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



2007 Chevrolet TrailBlazer

Style: SS Sport Utility 4D ▾

Mileage: 138491 Change

Edit options | Check specs

Trade In to a Dealer | Get an Instant Cash Offer | Sell to a Private Party

Trade-in Range
$6,752 - $9,715

Trade-in Value
$8,234



‹ **Good Condition** ›

Trade-in Values valid for your area through 2/25/2016
Track this car's values

Write a review on your 2007 Chevrolet

Next Step: Find a Car

Browse reviews, photos, specs and more.

See what you should pay

Have a vehicle in mind?

Make ▾

Model ▾

Go

Instant Cash Offer

Find Participating Dealers ready to buy your car – today.

Start your offer

Owner's Resources

The Redesigned 2016 Accord Sedan

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Cost too Much...
So We Fixed it.


10
10
15
15
15016745




RIP
Brother


SS




STATE OF NORTH CAROLINA
REGISTRATION CARD
[redacted]
133902
61831059


MPH
km/h
PRND321
E
F


2
4
6
276

Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:53:00 PM]:

Welcome to chat.

Regina [1:53:24 PM]:

Thanks for contacting Buick Customer Assistance, [redacted]. My name is Regina. How can I assist?

[redacted] [1:54:07 PM]:

Hello, I have a 2006 Buick Lacrosse CXL I am having many issues with the headlight system. I was told that there was a recall but I have not received any info on it. Is there one?

Regina [1:54:39 PM]:

I am sorry to hear about the head lamps. We can check for possible recalls with the VIN.

Regina [1:54:49 PM]:

May I have the VIN and approximate mileage?

[redacted] [1:55:38 PM]:

2G4WD5826611[redacted] Why does the mileage matter?

Regina [1:56:20 PM]:

It matters for documentation purposes. I have checked the VIN, there is only one open recall on the vehicle. 14299 UNINTENDED IGNITION KEY ROTATION

[redacted] [1:57:33 PM]:

Well that recall isn't going to help my headlights from turning off whenever they feel like it. Cars.com listed the recall for the exterior head lamps.

Regina [1:58:01 PM]:

I am sorry but there is not a recall for the head lamps applied to your vehicle.

L[redacted] 1:58:18 PM]:

Okay, thanks for checking.

Regina [1:58:39 PM]:

Thanks for contacting GM Customer Assistance, Lisa. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern time. Or you may call in at 1-866-790.3600. Thanks for visiting us

Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:05:37 PM]:

Welcome to chat.

Ashley [4:05:50 PM]:

Thank you for contacting Chevrolet Customer Assistance, J[redacted]. My name is Ashley, how can I assist you today?

[redacted] [4:06:24 PM]:

we have a 206 chevy trailblazer 360

[redacted] [4:06:53 PM]:

the headlights stopped working two months ago, both, within a week of each other.\

[redacted] [4:07:19 PM]:

we replaced them with oem new headlights, and yesterday the drivers side light went out again.

[redacted] [4:07:46 PM]:

I see a recent recall for this problem which includes the trailblazer but not the trailblazer 360

[redacted] [4:08:05 PM]:

I think that this vehicle has the same problem as the recalled vehicles

Ashley [4:08:35 PM]:

I apologize that you are currently experiencing a concern with your head lamps. I would like to look into this a little further for you, Jonathan. Can you please provide me with your VIN and current mileage on the vehicle?

[redacted] [4:09:23 PM]:

1GNDT13S26[redacted] 140,000

Ashley [4:09:47 PM]:

Thank you,[redacted] While I pull up your vehicle information, can you please verify your phone number, e-mail address and zip code?

jonathan wolbert [4:10:08 PM]:

I RAN THE VIN NUMBER ON TWO DIFFERENT RECALL WEBSITES, INCLUDING YOURS.

[redacted] [4:10:43 PM]:

[redacted]

[redacted] [4:11:33 PM]:

[redacted], ASHLEY, I HAVE TO LEAVE IMMEDIATELY. SUDDEN INTERUPTION IN MY DAY. IM SORRY . COULD YOU PLEASE EMAIL ME WITH INFO TO CONTINUE THIS CHAT. PLz. THANK YOU.

