name _____ Relationship _____

Address _____

City _____ [redacted] _____ ZIP Code _____ Daytime Phone No. _____

Signature of family member _____ Date _____

Signature of original Certificate holder [redacted] _____ Date 5/31/05

Section B: New Owner Transfer Information

The current owner of the settlement vehicle is eligible to use this Certificate, but must provide this original Certificate and proof of vehicle ownership (an original title, registration or copies thereof) to the authorized GM Dealer.

Signature of new owner _____ Date _____

Signature of original Certificate holder _____ Date _____

Section C: Request for Non-transferable Third Party Certificate

As owner of the Settlement vehicle indicated on the face of this Certificate, I request that a non-transferable Third Party Certificate be issued to the person/entity named below:

Name _____ Address _____

City _____ State _____ ZIP Code _____ Daytime Phone No. _____

Complete and mail to: Third Party Certificate Processing, GM Pickup Truck Fuel Tank Class Action Redemption Headquarters, PO Box 3257, Saginaw, MI 48605-3257

Please note: Third Party Certificates can only be used until May 13, 2005.

Section D: Transfer After 15 Months

I authorize the use of this Certificate by any transferee. The transferee may use the Certificate for $250 toward the purchase of an eligible new vehicle from an authorized GM Dealer fro[redacted]

Signature of original Certificate holder [redacted] _____ Date 5/6/05

O'Keefe Chevrolet, Inc.

Date: June 2, 2005 Fax# (978) 356-5479

Agency: John T. Walsh

Attention: Jean - re: [redacted]

From: Nick / O'Keefe Chevy

This Dealership is a member of the DRIVE PROGRAM and as a result will be registering vehicles using Drive policies and procedures. Enclosed are the following documents:

[✓] Copy of RMV 1

[✓] Copy of the Title/ CO (front and back)

[✓] Copy of the Bill of Sale/ Window Sticker

[ ] Other (Do not request binders for cash deals)

6 pages total

Thanks

Please return the following to the above Fax# at your earliest convenience:

[✓] Stamped RMV 1

[✓] Binder (If requested and is not a cash deal)

[✓] Your complete mailing address for the returned pink copy

P.O. Box 588, 114 County Road, Ipswich, MA 01938 • (978) 356-2964

CERTIFICATE OF ORIGIN FOR A VEHICLE

0658

GM

RBLPD019

DATE
03/01/05

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNDT13S75[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 4WD

SHIPPING WEIGHT
4511

H.P. (S.A.E.)
32.1

G.V.W.R.
5750

NO. CYLS.
06

SERIES OR MODEL
CT15506

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

32493 HXRRBR

O'KEEFE CHEVROLET, INC.
PO BOX 588
IPSWICH MA 01938-0588

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY - STATE

[redacted]

GM 521 REV. 7-95

3
1
A
1
1

C 5383

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted] 10 ESSEX MA [redacted]

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER O'KEEFE CHEVROLET, INC. BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of MA

County of ESSEX

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading 10 NO Tenths ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage WARNING-ODOMETER DISCREPANCY

Signature(s) of Seller(s) O'KEEFE CHEVROLET, I D424 Date of Statement _____ Date of Sale 11/05

Printed Name(s) of Seller(s) _____

Signature of Purchaser(s) COLBY E. DAVIS AMANDA C. DAVIS

Printed Name of Purchaser(s) _____

Company Name (If Applicable) _____

Address of Purchaser(s) 24 BELCHER ST

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

_____ Notary Public

State of ESSEX MA 01929

County of _____

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

1st lien in favor of GMAC

whose address is BOX 8138 COCKEYSVILLE, MD 21030

2nd lien in favor of _____

whose address is _____

BMS21 REV. 1-2000

Massachusetts Registry of Motor Vehicles

RMV-1 Application Form 617-351-4500
www.mass.gov/rmv

1. REG. EFF. DATE 2. REG. EXP. DATE

3. Number of Documents ☐RO (Registration Only) ☐RX (Registration Transfer)
4. ☐ST (Salvage Title) ☐RT (Registration & Title) ☐TAR (Title Add Registration)
☐TO (Title Only) ☐SW (Summer/Winter Swap) ☐SS (Surviving Spouse)

ORIGINAL

Registration/Vehicle Information

5. Plate Type | 6. Registration Number | 7. Previous Title # | 8. State

9. Type of Registration: ☐Passenger ☐Bus ☐Taxi ☐Livery ☐Commercial ☐Trailer ☐Auto Home ☐Semi-Trailer ☐Motorcycle ☐Other

10. Vehicle Identification Number: 1GNDT13S7[redacted]

11. Year	12. Make	13. Model Name	14. Model #	15. Body Style	16. Circle Color(s) of Vehicle 0-Orange 1-Black 2-Blue 3-Brown 4-Red 5-Yellow 6-Green 7-White 8-Gray 9-Purple	17. # of Cylinders/Passengers/Doors/Wheels
2005	CHEVROLET	TRAILBLAZER		4D		/ / /

18. Transmission ☐Automatic ☐Manual | 19. Total Gross Weight (Laden) | 20. Motor Power ☐Gasoline ☐Diesel ☐Propane ☐Electric ☐Conversion ☐Hybrid ☐Other | 21. Bus: ☐Regular ☐DTE ☐Livery ☐Taxi ☐School Pupil — If carrying passengers for hire, max no of passengers that can be seated: ____ If school bus, is it used exclusively for city, town, or school district? ☐Yes ☐No | 6 5 4 4

Owner Information

22. Owner #1 MA License. Use SSN if out-of-state [redacted] MA | 23. Owner #2 MA License. Use SSN if out-of-state [redacted] MA | 24. EIN/FID # (see instructions)

25. Owner # 1 Name (Last, First, Middle) [redacted] | 26. Owner # 1 Date of Birth [redacted]

27. Owner # 2 Name (Last, First, Middle) [redacted] | 28. Owner # 2 Date of Birth [redacted]

30. City/Town Where Vehicle is Principally Garaged: ESSEX

31. Mailing Address [redacted] City | State | Zip Code

32. Residential Address [redacted] ESSEX City | MA State | [redacted] Zip Code

33A. Lessee's MA License Number or EIN/FID Number. If out-of-state Lessee, use SSN and date of birth. M M D D Y Y | 33B. Lessee's Name:

34. Lessee's Address, City, State, and Zip Code

Title Data

35. Date of Purchase 05/31/2005 | 36. Odometer Reading 10

37. ☐New Vehicle ☐Used Vehicle | 38. Title Type: ☐Clear ☐Salvage ☐Reconstructed ☐Owner Retained ☐Theft ☐Prior Owner Retained

39. Primary Salvage Title Brands: ☐Repairable ☐Parts Only | 40. Secondary Salvage Brand(s)

Lienholder Information

I/we certify that all liens on this vehicle are listed below | 41. Date of 1st Lien 05/31/05 | 42. Date of 2nd Lien

43. First Lienholder Code C01369 | 44. Name GMAC

45. Lienholder's Address BOX 8138 COCKEYSVILLE, MD 21030

46. Second Lienholder Code | 47. Name

48. Lienholder's Address

Insurance Certification

The company signatory hereto hereby certifies that it has or will insure or guarantee performance by the applicant hereinbefore named with respect to the motor vehicle hereinbefore described for a period at least coterminous with that of such registration under a motor vehicle liability policy, binder or bond which conforms to the provisions of general laws, Chapter 175, Section 113A, and that the premium charge and classification on the effective date of registration are as established by the commissioner of insurance under Chapter 175, Section 113B, 113H and Chapter 175E.

49A. Policy Effective Date: ____

Policy Change Date: ____

49B. Manual Class: 49C. Ins. Company & Code:

Insurance Co's Authorized Representative's Signature (Original Only)

Signatures

I/We the applicants hereby certify under the penalties of perjury that there are no outstanding excise tax liabilities on the vehicle described above that have been incurred by the applicant(s), any member of the applicant's immediate family who is a member of the applicant's household or the business partner of the applicant(s). I/We hereby further certify that all information contained in this application is true and correct to the best of my knowledge and belief. I/We understand that false statements are punishable by fine, imprisonment or both.

50. Signature of Owner From Block 25 or 29. If owner is listed in Block 29, signer must also print name.

51. Signature of 2nd Owner From Block 27.

52. Authorized Dealer's Signature Stacy Silva | 53. Dealer Reg. No. D424

54. Seller's Name (Please Print) O'KEEFE CHEVROLET, INC.

55. Seller's Address P.O. BOX 588, 114 COUNTY ROAD IPSWICH MA 01938

Sales or Use Tax Schedule

[redacted]

Fee Information

[redacted]

58. Batch No:

59. Clerk/Examiner Initials

Not Valid Until Stamped With Official Stamp or Registrant's Signature

Massachusetts Registry of Motor Vehicles
RMV-1 Application Form 617-351-4500
www.mass.gov/rmv

ORIGINAL

3. Number of Documents
4. ☐SI (Salvage Title) ☐TC (Title Only)
☐RC (Registration Only) ☐RT (Registration & Title) ☐SW (Snowmobile/Watercraft Swap)
☐RK (Kit) ☐AR (Lost/Stolen) ☐SS (Special)

1. REG. III DATE 2. REG. EXP. DATE

Registration/Vehicle Information

5. Plate Type | 6. Registration Number | 7. Previous Title # | State

Type of Registration: ☐Passenger ☐Bus ☐Taxi ☐Livery ☐Commercial
Make ☐Name Change ☐Owner-Trailer ☐Motorcycle ☐Other

10. Vehicle Identification Number: 1GNDT13S7[redacted]

Year	12. Make	13. Model Name	14. Model #	15. Body Style	16. Color(s) of Vehicle (1=Black 2=Blue 3=Brown 4=Gold 5=Green 6=White 7=Gray 8=Purple)	17. # of Cylinders	Doors/Wheels
	2005 CHEVROLET	TRAILBLAZER		4D		6	5 4

Environment: Automobile, Manual | 19. Total Gross Weight Rating | 20. Motor Power: ☐Gasoline ☐Diesel ☐Conversion ☐Propane ☐Electric ☐Hybrid ☐Other | 21. Use: ☐Regular ☐DIT ☐Livery ☐Taxi ☐School Bus (If carrying passengers for hire, must use of passengers also qualify under a school bus, is it used exclusively by the day, week, or school year?) ☐Yes ☐No

Owner Information

22. Owner #1 MA License No. or SSN if applicable: [redacted] MA
23. Owner #2 MA License No. or SSN if applicable: [redacted] MA
24. DOB/ID # (last four) (#1): [redacted]

Owner # 1 Name (Last, First, Middle): [redacted]
25. Owner # 1 Date of Birth: [redacted]

Owner # 2 Name (Last, First, Middle): [redacted]
26. Owner # 2 Date of Birth: [redacted]

Corp/Co/Organization Name (see block 24):
30. City/Town Where Vehicle Is Principally Garaged: ESSEX

Mailing Address: [redacted] City: ESSEX State: MA Zip Code: 01929
Registered Address:

4. Lessee's MA License Number or DOB/ID Number, if not an individual Lessee, use SSN and date of birth: 28. Lessee's Name:
Lessee's Address, City, State, and Zip Code:

Title Data

35. Date of Purchase: 05/31/2005
36. Odometer Reading: 10
☐New Vehicle ☐Used Vehicle
38. Sale Type: ☐Dealer ☐Salvage ☐Reconstructed ☐Insurance Retained ☐Theft ☐Prior Owner Retained
Primary Salvage Title Branch: ☐Repairable ☐Parts Only
39. Secondary Salvage Branch:

Lienholder Information

41. Date of 1st Lien: 05/31/05
42. Second Lien Date:
Lienholder Code: C01263
44. Name: GMAC
Lienholder's Address: BOX 8138 COCKEYSVILLE, MD 21030
Second Lienholder Code:
42. Name:
Lienholder's Address:

Insurance Certification

The company signatory below certifies that it has or will issue a guarantee or insurance for the applicant or lienholder named herein with respect to the motor vehicle described as a result of a binder or insurance contract or policy issued, which conforms to the provisions of general laws, chapter 175, section 113A, and does not limit the use and operation of the described motor vehicle in any manner not prohibited by the commissioner of insurance under chapter 175, section 113A or 113B or chapter 175D.

Authority Effective Date: 06-11-05 [redacted] Insurance Company & Code
Policy Change Date: 06-02-05
Mutual Class: BAP Ins. Company & Code: 123

Signatures

Under the applicable penalties of perjury and false statement, I certify that I am the owner or lessee of the vehicle described above that have been issued duplicate(s) and members of the applicant's immediate family who is a member of applicant's household or the business partner or the agent name, title or the business name and listed, that I understand that false statements are punishable by law, imprisonment or fine.
Signature of Owner Name Block 22 or 24. If signature is listed in Block 22, signature must affix printed name.

Signature of 2nd Owner Name Block 23

Authorized Dealer's Signature: Stacy Silva
53. Dealer Reg. No: 0424
Seller's Name (Please Print): O'KEEFFE CHEVROLET, INC.
Seller's Address: P.O. BOX 588, 114 COUNTY ROAD IPSWICH MA 01938

Sales or Use Tax Schedule

56 A. SALE BY LICENSED MOTOR VEHICLE DEALER
MA DOR-Registered Dealer (DOR) ID # 04-3289532
Total Sale Price: $ 27870.00
Adjusted for dealer's discount and allowance for trade-in:
Less Manufacturer's Rebate: $ NA
Net Sales Price: $ 27870.00
Less Trade-in Allowance for: $ 2500.00
Yr 2000 Make SATURN Model SATURN
Trade-in VIN 1G8ZK5276YZ201766
Taxable Sales Price: $ 25370.00
5% Sales Tax: $ 1268.50

B. SALES BY OTHER THAN MOTOR VEHICLE DEALER
Gross Sales Price (Proof Required): $ NA
5% Sales/Use Tax: $ NA
C. CLAIM EXEMPTION FROM TAX CODE:
Form Attached (if required)
Exempt Organization Certificate #:

Fee Information

57. Reg. $
Title: $
Tax: $
P&S: $
Total: $
☐Cash ☐Check ☐MTTC/CC
Check #:
58. Receipt No:
59. Clerk/End User Initials:
Not valid until stamped with Official Name or Registrar's Signature

CHECK REQUEST

DATE 6-2-05 NEED CHECK BY: : AM PM

MAKE PAYABLE TO RMV

MAIL/GIVE TO _____ INVOICE NO. _____

ADDRESS _____ OUR P.O. NO. _____

CITY,STATE,ZIP _____ VIN# _____

EXPLANATION	CHARGE ACCOUNT NO.	AMOUNT	
TAX 1268.50		1354	50
Title 50 —			
Reg 36 —			
[redacted]			
REQUESTED BY [signature] / APPROVED BY	AMOUNT OF CHECK	1354	50

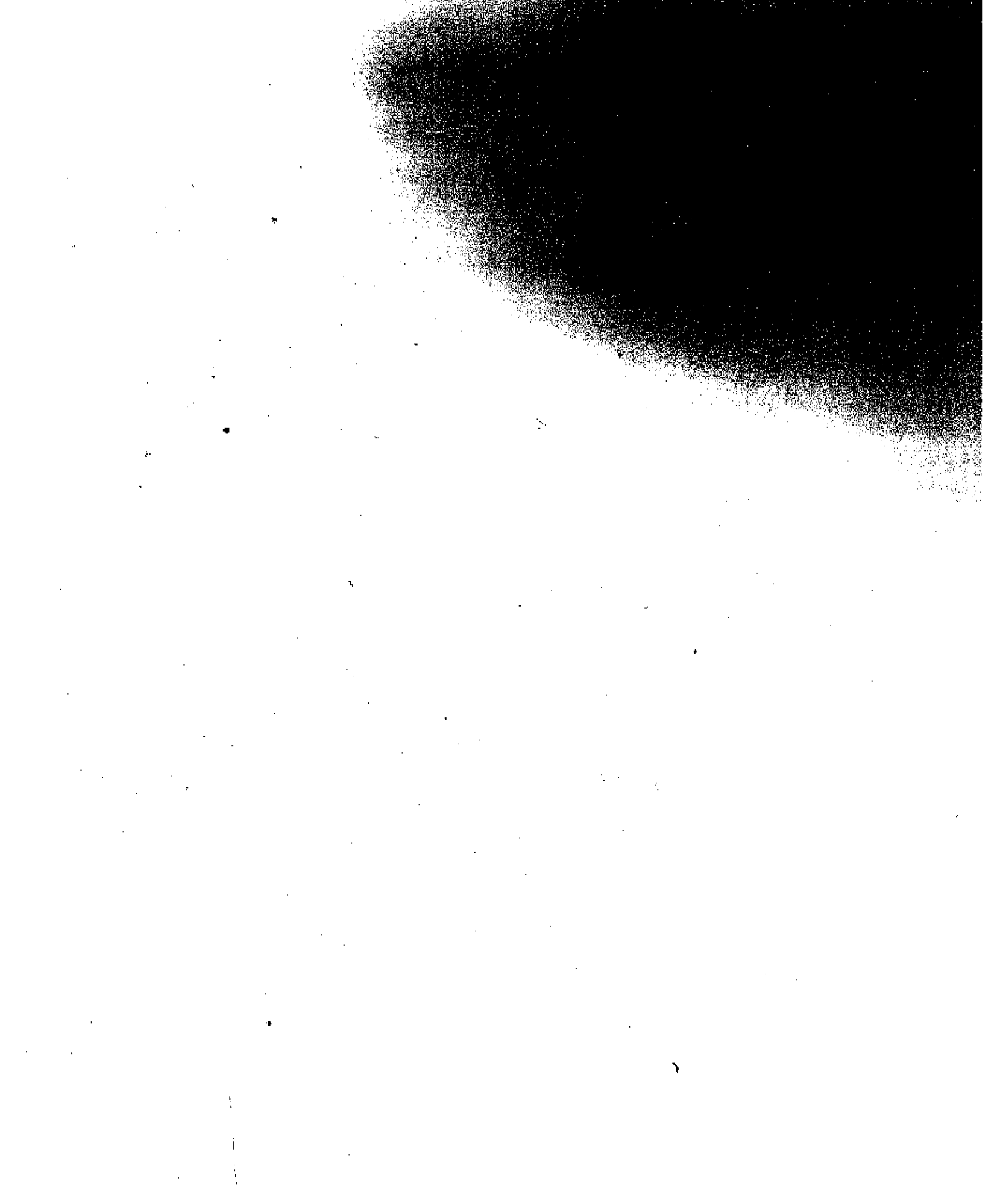
O'KEEFE CHEVROLET, INC.

G/L#	Control#	Amount
220A	[redacted]	1354.50

[redacted]

TAX, TITLE, REG





ACORD

DATE (MM/DD/YY): 06/02/05

THIS BINDER IS A TEMPORARY INSURANCE CONTRACT SUBJECT TO THE CONDITIONS SHOWN ON THE REVERSE SIDE OF THIS FORM.

PRODUCER
PHONE (A/C, No, Ext): [redacted]
FAX NO. (A/C, No, Ext):

John J Walsh Ins Agency, Inc
P O Box 4407
Salem MA 01970-6407
John A. Mezza

CODE: 002897 SUB CODE:
AGENCY CUSTOMER ID: DAVIA01

INSURED
[redacted]
Essex MA [redacted]

COMPANY: Premier Insurance Co. of Mass.

BINDER #: 1965

EFFECTIVE DATE	TIME		EXPIRATION DATE	TIME	
[redacted]	12:01	X AM / PM	07/02/05	12:01 AM / X NOON	

THIS BINDER IS ISSUED TO EXTEND COVERAGE IN THE ABOVE NAMED COMPANY PER EXPIRING POLICY #: 9199626791321

DESCRIPTION OF OPERATIONS/VEHICLES/PROPERTY (Including Location)

200r Chevrolet Trailblazer
1GNDT1357[redacted]

PROPERTY	TYPE AND LOCATION OF PROPERTY	COVERAGE/PERILS/FORMS	AMOUNT	DEDUCTIBLE	COINS %

LIABILITY	COVERAGE/FORMS		EACH OCCURRENCE	AGGREGATE
[ ] SCHEDULED FORM [ ] COMPREHENSIVE FORM		BODILY INJURY	$	$
[redacted] PREMISES/OPERATIONS		PROPERTY DAMAGE	$	$
[redacted] PRODUCTS/COMPLETED OPERATIONS		BI & PD COMBINED	$	$
[redacted] CONTRACTUAL		MEDICAL PAYMENTS	PER PERSON $	
[ ] OTHER:			PER ACCIDENT $	
[ ] MEDICAL PAYMENTS		PERSONAL INJURY		$
[ ] PERSONAL INJURY	FORM: [ ] A [ ] B [ ] C			$

AUTOMOBILE LIABILITY		
[ ] ANY AUTO	COMBINED SINGLE LIMIT	$
[ ] ALL OWNED AUTOS	BODILY INJURY (Per person)	$ 20000
[ ] SCHEDULED AUTOS	BODILY INJURY (Per accident)	$ 40000
[ ] HIRED AUTOS	PROPERTY DAMAGE	$ 100000
[ ] NON-OWNED AUTOS	MEDICAL PAYMENTS	$
[ ] GARAGE LIABILITY	PERSONAL INJURY PROT	$ 8000
	UNINSURED MOTORIST	$ 40000
	UM CSL/BI EaPer	$ 20000

AUTO PHYSICAL DAMAGE	DEDUCTIBLE	[ ] ALL VEHICLES [ ] SCHEDULED VEHICLES		
X COLLISION:	1000		[ ] ACTUAL CASH VALUE	
X OTHER THAN COL:	500		[ ] STATED AMOUNT	$
			[ ] OTHER	

EXCESS LIABILITY		
[ ] UMBRELLA FORM	EACH OCCURRENCE	$
[ ] OTHER THAN UMBRELLA FORM	AGGREGATE	$
	SELF-INSURED RETENTION	$
WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY	[ ] STATUTORY LIMITS	
	EACH ACCIDENT	$
	DISEASE - POLICY LIMIT	$
	DISEASE - EACH EMPLOYEE	$

SPECIAL CONDITIONS/ OTHER COVERAGES

[ ] MORTGAGEE [ ] ADDITIONAL INSURED
X LOSS PAYEE

LOAN #:

GMAC
P O BOX 8138
COCKEYSVILLE MD 21030

AUTHORIZED REPRESENTATIVE: JOHN J. WALSH INSURANCE AGENCY, INC.
John A. Mezza — President

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives General Motors Acceptance Corporation the right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contains a loss payable endorsement in favor of General Motors Acceptance Corporation located at:

Lienholder: General Motors Acceptance Corporation BR # _____
P.O. Box 2525
Hudson, OH 44236-0025

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA	ZIP CODE [redacted]
TEL. NO.	([redacted]	DRIVERS LICENSE # [redacted]		

NAMED PURCHASER:	FIRST CRAIG E. BRUIS	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY ESSEX	STATE MA ZIP CODE [redacted]
TEL. NO.	([redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	CHEVROLET	4D	TRAILBLAZER	1GNDT13S7 [redacted]

VEHICLE USE: ☒ Private Passenger, ☐ Commercial Auto and Trailer

Radius of Haul _____, ☐ Public Livery, ☐ All Other

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME		
MAILING ADDRESS		
CITY	STATE	ZIP CODE
AGENT'S TELEPHONE NUMBER	( )	

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	PREMIER		
POLICY NUMBER			
DATE THIS VEHICLE COVERED	FROM: / /	TO: / /	
	COVERAGE		

☒ Collision $ _____ Deductible
Type: ☐ BROAD FORM OR STANDARD ☐ LIMITED (NOT ACCEPTABLE)
☒ Comprehensive $ _____ Deductible
☐ Fire-Theft

AGENTS COMMENT

NAMED INSURED SIGNS ☛ _____ 05/31/2005 DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER	NAME OF PERSON CONTACTED	GMAC LOSS PAYEE ( )Yes ( ) No
Confirmed By [redacted]	05/31/2005 DATE	

DEALER SIGNS ☛ _____ DEALER [redacted]

GMAC 288AT 9/2001 (2)
Copyright 2001. General Motors Acceptance Corporation. All Rights Reserved.

DEALER'S COPY

RETAIL INSTALMENT SALE CONTRACT

Dealer Number | Contract Number

Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
[redacted]	[illegible]

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

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

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
N	[illegible]	[illegible]	[illegible]	[illegible] [redacted]	☐ personal ☐ agricultural ☐ business ☐

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

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ 12250.00
9.95 %	$ 7231.00	$ 21423.00	$ [illegible]	$ [illegible]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
72	397.98	Monthly beginning 07/15/2005	
	NA		

Late Charge. If a payment is not paid in full within 15 days after it is due, you will pay a late charge of 5% of the amount of the payment that is late. The charge will not exceed $5 if vehicle is obtained primarily for personal use.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, and taxes) $ 32120.00 (1)

2 Total Downpayment = Net Trade-in $ 2500.00 + Cash Downpayment $ 5500.00
+ Other (Describe) REBATE $ 4250.00
Your Trade-in is a 2000 (Year) SATURN (Make) SATURN (Model) $ 12250.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 19870.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf: (Seller may be keeping part of these amounts.)

A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below - Covering Damage to the Vehicle $ NA

B Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below. Life $ NA Disability, Accident and Health $ NA $ NA

C Official Fees Paid to Government Agencies $ NA

D Taxes Not Included in Cash Price $ 1268.50

E Government License and/or Registration Fees (Itemize) INSPECTION REG FEES $ 36.00

F Government Certificate of Title Fees $ 50.00

G Other Charges (Seller must identify who will receive payment and describe purpose)

to [illegible] for DOCUMENTARY FEE $ [illegible]
to for $ NA
to for $ NA
to for $ NA
to for $ NA
to for $ NA

Total Other Charges and Amounts Paid to Others on Your Behalf $ [illegible] (4)

5 Amount Financed - Unpaid Balance (3 + 4) $ [illegible] (5)

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

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

☐ $ [redacted] Deductible Fire-Theft and Additional Coverage

☐ $ [redacted] Deductible Broad Form Collision Coverage

OPTIONAL COVERAGES

☐ Towing and Labor Costs

☐ Broad Form Rental Reimbursement

☐ Limited Waiver of Collision Deductible

Optional Credit Insurance. YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. Credit life insurance and credit disability insurance are for the term of this contract unless a different term for the insurance is shown below. If you have chosen this insurance, the cost is shown in 4B of the itemization above.

Check the insurance desired: ☐ Life (Buyer ☐ Co-Buyer ☐ Both ☐)
☐ Disability, Accident and Health (Buyer Only)

(Name of Insurer) (Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is $ [redacted], and the total amount of insurance under this and any other instalment contract of the Buyer is limited to $ [redacted].

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

X _____ X _____

Buyer Signature Date Co-Buyer Signature Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others: -(a) to pay off in advance the full amount due and to obtain a partial refund of the finance charge; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms of this contract. You confirm that before you signed this contract, the Creditor gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 05/31/2006 Co-Buyer Signs X [redacted] Date 05/31/2006

Co-Buyers and Other Owners-A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to the Creditor in this contract.

Other owner signs here X _____ Date _____ Address _____

Creditor Signs [redacted] Date 05/31/2006 By X _____ Title _____

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	Seller	By	Title

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QUADRUPLICATE ORIGINAL - DEALER'S COPY

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

4/11/2006

Phil Zullo
O Keefe Chevrolet, Inc.
114 County Rd
Ipswich, MA 01938

Re: [redacted]
Siebel Reques[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S7[redacted]

Dear Mr. Zullo:

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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXRRBR/T STOCK NO.
VIN 1GN DT13 S7 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI
VEHICLE INVOICE 1[redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
NE1 50-STATE EMISSIONS	N/C	N/C
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90
* POWER SUNROOF		
* BOSE PREMIUM SOUND SYSTEM		
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC		
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)		
* CUSTOM O/H CONSOLE		
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50
* 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		
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	860.00-
TOTAL MODEL & OPTIONS	31435.00	28326.28
DESTINATION CHARGE	685.00	685.00
LAM DEALER CONTRIBUTION		314.35
LAM GROUP CONTRIBUTION		314.35
TOTAL	32120.00	29639.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28266.20

RETAIL - STOCK	
INVOICE 03/01/05	
SHIPPED 03/01/05	
EXP I/T 03/14/05	
INT COM 03/14/05	
PRC EFF 03/01/05	
KEYS S538K S538K	
WFP-S QTR OPT-1	
BANK: GMAC - 103	
CHG-TO 32-493	
SHIP WT:	4511
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	28143.23
SUPPLR:	29406.30
MRM:	33120.00
NTR: 1/2	
MEMO	1496.75
ACT 237	28068.23
H/B 261	943.05
ADV 261	314.35
EXP 65A	314.35
PAY 310	29639.98

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

O'KEEFE CHEVROLET, INC.

REMI[redacted]

2006 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. JVKCD8/T STOCK NO.
VIN 1GN DT13 S3 62[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 4
VEHICLE INVOICE [redacted]7
[redacted]S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	26530.00	24805.55	INVOICE 02/16/06
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 02/16/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 03/02/06
LL8 VORTEC 4200 SFI I6	N/C	N/C	INT COM 03/02/06
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	PRC EFF 02/16/06 KEYS XXXXX XXXXX
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
PCR SUN, SOUND, ENTERTAINMENT PKG:	2165.00	1796.95	BANK: GMAC - 103
* POWER SUNROOF			CHG-TO 32-407
* BOSE PREMIUM SOUND SYSTEM			
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			SHIP WT: 4501
			HP: 32.1
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			GVWR: 5750
			GAWR.FT: 2950
* CUSTOM O/H CONSOLE			GAWR.RR: 3200
PDC SEAT, 8-WAY POWER DRIVER	300.00	249.00	GMS: 26874.65
QNG P235/75R16 ALL SEASON WOL TIRES	140.00	116.20	SUPPLR: 28080.63
R8K **********	N/C	N/C	MRM: 30840.00
1SB LS PREFERRED EQUIPMENT GROUP 2	995.00	825.85	NTR: 1/2
			MEMO 1381.50
* POWER OSRV MIRRORS			
* FLOOR MATS, FRONT & REAR			
* REAR WINDOW DEFOGGER			
* DEEP TINTED GLASS			
* BODYSIDE MOLDINGS			
* LUGGAGE RACK CROSS BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

TOTAL MODEL & OPTIONS	29130.00	26963.55	ACT 237 26799.65
DESTINATION CHARGE	710.00	710.00	H/B 261 873.90
LAM DEALER CONTRIBUTION		291.30	ADV 261 291.30
LAM GROUP CONTRIBUTION		291.30	EXP 65A 291.30
TOTAL	29840.00	28256.15	PAY 310 28256.15
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		26984.30	

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

LANNAN CHEVROLET-OLDS., INC.

REMIT TO GMAC [redacted]3
VIN 1GNDT13S36[redacted]
$ 28256.15 INV [redacted]
DUE 03/02/06 DEALER 32-407

VIN:	1GNDT13S7 [redacted]	Model:	CT15506

Order Information			
Number	Date	Fleet Account Number	Type
[redacted]	02/07/05		TRE

Delivery Information			
Dealer Code	Date	Fleet Account Number	Type
13 32493	05/31/05		010

Service Type:		Mileage:	
Cancellation Date Of Entry:		Trade Date:	
Into Service Date:		Delivery Date Of Entry:	05/31/05

Invoice Sent To:	O'KEEFE CHEVROLET, INC. PO BOX 588 IPSWICH MA 01938-0588
Delivered To:	AC DAVIS 21 MAIN STREET ESSEX MA 01929

Incentives						
Code	Dealer	Reference Number	Date	Payment Amount	Method	Error Code
CKR	13 32493	[redacted]	06/08/05	250.00	OA	
CNE	13 32493		06/02/05	3000.00	OA	
FFC	13 32493		06/02/05	36.57	OA	
TJC	13 32493		06/02/05	1000.00	OA	

2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXRRBR/ STOCK NO.
VIN 1GN DT13 S7 5[redacted]

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

**********[redacted]**********13*32493S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/01/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/01/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 03/14/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/01/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS XXXXX XXXXX WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 103
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90	CHG-TO 32-493
* POWER SUNROOF			SHIP WT: 4511
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			GVWR: 5750 GAWR.FT: 2950 GAWR.RR: 3200
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			GMS: 28143.23 SUPPLR: 29406.30
* CUSTOM O/H CONSOLE			MRM: 33120.00
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	NTR: 1/2
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MEMO 1496.75
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	
* 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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	860.00-	
TOTAL MODEL & OPTIONS	31435.00	28326.28	ACT 237 28068.23
DESTINATION CHARGE	685.00	685.00	H/B 261 943.05
LAM DEALER CONTRIBUTION		314.35	ADV 261 314.35
LAM GROUP CONTRIBUTION		314.35	EXP 65A 314.35
TOTAL	32120.00	29639.98	PAY 310 29639.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28266.20	

****

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.

O'KEEFE CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNDT13S75 [redacted]
$ 29639.98 INV[redacted]
DUE 03/14/05 DEALER 32-493

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/28/2006
2.Customer Name: [redacted]
[redacted]
4.Customer City, State, and Zip: Essex Ma, [redacted]
5.Primary Customer Phone #: [redacted] Work
6.Additional Customer Phone # [redacted] Home
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate 5% of trade differen

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S75[redacted]0 12.Current Mileage: 14,810
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: O Keefe Chevrolet, Inc.
15.Dealership Phone #: (978) 356-2964
16.Dealership Contact Name and **TITLE:** Matt O'keefe Sales Mgr
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (978) 356-5479
19.Dealership BAC: 133033 Region: Northeast

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

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

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

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

23.CAC Case Number: [redacted]7 24.TAC Case Number: _____
25.If no TAC number, Explain: KNown issue in document #1619135

26.Reason for Repurchase (Include specific mechanical failure): Headlights go on and off while driving

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: 1GNDT13S36[redacted]
33.New Vehicle Year/Make/Model: 2006 Chevrolet Trailblazer
34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): $2280

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: 14810/100,000 * 26923.50 = $3987.37

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain:$1553.50 state tax, title preparation, documentary preparation,registration and title

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Avm state tha the cust concern is a normal operating characteristic of this particular type of vehicle

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/15/2006

42.Authorizer Name: Marcia Flagg

43.GM Position: Are Vehicle Manager

44.VoiceMail Node: 914055 Mailbox Number: 8384

45.Email Address: marcia.flagg@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.

Voluntary/ Mandatory Repurchase

❑ **BBB Case** **Trade**

COMPLIANCE DATE _____

ADR REQUEST NUMBER [redacted]

CUSTOMER NAME [redacted]

LAST SIX OF VIN 52 [redacted]

ADR CRM Henry Starling EXT. 21220

AVM Marcia Flagg PHONE 914055/8384

DATE ACCEPTANCE RECEIVED _____

NUMBER OF DAYS FOR COMPLIANCE _____

TEAM MANAGERS SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:
Trade repurchase

File will be returned without all information above completed.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

May 11, 2006
Re: [redacted]s Chevrolet Motor Division [redacted] VIN: 1GNDT13S[redacted]

[redacted]
ESSEX MA [redacted]

Dear Ms [redacted]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Henry Starling of GM has offered and the customer Amanda Davis the following to resolve case [redacted] The manufacture will trade replace the customer's 2005 Chevrolet Trailblazer under the terms of the Massachuetts Lemon Law. Usage will be calculated according to the state formula. The customer will notify either John Ryan of the CBBB or Henry Starling of GM of her acceptance by May 18, 2006. The replacement vehicle will be delivered to the customer by July 26, 2006

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Henry Starling jr

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Tracey Wakefield
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S7[redacted]	1GNDT13S36[redacted]	June 12, 2006

TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	$26,799.65	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.33	N			
Additional Tax	$0.00	E			
Tag Transfer Fee	$15.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
Title Fee	$50.00	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	$1,456.50	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$28,321.48**				
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	$2,221.50	M			
Damage	$0.00	E			
MSRP Upgrade	$0.00	R			
MSRP Downgrade (deducted)	$2,280.00				
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**-$58.50**				
Trade Repurchase Amount	**$28,379.98**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$28,379.98**				
				SOC	
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$0.00				
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$28,379.98**			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)	**-$28,379.98**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	**$26,799.65**
State Sales Tax	**$0.33**
Additional Tax	**$0.00**
Tag Transfer Fee	**$15.00**
New Aftermarket Items	**$0.00**
Title Fee	**$50.00**
Fees	**$0.00**
Less Dealer Contribution to Cust	**$0.00**
Subtotal	**$26,864.98**
Trade-In Allowance	**$26,858.15**
Loan Payoff	**$0.00**
Net Allowance	**$26,858.15**
Cash on Delivery (Paid by GM)	**$65.33**
Total Balance Due	**-$58.50**
Amount to Dealer for additional Fees	**$1,456.50**
New Vehicle VIN:	
1GNDT13S36[redacted]	
Form Rev 11/11/2005	

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)	$26923.50
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$32120
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-5196.50

Trade Allowance (from dealer Bill of Sale)	$2500
Actual Cash Value Statement	$2500
Difference (if positive, this is the overallowance)	$0

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$2500
Difference (if positive, this is the negative equity)	$-2500

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.)	$26923.50
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$4250
Overallowance and/or Negative Equity minus	$0
Actual price of Vehicle that should be presented to BBB for ATA	$22673.50

CASE ASSESSMENT BY: **Henry Starling** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 14,810**

Vehicle ID No.: 1GNDT13S752 [redacted] **In Service Date: 5/31/2005** **Purchased: New**

What is customer seeking: Trade out/ Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlights flicker on and off when driving

Date:	Mileage:	Days:	Description of Repair:
11/01/2005	8114	4	Lights flicker on and off at night when driving. Road test vehicle with scan tool monitored lighting system in body control data, no problem found, no codes found. Roadtested for 40 miles Could not duplicate concerns.
12/19/2005	10271	(3) (2)	Lights flicker on and off when braking or deceleration. Roadtested overnight unable to duplicate.
02/09/2006	14935	1	All interior and exterior lights flicker when driving. Vehicle operates as designed. Advised cust. To drive with lights in on, not auto position and monitor.
03/13/2006	14980	4	All lights flicker on and off when driving. Replace bcm.

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days:	Description of Repair:
09/12/2005	5800	2	LOF
09/12/2005	*	*	Front window will not defrost. Unable to duplicate the concern. Rear passenger door seal is loose. Resealed passenger rear weatherstrip. Tailgate seal around handle is peeling away. Set up appt with bodyshop. Onstar inop. Ordered vcim. Rattle underneath over bumps. Found brake lines rattling against frame, adjusted lines and roadtested ok.
09/30/2005	6743	1	Came in for bodyshop appt. Onstar inop. Part in stock. Replace vcim. Rear tailgate gasket not straight. Ordered tailgate outside gasket/seal. Front air dam loose, Cust wire tied in place. Ordered clip for front air dam.
10/27/2005	7916	1	Seal around tailgate plate is peeling. Strip, tailgate/end gate window outer sealing replace.
11/01/2005	*	*	Drl in dash does not light up. Road test vehicle with scan tool monitored lighting system in body control data, no problem found, no codes found. Roadtested for 40 miles Could not duplicate concerns.

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

12/10/2005	**8112**	**1**	**Tire will not hold air.**
12/19/2005	*****	*****	**LOF**
12/19/2005	*****	*****	**Vehicle jumps forward, idles high at times when braking. Concern not duplicated. Rear passenger door is drafty. Resecured with adhesive. Water intrusion in rear tailgate window slight leak at rear top weatherstrip. Resecured weatherstrip, aligned tailgate and watertested ok.**
02/09/2006	*****	*****	**Passenger rear door drafty. Checked passenger rear door, could not duplicate. Rear doors are hard to open and they squeak. Lubed rear doors and door checks.**
03/13/2006	*****	*****	**LOF, check all fluids, inspect tire wear and set pressure, lube hinges, check belts and hoses.**

Total Days Out of Service: 17 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Cust does meet eligibility as the cust has brought the vehicle in 4 or more times.

AVM and/or DEALER RECOMMENDATION(s): **Avm states that she wants it documented in the epra that this is a normal operating characteristic and that a voluntary repurchase is being done in lieu of arbitration.**

CRM RECOMMENDATION & RATIONALE (EXPLAIN): Crm will offer the cust a 60/75 Value Guard gmpp to make sure the cust is covered out side the warranty for her concern, and an attempt to settle case.

Decision reached by CRM: Settle case: X

Notes: * R.O. [redacted] Cust initially came in on 12/19/2005 and left on 12/21/2005 and then came back a month later on 1/31/2006 and left on 2/1/2006, miles in when initially brought in was 10,271 miles and when the cust last left the dlr on that r.o. the miles was 12,191 miles, cust had driven appx. 2,000 miles during the month she was not at the dlr.

Crm offered the cust in lieu of repurchase a 5/75,000 gmpp value guard and if the cust is not completely satisfied with that then offered the cust a 1 months car payment.

Customer states that she is not satisfied with the offer but would still like to go through with the repurchase but would like to stay with gm.

Crm adv that the cust engine is the same one that is listed in doc id #1619135.

Team Manager Approval: Date:

Revised by r.fick 09/28/04

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 04/28/2006
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Essex Ma [redacted]
5.Primary Customer Phone #: [redacted] Work
6.Additional Customer Phone #: [redacted] Home
7.Customer fax #: _____
8. Cust Drivers Licenses # _____
9. State tax % rate 5% of trade differen

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDT13S75[redacted] 2.Current Mileage: 14,810
13.Purchased: NEW

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

Dealership that will handle entire transaction:
14.Dealership Name: O Keefe Chevrolet, Inc.
15.Dealership Phone #: (978) 356-2964
16.Dealership Contact Name and **TITLE:** Matt O'keefe Sales Mgr
17.Dealership Contact Phone # (if different than Dealership #): _____
18.Dealership Contact Fax # (978) 356-5479
19.Dealership BAC: 133033 Region: Northeast

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

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

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

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

23.CAC Case Number: [redacted] 24.TAC Case Number: _____
25.If no TAC number, Explain: KNown issue in document # [redacted]

26.Reason for Repurchase (Include specific mechanical failure): Headlights go on and off while driving

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: 1GNDT13S36[redacted]
33.New Vehicle Year/Make/Model: 2006 Chevrolet Trailblazer
34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): $2280

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: 14810/100,000 * 26923.50 = $3987.37

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain:$1553.50 state tax, title preparation, documentary preparation,registration and title

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

**NO* *Rebates are to be applied to the replacement vehicle*

**GM Card points* *are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Avm state tha the cust concern is a normal operating characteristic of this particular type of vehicle

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/15/2006

42.Authorizer Name: Marcia Flagg

43.GM Position: Are Vehicle Manager

44.VoiceMail Node: 914055 Mailbox Number: 8384

45.Email Address: marcia.flagg@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.

December 12, 2017

[redacted] t
Essex, MA [redacted]

Service Request [redacted]
Customer Relationship Manager: Leon Olechowski

Re: 93A Correspondence

Dear Ms. [redacted]

This letter is in response to your 93A correspondence.

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

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 #



General Motors Business Resource Center

FAX

To: **Phil Zullo**
Company:
Fax: 19783565479
Phone:

From:
Fax:
Phone:
E-mail:

cc:

NOTES:

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]	VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
ESSEX MA [redacted]	1GNDT13S75[redacted]	15210	03/13/06 16:32	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	016~~0~~13

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV. ADV.	PROMISED
[redacted]			- -	[redacted]	00/00/00	77 3390	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES
	05/31/05	10		00/00/00	

CSI IS OUR #1 GOAL

THANK YOU FOR YOUR BUSINESS
YOUR #1 CHEVY DEALER IN NORTHERN MASS.

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount [redacted] ___CASH ___CHARGE

LN TYPE OP-CODE LABOR INSTRUCTIONS

A W 50 ALL LTS FLICKER ON AND OFF WHEN DRIVING N4800 (1.1)

A74

B LOF 13

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 15854	TIME	OFF
	1.1	OPER. NO. A74		ON
		EMP. NO.		

Wes Nichols
Case 8823297

15787809

BCM 15135466

15787809-$

Case # 122436
Warranty Claim Code 40488

SHOWN BELOW ARE THE MOST REC

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
	20	OPER. NO. A74	PC	3/16
		EMP. NO.		ON

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC
[redacted]	10/ 5/05	6743	77	WR5140	A74	ON-STAF
	10/31/05	7916	77	WC0760	A74	SEAL AR...
	12/10/05	8112	232	C31	A72	TIRE WILL NO
	12/19/05	10271	35	C01	A74	CHANGE OIL A
	2/ 6/06	10271	77	WJ9995	A74	VEHICLE JUMP WN9995 A74 UNABLE TO DU WC1130 A74 PASS/REAR DO
[redacted]	2/13/06	14935	77	W50	A74	VEHICLE OPER W65 A74 WEATHERSTRIP W65 A74 LUBED REAR D

SERVICE MANAGER APPROVAL
DATE 3/13/06

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES MONTH	DESCRIPTION	PRICE	MILES MONTH	DESCRIPTION	PRICE

OLH 20 SEE NOTES

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 14,980

1800 828 6860

26 003

Vehicle has intermittent short in BCM causing Lights To Flash ~~about~~ When driven at night

Replaced Bcm Could not reprogram VTD

Called Tech Assist Was Advised To Perform the 30 Minute relearn procedure VTD ~~but~~ reset and Vehicle Starts and Runs Fine.

Tried reprogramming 6 Times would not reprogram

TAC Case # [redacted]

1.8

Warranty claim code Bcm Replacement 40488
Warranty Claim code VTD relearn FEC46

2.048

VCI # Utility 16003068

1 of 35
2 Errorcode FD
3 OP 27 35
OB OP 27 36
OP EE 00

122 → 493

Software → 25.010

17908
2070

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1GNDT13S75[redacted]	14980	03/22/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	SILVER	01609

[redacted]	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV	TERMS
	- -	[redacted]	00/00/00	77 3390	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	05/31/05	10	14980	03/13/06	05/31/05

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	ALL LTS FLICKER ON AND OFF WHEN DRIVING MODULE, COMPUTER (CONTROL) BODY - REPLACE					
	N4800		A74 7429	3.10	W	
			15787809 MODULE	1	W	
				Line Total.....		
B	LUBE,CHANGE OIL AND FILTER CHECK ALL FLUIDS INSPECT TIRE WEAR AND SET PRESSURE LUBE HINGES CK.BELTS AND HOSES (UP TO 5 QTS OF OIL					
	01		A74 7429	.30	I	
			KIT61 OIL CHANGE KIT	1	I	
			89017342 FILTER	1	I	
			OIL 5W30 MOTOR OIL	5	I	
			OIL 5W30 MOTOR OIL	2	I	
				Line Total.....		

TOTAL-CASH 225 NoCharge

WARRANTY COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

ROB
GLASS
APPOINT.
FEB 9TH

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLES IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S75[redacted]	12596	02/09/06 08:49	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	2449

CUST NO.	LICENSE	HOME PHONE	STOCK NO.	PROD DATE	SERV. ADV.	PROMISED
[redacted]			[redacted]	00/00/00	77 3390	

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	05/31/05	10		00/00/00		

CSI IS OUR #1 GOAL

THANK YOU FOR YOUR BUSINESS
YOUR #1 CHEVY DEALER IN NORTHERN MASS.

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[redacted] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	W	50	ALL INTERIOR AND EXTERIOR LIGHTS FLICKER WHEN DRIVING
B	W	65	PASSENGER REAR DOOR IS DRAFTY
C	W	65	REAR DOORS ARE HARD TO OPEN AND THEY SQUEAK

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
10666	9/24/05	5800	77	I50	A30	OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO
11146	10/ 5/05	6743	77	WR5140	A74	ON-STAR IN-O	I51	A74	REAR TAILGAT	I51	A74	ORDERED CLIP
11884	10/31/05	7916	77	WC0760	A74	SEAL AROUND	WB0485	A74	FRONT AIR DA	00		CUSTOMER
13227	12/10/05	8112	232	C31	A72	TIRE WILL NO						
13448	12/19/05	10271	35	C01	A74	CHANGE OIL A						
13449	2/ 6/06	10271	77	WJ9995	A74	VEHICLE JUMP	WN9995	A74	UNABLE TO DU	WC1130	A74	PASS/REAR DO

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 12,500

A) Vehicle Operates as designed Checked for Bulletins ~~Scanned~~ Checked Schematics for Common Link To lights Scanned for Codes in BCM none found advised Customer To drive Vehicle With Lights in on Position not Auto and Check back with us if Problem goes away

#A74

B) CUstomer States Passenger door is drafty could not duplicate ~~Found~~ Concern Weatherstripping is good no Tears and secured To door Fine

#A74

C) Rear doors hard To open

Lubricated doors and door Checks

#A74

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	14935	02/09/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00000

[redacted]	WORK PHONE	STOCK NO	PROD.DATE	SERV.ADV	TERMS
[redacted]	- -	[redacted]	00/00/00	77 3390	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	05/31/05	10	14935	02/09/06	05/31/05

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

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

A ALL INTERIOR AND EXTERIOR LIGHTS FLICKER WHEN DRIVING
VEHICLE OPERATES AS DESIGNED AT THIS TIME,ADVISED CUST.TO DRIVE
WITH LTS IN ON,NOT AUTO POSITION AND MONITOR.
50 A74 7429
Line Total.....

B PASSENGER REAR DOOR IS DRAFTY
CHECKEDCPASS/REAR DOOR-COULD NOT DUPLICATE-CHECKED
WEATHERSTRIPS-ALL SECURE.DOOR IS TIGHT.
65 A74 7429
Line Total.....

C REAR DOORS ARE HARD TO OPEN AND THEY SQUEAK
LUBED REAR DOORS AND DOOR CHECKS.
65 A74 7429
Line Total.....

WARRANTY COPY - PAGE 01

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O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	14935	02/09/06	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
[redacted]			- -	C5383	00/00/00	77 3390	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	05/31/05	10	14935	02/09/06	05/31/05	

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
				TOTAL-CASH	225	NoCharge

WARRANTY COPY - PAGE 02

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O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

12161

[redacted]	VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
ESSEX MA [redacted]	1GNDT13S7[redacted]	10271	12/19/05 08:47	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	2284

CUST NO	LICENSE	HOME PHONE	WORK PHONE	PROD DATE	SERV ADV	PROMISED
[redacted]	[redacted]			00/00/00	77 3390	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP-MILES
	05/31/05	10		00/00/00	

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X [signature] ___CASH ___CHARGE

LN TYPE	OP-CODE	LABOR INSTRUCTIONS
A W	47	VEHICLE JUMPS FORWARD, IDLES HIGH AT TIMES WHEN BRAKING
B W	44	RUNS ROUGH AT TIMES
C W	50	LTS FLICKER ON AND OFF WHEN BRAKING OR DEACCELERATION

SERVICE MANAGER APPROVAL
A B E P S
DATE 1/31/06 INITIAL [initials]
0.4 + 1.3 LIGHTS SEE BACK SIDE
0.3 0.4 + 1.3

D W 51 PASS/REAR DOOR IS DRAFTY
E W WATER LEAKING IN TAIL GATE/WINDOW AREA
Air pump command pump
Matt ZAJ 8665015

OK TO DRIVE OVERNIGHT

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5792	3/20/05	10	259	I80	A77	NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
10667	9/13/05	5885	77	C01	A30	CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
10666	9/24/05	5800	77	I50	A30	OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO
11146	10/ 5/05	6743	77	WR5140	A74					I51	A74	ORDERED CLIP
11884	10/31/05	791(								00		CUSTOMER
13227	12/10/05	8112										

BASED ON CURRE... RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRI...	PRICE	...PTION	PRICE

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
[signature]	[redacted]	13449	1.3	
		OPER. NO. A74		ON
		EMP. NO.		

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
[signature]	0.3	13449	2.6	
		OPER. NO. A74		ON
		EMP. NO.		

ABOVE RECOMMENDED SERV... ...ITIATED MILEAGE OF 10,200

A) Vehicle Jumps Forward Idles high When Braking Road Tested Vehicle Customer may be feeling the Transmission downshifting. did not notice any Problems. Checked Shift Points all Fine

E) Checked for Water leak leak coming from Tailgate glass #A74 Readusted Striker Plate and Stops ~~Water tested~~ Leak not Press any more #A74

B) Customer States Vehicle runs rough at Times Road Tested Vehicle With Scan Tool no DTC's Vehicle runs fine No Condition Found #A74

C) Customer states Lights Flicker When Braking Checked for Bulletins none found Road Tested Vehicle with Scan Tool Overnight Drove for 20 miles on Highway did not experience condition called Technical assist was Told To Check the operation of the Secondary air Pump Road Tested the Vehicle With Scan Tool Monitored the air Pump Command No* Problem found With Pump could not duplicate #A74

D) Customer feels draft Coming From Passenger Rear Door at higher Speeds

c Weather Stripping Starting TO ~~Stay~~ Peel out of door Frame

Resecure Weatherstripping with Cement #A74

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	12161	02/07/06	[redacted] EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]			- -	[redacted]	00/00/00	77 3390	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	05/31/05	10	10271	12/19/05	05/31/05

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

LINE	OP CODE	RAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	VEHICLE JUMPS FORWARD,IDLES HIGH AT TIMES WHEN BRAKING CUSTOMER CONCERN NOT DUPLICATED					
	J9995	9Z	A74 7429	.30	W	24.23
Auth:	Claim Type:		Complaint Cd: OL	LaborHrs: 0.3		OtherHrs: 0.0
				Line Total.....		24.23
C	LTS FLICKER ON AND OFF WHEN BRAKING OR DEACCELERATION UNABLE TO DUPLICATE CUSTOMERS CONCERN-ROADTESTED OVERNIGHT					
	N9995	9Z	A74 7429	1.60	W	129.22
Auth:	Claim Type:		Complaint Cd: OL	LaborHrs: 0.3		OtherHrs: 1.3
				Line Total.....		129.22
D	PASS/REAR DOOR IS DRAFTY RESECURED WITH ADHESIVE					
	C1130		A74 7429	.20	W	16.15
Auth:	Claim Type:		Complaint Cd:	LaborHrs: 0.2		OtherHrs: 0.0
				Line Total.....		16.15
E	WATER INTRUSION IN REAR TAILGATE WINDOW SLIGHT LEAK AT REAR TOP W/STRIP.RESECURED W/STRIP,ALIGNED TAILGATE AND WATERTESTED OK AT THIS TIME GLASS, TAILGATE - ALIGN					
	C0700		A74 7429	.50	W	40.38
Auth:	Claim Type:		Complaint Cd:	LaborHrs: 0.5		OtherHrs: 0.0
				Line Total.....		40.38

ACCOUNTI COPY - PAGE 01

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O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	12161	02/07/06	[redacted] EOD - C

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00000

CUST NO. / LICENSE / HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
[redacted]	- -	C5383	00/00/00	77 3390	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	05/31/05	10	10271	12/19/05	05/31/05	

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

LINE	OP CODE	FAIL-CD	TECH		HOURS/QTY	TYPE	AMOUNT
462	209.98-		52.00	TOTAL-CASH	225	NoCharge	
263	209.98						

ACCOUNTI COPY - PAGE 02

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O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

2:00

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S752297010	10271	12/19/05 08:44	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	01594

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]					00/00/00	35 9739	

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	05/31/05	10		00/00/00		

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[redacted] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	*	C 01	CHANGE OIL AND FILTER, CHECK ALL FLUIDS. LUBE DOORS AND HINGES

A72

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 13448	TIME OFF
0.3		OPER. NO.	
		EMP. NO. A72	ON

4

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5792	3/20/05	10	259	I80	A77	NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
10667	9/13/05	5885	77	C01	A30	CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
10666	9/24/05	5800	77	I50	A30	OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO
11146	10/ 5/05	6743	77	WRS140	A74	ON-STAR IN-O	I51	A74	REAR TAILGAT	I51	A74	ORDERED CLIP
11884	10/31/05	7916	77	WC0760	A74	SEAL AROUND	WB0485	A74	FRONT AIR DA	00		CUSTOMER
13227	12/10/05	8112	232	C31	A72	TIRE WILL NO						

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 10,200

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S75[redacted]	8112	12/10/05 13:11	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]			- -	[redacted]	00/00/00	232 6932	

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	05/31/05	10		00/00/00		

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X [redacted] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	C	31	TIRE WILL NOT HOLD AIR

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 13227	TIME OFF
	0 2	OPER. NO.	
		EMP. NO. A72	ON

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	3/20/05	10	259	I80		A77 NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
	9/13/05	5885	77	C01		A30 CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
	9/24/05	5800	77	I50		A30 OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO
	10/ 5/05	6743	77	WR5140		A74 ON-STAR IN-O	I51	A74	REAR TAILGAT	I51	A74	ORDERED CLIP
	10/31/05	7916	77	WC0760		A74 SEAL AROUND	WB0485	A74	FRONT AIR DA	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

8155

[redacted]

ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. N
1GNDT13S752297010	8114	11/01/05 12:30	1204

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00839

CUST NO	LICENSE	HOME PHONE	PROD.DATE	SERV.ADV.	PROMISED
[redacted]			00/00/00	77 3390	

CUST LABOR RATE	DELIV.DATE	DELIV.MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	05/31/05	10		00/00/00		

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[redacted] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	*W	50	LTS FLICKER ON AND OFF AT NIGHT WHEN DRIVING upon Acceleration + BRAKING all LTS Flicker on + off
B	W	50	DRL IN DASH DOES NOT LIGHT UP

OK TO DRIVE OVER NIGHT

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	3/20/05	10	259	I80	A77	NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
	9/13/05	5885	77	C01	A30	CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
	9/24/05	5800	77	I50	A30	OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO
	10/ 5/05	6743	77	WR5140	A74	ON-STAR IN-O	I51	A74	REAR TAILGAT	I51	A74	ORDERED CLIP
	10/31/05	7916	77	WC0760	A74	SEAL AROUND	WB0485	A74	FRONT AIR DA	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 8,000

Road Test Vehicle With Scan Tool Monitored Lighting System in Body Control Data No Problem Found No Codes Found Road Test Vehicle at Night With Scan Tool Monitored Lighting System Lights did not Turn off drove for 40 miles Could not duplicate Customers Concern

#A74

Back of Ro [redacted]

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENT	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S75[redacted]	7916	10/27/05 07:58	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	[redacted]

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	PROMISED
[redacted]					00/00/00	77 3390	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES	
	05/31/05	10		00/00/00		

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X [signature] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	*W	51	SEAL AROUND TAILGATE PLATE IS PEELING

Replaced Seal – C0160 (.3) #A74

B	*W	51	FRONT AIR DAM IS LOOSE

Replaced Clip For Front Air dam

B0485 (.2)

WARRANTY
1 BIN INITIALS

STRAIGHT TIME HOURS	FLAT RATE	R/O NO. 11884	TIME OFF
	0.5	OPER. NO.	
		EMP. NO. A74	ON

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	3/20/05	10	259	I80		A77 NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
	9/13/05	5885	77	C01		A30 CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
	9/24/05	5800	77	I50		A30 OPERATING AT	WC1130	A30	RESEALED PAS	I51		A35 CUSTOMER TO
	10/ 5/05	6743	77	WR5140		A74 ON-STAR IN-O	I51	A74	REAR TAILGAT	I51		A74 ORDERED CLIP

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 7,800

Weather strip around Rear License Plate Filler Panel Peeling remove inside doorpanel for Rear hatch remove Filler Panel clean old gasket Sealer and Replace Weather Stripping ~~replace~~ replace clip for front Airdam that was missing

A74

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479



[redacted]

ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	7916	10/31/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00674

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD.DATE	SERV ADV	TERMS
[redacted]			- -	[redacted]	00/00/00	77 3390	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	05/31/05	10	7916	10/27/05	05/31/05

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT	
A *	SEAL AROUND TAILGATE PLATE IS PEELING						
	STRIP, TAILGATE/ENDGATE WINDOW OUTER SEALING - REPLACE						
	C0760	2W	A74 7429	.30	W	23.34	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.3		OtherHrs: 0.0	
	X 15170981 SEAL			1	W	8.18	5.84
				Line Total.....		31.52	5.84
B *	FRONT AIR DAM IS LOOSE						
	REPLACED CLIP FOR FRONT AIR DEFLECTOR,MISSING FROM FACTORY						
	B0485	2W	A74 7429	.20	W	15.56	
Auth:	Claim Type:		Complaint Cd: ON	LaborHrs: 0.2		OtherHrs: 0.0	
	X 14103461 RETAINER			1	W	3.00	2.14
				Line Total.....		18.56	2.14

462	38.90-	10.00	TOTAL-CASH	225	NoCharge
480	11.18-	7.98			
263	50.08				

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

O'KEEFE CHEVROLET, INC.

114 COUNTY ROAD PO BOX 588
IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted] ESSEX MA [redacted]	VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
	1GNDT13S752[redacted]	6743	09/30/05 08:10	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00353

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	PROMISED
[redacted]		[redacted]			00/00/00	77 3390	

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	SERVICE CONTRACT	EXPIR-DATE	EXP-MILES
	05/31/05	10		00/00/00	

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X [redacted] ___CASH ___CHARGE

LN TYPE OP-CODE	LABOR INSTRUCTIONS
A*W 50	ON-STAR IN-OP (PART IN STOCK)
R5140	Install Vcim and Program set up onstar #A74
B*W 51	REAR TAILGATE GASKET NOT STRAIGHT
	Gasket ordered
C W 51	FRONT AIR DAMN LOOSE/CUSTOMER WIRE TIED IN PLACE
	ordered clip for air dam

STID # (205) 0022669683

ESN # 03600327317

Trace # (T) BV5953X251746282

15170981-

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
[redacted]	3/20/05	10	259	I80	A77	NEW VEHICLE	00		CUSTOMER	00		CUSTOMER
	9/13/05	5885	77	C01	A30	CHANGE OIL A	00		CUSTOMER	00		CUSTOMER
	9/24/05	5800	77	I50	A30	OPERATING AT	WC1130	A30	RESEALED PAS	I51	A35	CUSTOMER TO

WARRANTY

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES MONTH	DESCRIPTION	PRICE	MILES MONTH	DESCRIPTION	PRICE
	BIN	INITIALS			

ABOVE RECOMMENDED SERVICES ARE

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 11146	TIME	OFF 2
	0.9	OPER. NO.		
		EMP. NO. A74		ON

O'KEEFE CHEVROLET, INC.

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978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	6743	10/05/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00353

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV ADV.	TERMS
[redacted]		[redacted]	- -	[redacted]	00/00/00	77 3390	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	05/31/05	10	6743	09/30/05	05/31/05	

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

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

A * ON-STAR IN-OP (PART IN STOCK)
MODULE, VEHICLE INTERFACE UNIT VIU/VCIM - REPLACE
R5140 6G A74 7429 .90 W 70.01
Auth: Claim Type: Complaint Cd: OJ LaborHrs: 0.9 OtherHrs: 0.0
Line Total..... 70.01

B * REAR TAILGATE GASKET NOT STRAIGHT
ORDERED TAILGATE OUTSIDE GASKET/SEAL
51 A74 7429
Line Total.....

C FRONT AIR DAMN LOOSE/CUSTOMER WIRE TIED IN PLACE
ORDERED CLIP FOR FRONT AIR DAM
51 A74 7429
Line Total.....

462 70.01- 18.00 TOTAL-CASH 225 NoCharge
263 70.01

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

O'KEEFE CHEVROLET, INC.

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[redacted]

[redacted]
ESSEX MA [redacted]
[redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO.
1GNDT13S752[redacted]	5883	09/12/05 16:41	10667

YEAR	MAKE	MODEL	COLOR	TAG NO
05	CHEVROLET	TRAILBLAZE	SILVER	00000 036

CUST NO	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]	[redacted]	[redacted]		00/00/00	77 3390	

CUST LABOR RATE	PREDLV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES	
	05/31/05	10		00/00/00		

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X [redacted] ___CASH ___CHARGE

LN TYPE OP-CODE LABOR INSTRUCTIONS

A) WOF Performed OK

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 10667	TIME OFF	2
0	0.3	OPER. NO. A30	ON BH	
		EMP. NO.		

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S	A	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5792	3/20/05	10	259		I80		A77 NEW VEHICLE	00		CUSTOMER	00		CUSTOMER

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 5,800

O'KEEFE CHEVROLET, INC.

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978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	R.O. NO
1GNDT13S752[redacted]	5885	09/12/05 16:38	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00036

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	PROMISED
[redacted]		[redacted]	- -	C5383	00/00/00	77 3390	

CUST LABOR RATE	DELIV DATE	DELIV MILES	SERVICE CONTRACT	EXPIR DATE	EXP MILES	
	05/31/05	10		00/00/00		

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X [signature] ___CASH ___CHARGE

LN	TYPE	OP-CODE	LABOR INSTRUCTIONS
A	*	W 50	FRONT WINDOW WILL NOT DEFROST
			CND
B	*	W 51	PASS/REAR DOOR SEAL IS LOOSE
			SEAL HAS FALLEN OFF PART IN BACK SEAT
			applied weatherstrip adhesive
C	*	W 51	TAILGATE SEAL AROUND HANDLE IS PEELING AWAY
			Body Shop
D	*	W 51	ONSTAR IN OP
			INTERMITTENT ON AND OFF
			845 4956 Ordered VCM
E	*	W 89	RATTLE UNDERNEATH OVER BUMPS
			Found ~~ordered lft front Shock bracket~~
			Brake lines rattling against frame, adjusted lines noise is gone

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5792	3/20/05	10	259	I80		A77 NEW VEHICLE	00		CUSTOMER	00		CUSTOMER

Mod. 2 Trans ID 28
Signal 38
Spcl Functions Mobile Directory Phone #'s
Mobile Id 9785016314
5f
10B

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	DESCRIPTION	PRICE	MILES	MONTH	DESCRIPTION	PRICE
				103940 74			

Sorento 3666

8898065 2

05008312692 ESM
0159843 09 VCI ID
Gen G
N

O'KEEFE CHEVROLET, INC.

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978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	5800	09/24/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00036

[redacted]	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV	TERMS
		[redacted]	- -	C5383	00/00/00	77 3390	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	05/31/05	10	5800	09/12/05	05/31/05	

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

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

E * RATTLE UNDERNEATH OVER BUMPS
FOUND BRAKE LINES RATTLING AGAINST FRAME,ADJUSTED LINES AND
ROADTESTED OK.

H0737 2W A30 1373 .70 W 54.45

Auth: Claim Type: Complaint Cd: NQ LaborHrs: 0.7 OtherHrs: 0.0

Line Total..... 54.45

462 70.01- 18.00 TOTAL-CASH 225 NoCharge
263 70.01

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IPSWICH, MA. 01938
978-356-2964 or FAX 356-5479

[redacted]

[redacted]
ESSEX MA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1GNDT13S75[redacted]	5800	09/24/05	[redacted]

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	TRAILBLAZE	SILVER	00036

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
[redacted]		[redacted]	- -	[redacted]	00/00/00	77 3390	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	05/31/05	10	5800	09/12/05	05/31/05	

you will be receiving a survey in the mail soon
gradeing us on how well we serviced your vehicle
IF you can't grade us 100% satified, please call

SERVICE HOURS-MON-TUES-THURS-FRI 8:00-5:00
WEDNESDAY 8:00-8:00
SATURDAY 8:00-4:00

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

A * FRONT WINDOW WILL NOT DEFROST
OPERATING AT THIS TIME/UNABLE TO DUPLICATE CUSTOMERS CONCERN.
50 2W A30 1373
Line Total.....

B * PASS/REAR DOOR SEAL IS LOOSE
SEAL HAS FALLEN OFF PART IN BACK SEAT
RESEALED PASSENGER REAR WEATHERSRIP
C1130 2W A30 1373 .20 W 15.56
Auth: Claim Type: Complaint Cd: ON LaborHrs: 0.2 OtherHrs: 0.0
Line Total..... 15.56

C * TAILGATE SEAL AROUND HANDLE IS PEELING AWAY
CUSTOMER TO CONTACT PAUL LEMIEUX BODY SHOP MANAGER FOR
APPOINTMENT.
51 A35 9739
Line Total.....

D * ONSTAR IN OP
INTERMITTENT ON AND OFF
ORDERED VCIM
51 A30 1373
Line Total.....

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

Document ID# 1619135
2005 Chevrolet TrailBlazer - 4WD

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (03/07/2005)**

Models:
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 L[redacted]ry Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID [redacted]
- 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 [redacted]
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID [redacted]
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID [redacted]
- Service Information - Charging System Test (SI Document ID [redacted]
- 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 [redacted]

Important:
- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter

ADR File Checklist

SR Number: [redacted]7 **BBB Case:** [redacted]
Customer: [redacted] **VIN:** 1GNDT13S75[redacted]
Make/Model/Year: 2005 Chevrolet Trailblazer **In Service**: 5/31/2005 **Mileage**: 14,810
Received Date: 4/7/2006 **Day 15 Date:** **Goes Active:**
Primary Concern: Headlights flicker on and off when driving

X Case Scan / Acknowledgement (24 hrs) **Completion Date/Time:** 4/10/2006 4:37:40 PM

X Initial Calls (72 hrs):

X Customer	**4/12/2006 4:36:20 PM**
X Dealer Svc Mgr	**4/11/2006 2:47:43 PM**
X Dealer Sales Mgr	**4/11/2006 3:08:05 PM**
X AVM	**4/10/2006 4:46:31 PM**

X Repair Orders Received:

X Sales Documents: Received:

X BARS / Finance Sheet

X Case Assessment (by Day 14)**:**

Lemon Law Eligible:	**No**
Presumption:	**No**

X GM Position – Customer / BBB Due Date (7-10 days):

X Settlement / Goodwill Offered Date: 04/28/2006

X All Documents Attached (by Day 15)

☐ **Arbitration Date:**

☐ **Closing Activities:**

Settlement	**Completion Date/Time:**
Executive Summary	**Completion Date/Time:**
Close Siebel	**Completion Date/Time:**

AVM: Marcia Flagg **Node/Box:** 914055/8384
Service Dealer: O'KEEFE CHEVROLET, INC. **Svc Mgr:**
Selling Dealer: O'KEEFE CHEVROLET, INC. **Contact:**

NOTES: Customers vehicle engine is the one that is listed in document id #1619135.

501 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3339

THE ROSE LAW FIRM, PLLC

KEITH B. ROSE
ATTORNEY AT LAW
NY, MA, CT, NJ, GA

JUSTIN E. PROPER
ATTORNEY AT LAW
NY, MA, CT, GA

G. CHRISTOPHER GLEASON
ATTORNEY AT LAW
NY, MA, NH, GA

JON B. WALDORF
ATTORNEY AT LAW
NY, MA, CT, GA

VERÓNICA D. HIGGS
ATTORNEY AT LAW
GA

PETER M. DAMIN
ATTORNEY AT LAW
NY, MA, CT, GA

EDWIN T. BRONDO, JR.
ATTORNEY AT LAW
NY, TN

TELECOPIER COVER SHEET

DATE:	March 20, 2006
TO:	[redacted]
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Amanda and Colby Davis v. General Motors Corporation
Vehicle Type: 2005 Chevy Trailblazer
VIN: 1GNDT13S7[redacted]

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

Please contact me immediately upon receipt of this facsimile to arrange for the repair of the vehicle. The repair must be completed by **March 28, 2006**.

Number of pages 3 (including this cover page). If there are any problems in transmission, please call Terri at (518) 869-9200.

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

[redacted]
Essex, MA 01929
978-768-7077
978-768-6262

3/15/06

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

Dear Sir:

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

I purchased a 2005 Chevy Trailblazer on May 31, 2005 from O'Keefe Chevrolet in Ipswich, Massachusetts. The VIN number is 1GNDT13S752[redacted] Since I bought the vehicle, I have had to return it to the dealership a total of 6 times. My vehicle has been out of service for 14 business days. My vehicle has been in O'Keefe Chevrolet for repairs on the following dates for repair of the following defects.

9/13/05 (2 days)
Tailgate seal around the license plate was pealing away.
Door seal fell off the passenger back door
OnStar stopped working
Rattle under the wheel
First complaint about lights flickering on and off
11/1/05-11/3/05 (3 days)
Headlights flickering on and off while driving

12/27/05 – 12/30/05 (4 days)
Headlights flickering on and off while driving
1/31/05 (1 day)
Back door is leaking,
Headlights completely going off while driving.
2/9/06 (1 day)
Headlights going on and off GM Technician will be looking at it
Doors are hard to open
3/14/06 – 3/16/06 (3 days)
Headlights going on and off
Replace BCM (ordered wrong part)

I am having the following problems with my vehicle at this time: Headlights go on and off while driving.

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

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

I look forward to hearing from you soon.

Sincerely,

[redacted]

[redacted]

30 NEW KARNER RD. / ALBANY, NY 12205
518-869-9200 / FAX: 518-869-3304

THE ROSE LAW FIRM PLLC

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NY, MA, CT, GA

EDWIN T. BRONDO, JR.
ATTORNEY AT LAW
NY, TN

TELECOPIER COVER SHEET

DATE:	March 20, 2006
TO:	Ms. Shannon Galford
LOCATION:	General Motors Corporation - Final Repair Team
TELECOPIER NO.:	866-215-6750 (Direct Fax); 813-635-4156
VERIFICATION NO.:	813-635-4117
FROM:	Keith B. Rose, Esq.

"7-DAY FINAL OPPORTUNITY TO REPAIR" NOTICE

Amanda and Colby Davis v. General Motors Corporation
Vehicle Type: 2005 Chevy Trailblazer
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[redacted]
Essex, MA
[redacted]

3/15/06

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The Rose Law Firm, PLLC
Attorneys at Law
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Albany, NY 12205
Attn: Mr. Keith Rose

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I look forward to hearing from you soon.

Sincerely,

[redacted]

[redacted]

document Index [redacted]

Class - Siebel Docs

RequestNum
[redacted]

MSXDocNum
LEG4420220

Last

First

Timestamp
2006-03-21-16.48.13.000000

Division
CH

CorrType
C

CatCode
04

MSXSource
F

AttachNum

VIN

Customer Name: [redacted]

Service Request Number: [redacted]

Vehicle Involved: 2005 Chevrolet Trailblazer
Mileage: 14,810
Warranty Start Date: 5/31/2005

States Located in: Massachusetts

Issues: Headlights flicker on and off while driving

Dealership Involved:

Selling/servicing dealership: O KEEFE CHEVROLET, INC.

Customer seeking: Trade out/repurchase

State lemon law states: Vehicle eligibility: any vehicle sold by a dealer or manufacturer and the purchaser of the vehicle and the term of protection is 12/15,000 miles from date of delivery. Presumption dictates that a repair has to be made at least 3 times for the same nonconformity during the 12/15,000 mile term of protection or if the vehicle is out of service for a total of 15 days.

Days out of service:
R.O. [redacted] 09/12/2005 – 09/13/2005 (2)
R.O. [redacted] 09/30/2005 – 09/30/2005 (1)
R.O. [redacted] 10/27/2005 – 10/27/2005 (1)
R.O [redacted] 11/01/2005 – 11/04/2005 (4)
R.O [redacted] 12/10/2005 – 12/10/2005 (1)
R.O. [redacted] 12/19/2005 – 12/19/2005 (1)
R.O. # [redacted] 12/19/2005 – 12/21/2005 (3)
*01/31/2006 - 02/01/2006 (2) *
R.O. [redacted] 02/09/2006 – 02/09/2006 (1)
R.O. [redacted] 03/13/2003 – 03/16/2006 (4)
Total days out: 19

Notes: * R.O. # [redacted] Cust initially came in on 12/19/2005 and left on 12/21/2005 and then came back a month later on 1/31/2006 and left on 2/1/2006, miles in when initially brought in was 10,271 miles and when the cust last left the dlr on that r.o. the miles was 12,191 miles, cust had driven appx. 2,000 miles during the month she was not at the dlr.

KANTROWITZ & PHILLIPPI, LLC
ATTORNEYS AT LAW
1880 John F. Kennedy Boulevard
Suite 1101
PHILADELPHIA, PA 19103
(215) 496-9400
FAX: (215) 496-9089

NEW JERSEY OFFICE
810 Bear Tavern Road, Suite 301
Mountain View Office Park
Ewing, New Jersey 08625
(609) 530-1919
FAX: (609) 530-9050

March 2, 2007

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [redacted] v. General Motors Corporation
C.C.P. Phila. Cnty., July Term, 2006, No. 0540
2005 GMC Envoy
Vin No.: 1GKDT13S352[redacted]
GMC File[redacted]
Our File: [redacted]

Dear Ms. Ledoux:

Based upon an unfavorable repair history involving repeat trim and electrical repairs as well as other miscellaneous complaints, we have negotiated a settlement of this claim for the total amount of $5,500.00, inclusive of counsel fees.

UCC Codes: C24 Trim Seat Broken
N15 Electrical Lamps/Daytime RL/Switch Flicker
J51 Electrical Start/Charge-Alternator Inoperative

Please forward the following drafts to this office:

(1) a draft for **$3,000.00** made payable to:
Tom E. Williams
P.O. Box 137, Mifflinville, PA 18631
Telephone Number: 570-759-0542
Odometer: 18,200; and

(2) a draft for **$2,500.00** made payable to:
Kimmel & Silverman, P.C.
30 E. Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,

STEVEN B. KANTROWITZ

SBK/cs

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

CHECK **No.** 900910854

50-937
213

VOID VOID VOID VOID VOID VOID VOID

DATE 03/15/07

**********2,500 DOLLARS ****00 CENTS

AMOUNT **********2,500.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN, P.C.
PO BOX 137
MIFFLINVILLE PA 18631-0137

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000054 1

CHECK NO. 900910854

VENDOR NAME KIMMEL & SILVERMAN, P.C.

PAYMENT DATE 03/15/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDT13S352[redacted]	03/14/07	VM 1-861F08 4009265 16.1-861F08	00.0000	2,500.00	.00	2,500.00

VOID VOID VOID VOID VOID VOID VOID

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

W3

TOTAL	2,500.00	.00	2,500.00

ADVICE

FAX To: 866-266-1791

Alexander Family Service Center
399 Central Road
Bloomsburg, Pa 17815

Phone: (570)784-0794 **Fax: (570) 416-0509**

To: Victoria Mapa / 11247 **Date:** 5-9-06
From: Rod Eves **# of pages:** 33

RE: [redacted]

Here is copies of sales & Service RO's

For This 05 Envoy.

I called & left you Amessage

To see, if you would Prefer Fed-X.

I'm send thise via FAX. 5-906.

ANY Questions. Feel free to call me @

Alexander Family - (1-800-598-5089)

16421

ALEXANDER FAMILY PONTIAC BUICK OLDSMOBILE GMC TK INC
399 CENTRAL RD
BLOOMSBURG, PA 17815
[redacted]0794 1-800-598-5089

STOCK # 45038

DATE 06/27/2005

PURCHASER'S FULL NAME [redacted] Purchaser's Soc. Sec No [redacted]

PURCHASER'S FULL ADDRESS ANN ST PO BOX 137 MIFFLINVILLE PA 18631
Street Address City State

RESIDENCE PHONE [redacted] BUSINESS PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ CAR ☐ TRUCK YEAR 2005 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE ENVOY COLOR STEEL GRAY TRIM LIGHT GRAY MVI OR SERIAL NO 1GKDT13S352[redacted]

SALESMAN EDWARD G ZABLOSKY

MAKE OF TRADE-IN GMC
YEAR 2003 MODEL ENVOY
TRANSMISSION S ☐ OR A ☐
ENGINE 4 ☐ 6 ☐ OR 8 ☐ COLOR GREEN
MVI OR SERIAL NO. 1GKDT13S23[redacted]
BALANCE OWED TO GMAC
ADDRESS [redacted] DATE: 07/07/05
BALTIMORE MD [redacted]
ENC TO FNB BANK, NA
E. PETERSBURG PA 17520 AMOUNT 25909.12
IN 60 MONTHLY PAYMENTS OF $ 485.13 EACH
STARTING 12th DAY OF AUGUST 2005 NO.

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER 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 VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.
I HAVE READ THE ABOVE PARAGRAPH
PURCHASER

BASE PRICE	29100.03
ACCESSORIES	N/A
CONSUMER REBATE	2500.00
	N/A
	N/A
	N/A
	N/A
Extended Warranty Type	N/A
Months: N/A Miles: N/A	
Guaranteed Auto Protection	N/A
Cash Price of Vehicle & Accessories	26600.03
Trade Allowance	17000.00
Difference Price	9600.03
Sales Tax	576.00
Registration Title, Transfer Encumbrance	38.50
Temporary Plate Issued	N/A
Documentary Fee	55.00
Notary Fee	N/A
PTA Fee	N/A
On-Line Registration Fee	14.15
On-Line Dealer Fee	14.15
Subtotal	10297.83
Payoff	15611.29
TOTAL	25909.12
Total Down Payment	N/A
Balance Due or Financed	25909.12

Warranty

FACTORY WARRANTY - The factory warranty constitutes all the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

USED CAR WARRANTY - Used car warranty is covered by a limited warranty detailed in a separate document.

AS IS - This motor vehicle is sold "as is" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Purchaser's Signature [redacted]

USED CAR CONTRACTUAL DISCLOSURE

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.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

Purchaser's Signature X _____
Purchaser hereby acknowledges all the above clause

The undersigned hereby agrees to the following stipulations:

If it is determined after the sale transaction that the vehicle traded in to dealer has a title coded "R" which signifies "reconstructed" or it is determined that the vehicle has previously sustained physical damage which resulted in frame repairs the dealer may rescind the entire transaction resulting in no monetary loss to dealer.

If customer elects to keep purchased vehicle he or she will be liable for any money difference between trade-in allowance and price paid at auction with "R" title or frame damage [redacted]

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

[redacted] /05 ACCEPTED BY _____
Date Dealer or his Authorized Representative

Protection/Mechanical Service Contract available on my/our vehicle purchased or leased has been explained to me/us and I/we elect not to purchase it and waive [redacted]

[redacted] Purchaser's Signature Co-Purchaser's Signature

Order Subject to Present and Future Government Regulations

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNM

CUSTOMER NAME: MARY ANN WILLIAMS / TOM E WILLIAMS

VIN: 1 G K D T 1 3 S 3 5 2 [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
~~CONSUMER REBATE~~	$ 2500.00	CNE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2500.00	

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

a. I elect to receive REBATES

in lieu of LOW FINANCING and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/27/05. I acknowledge receipt of incentive(s) as described in Item # ____ and release the GM Division from any future claim or obligation [redacted]

Purchaser/Lessee Signature: [redacted] Date: 06/27/05

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

Authorized Dealer Signature: [signature] Date: 06/27/05

Dealership Name: ALEXANDER FAMILY PONTIAC Dealer Code: 06-022

*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

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
							257

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# 3

CUSTOMER WAITING: ☐ YES

VEHICLE I.D. NO.: 1GKDT13S3[redacted]
YEAR/MAKE/MODEL: 05/GMC/ENVOY/ENVOY
PRODUCTION DATE: STOCK NO.: 45038
LICENSE NO.: [redacted] R. O. NO.:
CUSTOMER NO.: BU 10
SERVICE CONTRACT:
DELIVERY DATE:
DELIVERY MILES:
SELLING DEALER NO.:
10/14/04
COLOR: STEEL GRAY/LIGHT
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.:
TERMS: ☐ CASH ☐ CHARGE TYPE
[redacted] BLOOMSBURG, PENNSYLVANIA [redacted]
TURBO: M/MC: PNZZ AIR COND: P. S: TRANS: MILEAGE: 10 ADVISOR NO.: 16 ADVISOR: RODNEY L EVES
☐ INTERNAL
APPROVED BY:
RESIDENCE PHONE: [redacted]
☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE
☐ I AUTHORIZE REPAIR WORK UP TO $
☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS
CHECK HERE TO SAVE PARTS ☐ YES ☐ NO
TIME RECEIVED: 09:56am DATE/TIME PROMISED: 10/14/04 04:30pm PRIORITY:
APPOINTMENT ☐ YES X NO ☐
LABOR RATE:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary 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.

X _____

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 I 74PNZLOT NEW CAR FOR LOT 52.03

2 W 74PNZ NEW CAR PREP 228
PDI INSPECTION

3 I 01PNZPASI PA STATE INSPECTION 228
CUSTOMER STATES STATE INSPECTION DUE

4 5.0 gal gas 228

ESTIMATE
YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.
_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE: $ _____
CUSTOMER'S ACCEPTANCE: _____ INITIAL HERE

AUTHORIZED ADDITIONS: $ _____ DATE _____ TIME _____ BY _____

TOTAL: $ _____ DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY
☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

SPECTRUM BUSINESS FORMS (570) 323-6767

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/27/05	[redacted]	10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

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

TERMS: ☐ CASH ☐ CHARGE TYPE [redacted]

MIFFLINVILLE, PA 1[redacted]

CUSTOMER NO 16621 SERVICE CONTRACT DELIVERY DATE 06/27/05 DELIVERY MILES 19 SELLING DEALER 07/01/05

COLOR STEEL GRAY/LIGHT CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO.

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				0	259	JOHN WHYNE

☐ INTERNAL APPROVED BY [redacted] RESIDENCE PHONE BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 10:25am DAY & TIME PROMISED 07/01/05 04:30pm PRIORITY

APPOINTMENT ☐ YES X NO ☐ LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and acknowledge that you are not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other cause beyond your control. You are not responsible for unavailability of parts or delays caused by them. You have permission to operate the vehicle herein described on streets, highways or elsewhere for purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the extent allowed by law.

X [redacted]

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 W 45PNZ TRIM EXTERIOR
SEAT MOLDING BROKE

P/S

VB C6576.2 ID

Trim on Bezel

Broken

16

Replaced Bezel

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

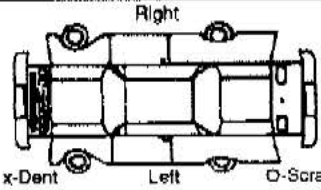
RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

Right



x-Dent Left O-Scratch

92285

SPECTRUM BUSINESS FORMS (570) 323-6167

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOHN WHYNE 259	TAG NO:	INVOICE DATE: 07/26/05	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 603	COLOR: STEEL GRAY/	STOCK NO.: 45038
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05		DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1GKDT13S352[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	P. T. E. NO.	P.O. NO.	R. O. DATE: 07/01/05		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS: MO: 603			

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

J# 1 45PNZ TRIM EXTERIOR HOURS: 0.20 TECH($):16 10.71
SEAT MOLDING BROKE
REPLACED BEZEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89042242	COVER 16.682	10.51	10.51	14.71	14.71
			JOB # 1 COST TOTAL		10.51		
					JOB # 1 TOTAL PARTS		14.71
					JOB # 1 TOTAL LABOR & PARTS		25.42
					R/O TAX		0.00
					R/O TOTALS		25.42

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

CLAIM#	TOTAL
92285	25.42
CLAIM TOTALS	25.42

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMGMWF.631
07/26/2005 WARRANTY NEW CLAIM
1144

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/01/2005	1GKDT13S3[redacted]	8	06022	603	XXX-XX-7814

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
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		VB	1	89042242	14.71	1D	C6576	.2			10.71

LN-TOT: 25.42 TECH SSN: XXX-XX-4807 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 25.42

SPECTRUM BUSINESS FORMS (570) 323-6787 4802

PAGE 1 OF 1 ACCOUNTING COPY Thank You. We appreciate your business! END OF INVOICE

SF606877 (06/02)

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/01/05	[redacted]	603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING: ☐ YES

VEHICLE I.D. NO.: 1GKDT13S3[redacted] MAKE/MODEL: [redacted]37GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO.: [redacted] | LICENSE NO. | R. O. NO.: 93286

CUSTOMER NO.: 16621 | SERVICE CONTRACT | DELIVERY DATE: 06/27/05 | SELLING DEALER NO.: 19 | R. O. DATE: 08/15/05

TERMS: ☐ CASH ☐ CHARGE TYPE

COLOR: STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

MIFFLINVILLE, PA [redacted]

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				19,000	259	JOHN WHYNE

☐ INTERNAL APPROVED BY:

RESIDENCE PHONE: [redacted] | BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE

☐ I AUTHORIZE REPAIR WORK UP TO $ [redacted]

☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED: 02:18pm | DATE/TIME PROMISED: 08/15/05 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO X

LABOR RATE

TERMS: STRICTLY CASH UNLESS A[redacted]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment or delays caused by the sublet repair facility. I grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the extent allowed by law.

X [redacted]

JOB | LABOR INSTRUCTIONS

X [redacted]

LABOR TOTAL 220.6

1 W 44PNZ **TRIM INTERIOR**

RIGHT SIDE TRIM BROKE

R Eves
R-Code.
8-15-05

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

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RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

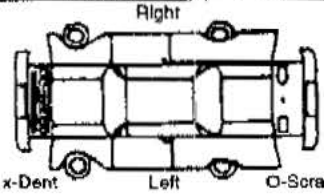
DEDUCT $ _____

_____

AUTH. _____

DAYS RENTAL

Right



x-Dent Left O-Scratch 93286

SPECTRUM BUSINESS FORMS (570) 323-6767

Pass Side trim @ interior.
Broken. Replaced. Right Side Scuff Cover.

This is 2nd Time Bezel Broke

Design is wrong. Allows dust to hit on ENTRY & EXIT

R&R Bezel.

STRAIGHT TIME HRS.	FLAT RATE PRICE	A. C.	TIME	OFF / ON
	.5	70 [redacted]	.3	

TOTALS

Seat side cover Broken

Design of seat + Trim Allows Lust To catch w/Body when getting in + out!

#16 Rec'd

Replaced .2 Bevel

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSAN

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	470	01/19/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		7,562	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY	06/27/05	19

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S352[redacted]		

F.T.E. NO.	P.O.	R.O. DATE
		01/10/06

[redacted]
MIFFLINVILLE, PA [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 7562

LABOR & PARTS----------
J# 1 24PNZ ELECTRICAL HOURS: TECH(S):133 WARRANTY
HEAD LITES BLINK SAME PROBLEM AS BEFORE
REPLACED ALTERNATOR,CONNECTOR,PLUG,SEAL

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	1	12059168	PLUG,WRG 2.530			WARRANTY
JOB # 1	1	12186568	CONNECTOR 2.313			WARRANTY
JOB # 1	1	12048086	SEAL 1.800			WARRANTY
JOB # 1	1	12048074	TERMINAL 8.965			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER VY..... DATE 1-19-06 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS.PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794

VEHICLE RE[redacted]

CUSTOM[redacted]

ck. Hist.
OF J4100 1.0 66

SPECTRUM BUSINESS FORMS (378) 723-6787 4-02

PAGE 1 OF 1 SERVICE FILE COPY END OF INVOICE 11:16am

Thank You. We appreciate your business!