Caller [redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [10:22:38 AM]:

Welcome to chat.

Emily [10:22:56 AM]:

Hello! Thank you for contacting GMC Customer Assistance, [redacted] My name is Emily, how can I assist you today?

[redacted] [10:23:27 AM]:

Hi Emily. I contacted Customer Service week before last with a problem. They said they needed time to investigate. I have heard nothing.

Emily [10:24:01 AM]:

I apologize for any delay in communications.

Emily [10:24:08 AM]:

Did they provide you with a case number?

[redacted] [10:24:13 AM]:

no

Emily [10:24:43 AM]:

Okay, are you able to provide me with your VIN at this time?

[redacted] [10:24:58 AM]:

yes, just a second

[redacted] [10:25:30 AM]:

1GKDT13SX621[redacted]

Emily [10:26:00 AM]:

Thank you!

Emily [10:26:19 AM]:

Is this concern related to headlights?

[redacted] [10:26:29 AM]:

YES

Emily [10:27:07 AM]:

I found your case, the number is [redacted].

Emily [10:27:20 AM]:

I would be happy to notify the agent working on your case to get in contact with you.

[redacted] [10:27:36 AM]:

Do you have follow up information there?

Emily [10:28:20 AM]:

I see that the agent was reaching out to the dealership as of 4/29.

[redacted] [10:28:50 AM]:

I see. Does it say if GM will do the repair under the recall?

Emily [10:29:51 AM]:

I actually do not see a recall for headlights on the vehicle.

[redacted] [10:30:37 AM]:

The dealer confirmed there was one, that it had not been released. He said there are other vehicles he is holding for the same problem waiting on the release.

Emily [10:31:28 AM]:

I will notify the agent working on your file. She will be in the best position to further assist and look into this for you. It looks like the dealership responded to her on 4/29 which was Friday, and in her department they have weekends off. This is probably the cause for delay in communication.

[redacted] [10:31:45 AM]:

ok, thank you.

Emily [10:32:06 AM]:

You're welcome. I will inform the agent to reach out to you as soon as they can.

Emily [10:32:14 AM]:

Is there anything else I can assist with at this time?

[redacted] [10:32:30 AM]:

No, just need to get the headlight fixed. Thanks again. bye

Emily [10:33:41 AM]:

You're welcome.

Emily [10:33:59 AM]:

Can you please verify your phone number and email just to make sure I have the correct information on file?

Caller [redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:26:34 PM]:

Welcome to chat.

Regina [4:26:55 PM]:

Thanks for contacting Chevrolet Customer [redacted]. My name is Regina. How can I assist?

[redacted] [4:27:48 PM]:

Why is my Buick no part of the headlight driver module recall.

Regina [4:28:39 PM]:

Recalls are VIN specific and not all model year vehicles are included in recalls.

[redacted] [4:30:12 PM]:

I have had the problem under this recall twice in the last year, so I guess the replacement module is responsibility.

Regina [4:30:47 PM]:

What is the vehicle complaint?

[redacted] [4:32:57 PM]:

Low beams at night just turn off suddenly, high beams still work. I pull over wait 10 to 15 minutes after turning off lights, they will come back on.

Regina [4:33:48 PM]:

I am sorry to hear about the low beam head lamp issue. You said you already had repairs completed for this concern in the past, correct?

[redacted] [4:34:03 PM]:

No

Regina [4:34:11 PM]:

May I have the VIN and approximate mileage?

[redacted] [4:35:32 PM]:

2G4WD5820611[redacted] Milage is 82500

Regina [4:36:04 PM]:

Thanks, may I have your email for documentation purposes?

[redacted]r [4:37:28 PM]:

[redacted]

Regina [4:37:33 PM]:

Thanks for that information. Each time the concern with the low beam head lamps occurs, do you take the issue to a Buick dealership to have it addressed?