SF006977 (05/02)

December 12, 2017

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S3521[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Kantrowitz:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $3,000.00 made payable to [redacted] The second is in the amount of $2,500.00 made payable to Kimmel & Silverman, P.C.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V6302006

December 12, 2017

[redacted]
Mifflinville, PA [redacted]

Service Request [redacted]
Customer Relationship Manager: Tonya Brunick

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 8, 2006

Rod Eves
Alexander Family Pontiac, Buick, Oldsmobile, GMC Truck, Inc
399 Central Road
Bloomsburg, PA 17815-3126

Re: [redacted]
Siebel Request: [redacted]
2005 GMC Envoy
VIN # 1GKDT13S352[redacted]

Dear Mr. Eves:

This is a letter of notification regarding a State 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 also include all invoices and technicians comments in regards to the customer's vehicle.

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,

Victoria Mgba
Legal Customer Relationship Manager
Ph# 866-790-5600, extension 11247
FAX# 866-266-1791

FAX To: 866-266-1791

Alexander Family Service Center
399 Central Road
Bloomsburg, Pa 17815

Phone: (570)784-0794 **Fax: (570) 416-0509**

To: Victoria Myhre / 11247 **Date:** 5-9-06

From: Rod Eves **# of pages:** 33

RE: [redacted]

Here is copies of sales & Service RO's

For This OS ENVOY.

I called & left you Amessage

To see, if you would prefer Fed-X.

I'm send Thise via FAX! 5.906.

ANY Questions. Feel Free To call me @

Alexander Family - (1-800-598-5089)

16621

ALEXANDER FAMILY PONTIAC BUICK OLDSMOBILE GMC TK INC.
399 CENTRAL RD
BLOOMSBURG, PA 17815
1-800-598-5089

STOCK # 45038
DATE 06/27/2005

PURCHASER'S FULL NAME [redacted] Purchaser's Soc Sec No [redacted]

PURCHASER'S FULL ADDRESS [redacted] MIFFLINVILLE PA [redacted]
Address City State

RESIDENCE PHONE ([redacted) BUSINESS PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ CAR ☐ TRUCK YEAR 2005 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE ENVOY COLOR STEEL GRAY TRIM LIGHT GRAY MVI OR SERIAL NO 1GKDT13S35[redacted]

SALESMAN EDWARD G ZABLOSKY

MAKE OF TRADE-IN GMC
YEAR 2003 MODEL ENVOY
TRANSMISSION S☐ OR A☐
ENGINE 4☐ 6☒ OR 8☐ COLOR GREEN
MVI OR SERIAL NO. 1GKDT13S23[redacted]
BALANCE OWED TO GMAC
ADDRESS [redacted] DATE: 07/07/05
BALTIMORE MD [redacted]
ENC TO FNB BANK, NA
E. PETERSBURG PA 17520 AMOUNT 25909.12
IN 60 MONTHLY PAYMENTS OF $ 485.13 EACH
STARTING 12th DAY OF AUGUST 2005 NO.

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER 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 VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

I HAVE READ THE ABOVE PARAGRAPH

PURCHASER

BASE PRICE	29100.03
ACCESSORIES	N/A
CONSUMER REBATE	2500.00
	N/A
	N/A
	N/A
	N/A
Extended Warranty Type	N/A
Months: N/A Miles: N/A	
Guaranteed Auto Protection	N/A
Cash Price of Vehicle & Accessories	26600.03
Trade Allowance	17000.00
Difference Price	9600.03
Sales Tax	576.00
Registration,Title, Transfer,Encumbrance	38.50
Temporary Plate Issued	N/A
Documentary Fee	55.00
Notary Fee	N/A
PTA Fee	N/A
On-Line Registration Fee	14.15
On-Line Dealer Fee	14.15
Subtotal	10297.83
Payoff	15611.29
TOTAL	25909.12
Total Down Payment	N/A
Balance Due or Financed	25909.12

Warranty

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

USED CAR WARRANTY - Used car warranty is covered by a limited warranty detailed in a separate document.

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

Purchaser's Signature [redacted]

USED CAR CONTRACTUAL DISCLOSURE

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.

If you cancel this purchase agreement or refuse to take delivery of the vehicle without cause, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

Purchaser's Signature X
(Keep your keys, as a charge may be made for the above value)

The undersigned hereby agrees to the following stipulations:

If it is determined after the sale transaction that the vehicle traded in to dealer has a title coded "R" which signifies "reconstructed" or it is determined that the vehicle has previously sustained physical damage which resulted in frame repairs the dealer may rescind the entire transaction resulting in no monetary loss to dealer.

If customer elects to keep purchased vehicle he or she will be liable for any money difference between trade-in allowance and price sold at auction with "R" title or "frame damage"

[redacted]
Co-Purchaser's Signature

Purchaser agrees that this Order includes all of the terms and conditions hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matter covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its [redacted]

[redacted] 5 ACCEPTED BY

Purchaser's Signature Co-Purchaser's Signature Date Dealer or his Authorized Representative

Mechanical Mechanical Service Contract available on my/our vehicle purchased or leased, has been explained to me/us and I/we elect not to purchase it and waive [redacted] and all coverages or benefits thereunder.

[redacted]

Order Subject to Present and Future Government Regulations

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNM

CUSTOMER NAME: [redacted]

VIN: 1 G K D T 1 3 S 3 5 2 [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
~~CONSUMER REBATE~~	$ 2500.00	CNE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2500.00	

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

a. I elect to receive REBATES

in lieu of LOW FINANCING and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/27/05. I a[redacted]em # _____ and release the GM Division from any future claim or obligat[redacted]

Purchaser/Lessee Signature [redacted] Date: 06/27/05

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

Authorized Dealer Signature: [signature] Date: 06/27/05

Dealership Name: ALEXANDER FAMILY PONTIAC Dealer Code: 06-022

*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

GENERAL MOTORS CORPORATION GM3795 (02/02)

Copy #1 - Dealer Copy Copy #2 - Customer

Reynolds and Reynolds TO ORDER: www.reyspurch.com; 1-800-344-0996; fax 1-800-531-0055

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
							237

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted]

YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 45038 | LICENSE NO. [redacted] | R.O. NO.

CUSTOMER NO. BU 10 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. [redacted] | P.O. DATE

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] BLOOMSBURG, PENNSYLVANIA

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO	M/MC	AIR COND	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				10	16	RODNEY L EVES

☐ INTERNAL APPROVED BY:

RESIDENCE PHONE | BUSINESS PHONE [redacted]

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 09:56am | DATE/TIME PROMISED 10/14/04 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO X | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

X _____

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 I 74PNZLOT NEW CAR FOR LOT 52.03

2 W 74PNZ NEW CAR PREP 228
PDI INSPECTION

3 I 01PNZPAS PA STATE INSPECTION 228
CUSTOMER STATES STATE INSPECTION DUE

4 5.0 gal gas (228)

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____

AUTHORIZED ADDITIONS $ _____

TOTAL $ _____

CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

DATE _____ TIME _____ BY _____

DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

SPECTRUM BUSINESS FORMS (570) 323-6767

CUSTOMER COPY

86205

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number: 1G RDT 1 3 S 3 5 [redacted]

Dealer/BAC Code: 0 6 0 2 2

Stock # [redacted]

Repair Order # [redacted]

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 40 RF 40 LR 40 RR 40

- ✓ 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 2 After 4

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 13.0

DATE 10-15-04 INITIAL LLP

- ✓ 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:

Larry J. Roeder
Technician (Print Name)

Service Manager (Signature) Date

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/27/05	[redacted]	10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL [redacted]/GMC/ENVOY/ENVOY

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 19 | SELLING DEALER NO. | R.O. DATE 07/01/05

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				0	259	JOHN WHYNE

☐ INTERNAL APPROVED BY:

RESIDENCE PHONE [redacted] | BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 10:25am | DATE/TIME PROMISED 07/01/05 04:30pm | PRIORITY

APPOINTMENT ☐ YES X NO ☐ | LABOR RATE

TERMS: STRICTLY CAS[redacted] ot responsible for delays caused by as permission to press mechanics

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 W 45PNZ TRIM EXTERIOR
SEAT MOLDING BROKE

P/S

VB C6576.2 ID

Tapon Bezel

Broken

16

Replaced Bezel

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ | CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

AUTHORIZED ADDITIONS $ _____ DATE _____ TIME _____ BY _____

TOTAL $ _____ DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

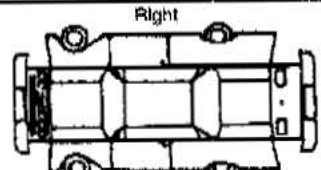
☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL



x-Dent Left O-Scratch

92285

SPECTRUM BUSINESS FORMS (570) 325-6767

ALEXANDER FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CUSTOMER NO. [redacted]

[redacted]
MIFFLINVILLE, PA [redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
JOHN WHYNE 259		07/26/05	[redacted]
LABOR RATE / LICENSE NO. / MILEAGE		COLOR	STOCK NO.
603		STEEL GRAY/	[redacted]
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY		06/27/05	19
VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S352[redacted]			
F. T. B. NO.	P.O.	R. O. DATE	
		07/01/05	
RE [redacted]	BUSINESS PHONE	COMMENTS	
			MO: 603

LABOR & PARTS

J# 1 45PNZ TRIM EXTERIOR HOURS: 0.20 TECH(S):16 10.71
SEAT MOLDING BROKE
REPLACED BEZEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89042242	COVER 16.682	10.51	10.51	14.71	14.71
			JOB # 1 COST TOTAL	10.51			
			JOB # 1 TOTAL PARTS				14.71
			JOB # 1 TOTAL LABOR & PARTS				25.42
			R/O TAX				0.00
			R/O TOTALS				25.42

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	25.42
CLAIM TOTALS	25.42

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.631
07/26/2005 WARRANTY NEW CLAIM
1144

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/01/2005	1GKDT13S352[redacted]	8	06022	603	XXX-XX-7814

CUSTOMER NAME: FIRST: MARY MIDDLE: ANN
LAST: WILLIAMS PHONE:WORK: HOME: 570-759-0542

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VB	1	89042242	14.71	1D	C6576	.2			10.71

LN-TOT: 25.42 TECH SSN: XXX-XX-4807 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 25.42

SPECTRUM BUSINESS FORMS (570) 523-6767 4/02

ACCOUNTING COPY Thank You. We appreciate your business! END OF INVOICE

SF900977 (06/02)

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK CADILLAC GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/01/05	[redacted]	603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO.: 1GKDT13S3[redacted] MAKE/MODEL: [redacted]/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO.: 15038 | LICENSE NO. | P. O. NO.

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

CUSTOMER NO.: 16621 | SERVICE CONTRACT | DELIVERY DATE: 06/27/05 | DELIVERY MILES: 19 | SELLING DEALER NO.: [redacted] 08/15/05

COLOR: STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZ7				19,000	259	JOHN WHYNE

☐ INTERNAL APPROVED BY:

RESIDENCE PHONE | BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED: 02:18pm | DATE/TIME PROMISED: 08/15/05 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO | LABOR RATE

TERMS: STRICTLY CASH UNLESS [redacted]

I hereby authorize the repair work herein set t[redacted] You are not responsible for loss or damage to vehicle or articles left in veh[redacted] for any delays caused by unavailability of parts or delays in parts shipm[redacted] employees permission to operate the vehicle herein described on streets[redacted]. An express mechanic's lien is hereby acknowledged on above vehicle

X [redacted]

JOB | LABOR INSTRUCTIONS

X [redacted]

LABOR TOTAL 220.6

1 W 44PNZ ***TRIM INTERIOR***

RIGHT SIDE TRIM BROKE

R Eves
B-Code.
8-15-05

[redacted]

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

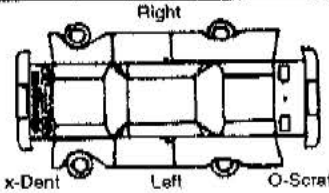
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x-Dent Left O-Scratch

93286

SPECTRUM BUSINESS FORMS (570) 323-6767

CUSTOMER COPY

Pass Side trim interior
Broken.
Lapluced Right Side
Seat Cover.

This is 2nd Time Bezel Broken

Design is wrong. Allows cust to hit on Entry & Exit

Rep Bezel.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 93286	TIME	OFF	
	.5	70	.3	ON	TOTALS

ALEXANDER FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN WHYNE 259		08/29/05	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 2,206		COLOR: STEEL GRAY/	STOCK NO. [redacted]
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1GKDT13S35 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P.O. NO.		R. O. DATE: 08/15/05	
[redacted] BUSINESS PHONE	COMMENTS			MO: 2206

LABOR & PARTS

J# 1 44PNZ TRIM INTERIOR HOURS: TECH(S):70 WARRANTY

RIGHT SIDE TRIM BROKE
REPLACED PASS SIDE TRIM INTERIOR

VB ID

C6576 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	89042242	COVER 16.682			

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* CASH ..... CHECK ..... CREDIT CARD ..... *
*
* CHARGE ACCT#..... CASHIER JM DATE 8/29 *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.

[redacted]

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

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

PAGE 1 OF 1

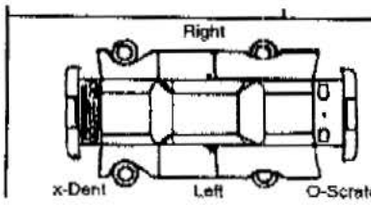
SERVICE FILE COPY Thank You. We appreciate your business! END OF INVOICE

BF060277 (05/02)

SPECTRUM BUSINES

PAGE 1 OF 1

CUSTOMER COPY



95002

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSAN

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	470	01/19/06	GCCS96506

MARY ANN WILLIAMS
ANN ST PO BOX 137
MIFFLINVILLE, PA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		7,562	STEEL GRAY/	45038

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY	06/27/05	19

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S352[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/10/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 7562

LABOR & PARTS----------
J# 1 24PNZ ELECTRICAL HOURS: TECH(S):133 WARRANTY
HEAD LITES BLINK SAME PROBLEM AS BEFORE
REPLACED ALTERNATOR,CONNECTOR,PLUG,SEAL

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	1	12059168	PLUG,WRG 2.530			WARRANTY
JOB # 1	1	12186568	CONNECTOR 2.313			WARRANTY
JOB # 1	1	12048086	SEAL 1.800			WARRANTY
JOB # 1	1	12048074	TERMINAL 8.965			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER VY..... DATE 1-19-06 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS.PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHIC[redacted]

C[redacted]

ck. Hist.
OF J4100 1.0 66

Thank You We appreciate your business!

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

 SERVICE FILE COPY END OF INVOICE 11:18am

SF006977 (05/02)

Subject: **Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #06-06-03-004 - (04/20/2006)**

Models: **2004-2005 Buick Rainier**

2004-2005 Chevrolet TrailBlazer

2004-2005 GMC Envoy

2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8) and Electric Air Injection Reactor System (RPO K18)

Attention: **This bulletin applies to short wheelbase models only and supplements the information in Corporate Bulletin Number 05-08-42-001.**

This bulletin is a supplement to Corporate Service Bulletin 05-08-42-001 to clarify the effect of the Secondary Air Injection (AIR) system.

A customer concern regarding headlamp flicker, headlamps dim slightly and/or battery voltage fluctuates may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Please refer to Corporate Service Bulletin 05-08-42-001 for additional information. This bulletin specifically addresses the operating characteristics of the AIR system. Refer to the Secondary Air Injection System Description section of SI for further information on the AIR system.

The Powertrain Control Module (PCM) will command the AIR system ON during Closed Loop operation to perform an active 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 that are run during closed throttle (and other specific parameters, see SI for details) and will continue to cycle until the correct conditions are met and passed. The AIR pump motor has a steady current draw of 35-40 amps under normal operation, with a higher initial in-rush current. This current draw will reduce the available current for other components, such as headlamps, and accordingly may cause an intermittent dimming of the headlights. This can be compared to turning on a vacuum cleaner at your home with the corresponding dimming of your house lights. The condition can be duplicated using the special functions on the Tech 2® to command the AIR pump on and off.

Do This	Don't Do This
Do not perform any repairs unless a specific condition is identified.	Do not replace the generator.

To minimize the potential for customers who experience this condition, advise the customer to allow the vehicle to idle for 30 seconds after starting. This should allow the passive test to run and eliminate the need for the active test that may dim the lights.

Document ID# [redacted]

Subject: **IPC, Interior Lights and/or Headlamps Flicker - keywords battery courtesy electrical fluctuation generator head intermittent lamp light #PIT3170E - (01/11/2006)**

Models:

1999-2005 All Cadillac Full Size Utilities

1999-2005 All Chevrolet Full Size Trucks and Utilities

1999-2004 Chevrolet Blazer, S-10

1999-2005 All GMC Full Size Trucks and Utilities

1999-2004 GMC Envoy Classic, Jimmy, Sonoma

1999-2001 Oldsmobile Bravada

Without Regulated Voltage Control

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Customers may have comments of a flickering light condition in the IPC, interior lamps or headlights. This condition is most likely to be noticed when the engine RPM is low and when high electrical load requirements are in place on the generator.

Recommendation/Instructions:

Important: Review bulletin 02-06-03-008A - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, before proceeding with this PI.

1. Disconnect the negative battery cable from the battery/batteries.
2. Slide the protective boot on the generator BAT terminal aside and remove the retainer and wire cable from the BAT terminal.
3. Unplug the generator 4-cavity terminal from the top of the generator.
4. Inspect cavity D on the generator connector for a red cavity plug. If a red cavity plug is present, it is not necessary to replace the generator connector. Remove the CPA and save. Remove the red cavity plug and continue with step 9. If a red cavity plug is NOT present, continue with the next step.
5. Remove and save the orange Weatherpack seal and CPA from the 4-way connector.
6. Using the proper terminal removal tool, remove the two or three wires from the 4-way connector. On vehicles without Supplemental Brake Assist (SBA), install a red cavity plug, P/N 12059168, into cavity "A" of the new 4-way connector, P/N 12186568. On some 2003 and 2004 model year vehicles with SBA, install the dark blue (Circuit 5668) wire of the vehicle wiring harness into cavity "A" of the new 4-way connector.
7. Depending on the vehicles model and year, install the brown wire (Circuit 25) or red wire (Circuit 225) of the

vehicles wiring harness into cavity "B" of the new 4-way connector.
8. Install the gray (Circuit 23) wire of the vehicle wiring harness into cavity "C" of the new 4-way connector.
9. Obtain a piece of 0.80 mm/18GA black wire, 254 mm (8 in) long.
10. Install a red terminal seal, P/N 12048086, and terminal, P/N 12048074, (crimp and solder) on one end of the new black wire.
11. Install the new black wire into cavity "D" of the new 4-way connector.
12. Reinstall the connector seal and CPA, from the original connector, to the new connector.
13. Plug the 4-way connector into the generator.
14. Route the black wire to the generator BAT terminal, sliding the wire into the small end to the output terminal boot, along side the generator output wire.
15. Obtain a ring terminal from the terminal kit (J-38125-D) that is the same diameter as the positive post of the generator. Crimp and solder the ring terminal from the terminal kit (J-38125-D) on to the open end of the new black wire.
16. Place the generator output wire and the new black wire onto the generator BAT terminal and install the retainer.
17. Connect the negative battery cable.

Note: This modification will not work if the vehicle is utilizing the new "Regulated Voltage Control" system. This is new feature on some full-size trucks and utilities for the 2005 model year. Please inspect the vehicle prior to performing this modification.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/06	[redacted]	7562	389	133	W	24PNZ	ELECTRICAL
12/15/05		6386	259	70	W	26PNZHEADLAMP	HEADLAMP
				70	W	44PNZSEAMRPR	SEAT SEAM REPAIR
11/01/05		3776	389	311	I	01PNZPASI	PA STATE INSPECTION
08/15/05		2206	259	70	W	44PNZ	TRIM INTERIOR
07/01/05		603	259	16	W	45PNZ	TRIM EXTERIOR

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 45038 | LICENSE NO. | R.O. NO. [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 19 | SELLING DEALER NO. | 02/09/06

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted]
MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 480

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				8,214	389	ALLEN NAGLE

☐ INTERNAL APPROVED BY | RESIDENCE PHONE [redacted] | BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 09:53am | DATE/TIME PROMISED 02/09/06 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO X | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work [redacted] are not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other cause beyond their control. They are not responsible for unavailability of parts or delays in obtaining parts. I grant permission to operate the vehicle here described on streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged.

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL 8214

X _____

1 W* APNEALTREPL REPLACE ALTERNATOR
THE LIGHTS STILL WINK AND BLINK

Is The Alt we put in ok?
Volts 14.2 ok
Amps ok. -> meets specs!

RENTAL

Ro# 96506
We Replaced Gen # 10464468
wires 1205 9168.
comm. 1218 6568
Seal
Term.

9/506

PAGE 1 OF 1 CUSTOMER COPY

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

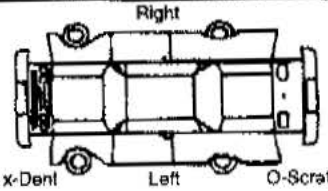
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY
☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

Right



x-Dent Left O-Scratch 97201

SPECTRUM BUSINESS FORMS (570) 323-6767

ADDITIONAL MATERIAL USED | LABOR RECORD

(1) Checked battery + Terminals → OK
Charging system → OK
No interior lights flickering

Vehicle does have "Elec" air pump for Emissions

when turning on air pump w/ tech II → headlights do dim down.
normal characteristic of vehicle. 38 Amp draw!

Doc. 1619135 left on seat for customer to read

480050-90-00

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 97201	TIME	OFF	ON
	1 9	EMP NO 204 OPER NO	1.6	9 14 .1	9 12 .5
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 97201	TIME	OFF	ON
	—	EMP NO 204 OPER NO	3	9 12 .0	9 11 .7

TOTALS

	REPAIRED OR REPLACED	ADJUSTED	PASS
Verify Legal Reg.			
Cond. Tires-Wheels			
Brake System			
Wheel Cylind.			
Wheels Pulled %			
RF			
LF			
RR			
LR			
HEADLIGHTS			
HORN			
LIGHTS & ELEC			
WIPERS			
BODY COND			
MIRRORS			
GLAZING			
STEER & ALIGN			
SUSPENSION			
EXHAUST SYS			
FLAGS & FLARES			
HAZARD DEVICE			
LIGHT CON SYS			
HATCH COUP. VIG			
TRUCKS: CLEAR LAMPS			
TRUCKS: VERIFY LAMPS			
TRUCKS: CLEAR MARKERS			
TRUCKS: FLAGS LOCATORS			
TRUCKS: FLARES AND FLAGS			
TRUCKS: FIRE EXTINGUISHER			

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570-784-0794 800-598-5089

[redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSAN

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	480	02/09/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[redacted]			8,214	STEEL GRAY/ [redacted]

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
MIFFLINVILLE, PA [redacted]	05/GMC/ENVOY/ENVOY	06/27/05	19

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 3 5 2 1 7 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/09/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 8217

LABOR & PARTS

J# 1 24PNZALTREPL REPLACE ALTERNATOR HOURS: TECH(S):204 WARRANTY

Charge + Test

OL N0100 .2 92

THE LIGHTS STILL WINK AND BLINK
GM ENGINEERING STATES IF VEHICLE HAS CALIF-NEW YORK
EMISSIONS THIS VEHICLE WILL HAVE A ELECTRIC AIR PUMP
THE AIR PUMP PULLS APPROX 27-32 AMPS WHEN ENERGIZED
THIS IS A NORMAL CONDITION.THIS WILL CAUSE LITE FLICKER
AND TO SLIGHTLY DIM WHEN DRIVING
CHECK BATTERY AND TERMINALS,CHARGING SYSTEM,ALL OK,HOOKED
COMPUTER UP TO VEHICLE OK.THIS IS NORMAL FOR THIS VEHICLE
SEE DOC #1619135 LEFT ON FRONT SEAT

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER Jm DATE 2/9 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO [redacted]

Thank You. We appreciate your business!

SERVICE FILE COPY END OF INVOICE 02/27/06

SF566977 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA KIA NISSAN

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/09/06	[redacted]	8214	389	204	W	24PNZALTREPL	REPLACE ALTERNATOR
01/10/06		62	389	133	W	24PNZ	ELECTRICAL
12/15/05		8388	259	70	W	26PNZHEADLAMP	HEADLAMP
11/01/05		8276	389	70	W	44PNZSEAMREPL	SEAT SEAM REPAIR
08/15/05		2206	259	311	W	01PNZPASI	PA STATE INSPECTION
				70	W	44PNZ	TRIM INTERIOR

SALESPERSON NO. 272 EDWARD G ZABLOSKY

SERVICE

STATE REG# 3

CUSTOMER WAITING: YES
TERMS: CASH CHARGE
INTERNAL APPROVED BY:
APPOINTMENT: YES NO

1GKDT13S[redacted] R/MAKE/MODEL: 05/GMC/ENVOY/ENVOY
[redacted]
MIFFLINVILLE, PA [redacted]
BUSINESS PHONE [redacted]
TIME RECEIVED 09:32am DATE/TIME PROMISED 04/18/06 04:30pm PRIORITY
LABOR RATE

PRODUCTION DATE	STOCK NO.	LICENSE NO.
	15038	98653

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
[redacted]		06/27/05	10		04/18/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
STEEL GRAY/LIGHT				560

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				9153 [redacted]	16	RODNEY L EVES

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE
☐ I AUTHORIZE REPAIR WORK UP TO $
☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS [redacted]
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other cause beyond your control. I also grant you permission to operate the vehicle hereon described on streets, highways or elsewhere for purpose of testing and inspection. A mechanic's lien is hereby acknowledged on above car to the amount of repairs thereto.
X [redacted]

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

1 W 26PNZ [redacted] ELECTRICAL WIRING
LITES BLINK AND DIM WHEN DRIVING-HAS HAD A ALTERNATOR REPLACED-CALL TAC

Poss alt prob

Check for corrosion Try to Scan BIK Pump - Check Runtest - Scan for codes Check for codes

Case ST (Cody) Received

RENTAL

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

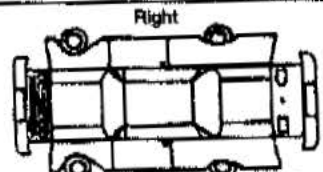
RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$	INITIAL HERE
AUTHORIZED ADDITIONS $	DATE TIME BY
TOTAL $	DATE TIME BY

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY
☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

Right



x-Dent Left O-Scratch

98653

SPECTRUM BUSINESS FORMS (570) 323-6767

PENNSYLVANIA STATE INSPECTION

ADDITIONAL MATERIAL USED

LABOR RECORD

(1) Could not duplicate customers concern.

Drove vehicle @ night - no flicker or dimming of Headlamps occurred! Had volt meter attached + Tech 2. @ no time did voltage drop below. 13.8 volts when driving! Maintained voltage. when running 14.2 volts -

Rechecked Batt ok
Alt. ok.

Called TAC # 8892217. explained complaint, - + diagnosis they asked for readings + specs. - all in specs.

Is a normal concern: w/ Elec Air pump. / when pump turns on a Amperage draw 38 AMPS - normal caused hites to flicker + dim!
Check sys w/ Doc #'s below!
Doc # 1489404 (P0420) ok
1489403 (P0410) Diag chart - used to ck. Air Pump.

#025 Voltage. above 150mV - no code set.

Doc # 1489404

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 98653	TIME	OFF	ON
	1.3	20	1.3	19 15 .2	19 13 .9

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 98653	TIME	OFF	ON
	.9	204	.9	16.5	18 15 .6

Document ID# [redacted]
2005 GMC Truck Envoy - 4WD

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.

<- Back Forward -> Document ID# 1298539
2005 GMC Truck Envoy - 4WD Feedback Print

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSAN

[redacted]

[redacted] MIFFLINVILLE, PA [redacted]	ADVISOR: RODNEY L EVES 16	TAG NO.: 560	INVOICE DATE: 04/19/06	INVOICE NO.: [redacted]
	LABOR RATE / LICENSE NO.	MILEAGE: 9,950	COLOR: STEEL GRAY/[redacted]	
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 3 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		R. O. DATE: 04/18/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 9955

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

J# 1 25PNZ ELECTRICAL WIRING HOURS: TECH(S):204 70 WARRANTY

LITES BLINK AND DIM WHEN DRIVING-HAS HAD A ALTERNATOR
REPLACED-CALL TAC
CONDITION IS NORMAL DUE TO CALIFORNIA EMMISIONS AND THIS
UNIT HAS A AIR PUMP-WHEN AIR PUMP (WHICH IS ELECTRICAL)
ENTERGIZES IT CAUSES A DRAW ON THE ELECTRICAL SYSTEM
THIS WILL CAUSE A FLICKER IN THE HEADLAMPS NOTICEABLE
AT NIGHT DRIVING.
CALLED TECHNICAL ASSITANCE CASE# 8092217 WITH INFORMATION
TECH ASST.SAID NORMAL CONDITION
DOC# 1619135 CALLED AND EXPLAINED TO CUSTOMER
VEHICLE MEETS MANUFACTORS SPECS.

OE J6050 .8 98

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER ..... DATE ..... *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS PLEASE CONTACT ROD EVES-SERVICE MANAGER OR ED BOBBY-GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.

[redacted]

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

 SERVICE FILE COPY END OF INVOICE 03:31pm

SF606977 (05/02)

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (03/07/2005)**

Models: **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.

- W hat time of day does this occur (is it light or dark outside) ?
- W hat driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- W hat was the outside ambient temperature when the condition occurred?
- W hat accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- I f the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are the re any other relevant operating conditions?

Diagnostic Information

- S ervice 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 # [redacted]
- S ervice 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 # [redacted]
- S ervice Information - Exterior Lighting Systems Description and Operation (SI Document ID [redacted]
- S ervice Information - Battery Inspection/Test (Non-HP2) (SI Document ID # [redacted]

- S ervice Information - Charging System Test (SI Document ID [redacted]
- S ervice Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document [redacted]

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 [redacted]

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 [redacted]

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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<- Back Forward -> Document ID: [redacted] Feedback Print



First Class Mail

General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091

ROBERT M. SILVERMAN[*]
CRAIG THOR KIMMEL[**]

[*] Member, PA Bar
[**] Member, NJ Bar
[***] Member, DE Bar
[****] Member, NY Bar
[*****] Member, MA Bar
[******] Member, MD Bar
Member, OH Bar
[*******] Member, DC Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[*]
ROBERT A. RAPKIN[*]
HY DAVID RUBENSTEIN[***]
VIVIAN BENZ PEIKIN[**]
AMY D. COX[*]
LOUIS DOBI, JR.[*]
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MELISSA K. FIALA[**]
IRA P. SMADES[*]
THOMAS L. MARQUOIT[**]
DAVID L. LIEBERMAN[*,**]
SHARON L. JONES[*]
ANGELA K. TROCCOLI

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

May 12, 2006

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

RE: [redacted] v. General Motors Corporation
VIN #1GKDT13S3[redacted]

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the above-captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of $1,750.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman TML

RMS\tml
Enclosures

PONTIAC BUICK GMC TRUCKS

ALEXANDER FAMILY PONTIAC BUICK OLDSMOBILE GMC TK INC.
399 CENTRAL RD
BLOOMSBURG, PA 17815
784-0794 1-800-598-5089

STOCK [redacted]
DATE 06/27/2005
Purchaser's Soc. Sec. No. 194-36-0239
185-34-8385

PURCHASER'S FULL NAME [redacted]
PURCHASER'S FULL ADDRESS [redacted] MIFFLINVILLE PA [redacted]
Street Address City State
RESIDENCE PHONE [redacted] BUSINESS PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING XX☐ CAR ☐ TRUCK YEAR 2005 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE ENVOY COLOR STEEL GRAY TRIM LIGHT GRAY MVI OR SERIAL NO 1GKDT13S3[redacted]

SALESMAN EDWARD G ZABLOSKY

MAKE OF TRADE-IN GMC	BASE PRICE	29100.03
YEAR 2003 MODEL ENVOY		
TRANSMISSION S☐ OR A☐	ACCESSORIES	N/A
ENGINE 4☐ 6☒ OR 8☐ COLOR GREEN	CONSUMER REBATE	2500.00
MVI OR SERIAL NO. 1GKDT13S23[redacted]		N/A
BALANCE OWED TO GMAC		N/A
ADDRESS [redacted] DATE: 07/07/05		N/A
BALTIMORE MD 21283		N/A
ENC TO FNB BANK, NA		
E. PETERSBURG PA [redacted] AMOUNT 25909.12		
IN 60 MONTHLY PAYMENTS OF $ 485.13 EACH		
STARTING 12th DAY OF AUGUST 2005 NO.		

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER 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 VEHICLE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES DAMAGES TO PROPERTY DAMAGES FOR LOSS OR USE LOSS OF TIME LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES
I HAVE READ THE ABOVE PARAGRAPH

PURCHASER _____

Extended Warranty Type	N/A
Months: N/A Miles: N/A	
Guaranteed Auto Protection	N/A
Cash Price of Vehicle & Accessories	26600.03
Trade Allowance	17000.00
Difference Price	9600.03
Sales Tax	576.00
Registration,Title, Transfer,Encumbrance	38.50
Temporary Plate Issued	N/A
Documentary Fee	55.00
Notary Fee	N/A
PTA Fee	N/A
On-Line Registration Fee	14.15
On-Line Dealer Fee	14.15
Subtotal	10297.83
Payoff	15611.29
TOTAL	25909.12
Total Down Payment	N/A

Warranty

X FACTORY WARRANTY - The factory warranty constitutes all the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car warranty is covered by a limited warranty detailed in a separate document.

☐ AS IS - This motor vehicle is sold "as is" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Purchaser's Signature [redacted]

USED CAR CONTRACTUAL DISCLOSURE
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.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

Purchaser's Signature X _____
Purchaser hereby acknowledges to the above clause

The undersigned hereby agrees to the following stipulations.

If it is determined after the sale transaction that the vehicle traded in to dealer has a title coded "R" which signifies "reconstructed" or it is determined that the vehicle has previously sustained physical damage which resulted in frame repairs the dealer may rescind the entire transaction resulting in no monetary loss to dealer.

If customer elects to keep purchased vehicle he or she will be liable for any money difference between trade-in allowance and price sold at auction with "R" title or "frame damage"

[redacted]

SERIES ENVOY TYPE ENVOY COLOR STEEL GRAY TRIM LIGHT GRAY SERIAL NO. 1GKDT13S532170038

SALESMAN EDWARD G ZABLOSKY

MAKE OF TRADE-IN GMC		BASE PRICE	29100.03
YEAR 2003 MODEL ENVOY			
TRANSMISSION S ☐ OR A ☐		ACCESSORIES	N/A
ENGINE 4 ☐ 6 ☐ OR 8 ☐ COLOR GREEN		CONSUMER REBATE	2500.00
MVI OR SERIAL NO. 1GKDT13S23 [redacted]			N/A
BALANCE OWED TO GMAC			N/A
ADDRESS PO BOX 830070 DATE: 07/07/05			N/A
BALTIMORE MD 21283			N/A
ENC TO FNB BANK, NA			
E. PETERSBURG PA 17520. AMOUNT 25909.12			
IN 60 MONTHLY PAYMENTS OF $ 485.13 EACH			
STARTING 12th DAY OF AUGUST 2005 NO.			

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER 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 VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES. DAMAGES TO PROPERTY, DAMAGES FOR LOSS OR USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

I HAVE READ THE ABOVE PARAGRAPH

PURCHASER _____

Extended Warranty Type	N/A
Months: N/A Miles: N/A	
Guaranteed Auto Protection	N/A
Cash Price of Vehicle & Accessories	26600.03
Trade Allowance	17000.00
Difference Price	9600.03
Sales Tax	576.00
Registration, Title, Transfer, Encumbrance	38.50
Temporary Plate Issued	N/A
Documentary Fee	55.00
Notary Fee	N/A
PTA Fee	N/A
On-Line Registration Fee	14.15
On-Line Dealer Fee	14.15
Subtotal	10297.83
Payoff	15611.29
TOTAL	25909.12
Total Down Payment	N/A
Balance Due or Financed	25909.12

Warranty

FACTORY WARRANTY - The factory warranty constitutes all the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car warranty is covered by a limited warranty detailed in a separate document.

☐ AS IS - This motor vehicle is sold "as is" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Purchaser's Signature [redacted]

USED CAR CONTRACTUAL DISCLOSURE

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.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

Purchaser's Signature X _____

Purchaser hereby acknowledges to the above clause

The undersigned hereby agrees to the following stipulations

If it is determined after the sale transaction that the vehicle traded in to dealer has a title coded "R" which signifies "reconstructed" or it is determined that the vehicle has previously sustained physical damage which resulted in frame repairs the dealer may rescind the entire transaction resulting in no monetary loss to dealer.

If customer elects to keep purchased vehicle he or she will be liable for any money difference between trade-in allowance and price sold at auction with "R" title or "frame damage" [redacted]

Purchaser agrees that this Order includes all of the terms and conditions hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matter covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read it[redacted]

Purchaser's Signature Co-Purchaser's Signature Date ACCEPTED BY _____ Dealer or his Authorized Representative

The Optional Mechanical Service Contract available on my/our vehicle purchased or leased, has been explained to me/us and I/we elect not to purchase it and waive any and all coverage or benefits thereunder.

X [redacted]

Co-Purchaser's Signature

Order Subject to Present and Future Government Regulations

PENNSYLVANIA
MOTOR VEHICLE INSTALLMENT SALE CONTRACT, Dated 06/27/2005

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all scheduled payments.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 3888.71
4.60 %	$ 3198.68	$ 25909.12	$ 29107.80	$ 32996.51

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
60	$ 485.13	Monthly, beginning 08/12/2005
	$ N/A	

Filing Fees: $ 5.00

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

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

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

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

e means estimate

In this Contract we are the SELLER. ALEXANDER FAMILY PONTIAC 399 CENTRAL RD BLOOMSBURG PA 17815
Name Address Zip Code

County COLUMBIA

You are the BUYER(S) [redacted] MIFFLINVILLE PA [redacted]
Name(s) Address(es) Zip Code(s)

MIFFLINVILLE PA
COLUMBIA
County COLUMBIA

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

TRADE-IN:
You have traded in the following vehicle: 2003 GMC ENVOY
Year and Make Description

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

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

DEBT CANCELLATION (GUARANTEED AUTO PROTECTION) AGREEMENT IS VOLUNTARY AND NOT REQUIRED AS A CONDITION OF THE CREDIT. This agreement will not be provided unless you sign below, agree to pay the additional charge, and sign the separate disclosure and agreement page, which is part of this Contract. This agreement will apply during the entire term of the Contract. This agreement may not cover your entire indebtedness; see the MAXIMUM PROTECTION amount stated in the separate disclosure and agreement.

Type of Debt Cancellation Agreement	Charge	Signature
Guaranteed auto protection (GAP)	$ N/A	By signing, you select guaranteed auto protection Signature of Buyer

SERVICE CONTRACT OR WARRANTY AGREEMENT IS VOLUNTARY AND NOT REQUIRED AS A CONDITION OF THE CREDIT. The service contract or warranty agreement will not be provided unless you sign the separate agreement with the third party provider, who is not the Seller named above, and agree to pay the additional charge. This section does not apply to any warranty that you may receive for which there is not separate charge.

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

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

Signature of Buyer to be insured for Single Credit Life Insurance

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

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

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

1. _____
2. _____

By signing, you both select Joint Credit Accident & Health Insurance, which costs $ N/A What are your ages? Percentage to be insured

1. _____ N/A %
2. _____ N/A %

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

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

Itemization of Amount Financed

Cash Price (including optional service contract and/or warranties in the amount of $ N/A *,
paid to N/A,
& sales tax of $ 576.00):
Cash Price $ 29676.03

Cash Downpayment $ 2500.00

Trade-In
Value of Trade-In $ 17000.00
Lien Payoff to: GMAC $ 15611.29

Unpaid Cash Price Balance $ 25787.32

Optional Debt Cancellation (GAP) $ N/A

Document Preparation Fee $ 55.00

Paid to Others on Your Behalf

To Public Officials for:
License, Tags and Registration $ 56.80
Lien Fee $ 5.00

Taxes Not Included in Cash Price $ N/A
To N/A $ N/A
For Messenger Service
To N/A $ N/A
For N/A
To Credit Insurance Company $ N/A *

Insurer: N/A

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

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number
NEW	2005 GMC	ENVOY	ENVOY			1GKDT13S352[redacted]

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

ASSIGNEE: We may assign this Contract and Security Agreement to a sales finance company which is the "Assignee." If the Assignee assigns the Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee will notify you when and if Seller makes an assignment.

FNB BANK, NATIONAL ASSOCIATION, Danville, Pennsylvania 17821

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Contract. **Co-Signer will not be an Owner of the Vehicle.**

CO-OWNER: Any person signing the Co-Owner's Security Agreement below gives us a security interest in the Vehicle and agrees separately and together with all Co-Owner(s) and Buyer(s), to perform all agreements in the Security Agreement and all other parts of this Contract except the "Promise to Pay" section.

TERMS: The terms shown in the boxes above are part of this Contract.

To	ALEXANDER FAMILY PON
$	5.00 *
For	TIRE TAX
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
Amount Financed	
$	25909.12

We may retain a portion of amounts market

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

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

ADDITIONAL DISCLOSURES, TERMS AND CONDITIONS:

Disclosures: Before signing this Contract, be sure that you receive and read the Disclosure Buyer.

Terms and Conditions: Before signing this Contract, be sure you receive and read t following, if marked X, which are additional pages to and part of this Contract.

☒ This Contract continues on the reverse side.

☐ Debt Cancellation (guaranteed auto protection) separate disclosure and agreement.

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

SELLER Alexander Family

BY: [signature] 06/27/2005 Date

NOTICE TO BUYER—DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT [redacted]

BUYER [redacted] 6/27/2005 Date

BUYER [redacted] 6/27/2005 Date

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.

CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Contract and to perform al agreements in this Contract. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise t induce us to make this Contract with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not hav made any prior demand for payment on the Buyer or exercised our security interest. You also acknowledge receiving a completed copy of this Contract.

Co-Signer's Signature (SEAL) Address Date

Co-Signer's Signature (SEAL) Address Date

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

Co-Owner's Signature (SEAL) Address 06/27/2005 Date

BUYER, CO-SIGNER AND CO-OWNER, IF APPLICABLE, ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THI CONTRACT AT THE TIME OF SIGNING, INCLUDING THE ADDITIONAL DISCLOSURES AND PAGES LISTED IN THE SECTIO

[redacted]

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

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

© 2003 BANCONSUMER SERVICE, IN

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY JAN 31 2007 VALID 2/14/05

PLATE [redacted]

TITLE [redacted]

VIN 1GCDT13S352

YR/MAKE 2005 GMC

TYPE SW

VID [redacted]

[redacted]

[redacted]

MIFFLINVILLE PA

[redacted]

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

[redacted]

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

GMC

WE ARE PROFESSIONAL GRADE

2005 ENVOY SLE 4WD (4-DOOR)

Standard Equipment

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

*** MECHANICAL ***
- AUTO TRAC FOUR WHEEL DRIVE
- LUXURY RIDE, BILSTEIN SHOCKS
- FULL LENGTH STEEL FRAME
- TRANSMISSION OIL COOLER
- HEAVY DUTY BATTERY

*** SAFETY & SECURITY ***
- DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
- 4 WHEEL DISC ANTILOCK BRAKES
- AUTO DAYTIME RUNNING LAMPS
- PASSLOCK THEFT DETERRENT SYS
- WINDOW LOCK OUT & CHILD LOCK
- PWR/HEATED MIRRORS

*** EXTERIOR ***
- P245/65R17 ALL SEASON TIRES
- 17" X 7" ALUMINUM WHEELS
- INTEGRAL FOG/CORNERING LAMPS
- HEAVY DUTY TRAILERING EQUIP.
- DEEP TINT SOLAR RAY GLASS

*** INTERIOR ***
- ADJUSTABLE LUMBAR DRV. SEAT
- SPLIT FOLDING REAR SEATS
- AM/FM ETR STEREO/CD/4 SPKRS
- DUAL ZONE CLIMATE CONTROL
- REMOTE KEYLESS ENTRY W/PANIC
- POWER WINDOWS & DOOR LOCKS
- INTERIOR LIGHTING PACKAGE
- REAR WIPER/WASHER/DEFOG
- FLOOR CONSOLE W/ CUPHOLDERS

*** OTHER ***
- STAINLESS STEEL EXHAUST
- COURTESY TRANSPORTATION
- 24 HR ROADSIDE ASSISTANCE
- CUSTOMER ASSISTANCE CENTER

Visit us at www.gmc.com

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

15



HIGHWAY MPG

20

ACTUAL MILEAGE
WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

12 AND 18 MPG IN THE CITY AND BETWEEN
17 AND 23 MPG ON THE HIGHWAY.

2005 ENVOY 4WD
4.2 LITER L6 ENGINE
FUEL INJECTION,AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: $1,588

FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS SPECIAL PURPOSE HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM

11 TO 23 MPG CITY AND
14 TO 21 MPG HIGHWAY.

TSA

www.fueleconomy.gov

Options & Pricing

	MANUFACTURER'S SUGGESTED RETAIL PRICE
STANDARD VEHICLE PRICE	$32,000.00
Options installed by the Manufacturer (may replace standard equipment shown at left)	
SLE ENHANCED PACKAGE	970.00
• LUGGAGE RACK CROSS BARS	
• OVERHEAD CONSOLE	
• POWER DRIVER SEAT	
• LIGHTED VANITY VISOR MIRRORS	
• HOMELINK	
• ISRV MIRROR W/COMPASS & TEMP	
ONSTAR PLUS PACKAGE	970.00
• ONSTAR SYSTEM INCLUDES 1YR SAFE & SOUND	
• CRUISE CONTROL	
POLISHED ALUMINUM WHEELS	495.00
ETR AM/FM STEREO, CD/CASSETTE (REPLACE STD/OPT PKG RADIO)	150.00
CARGO SHADE	70.00
GVW RATING - 5,750 LBS	INC.
REAR AXLE - 3.42 RATIO	INC.
VORTEC 4200 INLINE 6 CYL ENGINE	INC.
• EXTERIOR-STEEL GRAY METALLIC	INC.
• INTERIOR-LIGHT GRAY	INC.
TOTAL OPTIONS	$2,655.00

TOTAL VEHICLE & OPTIONS	$34,655.00
DESTINATION CHARGE	685.00
TOTAL BEFORE SAVINGS	$35,340.00
OPTION PACKAGE DISCOUNT	-900.00
TOTAL VEHICLE PRICE*	$34,440.00

DEALER TO WHOM DELIVERED

ALEXANDER FAMILY PONTIAC, BUICK, OLDSMOBIL
[illegible] CENTRAL RD

ORDER NO HNSHK8 SALES CODE E
SALES MODEL CODE TT[illegible]
DEALER NO 06022
FINAL ASSEMBLY MORAINE, OH U.S.A.

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

4

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET · PONTIAC · BUICK · Cadillac · GMC TRUCK

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CUSTOMER NO. [redacted]	ADVISOR: JOHN WHYNE 259	TAG NO.	INVOICE DATE: 07/13/05	INVOICE NO. [redacted]
[redacted] MIFFLINVILLE, PA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 603	COLOR: STEEL GRAY/ [redacted]
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 3 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. & I. NO.	P.	O. DATE: 07/01/05	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 603

LABOR & PARTS
J# 1 45PNZ TRIM EXTERIOR HOURS: TECH(S): 16 WARRANTY
SEAT MOLDING BROKE
REPLACED BEZEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	89042242	COVER 16.682			WARRANTY

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

* CASH CHECK CREDIT CARD *
* CHARGE ACCT# CASHIER DATE *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU COMPLETELY SATISFIED ON YOUR VISIT TO OUR DEALERSHIP! YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM. IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" ON ALL OF THE QUESTIONS PLEASE CONTACT ROD EVES SERVICE MANAGER OR ED BOBBY GENERAL MANAGER AT 1-800-598-5089 OR 784-0794
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

COPY

ALEXANDER FAMILY DEALERSHIPS

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

CUSTOMER COPY Thank You. We appreciate your business! END OF INVOICE 11:50am

SF606077 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET · PONTIAC · BUICK · Cadillac · GMC TRUCK

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CUSTOMER NO. [redacted]	ADVISOR: JOHN WHYNE 259	TAG NO.	INVOICE DATE: 08/29/05	INVOICE NO. [redacted]	
[redacted] MIFFLINVILLE, PA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 2,206	COLOR: STEEL GRAY	S [redacted]
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19	
	VEHICLE I.D. NO.: 1GKDT13S352[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO. [redacted]	R.O. DATE: 08/15/05		
PH [redacted]	BUSINESS PHONE	COMMENTS		MO: 2206	

LABOR & PARTS

J#			HOURS	TECH(S)	WARRANTY
1	44PNZ	TRIM INTERIOR		70	

RIGHT SIDE TRIM BROKE
REPLACED PASS SIDE TRIM INTERIOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		89042242	COVER 16.682			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

* CASH ..... CHECK ..... CREDIT CARD *
* CHARGE ACCT# CASHIER JN DATE 8/29 *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP! YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM. IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" ON ALL OF THE QUESTIONS, PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794
THANK YOU FOR YOUR PATRONAGE

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SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

PAGE 1 OF 1

CUSTOMER COPY — END OF INVOICE — 10:31am

Thank You. We appreciate your business!

SF606877 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

KIA NISSAN

CUSTOMER NO. [redacted]	ADVISOR: JOHN WHYNE 259	TAG NO.	INVOICE DATE: 12/15/05	INVOICE NO. [redacted]	
[redacted] MIFFLINVILLE, PA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 6,386	COLOR: STEEL GRAY/	
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19	
	VEHICLE I.D. NO.: 1GKDT13S35 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P.O. [redacted]	R. O. DATE: 12/15/05		
[redacted]	BUSINESS PHONE	COMMENTS		MO: 6386	

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

J# 1 26PNZHEADLAMP HEADLAMP HOURS: TECH(S):70 WARRANTY
HEADLIGHTS FLICKER
CHECK FOR BULLETINS AND UPDATES,CHECK ALL POWER AND GROUNDS
ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 44PNZSEAMRPR SEAT SEAM REPAIR HOURS: TECH(S):70 WARRANTY
RIGHT FRONT SEAT TRIM
ADJUSTED SEAT TRIM AND REPLACED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	89042242	COVER 16.682		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER 297 DATE 12/15 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP! YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM. IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" ON ALL OF THE QUESTIONS, PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO:

_____
CUSTOMER SIGNATURE

COPY

SPECTRUM BUSINESS FORMS (570) 323-5767 4/02

CUSTOMER COPY. We appreciate your business! END OF INVOICE 1:01:58pm

5160877 05/02

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK TOYOTA KIA NISSAN

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	470	01/19/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	
MIFFLINVILLE, PA [redacted]		7,562	STEEL GRAY/ [redacted]	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	05/GMC/ENVOY/ENVOY		06/27/05	19
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDT13S352 [redacted]			
	F.T.E. NO. / P.O.		R.O. DATE	
			01/10/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 7562

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

J# 1 24PNZ ELECTRICAL HOURS: TECH(S):133 WARRANTY

HEAD LITES BLINK SAME PROBLEM AS BEFORE
REPLACED ALTERNATOR,CONNECTOR,PLUG,SEAL

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	1	12059168	PLUG,WRG 2.530			WARRANTY
JOB # 1	1	12186568	CONNECTOR 2.313			WARRANTY
JOB # 1	1	12048086	SEAL 1.800			WARRANTY
JOB # 1	1	12048074	TERMINAL 8.965			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COPY

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER VV DATE 1-19-06 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

CUSTOMER COPY Thank You We appreciate your business! END OF INVOICE 11:16am

SF506977 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK TOYOTA KIA NISSAN

CUSTOMER NO [redacted]	ADVISOR ALLEN NAGLE 389	TAG NO. 480	INVOICE DATE 02/09/06	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,214	COLOR STEEL GRAY/[redacted]	
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/ENVOY			DELIVERY DATE 06/27/05	DELIVERY MILES 19
	VEHICLE I.D. NO. 1GKDT13S352[redacted]			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]		R.O. DATE 02/09/06	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 8217

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

J# 1 24PNZALTREPL REPLACE ALTERNATOR HOURS: TECH(S):204 WARRANTY

THE LIGHTS STILL WINK AND BLINK
GM ENGINEERING STATES IF VEHICLE HAS CALIF-NEW YORK
EMISSIONS THIS VEHICLE WILL HAVE A ELECTRIC AIR PUMP
THE AIR PUMP PULLS APPROX 27-32 AMPS WHEN ENERGIZED
THIS IS A NORMAL CONDITION.THIS WILL CAUSE LITE FLICKER
AND TO SLIGHTLY DIM WHEN DRIVING
CHECK BATTERY AND TERMINALS,CHARGING SYSTEM,ALL OK,HOOKED
COMPUTER UP TO VEHICLE OK.THIS IS NORMAL FOR THIS VEHICLE
SEE DOC #1619135 LEFT ON FRONT SEAT

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER ..... DATE 2/7 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

COPY

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

PAGE 1 OF 1

CUSTOMER COPY

Thank You. We appreciate your business!

END OF INVOICE 02:27pm

SF604877 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK TOYOTA KIA NISSAN

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	RODNEY L EVES 16	560	04/19/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 9,950	COLOR STEEL GRAY/ [redacted]	
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/ENVOY		DELIVERY DATE 06/27/05	
	VEHICLE I.D. NO. 1GKDT13S352 [redacted]		SELLING DEALER NO.	PRODUCTION DATE 19
	F. T. E. NO.	P.O. [redacted]	R. O. DATE 04/18/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 9955

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

J# 1 25PNZ ELECTRICAL WIRING HOURS: TECH(S):204 70 WARRANTY

LITES BLINK AND DIM WHEN DRIVING-HAS HAD A ALTERNATOR
REPLACED-CALL TAC
CONDITION IS NORMAL DUE TO CALIFORNIA EMMISIONS AND THIS
UNIT HAS A AIR PUMP-WHEN AIR PUMP (WHICH IS ELECTRICAL)
ENTERGIZES IT CAUSES A DRAW ON THE ELECTRICAL SYSTEM
THIS WILL CAUSE A FLICKER IN THE HEADLAMPS NOTICEABLE
AT NIGHT DRIVING.
CALLED TECHNICAL ASSITANCE CASE# [redacted] WITH INFORMATION
TECH ASST.SAID NORMAL CONDITION
DOC# 1619135 CALLED AND EXPLAINED TO CUSTOMER
VEHICLE MEETS MANUFACTORS SPECS.

JOB # 1 TOTAL LABOR & PARTS 0.00

COPY

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER ..... DATE ..... *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP! YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM. IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" ON ALL OF THE QUESTIONS, PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY-GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHICLE RELEASED TO:

CUSTOMER SIGNATURE

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

Thank You. We appreciate your business!

CUSTOMER COPY END OF INVOICE 03:31pm

SF606677 (05/02)

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

August 10, 2006 **VIA FAX ONLY**

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted]
Service Request: [redacted]
GM Legal Staff Case: [redacted]8
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S352[redacted]
Customer Relationship Specialist: Paula Maggard

Dear Mr. Kantrowitz:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Joel Kruger**, PH:** 800-356-5004, 8136 **AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 115569.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0002 V06302006


CHEVROLET
BUICK
PONTIAC
GMC
SATURN
HUMMER
SAAB
Cadillac

FAX To: 866-266-1791

Alexander Family Service Center
399 Central Road
Bloomsburg, Pa 17815

Phone: (570)784-0794
Fax: (570) 416-0509

To: Victoria Mgba / 11247
From: Rod Eves
Date: 5-9-06
# of pages: 33

RE: [redacted]

Here is copies of sales & Service RO's

For this 05 ENVOY.

I called & left you a message

To see, if you would prefer Fed-X.

I'm send these via FAX. 5-9-06.

ANY Questions. Feel free to call me @

Alexander Family - (1-800-598-5089)

11621

ALEXANDER FAMILY PONTIAC BUICK OLDSMOBILE GMC TK INC.
399 CENTRAL RD
BLOOMSBURG, PA 17815
1-800-598-5089

STOCK [redacted]
DATE 06/27/2005
Purchaser's Soc Sec No. 194-36-0239
185-34-8385

PURCHASER'S FULL NAME [redacted]
PURCHASER'S FULL ADDRES [redacted] MIFFLINVILLE P [redacted]
Address City State
RESIDENCE PHONE [redacted] BUSINESS PHONE
PLEASE ENTER MY ORDER FOR THE FOLLOWING X☐ CAR ☐ TRUCK YEAR 2005 MAKE GMC
MODEL OR SERIES ENVOY BODY TYPE ENVOY COLOR STEEL GRAY TRIM LIGHT GRAY MVI OR SERIAL NO 1GKDT13S [redacted]
SALESMAN EDWARD G ZABLOSKY

MAKE OF TRADE-IN GMC
YEAR 2003 MODEL ENVOY
TRANSMISSION S☐ OR A☐
ENGINE 4☐ 6☐ OR 8☐ COLOR GREEN
MVI OR SERIAL NO 1GKDT13S2 [redacted]
BALANCE OWED TO GMAC
ADDRESS [redacted] DATE: 07/07/05
BALTIMORE MD [redacted]
ENC TO FNB BANK, NA
E. PETERSBURG PA 17520 AMOUNT 25909.12
IN 60 MONTHLY PAYMENTS OF $ 485.13 EACH
STARTING 12th DAY OF AUGUST 2005 NO.

DISCLAIMER OF WARRANTIES
THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER 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 VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

I HAVE READ THE ABOVE PARAGRAPH

PURCHASER

BASE PRICE	29100.03
ACCESSORIES	N/A
CONSUMER REBATE	2500.00
	N/A
	N/A
	N/A
	N/A
Extended Warranty Type	N/A
Months: N/A Miles: N/A	
Guaranteed Auto Protection	N/A
Cash Price of Vehicle & Accessories	26600.03
Trade Allowance	17000.00
Difference Price	9600.03
Sales Tax	576.00
Registration,Title Transfer,Encumbrance	38.50
Temporary Plate Issued	N/A
Documentary Fee	55.00
Notary Fee	N/A
PTA Fee	N/A
On-Line Registration Fee	14.15
On-Line Dealer Fee	14.15
Subtotal	10297.83
Payoff	15611.29
TOTAL	25909.12
Total Down Payment	N/A
Balance Due or Financed	25909.12

Warranty

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

USED CAR WARRANTY - Used car warranty is covered by a limited warranty detailed in a separate document.

"AS IS" - This motor vehicle is sold "as is" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Purchaser's Signature [redacted]

USED CAR CONTRACTUAL DISCLOSURE

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.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, unless as permitted by law, you shall, at our option, forfeit as damages the amount of $

Purchaser's Signature X _____
Purchaser hereby acknowledges to the above clause

The undersigned hereby agrees to the following stipulations:

If it is determined after the sale transaction that the vehicle traded in to dealer has a title coded "R" which signifies "reconstructed" or it is determined that the vehicle has previously sustained physical damage which resulted in frame repairs the dealer may rescind the entire transaction resulting in no monetary loss to dealer.

If customer elects to keep purchased vehicle he or she will be liable for any money difference between trade-in allowance and price sold at auction with "R" title or frame damage" [redacted]

Purchaser agrees that this Order includes all of the terms and conditions hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement [redacted] SHALL NOT BECOME BINDING UNTIL ACCEPTED BY [redacted] execution of this Order acknowledges that he has read

[redacted] CCEPTED BY _____
Dealer or his Authorized Representative

[redacted] us and I/we elect not to purchase it and waive

Order Subject to Present and Future Government Regulations

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNM

CUSTOMER NAME: [redacted]

VIN: 1 G K D T 1 3 S 3 5 2 [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER REBATE	$ 2500.00	CNE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2500.00	

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

a. I elect to receive REBATES
in lieu of LOW FINANCING and/or

b. I elect to receive ___

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/27/05. I acknowledge receipt of incentive(s) as described in Item # ___ and release the GM Division from any future claim or obli[redacted]

Purchaser/Lessee Signature [redacted] Date: 06/27/05

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

Authorized Dealer Signature: [signature] Date: 06/27/05

Dealership Name: ALEXANDER FAMILY PONTIAC Dealer Code: 06-022

*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

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
							237

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. P D I STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted]

YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 45038 | LICENSE NO. [redacted] | R. O. NO.

[redacted]
BLOOMSBURG, PENNSYLVANIA

CUSTOMER NO. /BU 10 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 10/14/04

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TERMS: ☐ CASH ☐ CHARGE TYPE

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				10	16	RODNEY L EVES

☐ INTERNAL APPROVED BY

RESIDENCE PHONE [redacted]

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 09:56am | DATE/TIME PROMISED 10/14/04 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO X

LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

X

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 74PNZLOT NEW CAR FOR LOT 52.03

2 W 74PNZ NEW CAR PREP 228
PDI INSPECTION

3 01PNZPASI PA STATE INSPECTION 228
CUSTOMER STATES STATE INSPECTION DUE

4 5.0 gal gas 228

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ | CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

AUTHORIZED ADDITIONS $ _____ DATE _____ TIME _____ BY _____

TOTAL $ _____ DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

SPECTRUM BUSINESS FORMS (570) 323-6767

CUSTOMER COPY

86205

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 1GRDT13S352 [redacted] Dealer/BAC Code 06022 Stock # 45038 Repair Order # 86205

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 40 RF 40 LR 40 RR 40

- ✓ 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 2 After 4

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 13.0

DATE 10-15-04 INITIAL LLP

- ✓ 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:

Larry L. Roeder
Technician (Print Name)

Service Manager (Signature) Date

Printed in USA File With Repair Order 6/04

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/27/05	[redacted]	10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY

S E R V I C E

STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3 [redacted]

YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE

STOCK NO [redacted]

LICENSE NO. [redacted]

CUSTOMER NO [redacted] SERVICE CONTRACT

DELIVERY DATE 06/27/05

DELIVERY MILES 19

SELLING DEALER 07/01/05

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO

TURBO	MMC	AIR COND.	P. S	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				0	259	JOHN WHYNE

☐ INTER APPROVED BY: [redacted]

RESIDENCE PHONE

BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE

☐ I AUTHORIZE REPAIR WORK UP TO $

☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 10:25am DATE/TIME PROMISED 07/01/05 04:30pm PRIORITY

APPOINTMENT ☐ YES X NO ☐

LABOR RATE

TERMS: STRICTLY CASH [redacted]

I hereby authorize the repair work here... loss or damage to vehicle or articles... unavailability of parts or delays in... operate the vehicle herein described... tion is hereby acknowledged on above...

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 W 45PNZ TRIM EXTERIOR
SEAT MOLDING BROKE

P/S

VB C6576.2 ID

Trim on Bezel

Broken

16

Replaced Bezel

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____

CUSTOMER ACCEPTANCE _____ INITIAL HERE

AUTHORIZED ADDITIONS $ _____ DATE _____ TIME _____ BY _____

TOTAL $ _____ DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY

☐ CUSTOMER PAY

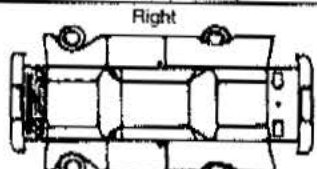
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x-Dent Left O-Scratch

92285

SPECTRUM BUSINESS FORMS (570) 323-6767

CUSTOMER COPY

ALEXANDER
FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JOHN WHYNE 259		07/26/05	[redacted]
[redacted] MIFFLINVILLE, PA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 603		COLOR: STEEL GRAY/ [redacted]	
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1GKDT13S352 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. [redacted]		R.O. DATE: 07/01/05	
R [redacted]	BUSINESS PHONE	COMMENTS: MO: 603		

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

J# 1 45PNZ TRIM EXTERIOR HOURS: 0.20 TECH(S):16 10.71
SEAT MOLDING BROKE
REPLACED BEZEL

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		89042242	COVER 16.682	10.51	10.51	14.71	14.71
				JOB # 1 COST TOTAL	10.51			
						JOB # 1 TOTAL PARTS		14.71
						JOB # 1 TOTAL LABOR & PARTS		25.42
						R/O TAX		0.00
						R/O TOTALS		25.42

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

CLAIM#	TOTAL
92285	25.42
CLAIM TOTALS	25.42

APPROVED BY SIGNATURE

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

DCS DATA FILE: GMGMWF.631
07/26/2005 WARRANTY NEW CLAIM
1144

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/01/2005	1GKDT13S35[redacted]	8	06022	603	XXX-XX-7814

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VB	1	89042242	14.71	1D	C6576	.2			10.71

LN-TOT: 25.42 TECH SSN: XXX-XX-4807 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 25.42

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

ACCOUNTING COPY Thank You. We appreciate your business! END OF INVOICE

RF500977 (05/02)

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/01/05	[redacted]	603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION
				228	I	14PNZ	FUEL SYSTEM

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] MAKE/MODEL GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 15038 | LICENSE NO. | P. O. NO. [redacted]

CUSTOMER NO. 16621 | SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 10 | SELLING DEALER NO. [redacted]

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				19,000	259	JOHN WHYNE

☐ INTERNAL APPROVED BY:

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME PROMISED 02:18pm 08/15/05 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO | LABOR RATE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle [redacted] and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the extent of the amount of repairs thereto.

X [redacted]

JOB [redacted] TIONS

X [redacted]

LABOR TOTAL 220.6

1 W 44PNZ **TRIM INTERIOR**

RIGHT SIDE TRIM BROKE

R Ewes
R-Code.
8/15/05

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

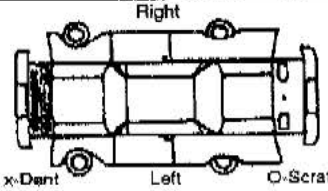
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x=Dent Left O=Scratch

93286

SPECTRUM BUSINESS FORMS (570) 323-6787

CUSTOMER COPY

Pass Side trim @ interior.
Broken. Right Side
Keyhead Seat Cover.

This is 2nd Time Bezel Broke!

Design is wrong. Allows dust to get on Entry + Exit

Rep Bezel

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. [redacted]	TIME	
	.5	70	.3	OFF / ON

TOTALS

ALEXANDER FAMILY DEALERSHIPS

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CUSTOMER NO. [redacted]

[redacted]
MIFFLINVILLE, PA [redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
JOHN WHYNE 259		08/29/05	[redacted]
LABOR RATE / LICENSE NO. / MILEAGE		COLOR	
2,206		STEEL GRAY/	
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY		06/27/05	19
VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S352 [redacted]			
F. T. E. NO. / P.O. NO.		R. O. DATE	
		08/15/05	

RE [redacted] BUSINESS PHONE COMMENTS MO: 2206

LABOR & PARTS

J# 1 44PNZ TRIM INTERIOR HOURS: TECH(S):70 WARRANTY

RIGHT SIDE TRIM BROKE
REPLACED PASS SIDE TRIM INTERIOR

VB ID

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	89042242	COVER 16.682			

C65% .2

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER JM DATE 8/29 *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.

[redacted]

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

Thank You. We appreciate your business!

SERVICE FILE COPY END OF INVOICE

SPECTRUM BUSINESS FORMS (570) 323-6767 4382

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/15/05	[redacted]	2206	259	70	W	44PNZ	TRIM INTERIOR
07/01/05		603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP
				228	I	01PNZPASI	PA STATE INSPECTION

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 15028 | LICENSE NO. | R. O. NO. [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 10 | SELLING DEALER [redacted] | 11/01/05

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 753

TURBO	M&C	AIR COND.	P/S	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				3,776	389	ALLEN NAGLE

RESIDENCE PHONE [redacted] BUSINESS PHONE

☐ INTERNAL APPROVED BY:

TIME PROMISED 09:28am 11/01/05 04:30pm PRIORITY

APPOINTMENT ☐ YES ☐ NO

LABOR RATE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportat. 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.

X _____

X _____

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 1 01PNZPASI PA STATE INSPECTION

CUSTOMER STATES STATE INSPECTION DUE

WAIT

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ | CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

AUTHORIZED ADDITIONS $ _____ | DATE _____ TIME _____ BY _____

TOTAL $ _____ | DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

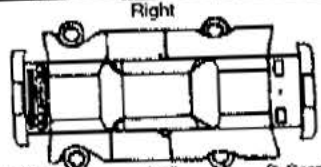
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x-Dent Left O-Scratch

95002

PAGE 1 OF 1 CUSTOMER COPY

10

Job 1 - S. I. - Dam

3,776

10

12B
12B
12B
12B

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 95002	TIME	OFF 3
	.7	EMP. NO. 311 OPER. NO.	.3	ON

TOTALS

TOTALS

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE	389 753	11/01/05	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE	3,776	COLOR: STEEL GRAY/	STOCK NO. [redacted]
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	
	VEHICLE I.D. NO.: 1GKDT13S352[redacted]		BILLING DEALER NO.	PRODUCTION DATE: 19
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/01/05	
RE[redacted]	BUSINESS PHONE	COMMENTS		MO: 3776

LABOR & PARTS----------
J# 1 01PNZPASI PA STATE INSPECTION HOURS: TECH(S):311 INTERNAL
CUSTOMER STATES STATE INSPECTION DUE
STATE INSPECTION DUE
VEHICLE PASSED PA STATE INSPECTION
TIRES 10/32 BRAKES FRONT 12B REAR 12B

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO--------
JOB # 1 22 PA STATE INSPECTION STICKER INTERNAL
TOTAL - MISC 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER ..... DATE 11/1 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

[redacted]

SERVICE FILE COPY Thank You. We appreciate your business! END OF INVOICE 1 10:17am

SF606977 (05/02)

Seat side cover Broken

Design of seat + Trim Allows Lost To catch w/Body when getting in + out!

#16 Rod

Replaced .2 Bead

Eves

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/01/05	[redacted]	3776	389	311	I	01PNZPASI	PA STATE INSPECTION
08/15/05		2206	259	70	W	44PNZ	TRIM INTERIOR
07/01/05		603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS
10/14/04		10	16	24	I	74PNZLOT	NEW CAR FOR LOT
				228	W	74PNZ	NEW CAR PREP

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG#3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 45038 | LICENSE NO. [redacted] | R.O. NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 10 | SELLING DEALER NO. [redacted]

TERMS: ☐ CASH ☐ CHARGE TYPE [redacted]

[redacted] MIFFLINVILLE, PA 1[redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE 12/15/05 | EXPIRATION MILES | TAG NO.

TURBO	MAKE	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				6386	259	JOHN WHYNE

☐ INTERNAL

RESIDENCE PHONE [redacted] | BUSINESS PHONE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE ☐ I AUTHORIZE REPAIR WORK UP TO $ ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

APPROVED BY:

TIME RECEIVED 09:04am | DATE/TIME PROMISED 12/15/05 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO

LABOR RATE

TERMS: STRICTLY CASH UNLESS [redacted]

I hereby authorize the repair work herein set[redacted] loss or damage to vehicle or articles left in ve[redacted] unavailability of parts or delays in perfo[redacted] operate the vehicle herein described on stree[redacted] tion is hereby acknowledged on above vehicle

X [redacted]

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 W 26PNZHEADLAMP HEADLAMP
HEADLIGHTS FLICKER

1 for Ballasts + up dated (OE)
1 Pass + Grumb Assy (OE)
Recalled (OE)???

2 W 44PNZSEAMRPR SEAT SEAM REPAIR
RIGHT FRONT SEAT TRIM

Broken Part here
Rear Adjuster Track - Right front Seat Trim
(OE)

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ | CUSTOMER'S ACCEPTANCE INITIAL HERE

AUTHORIZED ADDITIONS $ _____ | DATE _____ TIME _____ BY _____

TOTAL $ _____ | DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

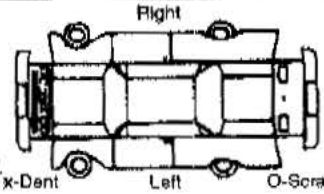
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x-Dent Left O-Scratch

96016

SPECTRUM BUSINESS FORMS (570) 323-8767

CUSTOMER COPY

PAGE 16

ALEX FAMILY SERVICE

5704160509

05/09/2006 14:38

PANEL INSPECTION SERVICE INSTRUCTION

INSPECTED BY	REPAIRED OR REPLACED	ADJUSTED	PASS
Verify Legal Reg.			
Cond. Tires Wheels			
Brake System			
Wheel Cylind.			
Wheels Pulled			
RF			
LF			
RR			
LF			
HEADLIGHTS			
HORN			
TURN SIGNALS			
WIPERS			
BODY COND.			
MIRRORS			
LIGHTS			
STEER ASSIGN			
SUSPENSION			
EXHAUST SYS			
FLUID LEVELS			
ROAD TEST			

ADDITIONAL MATERIALS USED

QUAN.	PART NUMBER	DESCRIPTION	PRICE

Cked w/Tech 12. No codes, volts & gravity in specs.
Cked. Alt. - Approx. 14.1/14.2 V&T's
Cked Bat. - 12.2 V. off.

Cked. Bolts to Batt + cables - no corrosion - Tight.
Cked Grounds. clean + Tight.

Cked Bat w/J 42000 - OK -
Cked w/ Load Tester - (300 amps/10 sec.)

Ekg w/ worksheet attached

LABOR RECORD

LABOR NO.	LABOR NO.	COST	ADJUSTMENT	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
		TOTALS		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 76016	TIME	OFF DE DE 15 13 .7
	1.9	OPER. NO. 20	1.2	ON 15 12 .5
TIME (HRS.)	PRICE	R.O. NO. 76016	TIME	OFF DE DE 15 12 .0
	—	OPER. NO. 20	.7	ON 15 11 .3

Inspect for loose, stripped battery cables. Attempt to rotate the battery cable end. Properly torqued battery cables will have a break-away torque requirement of 15 Nm (10 lb ft). If the bolt is tight and the end rotates, it may be due to the following conditions:

- The attaching bolt is cross threaded.
- The attaching bolt may be too long.
- There may be foreign material lodged in the battery bolt hole.
- The battery cable end may be damaged.
- Battery cable to battery interface corrosion.
- A clear eye (low electrolyte level rather than a green or a black eye.

Test the battery with the Midtronics tester, J 42000. The tester may detect an internal problem with the battery before time is spent charging the battery. The test procedure is listed below under testing procedures. The test will advise the technician to charge and retest the battery when appropriate.

Electrical System Diagnostic Work Sheet

ALL REQUESTED INFORMATION MUST BE PROVIDED

To Complete this work sheet, you will need the following tools: A Fluke digital multimeter J 39200, J 39688 or J 39978.

The Midtronics Battery Tester J 42000. A Sun VAT 40 Tester or equivalent. The Tech 2® Scan Tool

Today's Date: 12-15-05

Repair Order Number [redacted]

Mileage: 6386 miles _____ km

VIN: 1GKDT13S3[redacted]

Vehicle Delivery Date: 6/27/05

Dealer Code 00022 Dealership Phone Number 570 784 0794 Technician Number/Name 70 Dennis S.

Customer concern (as written on the repair order):

Head Lamps Flicker

Was the vehicle towed to the service center? (Circle one) Yes No

What is the voltage displayed on the DIC (if equipped) key "ON" engine "OFF"? 12.2 volts

Start the engine. What is the voltage displayed on the DIC (if equipped) with the engine running? 14.1 volts.

Is the service engine or service vehicle soon lamp illuminated? (Circle one) Yes (No)

Which lamp(s)? _____

List all diagnostic trouble codes as displayed by the scan tool (Include all P, T and U DTCs) Current/Active and History:

Record the freeze frame or failure records for those codes present (use additional sheet if necessary)

No Codes - All reading meet manufactures Specs.

ALEXANDER FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/15/05	[redacted]	6386	259	70	W	26PNZHEADLAMP	HEADLAMP
				70	W	44PNZSEAMRPR	SEAT SEAM REPAIR
11/01/05		3776	389	311	I	01PNZPASI	PA STATE INSPECTION
08/15/05		2206	259	70	W	44PNZ	TRIM INTERIOR
07/01/05		603	259	16	W	45PNZ	TRIM EXTERIOR
06/27/05		10	259	161	I	37PNZMUDFLAPS	SPLASH GUARDS

SALESPERSON NO. 272 EDWARD G ZABLOSKY SERVICE STATE REG# 3

CUSTOMER WAITING ☐ YES — VEHICLE I.D. NO. 1GKDT13S3[redacted] — MAKE/MODEL [redacted]/GMC/ENVOY/ENVOY — PRODUCTION DATE — STOCK NO. 45038 — LICENSE NO. — R.O. NO. [redacted]

TERMS: [redacted] ☐ CASH ☐ CHARGE TYPE — MIFFLINVILLE, PA [redacted] — CUSTOMER NO. [redacted] — SERVICE CONTRACT — DELIVERY DATE 06/27/05 — DELIVERY MILES 19 — SELLING DEALER [redacted]

COLOR STEEL GRAY/LIGHT — CONTRACT NO. — EXPIRATION DATE — EXPIRATION MILES — TAG NO. 470

TURBO	MMC	AIR COND.	P/S	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				7438	389	ALLEN NAGLE

☐ INTERNAL — RESIDENCE PHONE [redacted] — BUSINESS PHONE — APPROVED BY

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE — ☐ I AUTHORIZE REPAIR WORK UP TO $ — ☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS — CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TIME RECEIVED 09:35am — DATE/TIME PROMISED 01/10/06 04:30pm — PRIORITY — LABOR RATE

APPOINTMENT ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case [redacted] for any delays caused by unavailability of parts or delays in parts shipments by the [redacted] permission to operate the vehicle herein described on streets, highways [redacted] mechanic's lien is hereby acknowledged on above vehicle to secure [redacted]

X [redacted]

JOB — LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL 756?

X _____

1 W 24PNZ ELECTRICAL [illegible]
HEAD LITES BLINK SAME PROBLEM AS BEFORE

Wnka Blink - called TAC - AIT
Concern - working on Problem! 5
Parts ordered
Cust very upset!!
R+R AIT..
+ Performed wig. Repairs!

ESTIMATE
YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.
_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ — CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

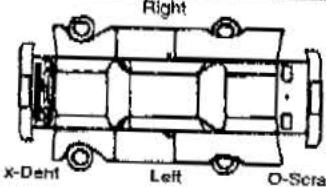
AUTHORIZED ADDITIONS $ _____ — DATE _____ TIME _____ BY _____

TOTAL $ _____ — DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

Right



X-Dent Left O-Scratch 96506

SPECTRUM BUSINESS FORMS (570) 323-0767

CUSTOMER COPY

Talked w/ tac They stated have had A/T. Concerns + A new updated # for A/T?

Doc# [redacted]

Doc# [redacted] wiring - connectors + seals.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 96506	TIME	OFF JA 10 10 · 2
	.7	SHP NO 133 OPER NO	.7	ON JA 10 9 · 5

Customer very concerned about Alternator has a problem - Demands New A/T - for cust satisfaction. Replaced A/T + performed wiring & Resistance test (P/T 3170E-)

★ Gave Cust copy of Bulletin 06-06-03-004 Allow vehicle to idle for 30sec after starting!

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 96506	TIME	OFF JA 19 11 · 1
	1.5	SHP NO 133 OPER NO	1.4	ON JA 19 9 · 7

TOTALS TOTALS

	RECOMMENDED (WITH IN 6 MO.)	ADVISORY (1 YR.)	PASS
Verify Legal Req			
Cond. Tires-Wheels			
Brake System			
Wheel Cylind			
Wheels Pulled f/			
RF			
LF			
RR			
LR			
HEADLIGHTS			
HORN			
LIGHTS & ELEC			
WIPERS			
BODY COND			
MIRRORS			
GLAZING			
STEER & ALIGN			
SUSPENSION			
EXHAUST SYS			
PLATES & FLARES			
HAZARD DEVICE			
LIGHT CON SYS			
HITCH COUPLING			
CLEAR LAMPS			
MARK LAMPS			
SIDE MARKERS			
REFLECTORS			
FLARES AND FUSES			
FIRE EXTINGUISHER			

	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON

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399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

[redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSA

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	470	01/19/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		7,562	STEEL GRAY/

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY	06/27/05	19

VEHICLE I.D. NO.	BELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 3 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/10/06

[redacted]
MIFFLINVILLE, PA [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 7562

LABOR & PARTS----------
J# 1 24PNZ ELECTRICAL HOURS: TECH(S):133 WARRANTY
HEAD LITES BLINK SAME PROBLEM AS BEFORE
REPLACED ALTERNATOR,CONNECTOR,PLUG,SEAL

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	1	12059168	PLUG,WRG 2.530			WARRANTY
JOB # 1	1	12186568	CONNECTOR 2.313			WARRANTY
JOB # 1	1	12048086	SEAL 1.800			WARRANTY
JOB # 1	1	12048074	TERMINAL 8.965			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER VY..... DATE 1-19-06 *

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

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES=SERVICE MANAGER OR ED BOBBY=GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

VEHICLE [redacted]

CUST[redacted]

ck. Hist.
OF J4100 1.0 66

Thank You. We appreciate your business!

SPECTRUM BUSINESS FORMS (570) 323-6767 4/02

PAGE 1 OF 1 SERVICE FILE COPY END OF INVOICE 11:16am

SF608977 (05/02)

Subject: **Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #06-06-03-004 - (04/20/2006)**

Models: **2004-2005 Buick Rainier**
2004-2005 Chevrolet TrailBlazer
2004-2005 GMC Envoy
2004 Oldsmobile Bravada
with 4.2L Engine (VIN S -- RPO LL8) and Electric Air Injection Reactor System (RPO K18)

Attention: **This bulletin applies to short wheelbase models only and supplements the information in Corporate Bulletin Number 05-08-42-001.**

This bulletin is a supplement to Corporate Service Bulletin 05-08-42-001 to clarify the effect of the Secondary Air Injection (AIR) system.

A customer concern regarding headlamp flicker, headlamps dim slightly and/or battery voltage fluctuates may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Please refer to Corporate Service Bulletin 05-08-42-001 for additional information. This bulletin specifically addresses the operating characteristics of the AIR system. Refer to the Secondary Air Injection System Description section of SI for further information on the AIR system.

The Powertrain Control Module (PCM) will command the AIR system ON during Closed Loop operation to perform an active 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 that are run during closed throttle (and other specific parameters, see SI for details) and will continue to cycle until the correct conditions are met and passed. The AIR pump motor has a steady current draw of 35-40 amps under normal operation, with a higher initial in-rush current. This current draw will reduce the available current for other components, such as headlamps, and accordingly may cause an intermittent dimming of the headlights. This can be compared to turning on a vacuum cleaner at your home with the corresponding dimming of your house lights. The condition can be duplicated using the special functions on the Tech 2® to command the AIR pump on and off.

Do This	Don't Do This
Do not perform any repairs unless a specific condition is identified.	Do not replace the generator.

To minimize the potential for customers who experience this condition, advise the customer to allow the vehicle to idle for 30 seconds after starting. This should allow the passive test to run and eliminate the need for the active test that may dim the lights.

Subject: **IPC, Interior Lights and/or Headlamps Flicker - keywords battery courtesy electrical fluctuation generator head intermittent lamp light #PIT3170E - (01/11/2006)**

Models:

1999-2005 All Cadillac Full Size Utilities

1999-2005 All Chevrolet Full Size Trucks and Utilities

1999-2004 Chevrolet Blazer, S-10

1999-2005 All GMC Full Size Trucks and Utilities

1999-2004 GMC Envoy Classic, Jimmy, Sonoma

1999-2001 Oldsmobile Bravada

Without Regulated Voltage Control

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Customers may have comments of a flickering light condition in the IPC, interior lamps or headlights. This condition is most likely to be noticed when the engine RPM is low and when high electrical load requirements are in place on the generator.

Recommendation/Instructions:

Important: Review bulletin 02-06-03-008A - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged. before proceeding with this PI.

1. Disconnect the negative battery cable from the battery/batteries.
2. Slide the protective boot on the generator BAT terminal aside and remove the retainer and wire cable from the BAT terminal.
3. Unplug the generator 4-cavity terminal from the top of the generator.
4. Inspect cavity D on the generator connector for a red cavity plug. If a red cavity plug is present, it is not necessary to replace the generator connector. Remove the CPA and save. Remove the red cavity plug and continue with step 9. If a red cavity plug is NOT present, continue with the next step.
5. Remove and save the orange Weatherpack seal and CPA from the 4-way connector.
6. Using the proper terminal removal tool, remove the two or three wires from the 4-way connector. On vehicles without Supplemental Brake Assist (SBA), install a red cavity plug, P/N 12059168, into cavity "A" of the new 4-way connector, P/N 12186568. On some 2003 and 2004 model year vehicles with SBA, install the dark blue (Circuit 5668) wire of the vehicle wiring harness into cavity "A" of the new 4-way connector.
7. Depending on the vehicles model and year, install the brown wire (Circuit 25) or red wire (Circuit 225) of the

vehicles wiring harness into cavity "B" of the new 4-way connector.
8. Install the gray (Circuit 23) wire of the vehicle wiring harness into cavity "C" of the new 4-way connector.
9. Obtain a piece of 0.80 mm/18GA black wire, 254 mm (8 in) long.
10. Install a red terminal seal, P/N 12048086, and terminal, P/N 12048074, (crimp and solder) on one end of the new black wire.
11. Install the new black wire into cavity "D" of the new 4-way connector.
12. Reinstall the connector seal and CPA, from the original connector, to the new connector.
13. Plug the 4-way connector into the generator.
14. Route the black wire to the generator BAT terminal, sliding the wire into the small end to the output terminal boot, along side the generator output wire.
15. Obtain a ring terminal from the terminal kit (J-38125-D) that is the same diameter as the positive post of the generator. Crimp and solder the ring terminal from the terminal kit (J-38125-D) on to the open end of the new black wire.
16. Place the generator output wire and the new black wire onto the generator BAT terminal and install the retainer.
17. Connect the negative battery cable.

Note: This modification will not work if the vehicle is utilizing the new "Regulated Voltage Control" system. This is new feature on some full-size trucks and utilities for the 2005 model year. Please inspect the vehicle prior to performing this modification.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE-UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/06	[redacted]	7562	389	133	W	24PNZ	ELECTRICAL
12/15/05		6386	259	70	W	26PNZHEADLAMP	HEADLAMP
				70	W	44PNZSEAMRPR	SEAT SEAM REPAIR
11/01/05		3776	389	311	I	01PNZPASI	PA STATE INSPECTION
08/15/05		2206	259	70	W	44PNZ	TRIM INTERIOR
07/01/05		603	259	16	W	45PNZ	TRIM EXTERIOR

SALESPERSON NO. 272 EDWARD G ZABLOSKY **SERVICE** STATE REG# 3

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKDT13S3[redacted] YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 45038 | LICENSE NO. | R. O. NO [redacted]

CUSTOMER [redacted] SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 19 | SELLING DEALER NO. [redacted] 02/09/06

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 480

TURBO	MFG	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	PNZZ				8,214	389	ALLEN NAGLE

☐ INTERNAL APPROVED BY: [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 09:53am | DATE/TIME PROMISED 02/09/06 04:30pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO | LABOR RATE

☐ I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE

☐ I AUTHORIZE REPAIR WORK UP TO $

☐ I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in pa[redacted]yeas permission to operate the vehicle herein described[redacted]express mechanic's lien is hereby acknowledged.[redacted]

JOB **LABOR INSTRUCTIONS**

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL 8214

X _____

1 W 4PNZALTREPL **REPLACE ALTERNATOR**
THE LIGHTS STILL WINK AND BLINK

Is The Alt we put in ok?
Volts 14.2 ok
Amps ok. -> meets specs!

RENTAL

Ro# [redacted]
We Replaced Gen # 10464468
wires 12059168.
Conn. 12186528
Seal
Term.
9/506

PAGE 1 OF 1 CUSTOMER COPY

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE $ _____ | CUSTOMER'S ACCEPTANCE _____ INITIAL HERE

AUTHORIZED ADDITIONS $ _____ | DATE _____ TIME _____ BY _____

TOTAL $ _____ | DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY ☐ CUSTOMER PAY

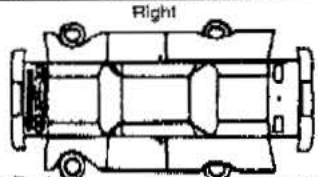
DEDUCT $ _____

_____

AUTH: _____

DAYS RENTAL

Right



x-Dent Left O-Scratch 97201

SPECTRUM BUSINESS FORMS (570) 323-6787

ADDITIONAL MATERIAL USED | LABOR RECORD

(1) Checked battery + Terminals → OK
Charging system → OK
No interior lights flickering

Vehicle does have 1/4" air pump for Emissions

when turning on air pump w/ tech II → headlights do dim down.
normal characteristic of vehicle. 38 Amp Draw!

Doc. [redacted] left on seat for customer to read

[redacted]

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 97201	TIME	OFF	ON
	19	EMP NO 204 OPER NO	16	9 14 .1	9 12 .5
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91201	TIME	OFF	ON
	—	EMP NO 204 OPER NO	3	9 12 .0	9 11 .7

TOTALS

INSPECTED BY	REPAIRED (REPLACED)	ADJUSTED	PASS
Verify Legal Reg			
Cond. Tires-Wheels			
Brake System			
Wheel Cylind.			
Wheels Pulled %			
RF			
LF			
RR			
LR			
HEADLIGHTS			
HORN			
LIGHTS & ELEC.			
WIPERS			
BODY COND.			
MIRRORS			
GLAZING			
STEER. & ALIGN			
SUSPENSION			
EXHAUST SYS			
FLAGS & FLARES			
HAZARD DEVICE			
LIGHT CONT. SYS			
HIGH COUPLING			
CLEAR LAMPS			
CENT. LAMPS			
SIDE MARKERS			
REFLECTORS			
FLARES AND FLASS			
FIRE EXTINGUISHER			

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CHEVROLET PONTIAC BUICK Cadillac GMC KIA NISSAN

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALLEN NAGLE 389	480	02/09/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 8,214		COLOR: STEEL GRAY/	STOCK NO.: 45038
MIFFLINVILLE, PA [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY		DELIVERY DATE: 06/27/05	DELIVERY MILES: 19
	VEHICLE I.D. NO.: 1GKDT13S352[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE: 02/09/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 8217

LABOR & PARTS

J# I 24PNZALTREPL REPLACE ALTERNATOR HOURS: TECH(S):204 WARRANTY

THE LIGHTS STILL WINK AND BLINK
GM ENGINEERING STATES IF VEHICLE HAS CALIF-NEW YORK
EMISSIONS THIS VEHICLE WILL HAVE A ELECTRIC AIR PUMP
THE AIR PUMP PULLS APPROX 27-32 AMPS WHEN ENERGIZED
THIS IS A NORMAL CONDITION, THIS WILL CAUSE LITE FLICKER
AND TO SLIGHTLY DIM WHEN DRIVING
CHECK BATTERY AND TERMINALS, CHARGING SYSTEM, ALL OK. HOOKED
COMPUTER UP TO VEHICLE OK, THIS IS NORMAL FOR THIS VEHICLE
SEE DOC #1619135 LEFT ON FRONT SEAT

Charge + Test
OL No100.2 9c

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER JM DATE 2/9 *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP! YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM. IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" ON ALL OF THE QUESTIONS, PLEASE CONTACT ROD EVES-SERVICE MANAGER OR ED BOBBY-GENERAL MANAGER AT 1-800-598-5089 OR 784-0794.
THANK YOU FOR YOUR PATRONAGE

[redacted]

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

SPECTRUM BUSINESS FORMS (516) 333-6767 462

Thank You. We appreciate your business!