[redacted] [4:39:12 PM]:

No it has only happen a couple of times. There has been a long period between each. Online research showed there is a recall for this problem.

Regina [4:39:57 PM]:

I checked your VIN, the vehicle is not included in any recalls. We recommend having that issue addressed when it happens. Allow the dealership to address the issue to resolution.

Joseph Carter [4:40:51 PM]:

I no the problem is the HDM and will replace it myself. thanks.

Regina [4:41:17 PM]:

Thanks for contacting GM Customer [redacted]h. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern time. Or you may call in at 1-866-790.3600. Thanks for visiting us

Type of case	Smoke Case	Case Summary
Status	Closed	Allegation; Customer states he went out one evening, and the headlights were not on. He returned to his home. He smelled an awful smell, an ozone like smell, like plastic and chemical. He opened the hood, there was a scorch mark on the fuse box. Customer saw smoke, but no flames, and customer pulled the fuse (relay) out. Customer would not state what caused the fire. Customer seeks for a recall to be issued, and a vehicle repair. Customer does have the fuse he removed from the vehicle, he threw it away. I advised that I would not be able to pursue a claim for him because I no longer have evidence that is needed. (vehicle is no longer in the condition it was at the time of the incident). Closing file, vehicle repaired/modified.
SR Number	[redacted]	
Customer Name (Last name/First Name)	[redacted]	
Year/Make/Model	2005, Chevrolet, Trailblazer	
VIN	1GNDT13SX5[redacted]	
Incident Date	4/8/2016	
Purchase Date	Sometime in 2006	
Titled in who's name	*customer's*	
Purchase Price	*customer would not state*	
Open/Closed Recalls (If closed include closed Transaction History)	*Recalls: None* *Special Coverages: 10054E Fuel Level Sensor Contact Wear*	
Mileage	211,000	
Purchased From	*Maritime Motors, GM dealership*	
Vehicle Insured	Yes	
MSRP/KBB (Trade-in Good Value)	$1,458.00	

Loaner Vehicle (yes/no from drop down and enter date issued)	No		
Additional Information as requested by TC/TL			

G+1

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2005 Chevrolet TrailBlazer



Style: LS Sport Utility 4D

Mileage: 211000 Change

Edit options | Check specs

Trade In to a Dealer | Get an Instant Cash Offer | Sell to a Private Party

Trade-in Range
$922 - $1,993

Trade-in Value
$1,458



Value Definitions

Track this car's values

Based on Good Condition

Info valid for your area through 5/19/2016

Write a review on your 2005 Chevrolet

Next Step: Find a Car

Browse reviews, photos, specs and more.

See what you should pay

Have a vehicle in mind?

Make

Model

Go

Instant Cash Offer

Find Participating Dealers ready to buy your car – today.

Start your offer

2016 Ford Explorer



$000

Slide to see savings over the next 5 years

Fuel Cost Comparison



Your 2005 Chevrolet TrailBlazer
EPA-est
14/19
City/Hwy MPG
$2,081.25
Annual Fuel Cost



2016 Ford Explorer
EPA-est
19/28
City/Hwy MPG
$1,513.64
Annual Fuel Cost

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Advertisement

2016 JEEP® CHEROKEE
Roam free. Stay connected.
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Owner's Resources

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See what dealers and private sellers in your area are asking for your car.

See listings

Give Buyers Confidence
Show them a clean AutoCheck vehicle history report and close the deal fast.
Enter VIN (optional) Go

List It for Sale
Reach millions of in-market shoppers on KBB.com and AutoTrader.com.
Place your ad

Refinance Your Car
See if you can lower your monthly payment with rates from 2.24%* APR with AutoPay.
Apply online

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Chevrolet Model ZIP Code 06825 Get your quote

Take a closer look at RAV4.
Photos, reviews, videos and more.

Get started

Options shown.

"Great price, fun to drive, lots of leg room."
By young and free (MA), on Saturday, January 3, 2015
See what other RAV4 owners are saying

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Connecting.....A live chat agent is now entering the chat.