SERVICE RECEIPT END OF INVOICE 02:27pm

SP903977 (05/02)

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FAMILY DEALERSHIPS

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CHEVROLET PONTIAC BUICK Cadillac GMC TOYOTA KIA NISSAN

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF	LUBE OIL FILTER	MI		01PNZPASI	PA STATE INSPECTION	MI	
01PNZTRANS	SERVICE TRANS AUTO	MI		01PNZCOOLING	SERVICE COOLING SYS	MI	
01PNZTIRE	TIRE ROTATION	MI		01PNZTUNE	TUNE UP	MI	
01PNZINJSERVICE	FUEL INJECTION SERV	MI		01PNZFILTER	FILTER(AIR,FUEL)	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/09/06	97201	8214	389	204	W	24PNZALTREPL	REPLACE ALTERNATOR
01/10/06	96506	7562	389	158	W	24PNZ	ELECTRICAL
12/15/05	96016	6886	259	70	W	26PNZHEADLAMP	HEADLAMP
				70	W	44PNZSEAMRPR	SEAT SEAM REPAIR
11/01/05	95062	5776	389	911	I	01PNZPASI	PA STATE INSPECTION
08/15/05	93286	2205	259	70	W	44PNZ	TRIM INTERIOR

SALESPERSON NO. 272 EDWARD G ZABLOSKY

SERVICE

STATE REG# 3

CUSTOMER WAITING: YES

[redacted] 05/GMC/ENVOY/ENVOY

PRODUCTION DATE | STOCK NO. 15038 | LICENSE NO. 98653 | R.O. NO.

CUSTOMER NO. 16621 | SERVICE CONTRACT | DELIVERY DATE 06/27/05 | DELIVERY MILES 19 | SELLING DEALER NO. | R.O. DATE 04/18/06

TERMS: CASH / CHARGE TYPE

[redacted] MIFFLINVILLE, PA [redacted]

COLOR STEEL GRAY/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 560

TURBO | M/MC PNZZ | AIR COND. | P. S. | TRANS | MILES 7953 [redacted] | ADVISOR NO. 16 | ADVISOR RODNEY L EVES

[redacted] | BUSINESS PHONE

I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE | I AUTHORIZE REPAIR WORK UP TO $ | I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS

CHECK HERE TO SAVE PARTS ☐ YES ☐ NO

INTERNET APPROVED BY:

TIME RECEIVED 09:32am | DATE/TIME PROMISED 04/18/06 04:30pm | PRIORITY

APPOINTMENT: YES NO | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary 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 permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE PARTS LABOR TOTAL

X _____

1 W 26PNZ ELECTRICAL WIRING
LITES BLINK AND DIM WHEN DRIVING-HAS HAD A ALTERNATOR REPLACED-CALL TAC

Not out yet

Elec
Take Normal Circuit → Try to Scrub Blk Pump
Bound out Circuit Runtest
Vacuum Check
Case Broke Cover Broken

RENTAL

ESTIMATE

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE

_____ ORAL ESTIMATE

_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

RENTAL NUMBER

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	INITIAL HERE
AUTHORIZED ADDITIONS $ _____	DATE _____ TIME _____ BY _____
TOTAL $ _____	DATE _____ TIME _____ BY _____

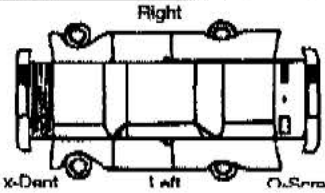
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

_____ DISCARD

Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer.

☐ CASH ☐ WARRANTY
☐ CUSTOMER PAY
DEDUCT $ _____
_____
AUTH: _____
DAYS RENTAL

Right



x-Dent t-wt O-Scratch

98653

SPECTRL_BUSINESS FORMS (570) 323-6767

CUSTOMER COPY

ADDITIONAL MATERIAL USED | LABOR RECORD

(1) Could not duplicate customers concern.

Drove vehicle @ night - no flicker or dimming of Headlamps occurred! Had volt meter attached + Tech 2 @ no time did voltage drop below 13.8 volts when driving! Maintained voltage when running 14.2 volts -

Rechecked Batt ok
Alt. ok.

Called TAC # 8892217. explained complaint, - + diagnosis they asked for readings + specs. - all in specs.

Is a normal concern w/ Elec Air pump. / when pump turns on a amperage draw 38 AMPS - normal caused lites to flicker + dim!
Check sys w/ Doc #'s below!

Doc # [redacted] (P0420) ok
(P0410) Diag chart - used to ck. Air Pump.

H025 Voltage above 150mV - no code set.

Doc # 4994104

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 98653	TIME	OFF
	1.3	20	1.3	AP 19 15 .2 / ON AP 19 13 .9

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 98653	TIME	OFF
	.9	204	.9	16.5 / ON AP 18 15 .6

Service Information

Document ID#[redacted]
2005 GMC Truck Envoy - 4WD

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.

<- Back | Forward -> | Feedback | Print

Document ID# [redacted]
2005 GMC Truck Envoy - 4WD

ALEXANDER
FAMILY DEALERSHIPS

ALEXANDER FAMILY
PONTIAC-BUICK-GMC TRUCK, INC.
399 Central Rd. Bloomsburg, Pa. 17815
570-784-0794 800-598-5089

CHEVROLET PONTIAC BUICK Cadillac GMC TRUCK KIA NISSAN

[redacted]

CUSTOMER NO. [redacted]

[redacted]
ANN ST PO BOX 157
MIFFLINVILLE, PA [redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
RODNEY L EVES 16	560	04/19/06	[redacted]
LABOR RATE / LICENSE NO. / MILEAGE		COLOR / STOCK NO.	
	9,950	STEEL GRAY/ [redacted]	
YEAR / MAKE / MODEL		DELIVERY DATE / DELIVERY MILES	
05/GMC/ENVOY/ENVOY		06/27/05 19	
VEHICLE I.D. NO.		SELLING DEALER NO. / PRODUCTION DATE	
1 G K D T 1 3 S 3 5 2 [redacted]			
F. T. E. NO. / P.O. NO.		R. O. DATE	
		04/18/06	

[redacted] BUSINESS PHONE COMMENTS MO: 9955

LABOR & PARTS

J# 1 25PNZ ELECTRICAL WIRING HOURS: TECH(S):204 70 WARRANTY

LITES BLINK AND DIM WHEN DRIVING-HAS HAD A ALTERNATOR REPLACED-CALL TAC
CONDITION IS NORMAL DUE TO CALIFORNIA EMMISIONS AND THIS UNIT HAS A AIR PUMP-WHEN AIR PUMP (WHICH IS ELECTRICAL) ENTERGIZES IT CAUSES A DRAW ON THE ELECTRICAL SYSTEM THIS WILL CAUSE A FLICKER IN THE HEADLAMPS NOTICEABLE AT NIGHT DRIVING.
CALLED TECHNICAL ASSITANCE CASE# 8892217 WITH INFORMATION
TECH ASST SAID NORMAL CONDITION
DOC# [redacted] CALLED AND EXPLAINED TO CUSTOMER
VEHICLE MEETS MANUFACTORS SPECS.

OE J6050 .18 %

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

* CASH ..... CHECK ..... CREDIT CARD ..... *
* CHARGE ACCT#..... CASHIER ..... DATE ..... *

THANK YOU FROM "ALEXANDER FAMILY"
OUR GOAL IS TO MAKE YOU "COMPLETELY SATISFIED" ON YOUR VISIT TO OUR DEALERSHIP!YOU WILL POSSIBLY BE RECIEVING A SURVEY ON OUR PERFORMANCE FROM GM.IF THERE IS ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED"ON ALL OF THE QUESTIONS,PLEASE CONTACT ROD EVES-SERVICE MANAGER OR ED BOBBY-GENERAL MANAGER AT 1-800-598-5089 OR 784-0794

[redacted]

SPECTRUM BUSINESS FORMS (570) 326-6767 4/00

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 03:51pm

BF006977 (05/02)

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (03/07/2005)**

Models:
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.

- W hat time of day does this occur (is it light or dark outside) ?
- W hat driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- W hat was the outside ambient temperature when the condition occurred?
- W hat accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- I f the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are the re any other relevant operating conditions?

Diagnostic Information

- S ervice 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 # [redacted]
- S ervice 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 [redacted]
- S ervice Information - Exterior Lighting Systems Description and Operation (SI Document ID [redacted]
- S ervice Information - Battery Inspection/Test (Non-HP2) (SI Document ID [redacted]

- S ervice Information - Charging System Test (SI Document ID [redacted]
- S ervice Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID [redacted]

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 [redacted]

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 [redacted]

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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sharon.ledoux@gm.com
03/13/2007 09:26 AM To
vasquesh@gmexpert.com
cc
doreen.trolley@gm.com
bcc

Subject
Fw: GM FILE NO. [redacted]

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Phone: 313-665-1555
Fax: 248-267-4333
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 03/13/2007 09:26 AM -----

CindyatKandPlaw@aol.com
03/12/2007 01:23 PM

To
SHARON.LEDOUX@gm.com
cc

Subject
GM FILE NO. [redacted]

Dear Ms. Ledoux:

Attached is a check request for your review.

Thank you

STEVEN B. KANTROWITZ

KANTROWITZ & PHILLIPPI, LLC
1880 John F. Kennedy Boulevard, Suite 1101
Philadelphia, PA 19103.

215-496-9400 Phone
215-496-9089 Fax

AOL now offers free email to everyone. Find out more about what's free from
AOL at AOL.com. (See attached file: GM FILE NO. [redacted])

FedEx® Express

The World On

Align top of FedEx Shipping Label or ASTRA Label here.

ORIGIN ID: OXCA (313) 667-9397
EMIKO HAYASHI
PBMS GM CORP WHQ
100 RENAISSANCE CENTER
DETROIT, MI 48216
UNITED STATES

Ship Date: 04AUG06
Actual Wgt: 1 LB
System#: 406865
Account: S 1775-0110-1

TO: MSX INTERNATIONAL
ROB BROWN JR
1919 CONCEPT DR
336-105-000
WARREN, MI 48091-6013

Ph:(248) 952-5100

FedEx Express
(US)

AUG 07 2006

Delivery Address Barcode

PRIORITY OVERNIGHT

MON
Deliver By:
07Aug06

TRK# [redacted] Form 0201

DTW A2

48091 -MI-US

66 UIZA

[redacted]

nly.

General Motors Corporation
Legal Staff

Facsimile
248/267-4333

Telephone
313/665-1555

August 2, 2006

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: [redacted] General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Sharon Ledoux
Legal Assistant

8/16

Service of Process Transmittal
07/27/2006
Log Number 511345221

#513498

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

RE: **Process Served in Pennsylvania**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Cover Sheet, Notice, Complaint, Verification, Exhibits
COURT/AGENCY:	Court of Common Pleas of Philadelphia County, Pennsylvania, PA Case [redacted]
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - Plaintiff alleges that a certain 2005 GMC Envoy, VIN# 1GKDT13S35[redacted] is defective
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	By Process Server on 07/27/2006 at 09:00
APPEARANCE OR ANSWER DUE:	Within 20 days
ATTORNEY(S) / SENDER(S):	Robert M. Silverman Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA, 19002 215.540.8888
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
PER:	Tyeasha Weaver
ADDRESS:	1515 Market Street Suite 1210 Philadelphia, PA, 19102
TELEPHONE:	215-563-7750

NER-SJL

To Kantrowitz
CT. 7-27-06
Web.
10:50

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. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

Steven Kantrowitz

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

GM

CHECK **No.** 900910853

50-937
213

DATE
03/15/07

************3,000 DOLLARS

****00 CENTS

AMOUNT
************3,000.00

PAY TO THE ORDER OF

[redacted]
MIFFLINVILLE PA
[redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 03/15/07

VENDOR DUNS NO. BB 000000053 1

VENDOR NAME TOM E. WILLIAMS

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDT13S35[redacted]	03/14/07	VM 1-861FM8 .1-400926516 1-861FM8	00.0000	3,000.00	.00	3,000.00

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

W3

TOTAL	3,000.00	.00	3,000.00

Close Window

6/21/2006

SUV
2005 GMC ENVOY XUV-1/2 Ton-I6 Utility 4D SLE (4WD)

	Average Trade-In	Average Retail
Base Price	$20,375	$23,550
Mileage		
10,000 miles	$425	$425
Options		
Add Luggage Rack	$75	$100
Add Trailer Towing/Camper Pkg.	$175	$200
Power Seat (Std. SLT)	$225	$250
TOTAL PRICE	$21,275	$24,525*

The free consumer values on nadaguides.com are based on the Consumer edition of the N.A.D.A. Official Used Car Guide ®, and should not be utilized for industry purposes. The consumer values may vary from the N.A.D.A. Official Used Car Guide ® values presented to you by insurance companies, banks, credit unions, government agencies and car dealers due to vehicle condition, regional market differences and frequency of updates.

Average Trade-In
An Average Trade-In vehicle should be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean and all power options should work. The mileage should be within the acceptable range for the model year. The "Average Trade-In" value is a national average calculated from the Official Used Car Guide's ten regions. The "Average Trade-In" value for your vehicle could be higher or lower than the national average due to your local market conditions.

Average Retail Value
An average retail vehicle should be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean, and all power options should work. The mileage should be within the acceptable range for the model year.

An Average Retail vehicle on a dealer lot may include a limited warranty or guarantee, and possibly a current safety and/or emission inspection (where

applicable).

Note: Vehicles with low mileage that are in exceptionally good condition and/or include a manufacturer certification can be worth a significantly higher value than the Average Retail price shown.



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Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Paula Maggard State: Pennsylvania

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

Vehicle ID No.: 1GKDT13S35[redacted] In Service Date: 06/27/2005 Vehicle is: New BAC Code: 115569
Year, Make & Model: 2005 ENVOY SLE 4WD (4-DOOR) Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☒: FNB Bank, NA

VEHICLE REPAIR HISTORY

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

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

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/01/05	[redacted]	1	603	C/S seat molding broke. **D/S replaced bezel.**
08/15/05		1	2206	C/S right side trim broke. D/S replaced right side seat cover trim. **D/S this is the second time the bezel broke.**

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/15/05	[redacted]	1	6386	C/S headlights flicker. **D/S checked with Tech 2, no codes; voltage within specs. Checked alternator – okay. Checked bolts to battery and cables. Checked grounds, cleaned and tightened. Checked battery with load tester, all okay.**
02/09/06		1	8214	C/S headlights blink; same problem as before. **D/S customer very upset. Replaced alternator, wiring, connectors and seals for customer satisfaction. Gave customer a copy of 06-06-03-004. GM engineering states that if vehicle has Calif – New York emissions, this vehicle will have an electric air pump. The air pump will pull amps when energized. This is a normal condition. This will cause light flicker and to slightly dim when driving. D/S checked battery and terminals, charging system – all okay. Hooked computer up to vehicle – okay.**
04/18/06		2	9950	C/S lights blink and dim when driving. **D/S drove vehicle at night – no flicker or dimming of headlamps occurred. Had volt meter attached and tech 2. At no time did voltage drop below 13.8 volts when driving; maintained voltage. Checked battery and alternator and is okay. Called TAC ([redacted] explained complaint and diagnosis. They asked for readings and specs – all is within specs. (GMVIS shows that the secondary air injection pump was replaced on this RO and is not noted in technician's notes.)**

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs 3 or more
Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	6
Total days out of service during the presumption period:	6
Total days out of service during customer's ownership:	6

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) 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.**

December 12, 2017

[redacted]
Mifflinville, PA [redacted]

Service Request: [redacted]
Customer Relationship Manager: Tonya Brunick

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2005 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 39211 on Monday through Friday during the hours of 9:00am to 5:00pm Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our GMC Customer Assistance Center at 1-800-462-8782 and any of our representatives will assist you.

Sincerely,

GMC Division
General Motors Corporation

2005 ENVOY SLE 4WD (4-DOOR) PONTIAC/GMC DIVISION
16U STEEL GRAY METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HNSHK8/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S3 521[redacted] VEHICLE INVOICE [redacted]
**********48*06022S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLE 4WD (4-DOOR)	32000.00	28960.00	INVOICE 09/28/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 09/28/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 10/13/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 10/13/04
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 09/28/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	KEYS S506A S506A
AND ELECTRONIC CONTROL			WFP-S QTR OPT-1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	BANK: SOVEREIGN B
PCK ONSTAR PLUS PACKAGE	970.00	834.20	CHG-TO 06-022
* ONSTAR SYSTEM			
INCLUDES 1YR SAFE & SOUND			SHIP WT: 4526
* CRUISE CONTROL			HP: 32.1
RYJ CARGO SHADE	70.00	60.20	GVW: 5750
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GVWF: 2950
UB1 ETR AM/FM STEREO, CD/CASSETTE	150.00	129.00	GVWR: 3200
(REPLACE STD/OPT PKG RADIO)			GMS: 30233.15
1SB SLE ENHANCED PACKAGE	970.00	834.20	SUPPLR: 31590.27
* LUGGAGE RACK CROSS BARS			MRM: 35340.00
* OVERHEAD CONSOLE			NTR: 1/2
* POWER DRIVER SEAT			DAN: 1SB
* LIGHTED VANITY VISOR MIRRORS			MEMO 1612.75
* HOMELINK			
* ISRV MIRROR W/COMPASS & TEMP			
1SZ OPTION PACKAGE DISCOUNT	900.00-	774.00-	
TOTAL MODEL & OPTIONS	33755.00	30485.80	ACT 237 30158.15
DESTINATION CHARGE	685.00	685.00	H/B 261 1012.65
DEALER CO-OP ADVERTISING		168.78	ADV 261 168.78
TOTAL	34440.00	31339.58	PAY 310 31339.58
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		29846.93	

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

ALEXANDER FAMILY PONTIAC, BUICK, OLD

December 12, 2017

[redacted]
Houma, LA [redacted]

Service [redacted]
Customer Relationship Specialist: Chanette Walsh

Dear Ms. [redacted]

We sincerely regret that you experienced a concern with your 2002 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $197.68. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

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.

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

CHECK **No.** 900872355

50-937
213

DATE		AMOUNT
08/31/06	**********197 DOLLARS ****68 CENTS	**********197.68

PAY TO THE ORDER OF [redacted] HOUMA LA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 08/31/06

VENDOR DUNS NO. BB 000000118 1

VENDOR NAME SHANNON BOQUET

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDS13S02 [redacted]	08/30/06 1-402839137	VM 1-7381IQ 1-7381IQ	00.0000	197.68	.00	197.68
					TOTAL	197.68 .00 197.68

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

W3

M15X

[redacted]
Houma, LA [redacted]

PITNEY BOWES
02 1P $ 001.11⁰
0002609580 AUG 14 2006
MAILED FROM ZIP CODE 70360

AUG 21 2006

Chevrolet - File No [redacted]
Attn: Chanette Walsh
P.O. Box 33170
Detroit, Michigan 48232-5170

[redacted]

Houma, LA [redacted]

[redacted] (cell)

August 14, 2006

FILE NO.: [redacted]

Ms. Chanette Walsh
Chevrolet
P.O. Box 33170
Detriot, Michigan 48232-5170

RE: 2002 Chevy Trailblazer
VIN No. 1GNDS13S02[redacted]

Dear Ms. Walsh:

As you requested, enclosed herein are the following documents needed for you to review my file:

1) 4/10/06 Original Repair Order;
2) 7/28/06 Original Repair Order;
3) Discover card Statement and receipt for 4/10/06 repair;
4) Copy of canceled check no. 9592 and verification that check was paid to Trapp Chevrolet for 7/28/06 repair; and
5) Copy of my vehicle registration.

Please be advised that on my 4/10/06 repair, the cashier inadvertently charged me $241.38 instead of $214.38 when I left the dealership, which is why my receipt indicates $241.38. She contacted me later that afternoon when her mistake was caught and issued a credit for the $241.38 and re-charged me the correct amount of $214.38.

Should you have any questions or need any additional information, I can be reached at the above telephone numbers.

Thank you for re-viewing this matter.

[redacted]

File No. 1-402839137

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

[redacted]

CELL: [redacted]

ORIGINAL

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HEATHER BURTON 230	1743	07/28/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 84,947	COLOR BLUE/	STOCK NO.
HOUMA, LA [redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 02/23/02	DELIVERY MILES 32
	VEHICLE I.D. NO. 1 G N D S 1 3 S 0 2 [redacted]		SELLING DEALER NO. BEST CHEV	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/26/06	
RE [redacted]	COMMENTS			MO: 84947

LABOR & PARTS

J# 1 50CTZ *ELECTRICAL BODY WOR TECH(S):383 123.95
CUSTOMER STATES WHILE DRIVING AT NIGHT HEADLAMPS WILL
GO OFF AND DAYTIME RUNNING LAMPS WILL COME ON. ALSO WHEN
TRYING TO TURN ON MANUALLY, BRIGHTS COME ON AT TIMES
AND OTHER TIMES NO LIGHTS WILL COME N
FOUND LWO BEAN HEAD LAMPS INOP
FOUND RELAY OPEN CIRCUIT
NECESSARY TO REPLACE RELAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15016745	RELAY 2.483	32.47	32.47	32.47
				JOB # 1 TOTAL PARTS		32.47
				JOB # 1 TOTAL LABOR & PARTS		156.42

J# 2 02CTZSAFETY SAEFTY INSPECTION TECH(S):383 0.00
INSPECT OPERATION AND CONDITION OF EXTERIOR LIGHTS,
WINSHIELD WIPERS AND TIRES.
AS PER FREE SAFETY INSPECTION
COMPLETED FREE SAFETY INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CTZPER27PT 27 POINT INSPECT TECH(S):383 0.00
PERFORM 27 POINT INSPECTION - ADVISE
COMPLETED INSPECTION - ADVISED CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHA	SERVICE HISTORY ADMIN.		2.93
JOB # 1	SS	SHOP SUPPLIES		7.44
			TOTAL - MISC	10.37

COMMENTS
856-4781 856-1367
230

CUSTOMER SIGNATURE _____

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

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CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:45pm

File No. [redacted]

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

CHEVROLET TRUCKS Cadillac

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR HEATHER BURTON 230	TAG NO. 1743	INVOICE DATE 07/28/06	[redacted]
[redacted] HOUMA, LA [redacted]	LABOR RATE / LI [redacted]	MILEAGE 84,947	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 02/23/02	DELIVERY MILES 32
	VEHICLE I.D. NO. 1 G N D S 1 3 S 0 2 [redacted]		SELLING DEALER NO. BEST CHEV	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/26/06	
RE [redacted]	COMMENTS			MO: 84947

TOTALS

THANK YOU VERY MUCH FOR YOUR BUSINESS
YOU MAY RECEIVE A SURVEY FROM G.M.
IF YOU CAN'T MARK COMPLETELY SATISFIED
PLEASE CONTACT YOUR SERVICE ADVISOR
SO HE CAN REMEDY THE PROBLEM.
HAVE A GREAT DAY
* GSP LIFETIME WARRANTY PART

TOTAL LABOR....	123.95
TOTAL PARTS....	32.47
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.37
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.18
TOTAL INVOICE $	**180.97**

CUSTOMER SIGNATURE

ORIGINAL

Pd
Ck# 9792

CUSTOMER SIGNATURE

WARRANTY STATEMENT: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TRAPP CADILLAC, CHEVROLET, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TRAPP CADILLAC, CHEVROLET, INC. neither assumes nor authorizes any other person to assume for if any liability in connection with the sale of said products.

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TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

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CUSTOMER COPY [END OF INVOICE] 02:45pm

SHANNON BOQUET
Thank you for choosing
Trapp Cadillac Chevrolet Inc
Visit our website for the latest money saving service coupons.
www.trappauto.com
M5

SHANNON BOQUET
Trapp Cadillac Chevrolet Inc

Thanks from HEATHER BURTON, your friendly Service Advisor
J1

SHANNON BOQUET
We appreciate your business!
HAVE A NICE DAY
Dealership Name Trapp Cadillac Chevrolet Inc
R.O. / Invoice No. CVCS376200
M3

File No [redacted]

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

CHEVROLET TRUCKS Cadillac

ORIGINAL

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR HEATHER BURTON 230	TAG NO. 8402	INVOICE DATE 04/10/06	INV [redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted] MILEAGE 79,987	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 02/23/02	DELIVERY MILES 32
	VEHICLE I.D. NO. 1 G N D S 1 3 S 0 2 [redacted]		SELLING DEALER NO. BEST CHEV	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/05/06	
[redacted]	COMMENTS			MO: 79987

LABOR & PARTS

J# 1 50CTZ *ELECTRICAL BODY WOR TECH(S):383 123.95
CUSTOMER STATES WHILE DRIVING WITH HEAD LAMPS ON
NORMAL HEAD LAMPS WILL CUT IN OUT
ALSO RUNNING LAMPS CUT IN AND OUT WHILE DRIVING
FOUND HEADLAMPS INOP, ALSO CHECKED GROUND
CONNECTION AND FUSE BLOCK CONNECTIONS
NEC. TO REPLACE HEADLAMP SWITCH AND RETESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	10372948	SWITCH 2.485	63.26	63.26	63.26
				JOB # 1 TOTAL PARTS		63.26
				JOB # 1 TOTAL LABOR & PARTS		187.21

J# 2 02CTZSAFETY SAEFTY INSPECTION TECH(S):383 0.00
INSPECT OPERATION AND CONDITION OF EXTERIOR LIGHTS.
WINSHIELD WIPERS AND TIRES.
AS PER FREE SAFETY INSPECTION
COMPLETED FREE SAFETY INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 01CTZPER27PT 27 POINT INSPECT TECH(S):383 0.00
PERFORM 27 POINT INSPECTION - ADVISE
COMPLETED INSPECTION - ADVISED CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHA	SERVICE HISTORY ADMIN.		2.93
JOB # 1	SS	SHOP SUPPLIES		7.44
			TOTAL - MISC	10.37

COMMENTS
873-2849 856-1367
195
230

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

CUSTOMER SIGNATURE _____

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 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:50am

File No. [redacted]

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

ORIGINAL

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR HEATHER BURTON 230	TAG NO. 8402	INVOICE DATE 04/10/06	
[redacted] HOUMA, LA [redacted]	LABOR RATE [redacted]	MILEAGE 79,987	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 02/23/02	DELIVERY MILES 32
	VEHICLE I.D. NO. 1GNDS13S022[redacted]		DELIVERING DEALER NO. BEST CHEV	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R.O. DATE 04/05/06	
[redacted]	COMMENTS			MO: 79987

TOTALS

THANK YOU VERY MUCH FOR YOUR BUSINESS
YOU MAY RECEIVE A SURVEY FROM G.M.
IF YOU CAN'T MARK COMPLETELY SATISFIED
PLEASE CONTACT YOUR SERVICE ADVISOR
SO HE CAN REMEDY THE PROBLEM.
HAVE A GREAT DAY
* GSP LIFETIME WARRANTY PART

TOTAL LABOR....	123.95
TOTAL PARTS....	63.26
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.37
TOTAL MISC DISC	0.00
TOTAL TAX.....	16.80
TOTAL INVOICE $	**214.38**

CUSTOMER SIGNATURE

WARRANTY STATEMENT: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, TRAPP CADILLAC, CHEVROLET, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TRAPP CADILLAC, CHEVROLET, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

CUSTOMER SIGNATURE

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SHANNON BOQUET
Thank you for choosing
Trapp Chevrolet Oldsmobile Cadillac
Visit our website for the latest money saving service coupons.
www.trappchevoldscad.com
M5

SHANNON BOQUET
Trapp Chevrolet Olds Cadillac

Thanks from HEATHER BURTON, your friendly Service Advisor
J1

SHANNON BOQUET
We appreciate your business!
HAVE A NICE DAY
Dealership Name
Trapp Chevrolet Olds Cadillac
R.O. / Invoice No.
CVCS366187
M3

TRAPP CADILLAC CHEVROLET
200 SOUTH HOLLYWOOD ROAD
HOUMA LA 70360
985-876-6570

C O P Y
04/10/2006 16:56
Sale:

Transaction # 10
Card Type: Disc/NOVUS
Acc: [redacted]
Entry: Swiped
Invoice # [redacted]
Sale: 241.38
Reference No.: [redacted]
Auth.Code: [redacted]
Response:APPROVAL 010403
Sequence Number: 8572

Note: Cashier charged my card $241.38 instead of $214.38 and contacted me later in the day to tell me about mistake and that it was corrected. See Statement

Trapp Cadillac Chevrolet Inc.
200 South Hollywood Rd.
Houma, LA 70360
985-876-6570

File No. [redacted]

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION



Nam[redacted] Year/Model: 02 T-Blazer Date 04/05/06

Repair Order #[redacted] VIN (last 8 digits) 2[redacted] Odometer: 79,987 MI:____ MII:____

■ Checked and OK ▪ May Require Attention Soon ▩ Requires Immediate Attention

INTERIOR

■ ▩ OnStar Subscription activated

■ ▩ Remaining engine oil life:_____% Not applicable:_____

CHECK TIRES AND TREAD DEPTH

■ 8/32 or Greater		8/32 or Greater ■
LF 7/32 to 4/32		7/32 to 4/32 RF
▩ 3/32 or Less		3/32 or Less ▩
Front PSI set to:_____		Front PSI set to:_____
■ 8/32 or Greater		8/32 or Greater ■
LR 7/32 to 4/32		7/32 to 4/32 RR
▩ 3/32 or Less		3/32 or Less ▩
Rear PSI set to:_____	(Check lamps)	Rear PSI set to:_____

☐ Rotation needed ☐ Alignment needed ☐ Wheel balance needed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

WIPER BLADES



LF ■ ▩ RF ■ ▩

■ ▩ Rear (if applicable)

■ ▩ Windshield condition Cracks_____ Chips_____

CHECK FLUID LEVELS

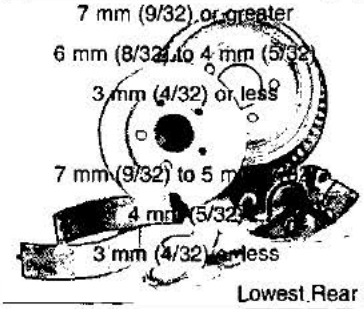
OK	FILLED	REQUIRES ATTENTION
■	■ Engine oil	▪
■	■ Brake fluid reservoir	▪
■	■ Transmission (if equipped w/dipstick)	▪
■	■ Coolant recovery reservoir	▪
■	■ Power steering	▪
■	■ Windshield washer	▪

CHECK BATTERY

■ ▩ Battery condition

■ ■ Battery cables and connections

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



■	7 mm (9/32) or greater	■
LF	6 mm (8/32) to 4 mm (5/32)	RF
▩	3 mm (4/32) or less	▩
■	7 mm (9/32) to 5 mm	■
LR	4 mm (5/32)	RR
▩	3 mm (4/32) or less	☐

Lowest Front Lining _____ Lowest Rear Lining _____

■ ■ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ■ Fuel system (also including gas cap seating)

■ ■ Engine, transmission, drive axle, transfer case

■ ■ Engine cooling system

■ ▩ Shocks and struts – also check operation

Inspect visual condition:

■ ■ Belts: engine, accessory, serpentine, and/or V-drive

■ ■ Hoses: engine, power steering and HVAC

■ ■ Engine air filter and cabin air filters

■ ■ Steering components and steering linkage

■ ■ CV drive axle boots or driveshafts and U-joints

■ ■ Exhaust system components

COMMENTS

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

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Service Performed
Checked and OK
May Require Attention Soon
Requires Immediate Attention

GM Goodwrench

SIMPLIFIED MAINTENANCE

MI MAINTENANCE MENU

In addition to inspections noted on the front side of this form, also complete the following for MI:

- ☐☐☐☐ Change engine oil and filter. Reset oil life system.
- ☐☐☐☐ Rotate and inspect tires. Check inflation pressures and wear.
- ☐☐☐☐ Trucks: lubricate front suspension, ball joints, steering linkage, and parking brake cable.
- ☐☐☐☐ Trucks with Allison Transmission only: inspect external control – main filter, replace if necessary.
- ☐☐☐☐ Perform any additional services. See "Additional Required Services" in Owner's Manual. $_____

MII MAINTENANCE MENU

In addition to listed MI menu, also complete the following for MII:

- ☐☐☐☐ Clean outside of radiator and condenser; pressure-check cooling system and cap.
- ☐☐☐ Inspect radiator and heater hoses for cracks, swelling, or deterioration.
- ☐☐☐☐ Lubricate suspension, steering linkage, and transaxle shift linkage.
- ☐☐☐ Inspect safety belts, buckles, latch plates, retractors, anchorages, and safety belt reminder light for damage or loose parts.
- ☐☐☐☐ Lubricate key lock cylinders, body door hinges, hood, door, and trunk hinges.
- ☐☐☐ Inspect throttle linkage and ignition wires.
- ☐☐☐ Inspect steering system and suspension for damage, loose, or missing parts.
- ☐☐☐ Inspect power steering lines and hoses for leaks or damage.
- ☐☐☐ Inspect brake-transaxle shift interlock for correct operation.
- ☐☐☐☐ Trucks: check transmission fluid level; add fluid if necessary.
- ☐☐☐☐ Trucks without a filter restriction indicator: replace engine air cleaning filter.
- ☐☐☐☐ Perform any additional services. See "Additional Required Services" in Owner's Manual. $_____

ADDITIONAL REQUIRED SERVICES (see service manual for mileage intervals)

- ☐☐☐ Inspect fuel system for damage or leaks.
- ☐☐☐☐ Replace engine air cleaner filter. *An emission-control service.*
- ☐☐☐☐ Supercharger service (if equipped). *An emission-control service.*
- ☐☐☐☐ Change automatic transaxle fluid and filter (severe service).
- ☐☐☐☐ Change automatic transaxle fluid and filter (normal service).
- ☐☐☐☐ Replace spark plugs, inspect spark plug wires. *An emission-control service.*
- ☐☐☐☐ Engine cooling system service (every 150,000 miles or every 5 years, whichever occurs first). *An emission-control service.*
- ☐☐☐ Inspect accessory drive belt. *An emission-control service.*

COMMENTS

_____

_____

_____

Client: _____ Technician: _____

TRAPP CADILLAC CHEVROLET INC.
200 SOUTH HOLLYWOOD RD.
HOUMA, LA. 70360
985-876-6570

File No. [redacted]

GM Goodwrench

MULTI-POINT VEHICLE INSPECTION

ORIGINAL



Name [redacted] Year/Model: 02 Trail Blazer Date: 7/26/06

Repair Order #: [redacted] VIN (last 8 digits): 2[redacted] Odometer: 84,947 MI:____ MII:____

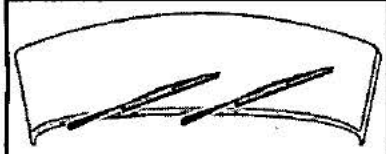
■ Checked and OK May Require Attention Soon ■ Requires Immediate Attention

INTERIOR

■ ■ OnStar by GM Subscription activated

■ ■ Remaining engine oil life:_____% Reset:_____ N/A:_____

WIPER BLADES



LF RF

■ ■ Rear (if applicable)

■ ■ Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: ■ 8/32 or Greater; 7/32 to 4/32; ☒ 3/32 or Less

Front PSI set to:_____

LR: ■ 8/32 or Greater; 7/32 to 4/32; ■ 3/32 or Less

Rear PSI set to:_____



(Check lamps)

RF: 8/32 or Greater ■; 7/32 to 4/32; 3/32 or Less ■

Front PSI set to:_____

RR: 8/32 or Greater ■; 7/32 to 4/32; 3/32 or Less ■

Rear PSI set to:_____

Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



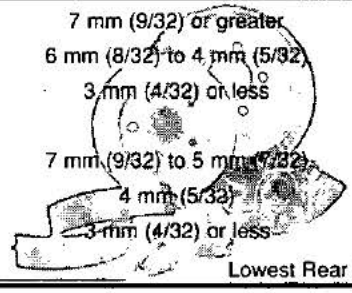
■ ■ Battery condition

■ ■ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
■	■ Engine oil	■
■	■ Brake fluid reservoir	■
■	■ Transmission (if equipped w/dipstick)	■
■	■ Coolant recovery reservoir	■
■	■ Power steering	■
■	■ Windshield washer	■

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF: ■ 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

RF: ■ 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

LR: ■ 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

RR: ■ 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

■ ■ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ■ Fuel system (also including gas cap seating)

■ ■ Engine, transmission, drive axle, transfer case

■ ■ Engine cooling system

■ ■ Shocks and struts – also check operation

Inspect visual condition:

■ ■ Belts: engine, accessory, serpentine, and/or V-drive

■ ■ Hoses: engine, power steering and HVAC

■ ■ Engine air filter and cabin air filters

■ ■ Steering components and steering linkage

■ ■ CV drive axle boots or driveshafts and U-joints

■ ■ Exhaust system components

COMMENTS

_____

_____

_____

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

_____

_____

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

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Service Performed | May Require Attention Soon

GM Goodwrench

SIMPLIFIED MAINTENANCE

MI MAINTENANCE MENU

In addition to inspections noted on the front side of this form, also complete the following for MI:

- ☐ Change engine oil and filter. Reset oil life system.
- ☐ Rotate and inspect tires. Check inflation pressures and wear.
- ☐ Trucks: lubricate front suspension, ball joints, steering linkage, and parking brake cable.
- ☐ Trucks with Allison Transmission only: inspect external control – main filter, replace if necessary.
- ☐ Perform any additional services. See "Additional Required Services" in Owner's Manual. $_____

MII MAINTENANCE MENU

In addition to listed MI menu, also complete the following for MII:

- ☐ Clean outside of radiator and condenser; pressure-check cooling system and cap.
- ☐ Inspect radiator and heater hoses for cracks, swelling, or deterioration.
- ☐ Lubricate suspension, steering linkage, and transaxle shift linkage.
- ☐ Inspect safety belts, buckles, latch plates, retractors, anchorages, and safety belt reminder light for damage or loose parts.
- ☐ Lubricate key lock cylinders, body door hinges, hood, door, and trunk hinges.
- ☐ Inspect throttle linkage and ignition wires.
- ☐ Inspect steering system and suspension for damage, loose, or missing parts.
- ☐ Inspect power steering lines and hoses for leaks or damage.
- ☐ Inspect brake-transaxle shift interlock for correct operation.
- ☐ Trucks: check transmission fluid level; add fluid if necessary.
- ☐ Trucks without a filter restriction indicator: replace engine air cleaning filter.
- ☐ Perform any additional services. See "Additional Required Services" in Owner's Manual. $_____

ADDITIONAL REQUIRED SERVICES (see service manual for mileage intervals)

- ☐ Inspect fuel system for damage or leaks.
- ☐ Replace engine air cleaner filter. *An emission-control service.*
- ☐ Supercharger service (if equipped). *An emission-control service.*
- ☐ Change automatic transaxle fluid and filter (severe service).
- ☐ Change automatic transaxle fluid and filter (normal service).
- ☐ Replace spark plugs. Inspect spark plug wires. *An emission-control service.*
- ☐ Engine cooling system service (every 150,000 miles or every 5 years, whichever occurs first). *An emission-control service.*
- ☐ Inspect accessory drive belt. *An emission-control service.*

COMMENTS

Consultant: _____ Technician: _____

40116.1

File No 1-402839137

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZZLOF	*LUBE/OIL/FILTER	MI	0.00	01CTZ-MAN-TRAN	MAN TRANS SERVICE	MI	0.00
01CTZZREARAXLE	REAR AXLE SERVICE	MI	75.24	01CTZROTATE	*ROTATE ONLY	MI	0.00
01CTZZFUELSERV	FUEL SERVICE	MI	0.00	04CTZZTR	TIRE ROTATION	MI	12.00
01CTZ15K	15,000 SERVICE	MI	151.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/03/05	[redacted]	65189	230	255	W	05CTZ04087	TAILLAMPS/STOPLAMPS
				255	I	02CTZSAFETY	SAEFTY INSPECTION
				255	C	01CTZPER27PT	27 POINT INSPECT
09/08/04		51479	175	256	C	82CTZ	BODY WORK
				256	C	83CTZ	PAINT SHOP WORK
				256	C	05CTZ	CAMPAIGNS

SALESPERSON NO. ____ S-E-R-V-I-C-E ____ STATE REG# 0

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS: ☐ YES ☐ NO

APPOINTMENT: ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S02[redacted]	02/CHEVROLET TRUCK/TRAILBLAZER/4 DO			[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		02/23/02	32	BEST CHEV	04/05/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLUE/				[redacted]

TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	79,987	230	HEATHER BURTON

[redacted]
HOUMA, LA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME 08:02am 04/05/06 06:00pm 4

LABOR RATE

CELL: [redacted]

I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. 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. I CERTIFY THAT I HAVE READ AND UNDERSTAND THE "CONDITIONS OF AGREEMENT" PROVISIONS ON THE REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. CLIENT'S OR OWNER'S SIGNATURE.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X Advise

COMMENTS : 873-2849 856-1367

1 **C** 50CTZ ***ELECTRICAL BODY WOR**
CUSTOMER STATES WHILE DRIVING WITH HEAD LAMPS ON
NORMAL HEAD LAMPS WILL CUT IN OUT
ALSO RUNNING LAMPS CUT IN AND OUT WHILE DRIVING

2 **C** * 02CTZSAFETY ***SAEFTY INSPECTION**
INSPECT OPERATION AND CONDITION OF EXTERIOR LIGHTS, WINSHIELD WIPERS AND TIRES.

3 **C** * 01CTZPER27PT ***27 POINT INSPECT**
PERFORM 27 POINT INSPECTION - ADVISE

Goodmanch Quicklube Plus

Goodmanch Service Plus

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

CASH ☐ CREDIT CARD ☐
CHARGE ☐

OK'D BY _____

Copyright © 1988 by Reynolds and Reynolds Company EW4/W2OF 9/1/93 3000

File No [redacted]

TRAPP CADILLAC, CHEVROLET, Inc.

Phone (985) 876-6570
200 S. Hollywood Road
HOUMA, LOUISIANA 70360

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZZLOF	*LUBE/OIL/FILTER	MI	0.00	01CTZ-MAN-TRAN	MAN TRANS SERVICE	MI	0.00
01CTZZREARAXLE	REAR AXLE SERVICE	MI	75.24	01CTZROTATE	*ROTATE ONLY	MI	0.00
01CTZZFUELSERV	FUEL SERVICE	MI	0.00	04CTZZTR	TIRE ROTATION	MI	12.00
01CTZ15K	15,000 SERVICE	MI	151.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/06	[redacted]	79987	230	383	C	50CTZ	*ELECTRICAL BODY WOR
				383	C	02CTZSAFETY	SAEFTY INSPECTION
				383	C	01CTZPER27PT	27 POINT INSPECT
05/03/05		65189	230	255	W	05CTZ04087	TAILLAMPS/STOPLAMPS
				255	I	02CTZSAFETY	SAEFTY INSPECTION
				255	C	01CTZPER27PT	27 POINT INSPECT

SALESPERSON NO. **SERVICE** STATE REG# 0

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS: ☐ YES ☐ NO

APPOINTMENT: ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDS13S02[redacted]	02/CHEVROLET TRUCK/TRAILBLAZER/4 DO			[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
32874		02/23/02	32	BEST CHEV	07/26/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLUE/				1743

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	84,947	230	HEATHER BURTON

[redacted]
HOUMA, LA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 07:44am DATE/TIME PROMISED 07/27/06 06:00pm PRIORITY 4

LABOR RATE

CELL: [redacted]

I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. 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. I CERTIFY THAT I HAVE READ AND UNDERSTAND THE "CONDITIONS OF AGREEMENT" PROVISIONS ON THE REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. CLIENT'S OR OWNER'S SIGNATURE.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X Advise

COMMENTS : 856-4781 856-1367

1 **C** * 50CTZ ***ELECTRICAL BODY WOR***
CUSTOMER STATES WHILE DRIVING AT NIGHT HEADLAMPS WILL GO OFF AND DAYTIME RUNNING LAMPS WILL COME ON. ALSO WHEN TRYING TO TURN ON MANUALLY, BRIGHTS COME ON AT TIMES AND OTHER TIMES NO LIGHTS WILL COME N

2 **C** * 02CTZSAFETY ***SAEFTY INSPECTION***
INSPECT OPERATION AND CONDITION OF EXTERIOR LIGHTS, WINSHIELD WIPERS AND TIRES.

3 **C** * 01CTZPER27PT ***27 POINT INSPECT***
PERFORM 27 POINT INSPECTION - ADVISE

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

CASH ☐ CREDIT CARD ☐
CHARGE ☐

OK'D BY _____

REGIONS NET ONLINE BANKING

Accounts Payments Transfers Services Preferences Search Help

Contact Us ◦ Logout

REGIONS BANK

Summary | Register | Official Statements | Interactive Statements | Item Image | Reports | Category | New Category | [redacted]

Edit Transaction

Use this screen to change a cleared entry. You can add a memo field, assign a category or change a category.

Transaction Information

Account:	SECOND CENTURY BK
Type & Number:	Check [redacted]
Date Cleared:	08/02/2006
Amount:	$-180.97
Transaction Date:	08/01/2006
Payee Included:	CHECK PAID
Memo Included:	52394764

Report Information

Category: Select a Category Split

Personal Memo:

Back Update

Transaction Image

Printable Page

File No. [redacted]

[redacted] Ph. [redacted]
Houma, LA 70363

9592
84-362/654

7/28/06
Date

Pay to the Order of TRAPP ~~One Hundred Eighty + 97/~~ BB $ 180.97

One Hundred Eighty + 97/100 Dollars

REGIONS BANK

[redacted]

[redacted]

5201394764
062[illegible]
0001[illegible]0057

[redacted]

81-0008-0980 8P62 07/31/2006
WHITNEY NATIONAL BANK
HARAHAN, LA
>065000171<

FOR DEPOSIT
WHITNEY NATIONAL BANK
085403408
TRAPP CHEVROLET INC.
OPERATING ACCOUNT
A/C 01-100[illegible]

© HARLAND 2005

DISCOVER CARD

Print Close Window

Statement Ending
April 13, 2006

[redacted]
HOUMA, LA [redacted]

Last 4 Digits of Account Number [redacted]

Minimum Payment Due
$ 55.00
Please make check payable to Discover Platinum Card or pay online @ Discovercard.com.

New Balance $ [redacted]
Payment Due Date May 12, 2006

Discover® Platinum Card Account Summary	
Credit Limit	$ [redacted]
Credit Available	$ [redacted]
Cash Credit Limit	$ [redacted]
Cash Credit Available	[redacted]

Previous Balance		[redacted]
Payments and Credits	–	[redacted]
Purchases	+	$ [redacted]
Cash Advances	+	$ 0.00
Balance Transfers	+	$ 0.00
Finance Charges	+	[redacted]
New Balance	=	[redacted]

Cashback Bonus® Summary	
Cashback Bonus Balance	[redacted]
Reward Available to Redeem	[redacted]
Anniversary Date	09/13/06

See Cashback Bonus Details
Learn More and Redeem

Cashback Bonus(R) is America's #1 Cash Rewards Program! Full 5% Cashback Bonus on Get More purchases in popular categories throughout the year and up to 1% Cashback Bonus on all your other purchases.

Transactions

Trans. Date	Post Date	Description	Amount	Category
04/04/06	04/05/06	TWX*SPORTS ILLUSTRATED 800-528-5000 NY 0010016700005105	$ -69.96	Payments and Credits
04/10/06	04/10/06	TRAPP CADILLAC CHEVROL HOUMA LA	$ 214.38	Automotive
04/10/06	04/10/06	TRAPP CADILLAC CHEVROL HOUMA LA	$ 241.38	Automotive
04/10/06	04/12/06	TRAPP CADILLAC CHEVROL HOUMA LA	$ -241.38	Payments and Credits
04/12/06	04/12/06	INTERNET PAYMENT - THANK YOU	$ -50.00	Payments and Credits

Charged wrong amount here - had to create

You may be able to avoid Periodic Finance Charges, see the reverse side for details.

Manage your account your way -- whether you prefer to speak with a live person or manage things on your own, Discover(R) Card has the right account management options for you: Call 1-800-DISCOVER (1-800-347-2683) or visit Discovercard.com

Balance Transfer offer for current billing period: Daily Periodic Rate: 0.01342%; corresponding ANNUAL PERCENTAGE RATE: 4.90%. Rate is subject to the terms of the offer including expiration.

Discover Card ranked #1 in Fraud Protection Services among the largest credit card companies by Javelin Strategy & Research in its 2005 report. Your account is protected anytime, anywhere with a $0 fraud liability guarantee and we'll call you right away if there is unusual activity on your account. To learn more visit Discovercard.com/protection

Use your Discover(R) Card to make a $100 donation to The Statue of Liberty-Ellis Island Foundation, Inc. and you can have the name of someone you care about engraved on The American Immigrant Wall of Honor(R), built to celebrate freedom and commemorate American Dreams. For more information log on to Discovercard.com

DISCOUNTED MOVIE TICKETS! Visit The Movie Club at www.cinemaseatsinc.com/discover to purchase movie tickets good at major theatres across the U.S.

Finance Charges

	Average Daily Balances	Daily Periodic Rates	Nominal Annual Percentage Rates	Annual Percentage Rates	Periodic Finance Charges	Trans. Fee Finance Charges
Current Billing Period: 31 Days						
Purchases	$ [redacted]					
Cash Advances	$ [redacted]					

The rates that apply to your Account are either fixed (F) or they vary (V) as noted above.

Important Information

If you would like to print this page, click the button above or select "Print" under your browser's "File" menu.

Close Window

File No [redacted]

YEAR	MAKE	MODEL	WEIGHT
2002	CHEV		

COLOR	BODY	USE	TITLE
BLU/	LL		[redacted]

DOM	VEHICLE IDENTIFICATION NUMBER
5500	1GNDS13S022[redacted]

[redacted]
OWNER'S NAME

[redacted]
ADDRESS

HOUMA LA [redacted]
CITY STATE ZIP

[redacted] $54.00
LICENSE PLATE FEE PAID

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST DAY OF: JAN 2008

MAIL TO:

[redacted]
HOUMA LA [redacted]

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY OF IT IN YOUR VEHICLE AT ALL TIMES.

SMITH CHEVROLET CADILLAC, INC

FAX TRANSMITTAL FORM

200 NORTH HARPER STREET
P O BOX 245
LAURENS, SC 29360

Phone: 1-800-932-4374
864-984-6581

Fax: 864-984-3846

Dealer Codes:
Chevrolet: 16-428
Cadillac : 25-721

TO: TRINA **FROM:** Bobby Cook

Company:

Date Sent: 4/12/06

Time Sent: 2:00 pm

Total Pages: 5

Message:

[redacted] Darl

CAR INVOICE

SMITH
CHEVROLET-OLDSMOBILE-CADILLAC, Inc.

200 N. Harper St. - P.O. Box 245
Telephone 864-984-6581
LAURENS, S.C. 29360

SOLD TO [redacted]
ADDRESS WATERLOO SC [redacted]

DATE 02/17/05

SALESMAN: WILLIAM W SHARPTON 20931

MAKE	MODEL	NEW OR USED	M.V.I./SERIAL NO.	KEY NO.
CHEVRO	2005 TRAILBLAZER	NEW	1GNDS13S6[redacted]	S130H

PRICE OF CAR	26482.00
Sales Price	26482.00
EXTRAS:	
OPTIONAL EQUIP. & ACC.:	
FACTORY INSTALLED	
DEALER INSTALLED	
License	35.00
SALES TAX	300.00
TOTAL CASH PRICE	26817.00
COST OF FINANCING	N/A
COST OF INSURANCE	N/A
TOTAL TIME PRICE	26817.00
SETTLEMENT:	
MFG REBATE	500.00
DEPOSIT	N/A
CASH ON DELIVERY	2000.20
TRADE-IN N/A	N/A
LESS PAY-OFF N/A	
YEAR / MAKE	
MODEL / BODY	
M.V.I./SERIAL NO.	
PAYMENTS: 60 AT $ 405.28	24316.80
AT $	
TOTAL	26817.00

TAG info:
660 GXD
12/05
Call Wheaton
Carson 876-9428

LIENHOLDER INFORMATION: (VEHICLE PURCHASED)
GMAC
PO BOX 8132
COCKEYSVILLE MD 21030

PAY-OFF INFORMATION: (TRADE-IN)

DISCLAIMER OF WARRANTIES

The only warranties applying to this vehicle 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 vehicle and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of tim[redacted]

SIGNATURE X [redacted]

SCADA

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me SMITH CHEV OLDS CAD, INC. 30-04206-1
(Seller) (Dealer Retail Tax #)

200 NORTH HARPER ST LAURENS SC 29360
(Address)

who being duly sworn, deposes and says that on the 17th day of FEBRUARY 20 05,

he sold the following motor vehicle: Make CHEVROLET TRUCK Model TRAILBLAZER

Year 2005 Identification (Serial) No. 1GNDS13S65[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted] WATERLOO SC [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder GMAC Amount _____

Address PO BOX 8132 COCKEYSVILLE MD 21030 Date _____

I certify that the odometer now reads 40 (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

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.

[redacted]
(Signature of Seller)

[redacted]
(Print Seller's Name)

[redacted]
(Print Buyer's Name)

Property Tax Section

Check One:

____ Purchase License Plate

D.L. Number _____

License Plate Issued _____

✓ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION YELLOW COPY - FOR DEALER'S FILE

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] WATERLOO SC [redacted]	SMITH CHEV OLDS CAD, INC. 200 NORTH HARPER ST LAURENS SC 29360

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET TRUCK TRAILBLAZER	1GNDS13S652[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 $ 2500.20
0.00 %	$ 0.00	$ 24316.80	$ 24316.80	$ 26817.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 405.28	Monthly beginning 03/17/2005	

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 $5.60. The charge will not exceed $14 if you bought the vehicle primarily for personal, family, or household use.

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)			$ 26782.00 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)			
Gross trade-in $ N/A	+ payoff by seller $ N/A		
= net trade-in $ N/A	+ cash $ 2000.20		
+ other (describe) 1ST VALUE CERTI	$ 500.00	$ 2500.20 (2)	
3 Unpaid balance of cash price (1 minus 2)			$ 24281.80 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$ N/A		
Disability	$ N/A	$ N/A	
B Other insurance paid to the insurance company		$ N/A	
C Official fees paid to government agencies		$ N/A	
D Government taxes not included in cash price		$ N/A	
E Government license and/or registration fees LIC $30.00		$ 30.00	
F Government certificate of title fees		$ 5.00	
G Other charges (Seller must identify who is paid and describe purpose.)			
to for		$ 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	
H Net trade-in payoff to N/A		$ N/A	
Total other charges and amounts paid to others on your behalf			$ 35.00 (4)
5 Amount financed (3 + 4)			$ 24316.80 (5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ _____ N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(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.

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 mus[redacted]anges are binding.

Buyer Signs [redacted] Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm t[redacted]n copy when you signed it.

Buyer Signs X [redacted] Date 02/17/2005 Co-Buyer Signs X Date

General Motors Car and Truck Divisions
USTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GNDS13S6[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
~~Rebate~~ Value Certificates	$250-	GMP
Value Certificates	$250-	
	$	
	$	
	$	
Total Incentive Amount Received	$500	

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

a. I elect to receive 0%
in lieu of Rebate 2000-

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 2/17/05 I acknowledge receipt of incentive(s) as described in Item #__ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 2/17/05

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

Authorized Dealer Signature: [signature] Date: 2/17/05
Dealership Name: Smith Chevrolet Dealer Code: 76428

* 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-3705 (9/99)



Smith Chevrolet Oldsmobile Cadillac

229 E.Main St.
Laurens,SC 29360

Phone:864-984-3921
Fax: 864-984-4292
Email:wburgess@smithautos.com

Fax Transmittal Form

To

IRINA

From

Wayne Burgess

Phone:864-984-3921
Fax: 864-984-4292
Email:wburgess@smithautos.com

Date sent: 04/12/06
Time sent:
Number of pages including cover page:

- ☐ Urgent
- ☐ For Review
- ☐ Please Comment
- ☐ Please Reply

Message:

[redacted]

info

you Requested

Smith Chevrolet • Cadillac
200 N. Harper St. – P.O. Box 245
LAURENS, S.C. 29360
(864) 984-6581
SERVICE DIRECT (864) 984-3921
www.smithautos.com
Goodwrench

9844292

STATE REG# 2

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIP
02/27/06	[redacted]	22526	12604	23	W	70CVZ-12	WIND NOISE
				23	W	45CVZ	ENGINE ELECTRICAL
				23	W	60CVZ-4	CD PLAYER
				23	W	50CVZ-7	POWER LOCKS
				16081	C	01CVZWASH	WASH VEHICLE
				16081	C	01CVZ-WAX	Hi-Glo Sealant

SERVICE

SALESPERSON NO. 11090 WILLIAM W SHARPTON

VEHICLE ID NO. 1GNDS13S65[redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRAI		STOCK NO. 143942	LICENSE NO.	R.O. NO. [redacted]	
[redacted] WATERLOO, SC[redacted]	CUSTOMER NO. [redacted] SERVICE CONTRACT	DELIVERY DATE 02/17/05	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 03/01/06	
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 826	
	TURBO / M / AC / AIR COND. / P. S. / TRANS / MILEAGE 22,545		ADVISOR NO. 12604	PRODUCTION DATE		

RESIDENCE PHONE [redacted] TIME RECEIVED 10:09am
BUSINESS PHONE [redacted] LABOR RATE
DATE / TIME PROMISED 02/27/06 05:30pm PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: WAYNE

"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."

DISCLAIMER OF WARRANTIES

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE	AUTHORIZED ADDITIONS
$	$

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS

SPOKE TO
TIME CALLED
REPAIRS
AMOUNT
BY

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

1 W * 70CVZ-2 DOORS
CUSTOMER STATES A WINDNOISE CAN BE HEARD AND WIND CAN BE FELT

Test drive vehicle - and adjusted doors to seal tighter on upper corner.
Test drove and found only normal road & air noise.

B 4000 .3 B
B 4001 .3 B
B 4400 .3 B
B 4401 .3 B

N3/3A

APR-12-2006 01:00 PM SMITH/CHEVROLET

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

CALL WHEN READY
☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER
☐ YES
☐ NO

APPOINTMENT
☐ YES
☒ NO

VEHICLE ID. NO. 1 G N D S 1 [illegible] S 6 5 [redacted]

YEAR / MAKE / MODEL [illegible]5/CHEVROLET TRUCK/[illegible]/TRA

PRODUCTION DATE

STOCK NO. [redacted]

LICENSE NO.

[redacted]

23

WATERLOO, SC [redacted]

CUSTOMER NO. [redacted]

COLOR

DELIVERY DATE 02/17/05

DELIVERY MILES

SELLING DEALER NO.

R.O. DATE 04

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

ADVISOR

CARD NO.

MILEAGE

TRANS.

AIR CON

TURBO

PS.

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED 10:54am

DATE / TIME PROMISED 04/20/05 05:30pm

PRIORITY

LABOR RATE

STATE REGB 2

"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."

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X ____________________

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X------------------------------

N3/93 B2944 2

1 W 70CVZ-12 WIND NOISE
CUSTOMER STATED WIND NOISE CAN BE HEARD FROM ALL DOORS

MJ198 Z7901 37.00

roof rack not properly positioned causing noise
reposition roof rack

BN/2W C1136 2 B WTY
C1137 2 B

2 W 79CVZ-2 WEATHER STRIP/MOLD
BLACK RUBBER TRIM MOLDING IS LOOSE ON DOORS

Nea to glue weatherstrip

3 I 77CVZ-1 INTERIOR TRIM
INSTALL FRONT TAG BRACKET

install tag bracket

4 I 01CVZWASH WASH VEHICLE
WASH VEHICLE, CLEAN WINDOWS, AND VACUUM INTERIOR

Top of Hill for wash

NOT RESPONSIBLE FOR LO
DAMAGE TO VEHICLES O
TICLES LEFT IN VEHICLES IN
OF FIRE, THEFT OR ANY
CAUSE BEYOND OUR CONT

PRELIMINARY ESTIMATE $ ________

AUTHORIZED ADDITIONS $ ________

PHONE ESTIMATE FOR AUTHORIZED AD

SPOKE TO 677-4505 (H)

TIME CALLED ________

RENTAL PROVIDED

REPAIRS ________

AMOUNT ________

684-7150

BY ________

DO YOU HAVE AN EXTENDED WARRANTY OR
CONTRACT ☐ YES ☐ NO

TYPE:

Thank you for this opportunity to ser
aim to perform all the repairs request
order to your complete satisfaction. I
satisfactory tell your friends, if no
immediately.

THANK Y

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

CALL WHEN READY
☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER
☐ YES
☐ NO

APPOINTMENT
☐ YES
☒ NO

VEHICLE ID. NO. 1 G [illegible] D S 1 3 S [illegible] 5 [redacted]

[redacted]

WATERLOO, SC [redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED 02:05pm

DATE / TIME PROMISED 06/07/05 05:30pm

PRIORITY

STATE REGH 2

LABOR RATE

YEAR / MAKE / MODEL [illegible]/CHEVROLET TRUCK/[illegible]

PRODUCTION DATE [redacted]

LICENSE [redacted]

CUSTOMER NO. 15222

COLOR

DELIVERY DATE 02/17/05

DELIVERY MILES

SELLING DEALER NO.

R.O. DATE 06/

SERVICE CONTRACT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

ADVISOR

CARD NO.

MILEAGE 70

TRANS.

AIR COND.

TURBO

P.S.

"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."

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X ____________________

JOB **LABOR INSTRUCTIONS**

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X____________________

1 I #01CVZFREE-LOF 3RD LOF FREE
PERFORM COMPLIMENTARY OIL CHANGE,FILTER CHANGE,LUBRICATION,
TIRE PRESSURE CHECK AND VEHICLE CHECK OVER

CUSTOMER WAITING

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE $ ________	AUTHORIZED ADDITIONS $ ________

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS

SPOKE TO ____________________

TIME CALLED ____________________

REPAIRS ____________________

AMOUNT ____________________

BY ____________________

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS

TYPE:

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

Gerald

Smith
Chevrolet ◦ Cadillac

200 N. Harper St. – P.O. Box 245
LAURENS, S.C. 29360
(864) 984-6581
SERVICE DIRECT (864) 984-3921
www.smithautos.com

Goodwrench

23

STATE REG# 2

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRI
06/07/05	[redacted]	7077	49	5	L	01CVZFREE-LOF	3RD LOF FREE
04/20/05		3323	12604	23	W	70CVZ-12	WIND NOISE
				23	W	79CVZ-2	WEATHER STRI
				23	I	77CVZ-1	INTERIOR TRIM
				9	I	01CVZWAS	WASH VEHICLE

SERVICE

SALESPERSON NO. 11090 WILLIAM W SHARPTON

VEHICLE ID NO: 1GNDS13S65 [redacted]

[redacted]
WATERLOO, SC [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRAI

STOCK NO: [redacted]

LICENSE NO.:

CUSTOMER NO.: [redacted]

SERVICE CONTRACT:

DELIVERY DATE: 02/17/05

SELLING DEALER NO:

COLOR:

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
					22,526	12604	

RESIDENCE PHONE: [redacted]

TIME RECEIVED: 09:42am

BUSINESS PHONE: [redacted]

LABOR RATE:

DATE / TIME PROMISED: 02/27/06 05:30pm

PRIORITY:

APPOINTMENT ☐ Yes ☒ No

Advisor: WAYNE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agre
responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond you
delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby gra
employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpos
inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer
warranties, either express or implied including any implied warranties of merchantability or fitness for a particular
assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s)
shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss
loss of profits, or income, or any other incidental damages.

X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE $

AUTHORIZED ADDITIONS $

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS

SPOKE TO

TIME CALLED

REPAIRS

AMOUNT

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

x N3/ —0 —

1 **W** 70CVZ-12 WIND NOISE
CUSTOMER STATES VEHICLE HAS WIND NOISE FROM WINDOWS AND AIR CAN BE FELT COMING AROUND DOOR WINDOWS
ck door adjustment & weatherstrips - test drove - could not verify any abnormal wind noise

07/93 N66DL .5

2 **W** 45CVZ ENGINE ELECTRICAL
C/S HEADLAMP BRIGHTNESS FLUCTUATES WHEN DRIVING AT NIGHT
Nee to repair alt. wiring per bulletin # PIT 0170E

MJ/98 Z

3 **W** 60CVZ-4 CD PLAYER
C/S CD PLAYER WILL NOT HOLD MEMORY,AFTER CUTTING VEHICLE OFF IT STARTS BACK ON TRACK 1 AND WILL NOT AUTOMATICALLY PLAY
Same as Job 2

REN[illegible]
PRO[illegible]

CHEVROLET

Smith

Chevrolet ◇ Cadillac

200 N. Harper St. – P.O. Box 245
LAURENS, S.C. 29360
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SERVICE DIRECT (864) 984-3921
www.smithautos.com

GM

Goodwrench

STATE REG# 2

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/07/05	[redacted]	7077	49	5	1	01CVZFREE-LOF	3RD LOF FREE
04/20/05		3323	12604	23	W	70CVZ-12	WIND NOISE
				23	W	79CVZ-2	WEATHER STRIP/MOLD
				23	I	77CVZ-1	INTERIOR TRIM
				9	1	01CVZWASH	WASH VEHICLE

SERVICE

SALESPERSON NO. 11090 WILLIAM W SHARPTON

VEHICLE ID NO 1GNDS13S65 [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRAI			STOCK NO. [redacted]	LICENSE NO	R. O. NO [redacted]
[redacted] WATERLOO, SC [redacted]	CUSTOMER NO. [redacted]	SERVICE CONTRACT	DELIVERY DATE 02/17/05	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 02/27/06
	COLOR		CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 826
	TURBO · M / MC · AIR COND. · P. S. · TRANS		MILEAGE 22,526	ADVISOR NO. 12604	PRODUCTION DATE	

RESIDENCE PHONE [redacted]	TIME RECEIVED 09:42am
	LABOR RATE
DATE / TIME PROMISED 02/27/06 05:30pm	PRIORITY

APPOINTMENT ☐ Yes ☒ No

Advisor: WAYNE

"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."

DISCLAIMER OF WARRANTIES

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

X ______________________

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	[illegible]	TOTAL

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE	AUTHORIZED ADDITIONS
$ ______	$ ______

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS

SPOKE TO ______________________

TIME CALLED ______________________

REPAIRS ______________________

AMOUNT ______________________

JOB	LABOR INSTRUCTIONS	[illegible]	[illegible]
4	**W** 50CVZ-7 POWER LOCKS **C/S VEHICLE WILL IRRATICALLY LOCK ITSELF WITH KEYS IN VEHICL** Same as Job 2		
5	**C** 01CVZWASH WASH VEHICLE **WASH VEHICLE, CLEAN WINDOWS, AND VACUUM INTERIOR**		
6	**C** 01CVZ-WAX Hi-Glo Sealant **PERFORM HI-GLO SEALANT SERVICE**		

RENTAL PROVIDED

EHARTWOLE CC643598 Q (1/05)

IPC, Interior Lights and/or Headlamps Flicker - keywords battery courtesy electrical fluctuation generator head intermittent lamp light #PIT3170E - (Jan 11, 2006)

IPC, Interior Lights and/or Headlamps Flicker

1999-2005 All Cadillac Full Size Utilities

1999-2005 All Chevrolet Full Size Trucks and Utilities

1999-2004 Chevrolet Blazer, S-10

1999-2005 All GMC Full Size Trucks and Utilities

1999-2004 GMC Envoy Classic, Jimmy, Sonoma

1999-2001 Oldsmobile Bravada

Without Regulated Voltage Control

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Customers may have comments of a flickering light condition in the IPC, interior lamps or headlights. This condition is most likely to be noticed when the engine RPM is low and when high electrical load requirements are in place on the generator.

Recommendation/Instructions:

Important: Review bulletin 02-06-03-008A - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, before proceeding with this PI.

1. Disconnect the negative battery cable from the battery/batteries.
2. Slide the protective boot on the generator BAT terminal aside and remove the retainer and wire cable from the BAT terminal.
3. Unplug the generator 4-cavity terminal from the top of the generator.
4. Inspect cavity D on the generator connector for a red cavity plug. If a red cavity plug is present, it is not necessary to replace the generator connector. Remove the CPA and save. Remove the red cavity plug and continue with step 9. If a red cavity plug is NOT present, continue with the next step.
5. Remove and save the orange Weatherpack seal and CPA from the 4-way connector.
6. Using the proper terminal removal tool, remove the two or three wires from the 4-way connector. On vehicles without Supplemental Brake Assist (SBA), install a red cavity plug, P/N 12059168, into cavity "A" of the new 4-way connector, P/N 12186568. On some 2003 and 2004 model year vehicles with SBA, install the dark blue (Circuit 5668) [illegible] the new 4-way connector.

black wire.
11. Install the new black wire into cavity "D" of the new 4-way connector.
12. Reinstall the connector seal and CPA, from the original connector, to the new connector.
13. Plug the 4-way connector into the generator.
14. Route the black wire to the generator BAT terminal, sliding the wire into the small end to the output terminal boot, along side the generator output wire.
15. Obtain a ring terminal from the terminal kit (J-38125-D) that is the same diameter as the positive post of the generator. Crimp and solder the ring terminal from the terminal kit (J-38125-D) on to the open end of the new black wire.
16. Place the generator output wire and the new black wire onto the generator BAT terminal and install the retainer.
17. Connect the negative battery cable.

Note: This modification will not work if the vehicle is utilizing the new "Regulated Voltage Control" system. This is new feature on some full-size trucks and utilities for the 2005 model year. Please inspect the vehicle prior to performing this modification.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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December 12, 2017

[redacted]
Waterloo, SC [redacted]

Service Request [redacted]
[redacted] Weigel

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

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)	$26,782.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$28,805.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$2,023.00

Trade Allowance (from dealer Bill of Sale)	$0.00
Actual Cash Value Statement	$0.00
Difference (if positive, this is the overallowance)	$0.00

Payoff or Lien amount from Bill of Sale *(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.)	$26,782.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2500.00
Overallowance and/or Negative Equity minus	$2,023.00
Actual price of Vehicle that should be presented to BBB for ATA	$22,259.00



GENERAL MOTORS BUSINESS RESOURCE CENTER

TO: Council of Better Business Bureaus

FROM: Karen Nixon
Arbitration Specialist
General Motors
BRC/ADR

DATE: 6/02/06

RE: [redacted]
Manufacturer's Response To Technical Expert Report

The Technical Expert report supports General Motors position presented at the arbitration. The customer's vehicle is operating as designed and has no substantial impairments or defects of material or workmanship.

General Motors continues to request a denial in this matter.

Thank you for your attention.

Faxed to: Scott Estep
Council of Better Business Bureau
703-276-0634

Smith
Chevrolet • Cadillac
200 N. Harper St. – P.O. Box 245
LAURENS, S.C. 29360
(864) 984-6581
SERVICE DIRECT (864) 984-3921
www.smithautos.com

Goodwrench

GM Parts

CUSTOMER NO [redacted]
[redacted]
WATERLOO, SC [redacted]

ADVISOR LEON DAVIS | TAG NO. 734 | INVOICE DATE 05/24/06 | IN [redacted]
LABOR RATE | LICENSE NO | MILEAGE 26,973 | COLOR | ST [redacted]
YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRAIL | DELIVERY DATE 02/17/05 | DELIVERY MILES
VEHICLE NO 1GNDS13S652[redacted] | SELLING DEALER NO. | PRODUCTION DATE
F.T.E NO | P.O NO. | R.O. DATE 05/17/06 | REPRINT# 1
[redacted]
COMMENTS

LABOR

J# 1 50CVZ BODY ELECTRICAL TECH(S):23 WARRANTY
PLEASE CHECK FOR LIGHTS FLICKER
TEST DROVE-CHECKED ALTERNATOR AND BATTERY
CHECKED BATTERY AND LIGHT OPERATIONS..
COULD NOT VERIFY ANY ABNORMAL CONDITION

J# 2 70CVZ-12 WIND NOISE TECH(S):23 WARRANTY
PLEASE CHECK FOR WIND NOISE AROUND 50MPH
CHECKED FOR WIND NOISE - ONLY HEARD AIR TURBULANCE AROUND MIRRORS-COMPARED WITH ANOTHER TRAILBLAZER ON LOT AND HAD THE SAME NOISE - NORMAL

J# 3 70CVZ-2 DOORS TECH(S):23 WARRANTY
PLEASE CHECK FOR RIGHT FRONT DOOR SQUEAKING AT CHECK LINK
NECESSARY TO LUBE RIGHT FRONT DOOR CHECK LINK

J# 4 70CVZ BODY TECH(S):23 WARRANTY
PLEASE CHECK FOR BOWTIE EMBLEM ABOVE TAG FADDED BUBBLING UP
REPLACED REAR BOWTIE EMBLEM FADDED

J# 5 79CVZ-2 WEATHER STRIP/MOLD TECH(S):23 WARRANTY
PLEASE CHEK FOR MOLD ON PASSENGER DOOR FRONT AND BACK AT BOTTOM OF GLASS FADDING
CHECKED AND FOUND BOTH PASSENGER SIDE FRONT AND REAR DOOR OUTER MOLDINGS FADDED REPLACED MOLDINGS ON BOTH DOORS

J# 6 40CVZ ENGINE MECHANICAL TECH(S):23 WARRANTY
ENGINE CUTOFF ONE TIME WHEN PULLING OUT INTO TRAFFIC
TEST DROVE CHECKED FOR CODES COULD NOT VERIFY ANY CUSTOMER CONCERN AT THIS TIME

J# 7 50CVZ-1 BODY ELECTRICAL TECH(S):23 WARRANTY
PLEASE CHECK FOR DOORS LOCK BY THEMSELVES WITH KEY IN CYLINDER
CHECKED FOR BULLETINS AND UPDATES COULD NOT VERIFY CUSTOMER CONCERN

J# 8 30CVZ TRANSMISSION TECH(S):23 WARRANTY
PLEASE CHECK FOR TRANS SLIPPING AT TIMES
TEST DROVE - CHECKED FOR ANY TRANS CODES - NONE. CHECKED FOR BULLETINS - COULD NOT VERIFY ANY ABNORMAL CONDITIONS

J# 9 35CVZ BRAKES TECH(S):23 WARRANTY
PLEASE CHEK FOR BRAKES GRABBING/LOCK
PULLED WHEELS AND INSPECTED FRONT AND REAR BRAKES - CHECKED CONDITION OF FLUID AND FOR ANY LEAKAGE. COULD NOT VERIFY

TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1		89044570	EMBLEM 12.182		WARRANTY
JOB # 5	1		15129773	S/STR-WDO 16.183		WARRANTY
JOB # 5	1		15129779	SEALING S 16.183		WARRANTY

IMPORTANT
YOU WILL RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT WAYNE BURGESS, SERVICE MANAGER, AT 864-984-3921. THANK YOU

DISCLAIMER OF WARRANTIES

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

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS

GM QUALITY SERVICE/PARTS
GENERAL MOTORS CORPORATION

Thank You

for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately.

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 08:37am

Smith
Chevrolet • Cadillac
200 N. Harper St. – P.O. Box 245
LAURENS, S.C. 29360
(864) 984-6581
SERVICE DIRECT (864) 984-3921
www.smithautos.com

Goodwrench

Parts

CUSTOMER NO. [redacted]

[redacted]

WATERLOO, SC [redacted]

[redacted]

ADVISOR LEON DAVIS 49 TAG NO 734 INVOICE DATE 05/24/06

LABOR RATE | LICENSE NO. | MILEAGE 26,973 | COLOR | S [redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/TRAIL DELIVERY DATE 02/17/05 | DELIVERY MILES

VEHICLE ID NO. 1GNDS13S65 [redacted] | SELLING DEALER NO. | PRODUCTION DATE

F.T.E NO | P.O. NO. | R.O. DATE 05/17/06 | REPRINT# 1

COMMENTS

TOTAL - PARTS 0.00

TECHNICIAN CERTIFICATION

23 GERALD SARTIN 247639727558

TOTALS

CASH[] CHECK[] CREDIT-CARD[] CHARGE[]

WE APPRECIATE YOUR BUSINESS AND YOU AS OUR CUSTOMER!

OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED WITH YOUR VEHICLE SERVICE EXPERIENCE WITH US. THANK YOU FOR ALLOWING US TO BE OF SERVICE TO YOU !!!

PARTS MARKED WITH * ARE COVERED BY GOODWRENCH LIMITED LIFETIME GUARANTEE.

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

CUSTOMER SIGNATURE

IMPORTANT
YOU WILL RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT WAYNE BURGESS, SERVICE MANAGER, AT 864-984-3921. THANK YOU

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GENERAL MOTORS CORPORATION

Thank You

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CUSTOMER COPY

[END OF INVOICE] 08:37am

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Goodwrench

Open TAC Case if nec.

STATE REG# 2

SERVICE HISTORY

Gerald

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/06	[redacted]	22545	12604	23	W	70CVZ-2	DOORS
02/27/06		22526	12604	23	W	70CVZ-12	WIND NOISE
				23	W	45CVZ	ENGINE ELECTRICAL
				23	W	60CVZ-4	CD PLAYER
				23	W	50CVZ-7	POWER LOCKS
				16081	C	01CVZWASH	WASH VEHICLE

SERVICE

SALESPERSON NO. 11090 WILLIAM W SHARPTON

VEHICLE ID NO. 1GNDS13S65[redacted]
[redacted]
WATERLOO, SC[redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRAI
STOCK NO. [redacted]
LICENSE NO.
P.O. NO. [redacted]
CUSTOMER NO. [redacted] SERVICE CONTRACT
DELIVERY DATE 02/17/05
DELIVERY MILES
SELLING DEALER NO. 03/28/06
COLOR
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
DIG NO. 146
TURBO | M / MC CVZZ | AIR COND. | P. S. | TRANS | MILEAGE 23,881 | ADVISOR NO. 12604 | PRODUCTION DATE

RESIDENCE PHONE [redacted]
TIME RECEIVED 10:43am
LABOR RATE
DATE / TIME PROMISED 03/28/06 05:30pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: WAYNE

"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."

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X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZLOF	LUBE/OIL/FILTER	MI	0.00
01CVZZTUNE4	TUNE UP	MI	0.00
20CVZ-5	ROTATE & BALANCE	MI	0.00
13CVZ-1	SERVICE COOLING SYST	MI	0.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE $
AUTHORIZED ADDITIONS $

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS
SPOKE TO
TIME CALLED
REPAIRS
AMOUNT
BY

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X — 0 —

1 W * 50CVZ BODY ELECTRICAL
HEADLAMPS WILL FLICKER AND DIM WHEN DRIVING AT NIGHT,SEE HISTORY FOR PREVIOUS REPAIRS
ck headlight operations - called Tech Assist. talked to Ernest Haller - told normal condition because of Air pump operation
see bulletin # 05-08-42-001

2 W * 60CVZ-4 CD PLAYER
CD PLAYER WILL NOT PLAY AFTER VEHICLE HAS BEEN CUT OFF AND RESTARTED,CD HAS TO EJECTED AND RESTARTED
internal radio problem
replaced radio + program.
03/6C
10359574
R0762 .5
R0763 .8

3 W 30CVZ TRANSMISSION
TRANSMISSION IRRATICALLY JERKS AS IF SLIPPING AND CATCHING ACCELERATING FROM A STOP
nec to update PCM calibration MJ/98 Z7901 37.00
OW/93 J6354 .7

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STATE REG# 2

SERVICE HISTORY

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
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				23	W	60CVZ-4	CD PLAYER
				23	W	50CVZ-7	POWER LOCKS
				16081	C	01CVZWASH	WASH VEHICLE

SERVICE

SALESPERSON NO. 11090 WILLIAM W SHARPTON

VEHICLE ID NO: 1GNDS13S65[redacted]
[redacted]
WATERLOO, SC 2[redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/TRAI
STOCK NO: [redacted]
LICENSE NO: [redacted]
CUSTOMER NO: [redacted] SERVICE CONTRACT
DELIVERY DATE: 02/17/05
DELIVERY MILES
SELLING DEALER NO.
R.O. DATE: 03/28/06
COLOR
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES: [redacted]

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ				23,881	12604	

RESIDENCE PHONE: [redacted]
TIME RECEIVED: 10:43am
LABOR RATE
DATE / TIME PROMISED: 03/28/06 05:30pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
Advisor: WAYNE

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X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/HR	TOTAL
01CVZZLOF	LUBE/OIL/FILTER	MI	0.00
01CVZZTUNE4	TUNE UP	MI	0.00
20CVZ-5	ROTATE & BALANCE	MI	0.00
13CVZ-1	SERVICE COOLING SYST	MI	0.00

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

PRELIMINARY ESTIMATE	AUTHORIZED ADDITIONS
$	$

PHONE ESTIMATE FOR AUTHORIZED ADDITIONS

SPOKE TO
TIME CALLED
REPAIRS
AMOUNT
BY

JOB # / LABOR INSTRUCTIONS

4 W * 70CVZ-12 WIND NOISE — PERFORMED — LABOR CODE
EXCESSIVE WIND NOISE CAN BE HEARD IN VEHICLE
NQ13A B2944 .2 B
ck for wind noise - adjusted luggage rack - (they were adjusted all the ways back) - test drove - could only hear only normal air turbulance

5 W * 50CVZ-7 POWER LOCKS
CUSTOMER STATES POWER DOOR LOCKS WILL IRRATICALLY LOCK WHEN VEHICLE IS LEFT IDLEING, HAS LOCKED KEYS IN VEHICLE
ck for lock operation - ck bulletins - asked Tech Assist. about problem - was told to ck lock rod + inside handle rod for binding. - ok - also told problem may be caused by radio wave or keyless interference could not verify condition

07/92 N9995 .3

Technical Service Person

FAX THIS SIDE **FAX # 1 800 544-1761**

Caller Name: [redacted] Dealer Code: 16428

VIN: 1GNDS13S65 [redacted] RO Number: 81203

Mileage: 23881 Dealer Name: Smith

State: [redacted] Date: 3/28/06 Fax Phone: _____

TAC Case No: [redacted] TAC Consultant's Name: Ernest Hales

Consumer Relation Case No. _____

Questions To Answer Prior to Contacting Technical Assistance

___ What is the number of times this vehicle has been to your dealership for the same condition?
___ How many days has this vehicle been in your dealership for this condition?
___ What is the customers concern (why did the customer bring their vehicle to your dealership)?
___ Is the vehicle in your dealership now?
___ Can you duplicate the customers concern?
___ What is the frequency of the concern? Times per day Per km/miles
___ Have you compared this vehicle to an identical vehicle? VIN (if known)
___ Does this vehicle have any after market accessories, or has it been modified from production? Please list.
___ Have you reviewed the service or owner's manual? What is the page number? _____ What is the SI 2000 document number? _____
___ What Bulletins or Service Manual procedures were performed? _____ Bring them to the phone.
___ What diagnostic checks were performed and what were the results?
___ Can you isolate the area of the customers concern? Tech 2 software version: _____

TAC Suggested Action: normal condition due to AIR pump operation

TAC Case Closing Information: (In the technician's own words, what fixed the vehicle? Be specific. Include circuit and terminal numbers, locations, part name and numbers) _____

Labor Op: _____

TAC Dealer Survey - - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey.

Please use this rating system for the questions below:

Completely satisfied	select 5	Somewhat satitfied	select 2
Very satisfied	select 4	Not satisfied	select 1
Satisfied	select 3		

1. Did the TAC Consultant handle the call in a professional manner? _____
2. Was the TAC Consultant knowledgeable about the product? _____
3. Did the TAC Consultant provide clear and adequate technical direction to assist in fixing the vehicle? _____
4. Considering all of your contacts with the **"General Motors Technical Assistance Center"**, how would you rate your overall satisfaction level with us? _____

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #1470165).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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2005 TRAILBLAZER LS 2WD CHEVROLET MOTOR DIVISION
44U MEDIUM RED METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HMTGD4/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S6 5[redacted] ADJUSTMENT INVOICE [redacted]
**********13*16428S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26395.00	23887.48	INVOICE 02/09/05
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 09/01/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 09/14/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/17/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 09/01/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S130H S130H
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1
			CHG-TO 16-428
PCK ONSTAR PLUS PACKAGE	970.00	834.20	SHIP-TO 16-429
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			WOODRUFF CHEVROLE
			WOODRUFF SC
* CRUISE CONTROL			
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	SHIP WT: 4287
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	HP: 32.1
			GVWR: 5550
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10	GAWR.FT: 2950
* POWER MIRRORS, HEATED			GAWR.RR: 3200
* FLOOR MATS, FRONT & REAR			GMS: 25287.38
* REAR WINDOW DEFOGGER			SUPPLR: 26421.94
* DEEP TINTED GLASS			MRM: 29705.00
* BODY SIDE MOLDING			NTR: 1/2
* LUGGAGE RACK CROSS BARS			DAN: 08035
* TRAILER WIRING CONNECTOR			MEMO 1331.00
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

SMITH CHEVROLET OLDSMOBILE CADILLAC,

2005 TRAILBLAZER LS 2WD CHEVROLET MOTOR DIVISION
44U MEDIUM RED METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HMTGD4/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S6 5[redacted] ADJUSTMENT INVOICE [redacted]
**********13*16428S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1325.00-
DEALER INVOICE	1071.78-
SPECIAL ACCT ADJ.	67.72-
NET ADJUSTMENT	1139.50-
TOTAL ADJUSTMENT	1139.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	28120.00	25370.98	ACT 237	1139.50-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		281.20		
LAM GROUP CONTRIBUTION		140.60		
TOTAL	28805.00	26477.78		1139.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25238.25		

****
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.
****

SMITH CHEVROLET OLDSMOBILE CADILLAC,

BALDWIN PONTIAC-BUICK-GMC-INC.

630 North Harper Street, Laurens, SC 29360
Tel. (864) 984-3576 / Toll Free 1-800-984-3576
www.baldwinautomotive.com

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Goodwrench

RO	VIN		DATE IN
[redacted]	1GNDS13S652[redacted]	[redacted]	07/26/05
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHEV	TRAILBLAZE	WINE		02:48
MILES IN	MILES OUT	FIRST USE	DISC	WATERLOO SC [redacted]	CLOSED
11049	11049	00/00/00			07/26/05
REF ALSO		RES	BUS		WHO
		H: (864) 677-4505 W: ( ) -			KENNY

(1) FULL SERVICE-OIL & FILTER-LUBRICATE-PER MENU

FS	MAINT FS	C	5	13.50
89017342	(FILTER)		1	7.00
10w30 Goodwrench Oil			6.5	11.83
Total Labor				13.50
Total Parts				7.00
Total Lubricants				11.83
Total Repair (Customer)				32.33

(Tech:30)

(2) ROTATE TIRES--NO CHARGE-PER KENNY

Labor		A	0
Total Repair (Customer)			.00

(Tech:30)

Next Service NOV '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

	W/C	INT.	CUSTOMER
.00 Labor			13.50
.00 Parts			7.00
.00 Sublet			.00
.00 Shop Supplie			.68
.00 Oil/Grease			11.83
.00 Total			33.01
.00 Tax			1.13
.00 Total (Cash)			34.14

[redacted] Customer Copy

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BUICK® GMC Goodwrench®

R/O	VIN				DATE IN
[redacted]	1GNDS13S652[redacted]			[redacted]	10/17/05
YEAR 2005	MAKE CHEV	MODEL TRAILBLAZE	COLOR WINE		TIME IN 03:19
MILES IN [redacted]	MILES OUT 15963	FIRST USE 00/00/00	LIBC	WATERLOO SC [redacted]	CLOSED 10/17/05
EGE ALSO				RES H [redacted] RUB	WRITER 2516 KENNY

(1) FULL SERVICE-OIL & FILTER-LUBRICATE-PER MENU

FS	MAINT FS	C	5	13.50	
89017342	(FILTER)		1	7.00	
10w30 Goodwrench Oil			7.0	12.74	
Total Labor					13.50
Total Parts					7.00
Total Lubricants					12.74
Total Repair (Customer)					33.24

(Tech:30)

(2) CHECK LEFT FRONT TIRE FOR LEAK
NO PROBLEM FOUND
(Tech:30)

Labor	C	0	
Total Repair (Customer)			.00

Next Service NOV '05 Lube-Oil-Filter

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W/C	INT.		CUSTOMER
	.00	Labor	13.50
	.00	Parts	7.00
	.00	Sublet	.00
	.00	Shop Supplie	.68
	.00	Oil/Grease	12.74
	.00	Total	33.92
	.00	Tax	1.18
	.00	Total (Cash)	35.10

 Reprint Job 434

[redacted] Customer Copy

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BUICK GMC Goodwrench

R/O [redacted]	VIN 1GNDS13S652[redacted]	[redacted]		DATE IN 10/17/05
YEAR 2005	MAKE CHEV	MODEL TRAILBLAZE	COLOR WINE	TIME IN 03:21
MILES IN [redacted]	MILES OUT [redacted]	FIRST USE 00/00/00	LIC	CLOSED 11/25/05
SPT ALOC		RFR H- ([redacted]	BUS	WRITER 2516 KENNY

[redacted] WATERLOO SC [redacted]

(1) PART ORDERED FOR RIGHT SEAT
RH SEAT LOWER TRIM PANEL RETAINER BROKEN — C6554 1D VB A 2
REPLACE TRIM — (F)89042242 (COVER) 1
(Tech:23) ..... (Warranty) .....