Caller English

System [10:49:17 AM]:

Welcome to chat.

Sara [10:49:27 AM]:

Thank you for contacting GMC Customer Assistance, [redacted] My name is Sara. How may I assist you today?

[redacted] [10:51:06 AM]:

Hi Sara - I have a 2007 GMC Envoy and was recently pulled over because the headlights were not working. I was able to determine that the issue is the Headlight Driver Module in the fuse box under the hood. There is a recall for other Envoys in the exact same year as my vehicle but I am being told that the recall does not cover my vehicle. Can you help get this corrected?

Sara [10:51:59 AM]:

If I could have your VIN, I can check if your vehicle is associated with that recall.

[redacted] [10:53:34 AM]:

1GKET63M77[redacted] - I'm sure you are going to tell me the same information for the 3rd time. It is clear though that this is the same issue that the recall was made for and is the reason I was pulled over and do not currently have functioning headlights.

Sara [10:55:01 AM]:

You do not have any recalls regarding the headlights on your VIN. We can't add vehicles to recalls because all of the vehicles affected by the defective component have already been accounted for when the recall was released.

[redacted] [10:56:17 AM]:

Except my vehicle has the same defective component. Maybe not made in the same factory but the exact same issue.

Sara [10:57:10 AM]:

I do apologize you're having this concern but I can assure you, you do not have that recall associated with your vehicle. Unfortunately, the cost of the repairs associated with the headlight concern would be your responsibility.

Sara [10:59:31 AM]:

Please don't hesitate to come back and chat with us if you need anything. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

CAC SR Data Share

Save XLSM to Desktop

Save PDF to Desktop

Clear Form

After completing the SRDS, do this:

1) Grey 'Spellcheck' button to check spelling (at the bottom)
2) Blue 'Save XLSM to Desktop' button
3) Green 'Save PDF to Desktop' button & CLOSE the PDF file (red x)
4) Copy 'Key Points' (pink cell) to new "SR Summary" Comments
5) Attach the Excel (.xlsm) file to the SR
6) Attach the PDF file (.pdf) to the A02 SRDS email to the CEMs
7) Red 'Clear Form' button
8) Complete a new SRDS. Be sure save using the buttons!!

Customer's 1st & last name (for filename saving purposes): [redacted]

Key Points: Headlamp

Customer's story / concern(s)
What help this Customer needs
Expectations you set for this Customer

You are empowered to give this Customer an Exceptional Customer Experience!

Customer's preferred phone #:	
Best time to call customer:	
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has NOT diagnosed current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many days has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	Yes
Current mileage (in miles)?	141,000
Bought brand new?	Unsure/Unknown
(if bought used) Roughly how many miles were on the vehicle at time of purchase?	
(if bought used) Was vehicle bought (used) at a GM Dealership?	
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	Unsure/Unknown

End conversation with the customer here. *Complete the rest of the SR Data Share in ACW (After Call Work).*

Today's date:	5/24/2016
SR#:	[redacted]
CAC advisor's name (first & last):	
CAC advisor's phone #:	
CAC advisor's extension #:	
17-digit VIN#:	1GNES16S746[redacted]
Make:	Chevrolet
Model:	TrailBlazer
Model Year:	2004
Is this a high-dollar or premium vehicle?	No
Does this VIN have any active Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No
Warranty Start Date for this VIN:	10/18/2004

(if bought used) Is this a GM Certified pre-owned used vehicle?	
Is this the original owner?	
List of GM vehicles owned by this customer: *(including the vehicle they're calling about now)*	
Total number of GM vehicles this customer has owned: *(including the vehicle they're calling about now)*	

Customer
[redacted]

Vehicle
2004 Chevrolet TrailBlazer
1GNES16S746[redacted]
Mileage now: 141000 mi

Status of vehicle/concern
A GM Dealer has NOT diagnosed current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points
Headlamp

Supporting Factors	Limiting Factors
Customer has incurred costs due to this concern	Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

Reference
CAC SR#: [redacted]
Tier 2 CAC advisor:

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible
When you're done, Right click the cell with the comment showing & choose "Show/Hide Comments" to make the

Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

If you leave & come back, click inside the cell & pick up at the blinking cursor (to prevent typing on top of what wa

Alt+Enter lets you return to the next line inside a cell

Alt + down arrow key will show you the dropdown menu/choices list (do this if you don't like using a mouse)

even when you click away from that cell).
Comment go away (become hidden from immediate view).

as already there)

Hummer	Yes - This V
Unresolved - Customer	No - This is
Diagnosed	No

IN has received goodwill or cost assistance

a new SR

CAC SR Data Share

Save XLSM to Desktop

Save PDF to Desktop

Clear Form

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7) Red 'Clear Form' button
8) Complete a new SRDS. Be sure save using the buttons!!

Customer's 1st & last name (for filename saving purposes): [redacted]

Key Points:

Customer's story / concern(s)
What help this Customer needs
Expectations you set for this Customer

Customer states he bought 2005 Trailblazer 2 weeks ago from Frank Boucher Imports. Light switch is defective and was quoted $250.00 for replacement. Dealership offered to split cost 50/50. Customer feels dealership should cover cost since he just bought vehicle 2 weeks ago.

You are empowered to give this Customer an Exceptional Customer Experience!

Customer's preferred phone #:	[redacted]
Best time to call customer:	Any time
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	1
How many days has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	No
Current mileage (in miles)?	61,000
Bought brand new?	No
(if bought used) Roughly how many miles were on the vehicle at time of purchase?	60,000
(if bought used) Was vehicle bought (used) at a GM Dealership?	No
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	Yes

End conversation with the customer here. *Complete the rest of the SR Data Share in ACW (After Call Work).*

Today's date:	6/14/2016
SR#:	[redacted]
CAC advisor's name (first & last):	Thomas Kellar
CAC advisor's phone #:	(866) 790-5700
CAC advisor's extension #:	5921645
17-digit VIN#:	1GNDT13S752[redacted]
Make:	Chevrolet
Model:	Trailblazer
Model Year:	2005
Is this a high-dollar or premium vehicle?	No
Does this VIN have any active Extended Service Contracts?	Yes
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No
Warranty Start Date for this VIN:	9/15/2005

(if bought used) Is this a GM Certified pre-owned used vehicle?	No
Is this the original owner?	No
List of GM vehicles owned by this customer: *(including the vehicle they're calling about now)*	2005 Trailblazer
Total number of GM vehicles this customer has owned: *(including the vehicle they're calling about now)*	

Customer
[redacted]
Call Any time

Vehicle
2005 Chevrolet Trailblazer
1GNDT13S752[redacted]
Mileage now: 61000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points
Customer states he bought 2005 Trailblazer 2 weeks ago from Frank Boucher Imports. Light switch is defective and was quoted $250.00 for replacement. Dealership offered to split cost 50/50. Customer feels dealership should cover cost since he just bought vehicle 2 weeks ago.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time(s)	Vehicle is > 8 years old (verified) Vehicle was recently purchased used (< 3,000 mi ago) Active Extd Svc Contract on record for vehicle (verified)
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

Approximate # of miles on the vehicle when customer purchased it (used): 60000 mi
This customer has purchased these GM vehicles (verified): 2005 Trailblazer

Reference
CAC SR#: [redacted]
CAC advisor: Thomas Kellar--> (866) 790-5700, Ext # 5921645

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even when you click away from that cell).
Comment go away (become hidden from immediate view).

as already there)

Hummer	Yes - This V
Unresolved - Customer	No - This is
Diagnosed	No

IN has received goodwill or cost assistance

a new SR

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 336910400000
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113730

Service Agent: BERGLUND CHEVROLET BUICK

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number:

Contact Email Address: [redacted]

Job Card*: 7[redacted]

Job Card Date: 07/29/2016

Reference Number: 82182837003

VIN: 1GKET16SX561[redacted] Investigate Vehicle History

Odometer: 155757

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 1.3 Supp Time: 0 OLH Time: 0