(2) AT NIGHT HEADLIGHTS WILL DIM AND GUAGE WILL
DROP A LITTLE — J4100 6D WC A 10
ALT NOT CHARGING PROPERLY — (F)10464468 (*GEN R) 1
REPLACE ALT
(Tech:23) ..... (Warranty) .....

(3) DASH CRACKED ON RH SIDE
TO BE INSTALLED AT LATER DATE--I COULDNT FINE
CRACK IN DASH THAT CUSTOMER SHOWED ME WHEN
I ORDERED IT--KEL
(Tech:00) ..... (Warranty) .....

(4) RENTAL
Z7903 98 MJ A 0
AFFORDABLE 29857 Z7903
(Tech:) ..... (Warranty) .....

Next Service NOV '05 Lube-Oil-Filter

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TERMS

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	W/C	INT.		CUSTOMER
		.00	Labor	.00
		.00	Parts	.00
		.00	Sublet	.00
		.00	Shop Supplie	.00
		.00	Oil/Grease	.00
		.00	Total	.00
		.00	Tax	.00
		.00	Total	.00

[redacted]

Customer Copy

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R/O	VIN				DATE IN
[redacted]	1GNDS13S652 [redacted]			[redacted]	12/06/05
YEAR	MAKE	MODEL			TIME IN
2005	CHEVY	TRAILBLAZE	WINE		04:56
MILES IN	MILES OUT	FIRST TIME	USC	WATERLOO SC [redacted]	CLOSED
18527	18527	02/17/05			12/07/05
SEE ALSO				RFS H: [redacted] W:(864) -	WRITER 5829 SALLY

(1) CHECK LEFT FRONT TIRE-LEAKS DOWN
PATCHED NAIL HOLE LEFT FRONT TIRE

(Tech:22)

Labor	A	5	15.00
Total Labor			15.00
Total Repair (Customer).....			15.00

Next Service DEC '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

W/C	INT.		CUSTOMER
	.00	Labor	15.00
	.00	Parts	.00
	.00	Sublet	.00
	.00	Shop Supplie	.75
	.00	Oil/Grease	.00
	.00	Total	15.75
	.00	Tax	.00
	.00	Total (Cash)	15.75

 Reprint Job 938

[redacted] Customer Copy

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GMC

Goodwrench

[redacted]	VIN 1GNDS13S652143942				DATE IN 12/06/05
YEAR 2005	MAKE CHEVY	MODEL TRAILBLAZE	COLOR WINE	[redacted]	TIME IN 04:25
MILES IN 18527	MILES OUT 18527	FIRST USE 02/17/05	USE	WATERLOO SC [redacted]	CLOSED 12/16/05
SEE ALSO				RES. H [redacted] BUS (864) -	WRITER 5829 SALLY

(1) WIND NOISE FROM LEFT REAR WINDOW TECHNICAL SERVICE BULLETIN APPLIES REPOSITIONED LUGGAGE RACK AND SEALED MIRRORS (Tech:22)	B5410	93	N3	A	4
	.....(Warranty).....				
(2) PASSENGER SIDE UNDER SEAT COVER IS BROKEN REPLACED BOLT (Tech:22)	C6576 (F)11508468	1D (SCREW)	VB	A	2 2
	.....(Warranty).....				
(3) CUSTOMER STATES-HEADLIGHTS GET DIM AT NIGHT -AMP DROPS WE RECENTLY REPLACED ALTERNATOR CHECKED CHARGING SYSTEM 14.9 VOLTS-NO PROBLEM FOUND ADVISED CUSTOMER OF BULLETIN #05-08-42-001 NORMAL CONDITION (Tech:22)	N9995	9Z	OE	A	3
	.....(Warranty).....				
(4) RENTAL (Tech:)	Z7901 AFFORDABLE 30500 Z7901	98	MJ	A	0
	.....(Warranty).....				

Next Service DEC '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days

	W/C	INT.		CUSTOMER
		.00	Labor	.00
		.00	Parts	.00
		.00	Sublet	.00
		.00	Shop Supplie	.00
		.00	Oil/Grease	.00
		.00	Total	.00
		.00	Tax	.00
		.00	Total	.00

[redacted]

Customer Copy

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.

CASE ASSESSMENT BY: **Patrina Caldwell** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 **Make: Chevrolet** **Model: Trailblazer** **Current Mileage: 24,041**

Vehicle ID No.: 1GNDS13S65 [redacted]

In Service Date: 2/17/05 **Purchased: New**

What is customer seeking: Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Wind noise

Date:	Mileage:	Days Out:	Description of Repair:
02/27/06	22,545	1	Adjusted door seal
03/28/06	23,881	1	Adjusted luggage rack
12/06/05	18,527	1	Repositioned luggage rack

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlamps flicker

Date:	Mileage:	Days Out:	Description of Repair:
03/28/06	*	*	Normal condition
10/17/05	15,963	1	Replaced alternator
12/06/05	18,527	2	Normal condition

OTHER SYMPTOM/CONCERN: **CD Player**

Date:	Mileage:	Days Out:	Description of Repair:
03/28/06	*	*	Replaced radio

OTHER SYMPTOM/CONCERN: Transmission

Date:	Mileage:	Days Out:	Description of Repair:
03/28/06	*	*	PCM update calibration

OTHER SYMPTOM/CONCERN: **Door lock**

Date:	Mileage:	Days Out:	Description of Repair:
03/28/06	*	*	Unable to duplicate

OTHER SYMPTOM/CONCERN: **Dash**

Date:	Mileage:	Days Out:	Description of Repair:
10/17/05	*	*	Ordered dash

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

OTHER SYMPTOM/CONCERN**: Seat**

Date:	Mileage:	Days Out:	Description of Repair:
10/17/05	15,963	*	Ordered lower seat trim retainer
12/06/05	18,527	*	Replaced bolt

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)? __Repurchase, Replacement Repairs_____

_____

AVM and/or DEALER RECOMMENDATION(s): Pete Johnson/AVM
The customer didn't show up at the dealer for the AVM to look at the vehicle. There isn't anything wrong with the vehicle. He doesn't recommend replacing the vehicle.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

We will offer to reimburse her 1 month car payment for her inconvenience. There isn't any defects in the vehicle and the dealer has found the vehicle to be operating as designed.

Decision reached by CRM: **Arbitrate case:** **Settle case:** **x**

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

CERTIFIED MAIL™

[redacted]
Waterloo, SC [redacted]

[redacted]

UNITED STATES POSTAL SERVICE

0000 [redacted]

U.S. POSTAGE
PAID
LAURENS, SC
29360
MAY 03, '06
AMOUNT
$4.64
00029416-01

MAY 08 2006

RETURN RECEIPT REQUESTED

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, Michigan
48232-5170

Safety

48232+5170-70 B051

5-2-06 [redacted]

To Whom this may Concern:

My name is [redacted] cl purchased a 2005 Chevy Trailblazer from Smith Chevrolet in 2-2005 since then cl continue to have problems with my vehicle such as Wind noise, Head Lamps Brightening & dimming & the Doors locking by themselves when nobody is in the vehicle. The SUV has been in the shop several times for each problem but they say that these problems cannot be fixed. So cl spoke with Christina Weigel on 4-3-06 & voiced my complaints, after her research she said that there was nothing GM could do about these problems. Since then cl've spoken with a lady named Trina she has offered me (1) vehicle payment and said thats all she can do. cl told her that would not solve the problems and thats all cl asked them to do so no Thank You. My husband & cl are afraid to park the vehicle in our garage for fear of the vehicle having a short & catching fire. cl was told by Christina Weigel that since cl called & she had everything in her computer that cl would not have to send a certified letter, but cl was advised later that cl should. [redacted]

ATA ARB/CASE ASSESSMENT BY: **Karen Nixon** **Siebel/CARS Request No:** [redacted]

Customer Name: [redacted]

Year of Vehicle:2005 CHEVY TRAILBLAZER **Current Mileage: 26,973**

Vehicle ID No.: 1GNDS13S65[redacted] **In Service Date:2/17/05** **Purchased: New**

What is customer seeking: Repurchase/Replacement

VEHICLE REPAIR HISTORY

*CUSTOMER'S PRIMARY SYMPTOM/CONCERN: WIND NOISE

Date:	Mileage:	Days Out:	Description of Repair:
4/20/05	3,323	1(Per rental)	(BALDWIN)Roof rack not properly positioned, repositioned rack
12/6/05	18,527	1(Per VISS)	(BALDWIN)Repositioned roof rack and sealed mirrors
2/27/06	22,526	1	(SMITH)Unable to duplicate
3/1/06	22,545	1	(SMITH)Test drove and found noise to be coming from door seals; adjusted all doors to seal tighter
3/28/06	23,881	1(Per rental)	(SMITH)Adjusted luggage rack
5/17/06(FRA)	26,973	7	(SMITH)Only heard air turbulence around mirrors, compared with another Trailblazer, same sound -- normal

*CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLAMPS

Date:	Mileage:	Days Out:	Description of Repair:
10/17/05	15,963	3(Per VISS)	(BALDWIN)Alternator not charging properly. Replaced alternator
12/6/05	18,527	*	(BALDWIN)Checked charging system, npf, per tsb.
2/27/06	22,526	*	(SMITH)Repaired alternator wiring per tsb
3/28/06	23,881	*	(SMITH)Per TAC, normal per tsb
5/17/06(FRA)	26,973	*	(SMITH)Test drove, checked alternator and battery – OK, could not verify any abnormal condition

*OTHER SYMPTOM/CONCERN: **DOOR LOCKS**

Date:	Mileage:	Days Out:	Description of Repair:
2/27/06	22,526	*	(SMITH)Repaired alternator wiring per tsb
3/28/06	23,881	*	(SMITH)Inspected per TAC – looked at lock rod and handle rod for binding –npf; could not verify condition
5/17/06(FRA)	26,973	*	(SMITH)Checked for tsbs and updates – could not duplicate

*OTHER SYMPTOM/CONCERN: **DOOR**

Date:	Mileage:	Days Out:	Description of Repair:
5/17/06(FRA)	26,973	*	(SMITH)Lubricated right front door check link

***OTHER SYMPTOM/CONCERN:**

Total Days Out of Service: 15__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:x** ☐ **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)? REPURCHASE

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

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

Team Manager Approval: **Date:**

Revised by r.fick 09/28/04

TO:Anne Corbett COMPANY:

FACSIMILE TRANSMISSION

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

FROM:	Name:	Scott Estep
	Fax Number:	(703) 247-9700
TO:	Name:	Anne Corbett
	Fax Number:	18662156752

MESSAGES:

Date and time of transmission: Friday, June 02, 2006 1:14:20 PM
Number of pages including this cover sheet: 05

TO:Anne Corbett 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.

June 2, 2006

Re:M11 CHV0645216 :Prince vs Chevrolet Motor Division 1GNDS13S65[redacted]

ANNE CORBETT
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

Enclosed are the technical expert's findings and credentials pursuant to the arbitrator's request. You may submit comments regarding both the findings and qualifications of the expert for the arbitrator's consideration.

The BBB AUTO LINE office must receive any comments **within four days** from the date of this letter. If your comments are received within this four-day period, they will be sent to the arbitrator together with the expert's report. If we do not receive your comments by that time, the technical expert's report will be sent to the arbitrator without your comments.

If the customer has any comments to make concerning the expert's report, and they are received by the BBB AUTO LINE within this same time frame, they will be sent to the arbitrator. You will also receive a copy for your information.

You may fax your comments to us at 703.247.9700, or call me at 800.334.2406 if you have any questions.

Sincerely,

Scott Estep at Extension 515

BBB Auto Line

Technical Expert's Report

		Start Date: 05/24/06		Arb. Date:	
Bureau:	CBBB	**Case Number:**	[redacted]		
Staff Contact & Extension #:	Scott Estoo ext 515			**Fax:**	954-539-3225
Customer:	[redacted]				
Address:	[redacted] Waterloo, SC[redacted]				
Telephone:	Day [redacted]			**Evening:**	
Alternate Phone - Contact Information:	[redacted]				
Vehicle Location:					

Vehicle Information

Make:	Chevrolet	**Model:**	Trailblazer	**Year:**	05
Mileage:	27174	**V.I.N.:**	1GNDS13S65[redacted]		
Request Date:	2006-05-25 16:38:56	**Complete By:**	ASAP		
Any Special Instructions:					
Completion Date/Time:	6-2-06 9:10 AM	**Inspector:**	Jim Cole		

Odometer at Start:	27704	**After Road Test:**	27728
Miles Driven:	24	**Date/Time Inspected:**	6-1-06 5:10 PM

Technical Inspection Request

Problem:	Passengers hear wind noise when vehicle is moving at highway speed.
Does Problem Exist:	No.
Probable Cause(s):	Manufacturing design.
Test, Evaluation and Basis for Conclusion(s):	The inspector road tested the subject vehicle at various speeds up to highway speeds and verified there was some normal wind buffeting noises audible as the air was passing over the roof rack and the windshield posts, but no wind leaking noises or irregular wind noises were audible at any time during the road test or inspection from any area.

Problem:	Headlight flicker from bright to dim when driven at night. The alternator has been replaced, but customer states that the problem still exists

Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector checked the complete electrical system voltages and noted the system voltage did not vary more than .4 volts during the test. The system voltage was between 13.72 volts and 14.12 volts during the test. The alternator did appear to be cleaner than the other ancillary components indicating that the alternator had been recently replaced.

Problem:	Doors lock themselves when the subject vehicle is idling. Customer states that she has been locked out of the vehicle with the engine running.
Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector let the vehicle idle for 10 minutes and noted no problems or irregularities. While idling in and out of gear during the road test, both cold and after reaching operating temperatures, no unusual fluctuations were verified. The door locks all operated flawlessly when repeatedly tested and at no time during the road test or inspection did any of the doors lock themselves.

Problem:	Customer claims that front passenger door squeaks
Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector opened and closed the right front door 5 times before, at various intervals during and again after the road test and was not able to duplicate any unusual squeaking noises, binding or other flaws.

Technical Expert's Biography

Technical Expert:	James B Cole
Years of Experience:	10+
Certified By:	ASE
ASE Identification #:	[redacted]

Areas of Certification

Engine Repair:	12/09	**Suspension & Steering:**	12/09
Heating & Air Conditioning:	12/09	**Electrical / Electronic Systems:**	12/09
Auto Trans / Transaxle:	12/09	**Engine Performance:**	12/09
Manual Drive Train & Axles:	12/09	**Brakes:**	12/09
ASE Master Technician:	12/09	**Diesel Engines (Medium/Heavy):**	12/09
Drive Train (Medium/Heavy):	12/09	**Brakes (Medium/Heavy):**	12/09
Suspension and Steering (Medium/Heavy):	12/09	**Electrical/Electronics (Medium/Heavy):**	12/09
Heating/Vent/Air Conditioning (Medium/Heavy):	06/06	**Electronic Diesel Engine Diagnosis:**	06/07
Exhaust Systems:	06/06	**Master School Bus Technician:**	06/06
Master Medium/Heavy Truck Technician:	06/06		

See Images:

CHV0645216_1490_7934.JPG | CHV0645216_1490_6405.JPG | CHV0645216_1490_4866.JPG |
CHV0645216_1490_8110.JPG | CHV0645216_1490_7981.JPG | CHV0645216_1490_3031.JPG |
CHV0645216_1490_5181.JPG | CHV0645216_1490_4975.JPG | CHV0645216_1490_2525.JPG |
CHV0645216_1490_6779.JPG | CHV0645216_1490_8980.JPG | CHV0645216_1490_7358.JPG |
CHV0645216_1490_2319.JPG | CHV0645216_1490_3256.JPG | CHV0645216_1490_2604.JPG |
CHV0645216_1490_4910.JPG | CHV0645216_1490_6126.JPG | CHV0645216_1490_9885.JPG |
CHV0645216_1490_6440.JPG | CHV0645216_1490_6068.JPG | CHV0645216_1490_5622.JPG |
CHV0645216_1490_3107.JPG | CHV0645216_1490_2082.JPG | CHV0645216_1490_8295.JPG |
CHV0645216_1490_8919.JPG | CHV0645216_1490_3099.JPG | CHV0645216_1490_5131.JPG |

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.

First Baptist Church
205 N. Church Street, P.O. Box 85
Ninety Six, SC 29666
Phone: (864)543-2333
www.fbc96.org

Chuck Sprouse
Pastor

Jeremy McCollum
Children / Youth Pastor

Dan Dickerson
Minister of Worship & Music

To Whom It May Concern:

A couple of years ago as I was researching to prepare to bring messages to Rosemont Baptist Church related to the importance of reaching our youth early in life. My research led to some information on gang activities, gang initiation in particular. The theme of the research was willingness of gangs to show youth attention and accept them into their group. Something unique that was uncovered in my research was "One" of the many ways to be initiated into a gang. My research uncovered that a gang would send a potential member out at night with bright headlights shining to prompt an oncoming driver to "flash" their lights. If the oncoming driver "flashed" their lights, then the one seeking membership into the gang was to run them off of the road or cause them harm in some way as a form of initiation. I do not know if this was an example that only happened once or something that is more common. [redacted] called me to ask me about the subject. I cannot find any of my research at this time so on her behalf I am sending along this statement.

Sincerely,

[redacted]



GENERAL MOTORS BUSINESS RESOURCE CENTER

April 6, 2006

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE: [redacted]
Service Request: [redacted]
GM Legal Staff Case: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S8[redacted]
Customer Relationship Manager: Willie Sheppard Jr

Dear Mr. Kantrowitz:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Seth Young, **PH:** 800-356-5004, 8027 **AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 113833. Please call the number listed below if further assistance or clarification is needed.

Sincerely,

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

cc: FILE

Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**		**BRC Type**	**Legal**
Account		**Site**		GW SubType		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #		Evening #	[redacted]	**UCC**	Non Component GM	**Sub-Area**	Discovery
Address	[redacted]	City	Wilmington	**Involved Dlr**	William H. Porter, Inc.	**Safety**	Yes
State	DE Postal Cd	[redacted]		**Con. Acct.**		**Source**	White Mail	**Updated**	4/6/2006 8:49:05 AM
Serial #/VIN	1GNDT13S84[redacted]	**Model Year**	2004	**Priority**	Medium	**License #**	[redacted]	**Owner**	SHEPPAWI
Make	Chevrolet	**Warr. Start**	05/31/2004	**Status**	Open	**Opened**	4/5/2006 11:52:34 AM
Model	TrailBlazer	**Mileage**	16266	**Sub-Status**	Satisfied	**Closed**	
Abstract	BRC Legal File						
Customer Description	This is a Brc Legal file do not assume. Please forward any inquiries to Will Sheppard X20212						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:54:28 AM	SADMIN	SHEPPAWI	Inbound White Mail	Attorney	Done	4/6/2006 8:52:09 AM	BRC LEGAL Scanned: 2006-04-03-16.59.56.000000, MSXDocNum: 0609300516

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CT notice

Will Sheppard/Brc Legal/20212

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:53 AM	MCCABEM	SHEPPAWI	Ownership Changed		Done	4/5/2006 11:53:53 AM	Service Request Ownership has changed FROM: MCCABEM TO: SHEPPAWI

Contact Last Name	Contact First Name	Account	BAC Code
Disalvo	Millard		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:10 AM	MCCABEM	SHEPPAWI	BRC LEGAL	Assigned Lawsuit NER	In Progress		Assigned Lawsuit NER

Contact Last Name	Contact First Name	Account	BAC Code
Disalvo	Millard		

Comments

VIN search located no other related SR's. Michael McCabe/ BRC Legal X20218

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:09 AM	MCCABEM	MCCABEM	Ownership Changed	Ownership Escalated to BRC	Done	4/5/2006 11:53:09 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

UCC Codes

UCC Code	UCC Symptom	UCC Description
S96	Chevrolet	Non Component GM

GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S [redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2004 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	GQPC3P
Build Date :	11/10/2003	**Build Plant :**	14206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AM9 - SPLIT FOLDING REAR SEAT BACK	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE
B30 - WHEELHOUSING & FLOOR CARPETING	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B84 - BODY SIDE MOLDINGS
CJ3 - CLIMATE CONTROL	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DK2 - ELECTRIC OSRV MIRROR W/DEFOGGER	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - ELECTRONIC SPEED CONTROL WITH RESUME SPEED	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - FULL SIZE SPARE
N40 - POWER STEERING	QC3 - ALUMINUM WHEELS
QRE - P245/70R16 BW ALL SEASON TIRES	R6B - PROC CODE, ONSTAR NOT FORCED
SLM - STOCK ORDERS	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD

UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	V76 - TOW HOOKS
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER MIRRORS, HEATED * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * CRUISE CONTROL * BODY SIDE MOLDING * TOW HOOKS * LUGGAGE RACK CROSS-BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
6CC - COMP FRT LH COMPUTER SEL SUSP	67U - SILVERSTONE METALLIC
7CB - FRONT SPRING	8EW - COMP RR LH COMPUTER SEL SUSP
9EU - COMP RR RH COMPUTER SEL SUSP	95H - MEDIUM PEWTER
95I - MED PEWTER/DK PEWTER INT TRIM	

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GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDT13S84[redacted]

CLAIM HISTORY

Repair Order Date :	12/15/2005	Repair Order Number :	350325	Odometer Reading :	16266 miles

Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800	Selling Source :	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/27/2006	660	01	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	15122670 - BCM	B	N/A	$ 162.48	N

Repair Order Date :	11/30/2005	Repair Order Number :	349165	Odometer Reading :	15524 miles

Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800	Selling Source :	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/13/2005	647	01	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12574976 - PCM	N/A	N/A	$ 504.62	N
12/13/2005	647	02	#	V1388 - 05044 - REPLACE FLASHER RELAY	15231201 - FLASHER	N/A	N/A	$ 44.04	N
12/13/2005	647	03	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	N/A	N/A	N/A	$ 141.61	N
12/13/2005	647	04	#	R9708 - INSTALL RADIO ANTENNA EXTENSION CABLE	15267997 - CABLE	N/A	N/A	$ 45.17	N

Repair Order Date :	06/28/2005	Repair Order Number :	[redacted]	Odometer Reading :	7689 miles

Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800	Selling Source :	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/08/2005	602	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 22.36	N

Repair Order Date :	02/01/2005	Repair Order Number :	325091	Odometer Reading :	4651 miles

Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800	Selling Source :	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/08/2005	559	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 52.17	N
02/08/2005	559	02	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	$ 29.81	N
02/08/2005	559	03	#	N8521 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	N/A	N/A	N/A	$ 29.81	N

Repair Order Date :	11/10/2003	Repair Order Number :	[redacted]	Odometer Reading :	0 miles

Serviced By :	CARFAGNO CHEVROLET PO BOX 530 PLYMOUTH MEETING, PA 19462-0530 (610) 275-0507	Selling Source :	13 - CHEVROLET
		Site Code :	15087
		Business Associate Code :	113793

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/14/2003	430	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 71.93	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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 :	1GNDT13S842[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LS 4WD	**Warranty Start Date :**	05/31/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK , DE 19711-3799 (302) 453-6800	**Selling Source :**	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05044	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	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	05/31/2004	81 miles	05/31/2007	36081 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/31/2004	81 miles	05/31/2010	100081 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/31/2004	81 miles	05/31/2012	80081 miles
36/36000 FEDERAL EMISSION	05/31/2004	81 miles	05/31/2007	36081 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/15/2005	[redacted]	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	16266 miles
11/30/2005		#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	15524 miles

11/30/2005	[redacted]	#	V1388 - 05044 - REPLACE FLASHER RELAY	15524 miles
11/30/2005		#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	15524 miles
11/30/2005		#	R9708 - INSTALL RADIO ANTENNA EXTENSION CABLE	15524 miles
06/28/2005		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	7689 miles
02/01/2005		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	4651 miles
02/01/2005		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	4651 miles
02/01/2005		#	N8521 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4651 miles
11/10/2003		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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

GM

CHECK **No.** 900885064

50-937
213

DATE 11/21/06

**********2,500 DOLLARS ****00 CENTS

AMOUNT **********2,500.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN, P.C.
607 CORALBERRY CT
WILMINGTON DE 19808-4396

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000227 1

CHECK NO. [redacted]

VENDOR NAME KIMMEL & SILVERMAN, P.C.

PAYMENT DATE 11/21/06

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S842[redacted]	[redacted]/20/06 403527276.1-76BT27	VM 1-76BT27	00.0000	2,500.00	.00	2,500.00
			TOTAL	2,500.00	.00	2,500.00

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

W3

APS3CK

To: vasquesh@gmexpert.com
cc: doreen.trolley@gm.com

Subject: DiSalvo v. GM- 509376

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Phone: 313-665-1555
Fax: 248-267-4333
----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 11/08/2006 01:07 PM -----

CindyatKandPlaw@a

ol.com To:
SHARON.LEDOUX@gm.com

cc:

11/06/2006 06:50 Subject: DiSalvo v. GM-
509376

PM

Attached please find the check release letter for DiSalvo V. GM

Thanks,
Jessie LePore

KANTROWITZ & PHILLIPPI, LLC
1880 John F. Kennedy Boulevard, Suite 1101
Philadelphia, PA 19103.
215-496-9400 Phone
215-496-9089 Fax(See attached file: 2006_11_06_18_49_27.pdf)

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

CHECK **No.** 900885062

50-937
213

DATE 11/21/06

***********4,000 DOLLARS

***00 CENTS

AMOUNT ***********4,000.00

PAY TO THE ORDER OF [redacted] WILMINGTON DE [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 11/21/06

VENDOR DUNS NO. BB 000000226 1

VENDOR NAME MILLARD & DONNA DISALVO

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S8422[redacted]	1/20/06	VM 1-76BT25 -403527276.1-76BT25	00.0000	4,000.00	.00	4,000.00

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

W3

TOTAL	4,000.00	.00	4,000.00

AP313C

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 07/09/05
PROCESSING SOURCE: CHEVROLET 14:28:27
PAGE: 1

VIN: 1GNDT13S8 42[redacted] SELLG SCE: 13 MDL YR: 04 ORD NO: GQPC3P

ODATE: 09/11/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15500
DDATE: 05/31/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/01/04 ORDER BY:
CANC:
CANC DOE:
TRADE: 03/11/04 DLVY TO: [redacted]
TRD DOE: 03/11/04
SRVC IN: WILMINGTON DE [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNE	01	13 15500	[redacted]	06/02/04	3,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00026017861 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 15500	[redacted]	06/02/04	29.58	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00026017861 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
TFB	01	13 15500	[redacted]	06/03/04	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00026028702 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2004 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
95H MEDIUM PEWTER
ORDER NO. GQPC3P/TRE STOCK NO.
VIN 1GN DT13 S8 [redacted]

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

**********13*15087S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	29595.00	26783.48	INVOICE 11/10/03
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 11/08/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/19/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 11/19/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 11/08/03
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S188B S188B WFP-F QTR OPT-1
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	BANK: GMAC - 020
* POWER MIRRORS, HEATED			CHG-TO 15-087
* FLOOR MATS, FRONT & REAR			
* REAR WINDOW DEFOGGER			SHIP WT: 4463
* DEEP TINTED GLASS			HP: 32.1
* CRUISE CONTROL			GVW: 5750
* BODY SIDE MOLDING			GVWF: 2950
* TOW HOOKS			GVWR: 3200
* LUGGAGE RACK CROSS-BARS			GMS: 27637.38
* TRAILER WIRING CONNECTOR			SUPPLR: 28881.06
* REMOTE KEYLESS ENTRY			MRM: 31470.00
* THEFT DETERRENT SYSTEM			NTR: 1/2
			MEMO 1466.00

TOTAL MODEL & OPTIONS	30820.00	27836.98	ACT 237 27562.38
DESTINATION CHARGE	650.00	650.00	H/B 261 924.60
LAM DEALER CONTRIBUTION		308.20	ADV 261 308.20
LAM GROUP CONTRIBUTION		154.10	EXP 65A 154.10
TOTAL	31470.00	28949.28	PAY 310 28949.28

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27580.75

****

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

****

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

CARFAGNO CHEVROLET

REMIT TO GMAC NO. 020
VIN 1GNDT13S8[redacted]
$ 28949.28 INV [redacted]
DUE 11/19/03 DEALER 15-087

KANTROWITZ & PHILLIPPI, LLC
ATTORNEYS AT LAW
1880 John F. Kennedy Boulevard
Suite 1101
PHILADELPHIA, PA 19103
(215) 496-9400
FAX: (215) 496-9089

NEW JERSEY OFFICE
1230 Parkway Avenue
Parkway Corporate Center
Suite 304-A
Ewing, New Jersey08625
(609) 530-1919
FAX: (609) 530-9050

November 1, 2006

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [redacted]. General Motors Corporation
C.C.P. Phila. Cnty., February Term, 2006, No. 002931
2004 Chevrolet Trailblazer
Vin No.: 1GNDT13S84[redacted]
GMC File: [redacted]
Our File: [redacted]

Dear Ms. Ledoux:

Based upon an unfavorable repair history involving repeat electrical repairs, as well as other miscellaneous repairs, we have negotiated a settlement of this claim for the amount of $6,500.00 inclusive of counsel fees.

UCC Codes:

N15 Electrical Lamps- Headlamp/ Dim/ Flicker
P58 Electrical Lamps- Service Engine Soon/ Warning Lamp On
R48 Electrical Radio- Wiring/ Inoperative- Reception Poor
N13 Electrical Lamps- Turn Signal/ Flasher/ Broken
H21 Brakes- Front Rotors/ Pulsate

Please forward the following drafts to this office:

(1) a draft for **$4,000.00** made payable to:

[redacted] Wilmington DE [redacted]
Telephone Numbe[redacted]
Odometer: 25,000; and

(2) a draft for **$2,500.00** made payable to:
Kimmel & Silverman, P.C.
30 East Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,

STEVEN B. KANTROWITZ

SBK/jl



The World On

Align top of FedEx Shipping Label or ASTRA Label here.

ORIGIN ID:OXCA
313983-7030
PBMS / GM CORP WHQ
1900 HOWARD ST
DETROIT, MI 48216

PKGID:205764

CAD # 406865
DATE: 31MAR06
ACTUAL WGT: 1 LB

FedEx Revenue Barcode

TO:
BRENDA HORCHLER
MSX INTERNATIONAL 248 952 5100
1919 CONCEPT DR
336-105-000
WARREN, MI 48091

APR 03 2006

Delivery Address Barcode (FedEx EDR)

FedEx PRIORITY OVERNIGHT MON

Deliver By
03APR06
A2

CAD # 406865 31MAR06

TRK# 6747 1946 4030 FORM 0201 DTW

48091 -MI-US 66 UIZA

ly.



General Motors Corporation
Legal Staff

Facsimile
248/267-4333

Telephone
313/665-1555

March 30, 2006

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: GM Case No. [redacted]
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Sharon Ledoux
Legal Assistant

4/18

Service of Process Transmittal

03/29/2006
Log Number 511036916

509376

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

RE: **Process Served in Pennsylvania**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] et al, Plffs. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Notice, Complaint, Verification, Exhibits
COURT/AGENCY:	Court of Common of Pleas, Philadelphia County, Pennsylvania, PA Case # 002931
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - Manufacturing defect 2004 Chevrolet Trailblazer 1GNDT13S84[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	*By Process Server on 03/29/2006 at 09:00*
APPEARANCE OR ANSWER DUE:	Within 20 days
ATTORNEY(S) / SENDER(S):	Kimmel & Silverman 30 East Butler Pike Ambler, PA, 19002 215 540-8888
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:**	C T Corporation System Sandra Solomon 1515 Market Street Suite 1210 Philadelphia, PA, 19102
TELEPHONE:	215-563-7750

NER- SJL

CT-web
3/29 12:01

Page 1 of 1 / SS

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. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

Steven Kantrowitz

December 12, 2017

[redacted]
New Bethlehem, PA [redacted]

Service Request: 1-[redacted]
Customer Relationship Manager: Aaron Clark

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]
Rochester, PA [redacted]

Service Request [redacted]
Customer Relationship Manager: Daryl Lampe

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.

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[redacted]
Millersville, MO [redacted]

Service Request [redacted]
Customer Relationship Manager: Marcellus James

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S152[redacted] is for the following:

- 72 months or 72,000 miles, whichever occurs first, beginning on April 28, 2006, and ending on April 28, 2012, and begins with 14,359 and ends with 86,359 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.

CHEVROLET

Service Satisfaction Survey

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

[redacted]
Wauconda IL
[redacted]

Home telephone: [redacted]
Change to: ( )

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Boehmer Chevrolet Sales Inc on March 2, 2006.** 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 Boehmer Chevrolet Sales Inc.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 2, 2006, 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

1GNDS13S7[redacted]1063
021609043118 00000113168 108984 0581 CSI 020200

About Your Service Consultant/Advisor - continued

Do not like GM's ANSWER – Boehmer's WAS fine

	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) GM's ANSWER WAS ITS OK NOT Boehmers ANSWER
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit? N/A	☐	☐	☐	☐	☐

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. **Based on this service visit, overall, how satisfied are you with Boehmer Chevrolet Sales 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 2005 Trailblazer?** SOON AS GM figures out why my lights flicker it will be fine. GM says its ok the lights flicker	☐	☐	☐	☐	☐

19. Are you ... ☐ Male ■ Female

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

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

22. Do you have any other comments/recommendations about Boehmer Chevrolet Sales Inc?
Boehmer's is just fine — Its GM that I'm not happy with

MC

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

0399

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GNDS13S752[redacted]11063
021609043118 8475267569 108984 0582

December 12, 2017

[redacted]
Corinth, TX 7[redacted]

Service Request: 1-409679728
Customer Relationship Manager: Brittany Delamar

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the performance of 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]
Corinth, TX [redacted]

Service [redacted]
Customer Relationship Manager: Brittany Delamar

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 1GNDT13S352[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 5/24/06 and ending on 5/24/07, and begins with 28,076 and ends with 40,076 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.

RETAIL ORDER FOR A MOTOR VEHICLE

PATRIOT
CHEVROLET • BUICK • GMC
4401 FT. CAMPBELL BLVD.
HOPKINSVILLE, KY. 42240
Phone: (270) 886-1207
GMC

DATE 06/17/05

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

CITY HOPKINSVILLE STATE KY ZIP [redacted]

BUS. PHONE [redacted]

VEHICLE BEING PURCHASED

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING: [XX] NEW [ ] USED [ ] CAR [XX] TRUCK

YEAR 2005 MAKE CHEVROLET TRUCK

MODEL OR SERIES TRAILBLAZR BODY TYPE TRAILBLAZER 2WD

COLOR MEDIUM RED TRIM LIGHT GRAY

TO BE DELIVERED ON OR ABOUT

LAST PLATE NUMBER-STATE-YR.

M.V.I. OR SERIAL NO. 1GNDS13S65 [redacted]

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 34 at time of transfer.

(Check the following statement, if applicable)

[ ] I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

X _____ 06/17/05
SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) DATE

USED VEHICLE TRADED-IN AND/OR OTHER CREDITS

YEAR 1997 MAKE CHEVROLET TRUCK STOCK NO. [redacted]

MODEL OR SERIES S 10 BLAZER BODY TYPE 4 DR 4X4

COLOR RED TRIM

M.V.I. OR SERIAL NO. 1GNDT13W1V2 [redacted] LAST PLATE NUMBER-STATE-YR.

BALANCE OWED TO 141729

ADDRESS

USED TRADE-IN ALLOWANCE	$ 2500.00	CASH DELIVERED PRICE OF VEHICLE	$ 26225.43
BALANCE OWED ON TRADE-IN	NONE	ACCESSORIES	NONE
NET ALLOWANCE ON USED TRADE-IN	$ 2500.00		
DEPOSIT OR CREDIT BALANCE	NONE		
CASH WITH ORDER	NONE		
MANUFACTURER INCENTIVES/REBATES	NONE		
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 2500.00		

ACTUAL CASH VALUE

BIRTH MONTH

SOC. SEC. # BUYER #1 BUYER #2

BIRTH MONTH 05/23/50

SOC. SEC. # [redacted]

CASH PRICE OF VEHICLE & ACCESSORIES	$ 26225.43
PROCESSING FEE & CUSTOMER SERVICES (SEE BACK #12)	189 00
STATE AND LOCAL TAXES	1573.52
LICENSE & REGISTRATION FEE	39.00
TOTAL PRICE OF UNIT	$ 28026.95
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 2500.00
UNPAID CASH BALANCE DUE ON DELIVERY	25526.95

I HAVE REVIEWED AND FULLY UNDERSTAND THE EXTENDED SERVICE PLAN COVERAGE AND DO NOT WISH TO ENROLL FOR THE PR[redacted]EHICLE.

CUSTOMER SIGNATURE [redacted]

AMOUNTS CHA[redacted]T TO A SERVICE FEE.

"A PROCESSING FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO A BUYER FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE CLOSING OF A SALE."

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

The Seller, PATRIOT CHEVROLET BUICK GMC, INC., hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the seller in no way affects the terms of the manufacturers warranty.

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

PURCHASER'S SIGNATURE [redacted]

ACCEPTED BY SUSIE C BOGGS

PER _____
(NAME AND TITLE)

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GNDS13S652[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	$	
	$	
GM Purchase	$	GPP
	$	
	$	
Total Incentive Amount Received	$	

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

a. I elect to receive 4.9%
in lieu of Rebate
and/or

b. I elect to receive ___

___ CUSTOMER AND DEALER ACKNOWLEDGMENT ___

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/17/2005. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] 06/17/2005

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

Authorized Dealer Signature: PATRIOT CHEVROLET BUICK GMC Date: 06/17/05

Dealership Name: ___ Dealer Code: 17055

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.mysource.com; 1-800-344-0096; fax 1-800-531-9088

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number 229305024 Contract Number

Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
[redacted] HOPKINSVILLE KY [redacted] CHRISTIAN	PATRIOT CHEVROLET BUICK GMC 4401 FORT CAMPBELL BLVD HOPKINSVILLE KY 42240

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. **By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract.** You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

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

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2005	CHEVROLET TRUCK TRAILBLAZR	TRAILBLAZER	2WD1GNDS13565[redacted]	☒ personal ☐ agricultural ☐ business ☐ _____

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

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down-payment of $ 2500.00
4.90 %	$ 4021.45	$ 25746.95	$ 29768.40	$ 32268.40

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
72	413.45	Monthly beginning JUL 17th 2005	

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, and taxes)		$ 27798.95 (1)
2 Total Downpayment = Net Trade-in $ 2500.00	+ Cash Downpayment $ N/A	
+ Other (Describe)	$ N/A	
Your Trade-in is a 1997 (Year) CHEVROLET TRUCK (Make) S 10 BLAZER (Model)		$ 2500.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 25298.95 (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf: (Seller may be keeping part of these amounts.)		
A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below-Covering Damage to the Vehicle		$ N/A
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs		$ N/A
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below. Life $ N/A Disability, Accident and Health $ N/A		$ N/A
D Official Fees Paid to Government Agencies		$ N/A
E Taxes Not Included in Cash Price		$ N/A
F Government License and/or Registration Fees (Itemize) LICENSE AND REG. FEES		$ 50.00
G Government Certificate of Title Fees		$ N/A
H Other Charges (Seller must identify who will receive payment and describe purpose)		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to PATRIOT CHEVROLET BUICK for GMC PROCESSING FEE		$ 199.00
to PATRIOT CHEVROLET BUICK for GMC THEFTGUARD		$ 199.00
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 448.00 (4)
5 Amount Financed - Unpaid Balance (3 + 4)		$ 25746.95 (5)

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

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

Insurance Company N/A Term: N/A Months

☐ $ N/A Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

☐ $ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

☐ Fire, Theft and Combined Additional Coverage

Optional, if desired - ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company N/A

Term: ☐ 36 months or 36,000 miles, whichever occurs first

Term: ☐ N/A

☐ $25 Deductible ☐ $50 Deductible ☐ $_____ Deductible

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the Itemization above. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Check the insurance desired: ☐ Life (Buyer ☐ Co-Buyer ☐ Both ☐)
☐ Disability, Accident and Health (Buyer Only)

N/A (Name of Insurer) N/A (Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is $ N/A and the total amount of insurance under this and any other retail instalment sale contract of the Buyer is limited to $ N/A.

X _____ Buyer Signature Date

X _____ Co-Buyer Signature Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms on the front and back of this contract. You confirm that before you signed this contract, the Creditor gave it to you, and you were free to ta[redacted] a completely filled in copy when you signed it.

Buyer Signs X [redacted] 06/17/2005 Co-Buyer Signs X _____ Date 06/17/20

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to the Creditor in this contract.

Other owner signs here X _____ Date 06/17/2005 Address _____

Creditor Signs PATRIOT CHEVROLET BUICK GMC Date 06/17/2005 By X [signature] Title [signature]

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	PATRIOT CHEVROLET BUICK GMC [signature]	By	Title

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Dealership: Patriot Chevrolet
Hopkinsville, Ky

Customer: [redacted]

Vehicle: 2005 Chevrolet Trailblazer
Vin: 1GNDS13S652[redacted]
Mileage: 10,222

The vehicle was left at the dealership with complaints of poor panel fits and wind noise and the customer had complained of headlamp flicker on previous repair visits.

I test drove the vehicle for approximately 13 miles in various directions attempting to duplicate the wind noise condition. I was unable to hear anything more than normal wind rush over the mirrors. The customer also complained of headlight flicker, so while driving this vehicle I had all the accessories on. I turned the headlights on high beam and let the vehicle sit at idle as well as driving the speed limit. The headlights or the interior lights did not flicker. The gages gave no indication of loss of power. I brought the vehicle back to the dealership and hooked up the Midtronic's Micro 500 XL Battery tester it showed the battery to be in good health.

I could not duplicate any of the reported concerns and it appears that the dealer has made all of the necessary repairs. The customer was advised that the vehicle was currently operating to manufacturer's specification and had refused to pick up the vehicle.

AVM Ben Hall
Nashville Zone

[redacted]

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZLOF	LUBE-OIL-FILTER	MI		01CVZBOLTTOR	QUBOLT TORQUE ADJ	MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/05/06	[redacted]	9275	694	946	W	74CVZ	WINDNOISE
				946	W	66CVZ	SOFT TRIM
11/28/05		8448	694	885	W	37CVZ	WINDOW
11/11/05		7798	694	946	W	38CVZ	SEAT ASSEMBLY
				946	W	36CVZ	DOOR LOCKS
				946	W	36CVHINGE	DOOR HINGE

SALESPERSON NO. 908 SUSIE C BOGGS

S E R V I C E

STATE REG# 0

☐ CASH ☐ CREDIT CARD ☐ ACCOUNT ☐ INTERNAL ☐ WARRANTY

CKD BY ____

VEHICLE I.D. NO.: 1GNDS13S652[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/TRAILBLAZR/TRAIL

PRODUCTION DATE:

STOCK NO.: [redacted]

LICENSE NO.: [redacted]

[redacted]

HOPKINSVILLE, KY[redacted]

CUSTOMER NO.: [redacted]

SERVICE CONTRACT:

DELIVERY DATE: 06/17/05

DELIVERY MILES: 34

SELLING DEALER NO.: 17055

R.O. DATE: 02/01/06

COLOR: MED RED/LT GRAY

CONTRACT NO:

EXPIRATION DATE: 06/17/11

EXPIRATION MILES: 75,000

TAG NO.: 3643

TURBO: | M/MC: CVZZ | AIR COND.: Y | P.S.: Y | TRANS: A | MILEAGE: 10,222 | ADVISOR NO.: 694 | ADVISOR: MICHELLE

RESIDENCE PHONE: [redacted]

BUSINESS PHONE:

TIME RECEIVED: 10:11am | DATE/TIME PROMISED: 02/01/06 05:00pm | PRIORITY:

APPROVAL: ☐ YES ☒ NO

LABOR RATE:

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer(s) of those products. The dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

X _____ CUSTOMER SIGNATURE

1 W * 66CVZ ***SOFT TRIM***

CUST STATES THE PASS SIDE DOOR PANEL AT THE TOP IS NOT FLUSH WITH THE DOOR SOP IS IN

door panel warped & not fitting

946 Install new panel assembly

OK now

2 W * 74CVZ ***WINDNOISE***

CUST STATES THERE IS A WIND NOISE CAN NOT TELL WHERE IT IS COMING FROM SOP IS IN

946 Tear down ~~[illegible]~~ door

Checked parts & recorded correct parts?

CUSTOMER COPY

Jun 12 06 09:28a Ben Hall 615-230-9143 p.2

[redacted]

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZLOF	LUBE-OIL-FILTER	MI		01CVZBOLTTOR	QUBOLT TORQUE ADJ	MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/01/06	[redacted]	10222	694	946	W	66CVZ	SOFT TRIM
				946	W	74CVZ	WINDNOISE
01/05/06		9275	694	946	W	74CVZ	WINDNOISE
				946	W	66CVZ	SOFT TRIM
11/28/05		8448	694	885	W	37CVZ	WINDOW
11/11/05		7798	694	946	W	38CVZ	SEAT ASSEMBLY

SALESPERSON NO. 908 SUSIE C BOGGS **S E R V I C E** STATE REG# 0

☐ CASH ☐ CREDIT CARD ☐ ACCOUNT ☐ INTERNAL ☐ WARRANTY

VEHICLE I.D. NO. 1GNDS13S65[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZR/TRAIL

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

[redacted]

HOPKINSVILLE, KY [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 06/17/05 | [redacted] 34 | SELLING DEALER NO. 17055 | R.O. DATE 02/02/06

COLOR MED RED/LT GRAY | CONTRACT NO. | EXPIRATION DATE 06/17/11 | EXPIRATION MILES 75,000 | TAG NO. ~~3643~~

TURBO | M/MC CVZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 10,222 | ADVISOR NO. 694 | ADVISOR MICHELLE 2099

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 11:24am | DATE TIME PROMISED 02/01/06 05:00pm

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer(s) of those products. The dealer(s) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealer(s) neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

X

CUSTOMER'S SIGNATURE

Line

1 W * 74CVZ **WINDNOISE**
CUST STATES THERE IS A WIND NOISE SOP IS IN

SOP IS IN

946 Test drive & confirm noise coming in rear doors at R corner of windows checked & found weatherings not seating properly to glasses, Remove rear door panels & replace both rear quarter glasses & retest OK

PAGE 1 OF 1

CUSTOMER COPY

133180

Jun 12 06 09:28a Ben Hall 615-230-9143 p.3

Subject: **Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #06-06-03-004 - (04/20/2006)**

Models: **2004-2005 Buick Rainier**
2004-2005 Chevrolet TrailBlazer
2004-2005 GMC Envoy
2004 Oldsmobile Bravada
with 4.2L Engine (VIN S -- RPO LL8) and Electric Air Injection Reactor System (RPO K18)

Attention: **This bulletin applies to short wheelbase models only and supplements the information in Corporate Bulletin Number 05-08-42-001.**

This bulletin is a supplement to Corporate Service Bulletin 05-08-42-001 to clarify the effect of the Secondary Air Injection (AIR) system.

A customer concern regarding headlamp flicker, headlamps dim slightly and/or battery voltage fluctuates may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Please refer to Corporate Service Bulletin 05-08-42-001 for additional information. This bulletin specifically addresses the operating characteristics of the AIR system. Refer to the Secondary Air Injection System Description section of SI for further information on the AIR system.

The Powertrain Control Module (PCM) will command the AIR system ON during Closed Loop operation to perform an active 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 that are run during closed throttle (and other specific parameters, see SI for details) and will continue to cycle until the correct conditions are met and passed. The AIR pump motor has a steady current draw of 35-40 amps under normal operation, with a higher initial in-rush current. This current draw will reduce the available current for other components, such as headlamps, and accordingly may cause an intermittent dimming of the headlights. This can be compared to turning on a vacuum cleaner at your home with the corresponding dimming of your house lights. The condition can be duplicated using the special functions on the Tech 2® to command the AIR pump on and off.

Do This	Don't Do This
Do not perform any repairs unless a specific condition is identified.	Do not replace the generator.

To minimize the potential for customers who experience this condition, advise the customer to allow the

p.4 615-230-9143 Ben Hall Jun 12 06 09:29a

vehicle to idle for 30 seconds after starting. This should allow the passive test to run and eliminate the need for the active test that may dim the lights.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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MIDTRONICS

Micro500XL
Version1.0 © 2004

TEST REPORT

PATRIOT CHEVROLET
BUICK GMC
HOPKINSVILLE KY.
270-886-1207

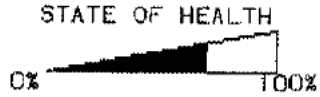
03/24/06
11:38 AM

BATTERY TEST

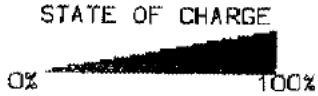
SOC: 12.75V
MEASURED: 631CCA
RATED: 675CCA

GOOD BATTERY

STATE OF HEALTH



STATE OF CHARGE

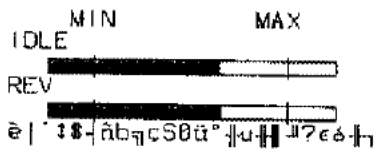


STARTER TEST

CRANKING
VOLTAGE
NORMAL: 11.02V

CHARGING TEST

NO LOAD



[redacted]

[redacted]

[redacted]

MICHELLE 694 3643 02/13/06 [redacted]

10,222 MED RED/LT 80537

[redacted]
HOPKINSVILLE, KY [redacted]

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

02/02/06

[redacted]

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

[redacted] WINDNOISE HOURS 1.00 TECH(S) 946 WARRANTY

CUST STATES THERE IS A WIND NOISE SOP IS IN
TEST DRIVE AND CONFIRM NOISE COMING IN REAR DOORS AT RIGHT
CORNER OF WINDOWS CHECK AND FOUND WEATHERSTRIP NOT SEALING
PROPERLY TO GLASSES
REMOVE REAR DOOR PANELS AND REPLACE BOTH REAR QUARTER GLASSE
AND RETEST OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15138547	WEATHERST 16.173		WARRANTY
JOB # 1	1		15138548	WEATHERST 16.173		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

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

946 J ADRIAN LENEAVE ASE MASTER CERT

TOTALS----------

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us,We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* *
* ( ) CASH
* *
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

[redacted]

MICHELLE 694 3643 02/01/06 [redacted]

10,222 MED RED/LT 80537

[redacted]

HOPKINSVILLE, KY [redacted]

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 3 [redacted] 17055

02/01/06

[redacted]

LABOR & PARTS

[redacted] SOFT TRIM HOURS 0.30 TECH(S): 946 WARRANTY

CUST STATES THE PASS SIDE DOOR PANEL AT THE TOP IS NOT
FLUSH WITH THE DOOR SOP IS IN
DOOR PANEL WARPED AND NOT FLUSH
INSTALL NEW PANEL ASSEMBLY OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15808465	PANEL 16.165		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

[redacted] [redacted] HOURS TECH(S): 946 WARRANTY

CUST STATES THERE IS A WIND NOISE CAN NOT TELL WHERE IT IS
COMING FROM SOP IS IN
WRONG PARTS ORDERED
REORDER PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	0	15138547	WEATHERST 16.173		WARRANTY
	PART ON SPECIAL ORDER				
	** QUANTITY 1 IS SPECIAL ORDERED **				
JOB # 2	0	15138548	WEATHERST 16.173		WARRANTY
	PART ON SPECIAL ORDER				
	** QUANTITY 1 IS SPECIAL ORDERED **				
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

TECHNICIAN CERTIFICATION

946 J ADRIAN LENEAVE ASE MASTER CERT

[CONTINUED ON NEXT PAGE] 12:39pm

[redacted]

[redacted]

[redacted]

[redacted]

MICHELLE 694 3643 02/01/06 [redacted]

10,222 MED RED/LT 80537

HOPKINSVILLE, KY [redacted] 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

02/01/06

[redacted]

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* ( ) CASH
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

MICHELLE 694 3118 01/11/06 C[redacted]

9,275 MED RED/LT 80537

[redacted]

HOPKINSVILLE, KY [redacted]

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 7055

01/05/06

[redacted]

LABOR & PARTS

[redacted] WARRANTY

CUST STATES THERE IS A WIND NOISE WHILE DRIVING VEH
CAN NOT TELL WHERE IT IS COMING FROM
TEST DRIVE AND CONFIRM BAD NOISE STOPPED AND MOVED LUGGAGE
RACK AS PER BULLITIN STILL NO HELP CHECKLED SOME GAP BETWEEN
DOORS AND WEATHERSTRIP ALIGNED DOORS AND DRIVE NOISE STILL
THERE BUT BETTER USE TESTER HAVE NOISE AT REAR QUARTER
GLASSES NEED TO REPLACE BOTH QUARTER GLASSES
ORDER PARTS OLH ON BACK OF TICKET FOR DIAG
1.59

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	0		15191755	WDO B/SID 16.460		WARRANTY
	PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1	0		15157226	WDO B/SID 16.460		WARRANTY
	PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **					

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

[redacted] HOURS [redacted] TECH(S) 946 WARRANTY

CUST STATES THE PASS SIDE FRONT DOOR TRIANGLE IS COMING
AWAY FROM THE BODY
PASS SIDE DOOR PANEL IS WARPED
ORDER PASS SIDE DOOR PANEL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	0		15808465	PANEL 16.165		WARRANTY
	PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **					

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION

946 J ADRIAN LENEAVE ASE MASTER CERT

[redacted]

[redacted]

[redacted]

MICHELLE 694 3118 01/11/06 [redacted]

9,275 MED RED/LT 80537

HOPKINSVILLE, KY [redacted] 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 055

01/05/06

[redacted]

TOTALS.....

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* ( ) CASH
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

[redacted]

HOPKINSVILLE, KY [redacted]

MICHELLE 694 51 11/28/05 [redacted]

8,448 MED RED/LT 80537

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

11/28/05

[redacted]

LABOR & PARTS

[redacted] WINDOW HOURS 0.70 TECH(S) 885 WARRANTY

CUST STATES THE PASS SIDE FRONT WINDOW IS EXTREMELY SLOW
CK OPERATION OF WINDOW-WINDOW SQUEALS GOING UP AND DOWN
INSPECT WINDOW AND FOUND FRONT OF WINDOW NOT IN TRACK AND
WILL NOT GO ALL THE WAY UP
REMOVE DOOR PANEL AND INSTALL WINDOW IN THE CHANNEL AND
RECHECK OPERATION WORK OK REINSTALL DOOR PANEL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* ( ) CASH
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

[redacted]

[redacted]

MICHELLE 694 1671 11/11/05 [redacted]

7,798 MED RED/LT 80537

HOPKINSVILLE, KY [redacted] 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

11/11/05

[redacted]

LABOR & PARTS

J# 1 38C97 SEAT ASSEMBLY HOURS 0.20 TECH(S) 946 WARRANTY

CUST STATES THE PASS SIDE FRONT SEAT BEZEL IS LOOSE SOP IS IN
CONFIRM AND CHECK BEZEL CAME APART WHERE SCREW HOLDS IT ON
REPLACE BEZEL OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89042242	COVER 16.682		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 36CVZ DOOR LOCKS HOURS 0.20 TECH(S) 946 WARRANTY

CUST STATES THE PASS SIDE DOOR PANEL IN THE CORNER IS LOOSE AND IS FALLING DOWN SMALL TRIANGULAR PIECE
PANEL CLIP IS TWISTED
REMOVE DOOR PANEL AND STAIGHTEN CLIPS AND REINSTALL PANEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 56CVHINGE DOOR HINGE HOURS 0.20 TECH(S) 946 WARRANTY

CUST STATES THE DRIVER SIDE SMALL TRIANGULAR PIECE ON THE INSIDE DOOR PANEL ON THE FRONT DOOR IS LOOSE
PANEL CLIP IS TWISTED
REMOVE PANEL AND STAIGHTEN CLIPS AND REINSTALL PANEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS
NEED BY 2:00

TECHNICIAN CERTIFICATION
946 J ADRIAN LENEAVE ASE MASTER CERT

[redacted]

[redacted]

[redacted]

MICHELLE 694 1671 11/11/05 [redacted]

7,798 MED RED/LT 80537

[redacted]

HOPKINSVILLE, KY [redacted] 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

11/11/05

[redacted]

TOTALS.....

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* ( ) CASH
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

[redacted]

HOPKINSVILLE, KY [redacted]

MICHELLE 694 864 10/14/05 [redacted]

6,804 MED RED/LT 80537

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 17055

10/14/05

[redacted]

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

[redacted] FREE OIL CHANGE HOURS TECH(S) 607 7.70

FREE OIL CHANGE
PATRIOT CHEVROLET BUICK GMC CUSTOMER PROTECTION PLAN
INCLUDES 120 DAYS OF COMPLIMENTARY ROADSIDE ASSISTANCE
AND ROAD HAZARD TIRE PROTECTION.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.
RESTRICTIONS MAY APPLY.
PERFORM OIL CHANGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		89017342	FILTER 1.836	5.00	5.00
JOB # 1	5		GWOIL		1.60	8.00
JOB # 1	1		KGR12ORT	LUBRICANT	6.00	6.00
JOB # 1	0		89042242	COVER 16.682	22.07	0.00

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 19.00

JOB # 1 TOTAL LABOR & PARTS 26.70

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		0.77
JOB # 1	12	ENVIRONMENTAL CHARGE		1.50
			TOTAL - MISC	2.27

COMMENTS----------
WAITING

TOTALS----------

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us,We want to make sure we have met all your expectations,and if so.TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

TOTAL LABOR....	7.70
TOTAL PARTS....	19.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.27
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.28
TOTAL INVOICE $	**30.25**

* *
* ( ) CASH *
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

10 WENDY 386 2364 05/05/05 [redacted]

2 MED RED/LT 80537

PATRIOT CHEVROLET BUICK GMC
4401 FT CAMPBELL BLVD
P.O. BOX 1384
HOPKINSVILLE, KY 42240

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34

1 G N D S 1 3 S 6 5 2 [redacted] 7055

138076 04/29/05

270-886-1207 270-886-1207

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

[redacted] HOURS: 2.50 TECH(S):414 INTERNAL

SERVICE FOR DELIVERY
SERVICED VEHICLE FOR DELIVERY TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS···Customer satisfaction is very important to us.We want to make sure we have met all your expectations.and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* *
* ( ) CASH
* *
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

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

2005 TRAILBLAZER LS 2WD CHEVROLET MOTOR DIVISION
44U MEDIUM RED METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. JBMWM1/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S6 52[redacted] VEHICLE INVOICE[redacted]1
**********13*17055S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83	INVOICE 04/18/05
BVE RUNNING BOARDS	375.00	322.50	SHIPPED 04/18/05
C4D GVW RATING - 5550 LBS	N/C	N/C	EXP I/T 04/25/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 04/25/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 04/18/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S995B S995B
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1 BANK: GMAC - 340
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	CHG-TO 17-055
U2K XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50	SHIP WT: 4353 HP: 32.1
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10	GVWR: 5550
* POWER MIRRORS, HEATED			GAWR.FT: 2950
* FLOOR MATS, FRONT & REAR			GAWR.RR: 3200
* REAR WINDOW DEFOGGER			GMS: 25730.43
* DEEP TINTED GLASS			SUPPLR: 26884.92
* BODY SIDE MOLDING			MRM: 29335.00
* LUGGAGE RACK CROSS BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			DAN: 0318
* REMOTE KEYLESS ENTRY			MEMO 1357.50
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	28650.00	25829.93	ACT 237 25655.43
DESTINATION CHARGE	685.00	685.00	H/B 261 859.50
LAM DEALER CONTRIBUTION		143.25	ADV 261 143.25
LAM GROUP CONTRIBUTION		143.25	EXP 65A 143.25
TOTAL	29335.00	26801.43	PAY 310 26801.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25544.95

****

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.

PATRIOT CHEVROLET BUICK GMC

REMIT TO GMAC NO. 340
VIN 1GNDS13S652[redacted]
$ 26801.43 INV [redacted]
DUE 04/25/05 DEALER 17-055

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY - 270-885-5617

May 26, 2006

Mr. Jerry James
PATRIOT CHEVROLET BUICK GMC
PO BOX 1384
HOPKINSVILLE , KY 42241-1384

Re: [redacted]
Siebel Reque[redacted]
2005 Chevrolet TrailBlazer
VIN # 1GNDS13S6[redacted]

Dear Mr.James:

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,

Alice Blair
BRC Customer Relationship Manager
Ph# 866-790-5600 extension 10176
FAX# 866-827-1136

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.

AGREEMENT TO ARBITRATE

Date: 06/12/06 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 KY 1GNDS13S65[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:

* Molding is coming off both windows
* Both front seats are broken
* Wind noise is coming into both doors
* window not going up/down propertly
* lights go off inappropriately

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: (reflects the deduction of a rebate, if applicable)
*
*
*
*
*
*

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a

veh reg

[redacted]

CERTIFICATE NO. [redacted]

COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION
— Fee and Tax Receipt —

IF BLOCK IS MARKED SEE REVERSE SIDE [redacted]

PLATE NUMBER: 03 5383RA AF

CONTROL NO.	DECAL NO.	REGISTRATION TYPE
05-0-03-06789	[redacted]	FIRST TIME (NEW)

EXPIRES	PREV. PLATE NO.	PREV. DECAL NO.	SPECIAL REGIST/LIMITED LOCATION	REGIST. WT.
05-31-06			REGULAR REGIS.	6.000

VEH. YR.	B-STYLE	MAKE	TITLE NO.
05	LL	CHEV	051730240018

VEHICLE TYPE: TRUCK CLIENT ACTIVE GMAC
VEHICLE IDENTIFIC[redacted]

SIGNATURE

OWNER(S) NAME(S) ADDRESS SOC. SEC. NO.(S)

NOT VALID FOR TRANSFER OF OWNERSHIP

[redacted]

HOPKINSVILLE KY [redacted]

SSEE/EMPLOYEE

DATE OF ISSUE: 06-22-05
CLERK I.D.: BHB

USAGE TAX	TAXABLE VALUE	26.225
	BK TAX	1,573.53
	TAX CREDIT	0.00
FEE	STATE FEE	12.00
	CLERK FEE	3.00
TITLE FEE	STATE FEE	2.00
	CLERK FEE	4.00
ADVALOREM TAX	ASSESSED VALUE	
	CURR. YR. TAX	21.00
	PREV. YRS. TAX	

PAID 1,594.53

HPCH002U 05/06/22 10:50:34

COUNTY CLERK MIKE KEM
COUNTY OF ISSUANCE CHRISTIAN

KY 70-86-(8) REV. 6/96

OWNER'S COPY

RETAIL ORDER FOR A MOTOR VEHICLE

PATRIOT

4401 FT. CAMPBELL BLVD.
HOPKINSVILLE, KY. 42240
Phone: (270) 886-1207

GMC

[redacted] 06/17/05 DATE

[redacted] PURCHASER'S NAME

[redacted] ADDRESS

HOPKINSVILLE KY [redacted] STATE ZIP

[redacted] BUS. PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: [X] NEW [ ] CAR [ ] USED [X] TRUCK — STOCK NO. [redacted]

YEAR 2005 MAKE CHEVROLET TRUCK

MODEL OR SERIES TRAILBLAZR BODY TYPE TRAILBLAZER 2WD

COLOR MEDIUM RED TRIM LIGHT GRAY

TO BE DELIVERED ON OR ABOUT — LAST PLATE NUMBER-STATE-YR.

M.V.I. OR SERIAL NO. 1GNDS13S6[redacted]

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 34 at time of transfer.
(Check the following statement, if applicable)

[ ] I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

X _____ SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) 06/17/05 DATE

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

YEAR 1997 MAKE CHEVROLET TRUCK — STOCK NO. 2229837

MODEL OR SERIES S 10 BLAZER BODY TYPE 4 DR 4X4

COLOR RED TRIM

M.V.I. OR SERIAL NO. 1GNDT13W1[redacted] — LAST PLATE NUMBER-STATE-YR.

BALANCE OWED TO 141729

ADDRESS

USED TRADE-IN ALLOWANCE	$ 2500.00	CASH PRICE OF VEHICLE & ACCESSORIES	$ 26225.43
BALANCE OWED ON TRADE-IN	NONE	PROCESSING FEE & CUSTOMER SERVICES (SEE BACK #12)	189 00
NET ALLOWANCE ON USED TRADE-IN	$ 2500.00	STATE AND LOCAL TAXES	1578.52
DEPOSIT OR CREDIT BALANCE	NONE	LICENSE & REGISTRATION FEE	39.00
CASH WITH ORDER	NONE	TOTAL PRICE OF UNIT	$ 28026.35
MANUFACTURER INCENTIVES/REBATES	NONE	TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 2500.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 2500.00	UNPAID CASH BALANCE DUE ON DELIVERY	25526.95

I HAVE REVIEWED AND FULLY UNDERSTAND THE EXTENDED SERVICE PLAN COVERAGE AND DO NOT WISH TO ENROLL FOR THE PROTECTION AVAILABLE FOR MY VEHICLE.

CUSTOMER SIGNATURE ✓

AMOUNTS CHARGED TO CREDIT CARDS WILL BE SUBJECT TO A SERVICE FEE.

"A PROCESSING FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO A BUYER FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE CLOSING OF A SALE."

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

The Seller, PATRIOT CHEVROLET BUICK GMC, INC., hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. If an alteration or by the seller in no way affects the terms of the manufacturers warranty.

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

PURCHASER'S SIGNATURE ✓

ACCEPTED BY [redacted]

PER [redacted] (NAME AND TITLE)

Customer Claim Form

[redacted]

Contact Date: 03/03/06 Start Date: Case Numb[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]

HOPKINSVILLE, KY [redacted]
Day Phone: (270) 881-[redacted] Evening Phone: Cell Phone: [redacted]
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Paulette Johnson
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: 10600
Vehicle Identification Number: 1 G N D S 1 3 S 5 5 2 [redacted]
Servicing Dealer/City/State : Patriot Chevrolet
Selling Dealer/City/State : Patriot Chevrolet Hopkinsville, KY
Insurance Carrier : Policy Number:
Has vehicle been in an accident/had body damage? Yes No X Date of accident:
Description of Damage :

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

Purchase Date: 5/01/05 Mileage at purchase: 34 Lease Date: Mileage at lease:
Purchased As : ☒ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession? Yes No Is the vehicle in your possession?
Lienholder's Name: GMAC Leasing Company's Name:
Address: Address:
City/St/Zip: City/St/Zip:
Phone: ( ) - Phone:
Lienholder Acct # : Leasing Company's Acct #:

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

The customer would like to have the vehicle repurchased.

[redacted]

Signature of Titled Owner(s): [redacted] Date: 5.2.06
I am submitting this dispute for resolution in the [redacted] program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: Ms. Paulette Johnson

Case Number: [redacted]

Vehicle Concerns

First Repair Attempt Date: 11/11/05 Mileage: 0
Last Repair Attempt Date: 2/13/06 Mileage: 10,222
Total Days out of Service: 23+ since 2/2/06

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
molding is coming off both windows	Patriot Chevrolet	yes	2	[redacted]	See Ticket	13
both front seats are broken	Patriot Chevrolet	yes	2		See Ticket	1
wind noise is coming into both doors	Patriot Chevrolet	yes	2		See Ticket	7 1
window not going up and down properly	Patriot Chevrolet	yes	1		See Ticket	1
Lights go off inappropriately	Patriot Chevrolet	yes	1		0,222	since 2/2/06

Privileged and Confidential Information

CASE ASSESSMENT BY: Alice Blair

Siebel/CARS Request No: [redacted]

Customer Name: [redacted]

Year of Vehicle: 2005 Chevrolet TrailBlazer

Current Mileage: 10,000

Vehicle ID No.: 1GNDS13S6523[redacted]

In Service Date: 6/17/2005

Purchased: New

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lights go out intermittently

Date:	Mileage:	Days Out:	Description of Repair:
None – Cust states after dark she will have to pull over and physically turn her lights on.			

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Molding Coming Off Both Windows

Date:	Mileage:	Days Out:	Description of Repair:
PASSENGER DOOR			
11/11/05	7798	*	REP PASS DOOR PANEL FOR FALLING DOWN SMALL TRIANGULAR PIECE
01/05/06	9275	*	ORDER PART FOR PASS DOOR PANEL FALLING APART
02/01/06	10222	*	RPL PASS DOOR PANEL FOR FALLING APART
DRIVER DOOR			
11/11/05	7798	*	REP DRVR DOOR PANEL FOR FALLING DOWN SMALL TRIANGULAR PIECE

OTHER SYMPTOM/CONCERN: Window Noise Both Doors

Date:	Mileage:	Days Out:	Description of Repair:
01/05/06	9275	7	ORDERED PARTS FOR BOTTOM QTR GLASS FOR WIND NOISE
02/01/06	10222	1	REORDERED PART FOR WIND NOISE
02/02/06	10222	12	REMOVE REAR DOOR PANELS, RPL BOtH REAR QTR GLASS, WIND NOISE

OTHER SYMPTOM/CONCERN: Front Seats Broken

Date:	Mileage:	Days Out:	Description of Repair:
11/11/05	7798	1	REPLACE FRONT SEAT BEZEL FOR LOOSE

OTHER SYMPTOM/CONCERN: Window

Date:	Mileage:	Days Out:	Description of Repair:
11/28/05	8448	1	REP FRONT OF WINDOW NOT IN TRACK. WILL NOT GO UP ALL THE WAY

Total Days Out of Service: 22 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: [ ] NO: [XX]

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? KY – REPURCHASE; GM PROGRAM SUMMARY - REPURCHASE

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Cust has left veh at dlrship and refuses to pick veh up, cust has not made pymts. Cust does not understand that her daytime running lights are not her headlights. Cust does not understand how to fill out paperwork for BBB so sent to her atty. Crm believes atty is trying to take cust while proceeding to hearing.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

Revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

* **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$26225.43
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$29335.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$ 3109.57

Trade Allowance (from dealer Bill of Sale)	$2500.00
Actual Cash Value Statement	$2500.00
Difference (if positive, this is the overallowance)	$ None

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$ None
Actual Cash Value Statement	$
Difference (if positive, this is the negative equity)	$

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$26225.43
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$ None
Overallowance and/or Negative Equity minus	$ None
Actual price of Vehicle that should be presented to BBB for ATA	$26225.43

December 12, 2017

[redacted]
Cypress, TX [redacted]6

Service Request [redacted]
Customer Relationship Manager: Brandie Alonso

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S65[redacted], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on May 17, 2006 and ending on May 17, 2008, and begins with 16,535 and ends with 40,535 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]
Memphis, TN [redacted]

Service Request: [redacted]
Customer Relationship Manager: Patricia Campenelli

Dear [redacted]

Thank you for your recent comments regarding your 2005 GMC Envoy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our 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. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

GMC Division
General Motors Corporation

GMC Service Satisfaction Survey

[redacted]
Memphis TN
[redacted]

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

Home telephone:
Change to: ( ) _____

P[redacted]

Dea[redacted]

Our records indicate that you had your **2005 Envoy serviced at Sunrise GMC Truck on March 11, 2006.** 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 Sunrise GMC Truck.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 11, 2006, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	■	☐	☐	☐	☐

About Your Service Consultant/Advisor

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	■	☐	☐	☐

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

1GKDS13S55[redacted]53367
025610062652 00000116495 331031 0581

117572

CSI 020260

About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☐	☐	☒
10. **Overall, how satisfied were you with your Service Consultant?**	☐	☒	☐	☐	☐

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☒ Other (please specify) See attached letter
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☒	☐	☐

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

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

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. **Based on this service visit, overall, how satisfied are you with Sunrise GMC Truck?**	☐	☐	☐	☐	☒

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. **Overall, how satisfied are you with your 2005 Envoy?**	☐	☐	☐	☐	☒

19. Are you ... ☒ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about Sunrise GMC Truck?

See attached

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GKDS13S5[redacted]53367
025610062652 9013778171 331031 0582 006285

[redacted]

To Whom It May Concern, April 17, 2006

I am having trouble with my **2005 GMC Envoy (VIN:1GKDS13S552[redacted]** and the service department at Sunrise Pontiac GMC in Memphis, TN apparently can't help me.

PROBLEM:

Every morning around 5AM, I start out for work and about 1 or 2 miles up the road my headlights will dim (up and down) and the gauge will swing back and forth below and above 14 amp and then back to normal. It last for about 5 seconds. This surge only happens in morning, every morning. I actually had the police pull me over thinking I was in trouble.

I have a little over 13,000 miles on this vehicle and I want this problem resolved before going out of warranty. Many have told me it's the regulator in the alternator and once it warms up it would act right. But still, this is not right. I am afraid the vehicle will explode or catch fire!.

Would you please direct this letter to the appropriate department to see what my options are and have them get back with me?

[redacted]
Memphis, TN[redacted]

Home phone:[redacted]

December 12, 2017

[redacted]
Memphis, TN [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Delores Clonce

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 Value Guard plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDS13S552[redacted], is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on 12/28/06 and ending on 12/28/11, and begins with 24,608 and ends with 99,608 odometer miles
- Standard rental
- A $100.00 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 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Customer Assistance Center

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.

GMC

Service Satisfaction Survey

AUG 0 8 2006

[redacted]
Memphis TN
[redacted]

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

Home telephone:
Change to: ( )

Please provide us with your preferred email address:

Dear Dennis M Bratton:

Our records indicate that you had your **2005 Envoy serviced at Sunrise GMC on June 21, 2006.** Our goal is that you 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 continuous 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 Sunrise GMC.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Totally Dissatisfied with GMC

Instructions

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

☐ Please check this box if you no longer own/lease this 2005 Envoy, and return the questionnaire.

"PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 21, 2006, COMPLETE THIS SURVEY."

About Your GMC Dealership's Service Department

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4.	How satisfied were you that all dealership personnel treated you *in a courteous, fair, and professional manner?*	☐	☐	☐	☐	☐

About Your Service Consultant/Advisor

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

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

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7.	How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☐	☐	☐	☐

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

1GKDS13S5[redacted]53367
025625059123 00000116495 336101 0581 CSI 020260

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About Your Service Consultant/Advisor - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☐	☐	☐
10. **Overall, how satisfied were you with your Service Consultant?**	☐	☐	☐	☐	☐

About Service Delivery

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

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

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☐	☐

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

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

Summing Up Your Experience

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

	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 2005 Envoy?**	☐	☐	☐	☐	☐

19. Are you ... ☐ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about Sunrise GMC?

_____

_____

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

Your opinions will help us serve you better.

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

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

1GKDS13S[redacted]53367

025625059123 9013778171 336101 0582

PONTIAC DRIVING EXCITEMENT

SUNRISE
★ PONTIAC - GMC

GMC. Do something. Do it well.

1800 COVINGTON PIKE • MEMPHIS, TN 38128 • 901-372-8000
www.sunrisepontiacgmc.com

116818

CUSTOMER NO. [redacted]	ADVISOR TRUITT J. DAVIS 468	TAG NO. 6863	INVOICE DATE 07/14/06	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 18,060	COLOR STEEL GRAY	STOCK NO. [redacted]
MEMPHIS, TN [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4DR 2WD			DELIVERY DATE 07/06/05	DELIVERY MILES
	VEHICLE I.D. NO. 1GKDS13S552 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. & I. NO.	P.O. NO.		P.O. DATE 07/12/06	REPRINT# 1
[redacted]9	BUSINESS PHONE	COMMENTS			MO: 18060

1 57PNZ TRIM HOURS TECH(S) 787 WARRANTY

CUST STATES EACH MORNING WHEN START DRIVING VEH HEADLIGHTS
WILL FLICKER AND VOLTAGE WILL FLUCTUATE WHEN DRIVING.
HAPPENS EVERY MORNING. WITHIN 5 MINUTES OF TAKING OFF.
WHEN HAPPENS VOLTAGE READS 1.5 NOTCH BELOW CENTER 14.
CC-OL//07

NO WORK DONE. UNABLE TO DUPLICATE CUST CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

2 93PNZ RENTAL VEHICLE REQ HOURS TECH(S) 215 WARRANTY

CUSTOMER REQUIRES COURTESY TRANSPORTATION WHILE
WE COMPLETE NEEDED REPAIRS.
VEH BEING KEPT OVERNIGHT FOR AM DIAGNOSIS.

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	73670	694124	07/14/06	2 DAYS RENTAL	WARRANTY
				TOTAL SUBLET	0.00

TOTALS

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

We charge an average of $67.45 per flat rate hour. A flat rate hour is a unit of measure, not a clock hour. "Flat Rate" is determined by industry accepted repair time averages for specific repairs. Automakers compile flat rate averages as do reputable independent data organizations; this data is published in flat rate manuals. This dealership uses these manuals in computing its labor charges. Copies of the flat rate time guide are available for inspection.

Any part with an (*) asterisk beside it is a LIMITED LIFE TIME warranty part. Excludes parts replaced under factory warranty.

THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!

WE WANT YOU TO BE "COMPLETELY SATISFIED"

CUSTOMER SIGNATURE

SUNRISE PONTIAC-GMC, Inc., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturer's. The Seller, SUNRISE PONTIAC-GMC, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and SUNRISE PONTIAC-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, SUNRISE PONTIAC-GMC, Inc. in no way affects the terms of the manufacturer's warranty.

REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION.

AGREEMENT TO ARBITRATION

The undersigned agrees that upon the demand of either the undersigned or the Dealer, that all controversies, claims, demands and disputes between Dealer and the undersigned shall be resolved by arbitration, by filing with the American Arbitration Association 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. The undersigned and the Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city where the Dealer's facility is located. The undersigned and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. The parties agree that such arbitration shall be binding.

December 12, 2017

[redacted]d
Chenoa, IL [redacted]

Service Request: 1-[redacted]
Customer Relationship Manager: Hollie McIntyre

Dear Mr. [redacted]r:

GMC is pleased to provide service coverage for the alternator on your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13SX521[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 4, 2012, 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:

Alternator

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.

December 12, 2017

[redacted]
Weatherford, OK [redacted]

Service Request: [redacted]3
Customer Relationship Manager: Stephanie Guindon

Dear Mr[redacted]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S4[redacted], is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on June 21, 2006 and ending on June 21, 2010, and begins with 32,151 miles and ends with 80,151 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.

Enhanced Dealership Empowerment Template

1. **Please complete this template by either typing or legibly writing in all required information.**

2. **Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com**
(It is not necessary to fax in all eleven pages of the template, only those that apply.)

3. **Place the template in the service file for future reference**

Questions pertaining to the status of the processing can be directed to the AVM Team @ 1-800-231-1841 prompt 3, prompt 2

Region	☐ NE	☐ SE	☐ NC	☒ SC	☐ W

Field Rep's Name Field Rep's Number	Matt Booth (972)443-3603
Requestor's Name Requestor's Number	Eric Akers (580)772-3351
Dealership Name Dealership BAC	Premier Chevrolet 310118
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted]
Daytime phone number	[redacted]
Evening phone number	[redacted]
FULL VIN	1GNDT13S44[redacted]
Current Mileage (at least within a 2 week window)	32,151
Short explanation as to why the goodwill tool was offered to the customer (Mechanical reasons i.e. specific failed components, etc.)	Customer has brought vehicle in three times for the lights flickering and cruise control disengaging. Can not duplicate problem on test drive. Customer states problem happens within two days of being in shop.
If subsequent owner, indicate date & mileage at time of purchase	

FROM : WRIGHTCHEVEY OLDS PHONE NO. : Jun. 20 2006 06:58AM P1

Model years 2003 – Current

Available GAPP for owners 80 and under (if applicable on the Model Q, page 2, line 10) Gold, Rate Classes 1 - 8.

Up to age 80 12 months/up to 12,000 miles.

Note: GMPP Major Guard, Value Guard, & Basic Guard 36/36,000, 36/50,000, & 48/48,000 plans are unavailable for Rate Classes 3A, 4A, 6 & 7 vehicles which are currently the 2006 LaCrosse, 2006 Lucerne, 2006 Rainier, 2006 Rendezvous, 1500 Pickups, HDs and all Cadillac vehicles.

☐ Major Guard ☐ Value Guard ☐ Basic Guard

36 Months	48 Months	60 Months	72 Months	84 Months
☐ 45,000	☐ 48,000	☐ 40,000	☐ 48,000	☐ 56,000
☐ 54,000	☐ 60,000	☐ 50,000	☐ 60,000	☐ 70,000
☐ 60,000	☐ 72,000	☐ 60,000	☐ 72,000	☐ 84,000
☐ 75,000	☐ 80,000	☐ 75,000	☐ 90,000	
☐ 100,000	☐ 100,000	☐ 90,000	☐ 100,000	
		☐ 100,000		

Available Deductible

☐ $0 ☐ $100 ☐ $200

Model years 2003 – Current, 0 – 35,000 Odometer miles

☐ Major Guard ☒ Value Guard ☐ Basic Guard

12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 40,000	☐ 48,000	☐ 56,000
☐ 15,000	☐ 30,000	☐ 30,000	☐ 40,000	☐ 50,000	☐ 60,000	☐ 70,000
☐ 18,000	☐ 36,000	☐ 36,000	☒ 48,000	☐ 60,000	☐ 72,000	
☐ 20,000	☐ 40,000	☐ 45,000	☐ 60,000	☐ 75,000		
	☐ 50,000	☐ 54,000	☐ 72,000			
		☐ 60,000				
		☐ 75,000				

Available Deductible

☒ $0 ☐ $100 ☐ $200

Model years 2003 – Current, 36,001 – 50,000 Odometer miles

☐ Major Guard ☐ Value Guard ☐ Basic Guard

12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 40,000	☐ 48,000	☐ 56,000
☐ 15,000	☐ 30,000	☐ 30,000	☐ 40,000	☐ 50,000		
☐ 18,000	☐ 36,000	☐ 36,000	☐ 48,000			
☐ 20,000	☐ 40,000	☐ 45,000				
	☐ 50,000	☐ 54,000				

Mandatory Deductible

☐ $50 ☐ $100 ☐ $200

FROM : WRIGHTCHEVEV OLDS PHONE NO. : Jun. 20 2006 06:58AM P2

December 12, 2017

[redacted]
Troy, MI [redacted]

[redacted]
Customer Relationship Specialist: Janelle Mond

Dear M[redacted]

We would like to discuss your request for assistance regarding your 2005 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20091 on Monday through Friday during the hours of 9:00 am to 4:45 pm 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 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 Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

December 12, 2017

[redacted]
Troy, MI [redacted]3

Service Request: [redacted]
Customer Relationship Specialist: Janelle Mond

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 Customer Assistance Center

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

GM

CHECK **No.** 900869058

50-937
213

DATE
08/14/06

**********99 DOLLARS

****97 CENTS

AMOUNT
**********99.97

PAY TO THE ORDER OF
* [redacted]
GLENWOOD IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 08/14/06

VENDOR DUNS NO. BB 000000081 1

VENDOR NAME TYREECE RICHARDSON

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S92[redacted]	08/11/06	VM[redacted] 1-420206130.1-70Y[redacted]	00.0000	99.97	.00	99.97

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

W3

TOTAL	99.97	.00	99.97

AP15CK

CASE Number [redacted]

[redacted]

Glenwood, IL. [redacted]

[redacted]

2006 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

RENEE RICHARDSON
HTEM08/31/05:01:5711:1 78.00 CA
4178228 134 E BIRCH DR
GLENWOOD IL 60425-1463806

Vehicle Year	Vehicle Make	VIN
2002	CHEVROLET	1GNDT13S922[redacted]

Weight or CC's	Body Style	Application Type
	CARRYALL	PASSENGER

Axles	Leased/Rental	Unit Number	File Number	County
				016 COOK

Driver's License Number(s) or FEIN(s)	Expiration date	Plate Number
[redacted]	08/31/2006	4178228

Renewal Fee Due		Late Renewal Fee
$78.00	IF PAID AFTER 09/30/05 FEE IS	$98.00

This Identification Card must be carried at all times in those vehicles designed to carry more than 10 persons or to pull or carry property, freight, or cargo; those that are designed or used for living quarters and school buses. (625 ILCS 5/3-411). If you travel outside Illinois, you may be required to show the ID card as proof of ownership.

STICKER INSTRUCTIONS:
1) Remove the old sticker if possible.
2) Clean indented area on the rear plate.
3) Affix the renewal sticker. Press firmly.

CAUTION: After sticker has been applied, it cannot be removed without destroying it.

[redacted]
Glenwood, IL. [redacted]

JUL 26 2006

GLENWOOD IL
JUL 24 2006
60425

HAPPY BIRTHDAY 39 USA
JUL 24 2006
60425

1-420206130
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170 70 805

70228M

ORIGINAL

INVOICE

[redacted]

SUNRISE
CHEVROLET-MIDLOTHIAN
14640 Cicero Ave.
Midlothian, IL 60445
708-389-0600

[redacted]
GLENWOOD, IL
HOME [redacted] BUS: [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 8177 LOUIS GUTIERREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	02	CHEVROLET TRAILBLAZE	1GNDT13S92[redacted]	[redacted]	76467/76469	T153

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN02 IS 01JAN02 DD			18:00 17JUL06		0.00	CASH	17JUL06

R.O. OPENED	READY	OPTIONS: ENG:4.2_LITER,_L6,_MFI,_DOHC TRN:A
08:58 17JUL06	18:09 17JUL06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S BOTH LOW BEAMS INOP WHEN DARK OUT AND WILL NOT COME ON TURNING ON MANUALLY-CUST.HAS TO USE HIGH BEAMS FOR NIGHT DRIVING			
N4808 REPROGRAM BODY CONTROL MODULE.			
3052 CC		99.97	99.97
J9995 CUSTOMER CONCERN NOT DUPLICATED			
3052INTSP			(N/C)
76469 CK FOR CODES AND REPROGRAM BCM 1.0 UNABLE TO DUPLICATE COMPLAINT AT THIS TIME CHECK FOR BCM TROUBLE CODES NONE FOUND HISTORY OR CURRENT CHECK FOR BCM REPROGRAM REPROGRAM BCM AND RELEARN THEFT DETERENT SYSTEM OPERATIONAL AS DESIGNED BOTH BCM CONTROL AND MANUAL OVERRIDE			
**********			

EST: 99.97 17JUL06 08:58 SA: 817

SUNRISE CHEVROLET-MIDLOTHIAN

PAID
Date 7-17-06
Method of Payment VISA
Initials GM

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)

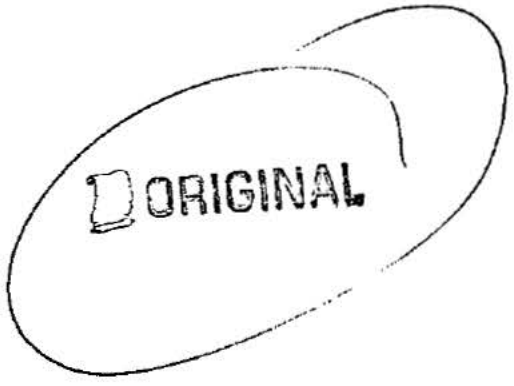
STATEMENT OF DISCLAIMER

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	99.97
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.97

CUSTOMER COPY



SUNRISE CHERVROLET
14640-C SOUTH CICERO AVE.
MIDLOTHIAN, IL 60445
(708) 389-0600

Sale

Merchant ID [redacted]

Term ID: LK447285

07/17/06 13:12:01
Batch#: 000196 Inv #: 000007
Ticket: 22214

VISA Entry Method: S

XXXXXXXX[redacted]

Seq.#: 0007 Appr Code: 017049

Total: $ 99.97

APPROVED

Customer Copy

ORIGINAL

GM Goodwrench.

MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Model: 07 TB Date: 7-17-2

Repair Order [redacted] VIN (last 8 digits): [redacted] Odometer: 76467 MI: ____ MII: ____

■ Checked and OK ☐ May Require Attention Soon ■ Requires Immediate Attention

INTERIOR

☐ ☐ OnStar Subscription activated

■ ■ Remaining engine oil life: ____ % Reset: ____ N/A: ____

WIPER BLADES



LF RF

■ ■ Rear (if applicable)

■ ■ Windshield condition

Cracks ____ Chips ____

CHECK TIRES AND TREAD DEPTH

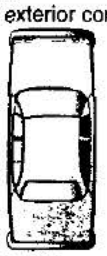
(Check exterior condition)

LF: ☒ 8/32 or Greater; ☐ 7/32 to 4/32; ☐ 3/32 or Less

Front PSI set to: ____

LR: ■ 8/32 or Greater; ☐ 7/32 to 4/32; ■ 3/32 or Less

Rear PSI set to: ____



(Check lamps)

RF: ■ 8/32 or Greater; ☐ 7/32 to 4/32; ■ 3/32 or Less

Front PSI set to: ____

RR: ■ 8/32 or Greater; ☐ 7/32 to 4/32; ■ 3/32 or Less

Rear PSI set to: ____

Lowest Tread Depth: ____/32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



■ ■ Battery condition

■ ■ Battery cables and connections

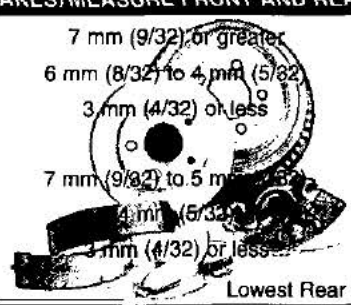
CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
■	■ *Engine oil*	☐
■	■ Brake fluid reservoir	☐
■	■ Transmission (if equipped w/dipstick)	☐
■	☐ Coolant recovery reservoir	☐
■	■ Power steering	■
■	■ Windshield washer	■

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: ■ 7 mm (9/32) or greater; ☐ 6 mm (8/32) to 4 mm (5/32); ☐ 3 mm (4/32) or less

RF: ■ 7 mm (9/32) or greater; ☐ 6 mm (8/32) to 4 mm (5/32); ☐ 3 mm (4/32) or less



LR: ■ 7 mm (9/32) or greater; ☐ 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

RR: ■ 7 mm (9/32) or greater; ☐ 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less

Lowest Front Lining ____ Lowest Rear Lining ____

■ ■ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ☐ Fuel system (also including gas cap seating)

■ ☐ Engine, transmission, drive axle, transfer case

■ ☐ Engine cooling system

■ ☐ Shocks and struts – also check operation

Inspect visual condition:

■ ☐ Belts: engine, accessory, serpentine, and/or V-drive

■ ☐ Hoses: engine, power steering and HVAC

■ ■ Engine air filter and cabin air filters

■ ■ Steering components and steering linkage

■ ■ CV drive axle boots or driveshafts and U-joints

■ ■ Exhaust system components

COMMENTS

Consultant: ____

Technician: ____

MAINTENANCE VISIT RECOMMENDATION

Date: ____ Time: ____

Reason for Maintenance: ____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

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