Labour Rate: 117.04 Common GM Division - Mechanical

Labour Total: 152.15

Parts Total: 509.27

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 661.42

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Tue Aug 16 13:30:09 EDT 2016	Please include Pre-Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GKET16SX561[redacted]	[redacted]	2016-08-16

CANCEL SAVE

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Product Assistance Center
Preliminary Technical Consultant Report

Date: 7/1/2016
VIN: 1GKET16SX5[redacted]
SR #: [redacted]3
Customer Name: [redacted]
Case Matter # [redacted]
PAC Advisor: Adrian Wills

Report/Recommendation:

Based upon available information, the customer's description and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer stated the incident occurred on 6/10/2016 and the vehicle mileage is stated as 155,000.

Based on the available information, it is recommended that the vehicle be repaired or repurchased as appropriate.

If any additional information becomes available, this report may be revised.

Mickey Sabol
PAC Technical Consultant

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113730

Service Agent: BERGLUND CHEVROLET BUICK

Contact Name: [redacted]

Phone Number: [redacted]

Fax Number:

Contact Email Address: [redacted]

Job Card*: 713047

Job Card Date: 07/29/2016

Reference Number: 8[redacted]

VIN: 1GKET16SX56[redacted] Investigate Vehicle History

Odometer: 155757

Transaction Flag:
- ○ Customer Enthusiasm - Non Warrantable Repair
- ○ Special Coverage
- ○ Policy
- ○ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 5.6 Supp Time: 0 OLH Time: 0

Labour Rate: 117.04 Common GM Division - Mechanical

Labour Total: 655.42

Parts Total: 509.27

Part Numbers:

Net Item Type	Amount		
<Make Selection>		+	-

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,164.69

Auth Code:

○ Accept ○ Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Fri Aug 19 11:21:57 EDT 2016	Please include Pre-Auth ID when you submit your claim.
Lindsay Mader	Tue Aug 16 13:30:09 EDT 2016	Please include Pre-Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GKET16SX56[redacted]	[redacted]	2016-08-16

CANCEL SAVE

© 2004 General Motors. All Rights Reserved.

CUSTOMER #: [redacted]

[redacted]

ROANOKE, VA

HOME: [redacted] CONT: [redacted]

BUS: CELL:

[redacted]

INVOICE

PAGE 1

BERGLUND CHEVROLET INC.
Buick
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

SERVICE ADVISOR: 8698 PHILIP DAMON BAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	05	GMC ENVOY XL	1GKET16SX5[redacted]		155757/155757	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN05 DD			17:00 03AUG16		0.00	CASH	09AUG16

R.O. OPENED	READY	OPTIONS:
14:07 29JUL16	14:11 09AUG16	DLR:037 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST NEEDS ESTIMATE LOW BEAM HEADLAMP THAT FAILED...GERERAN MOTORS IS INVOLVED ON THIS REPAIR...SEE JOHN ALLEN ...CK FOR THE FUSE THAT IS IN THE CENTER CONSOLD THAT BURNT			
CAUSE: SHORTED			
0600006 RENTAL, NO REPAIRS (13-00-89-010)			
4415WMG94			(N/C)
1 15210962 F-(S)BLOCK			(N/C)
A11 DIAGNOSIS FOR THIS CONCERN WAS RUN ON TICKET # 711460 FOR 1.3 HOURS			
4415WMG94			(N/C)
FC: PART#: F COUNT:			
CLAIM TYPE:			
AUTH CODE:			

155757 ON FIRST RO [redacted]RAN PRELIM DIO MELTED HMI RELAY DAMAGING UBEC REMOVED HEADLAMPS CHECKED BULBS ALL CORRECT CHECKED RESISTANCE IN GROUND WIRES 5.3 OHMS RESISTANCE OTO G103 AND 2.7 OHMS TO G107 MANIPULATED GROUND TERMINALS RESISTANCE DROOPED TO 0.4 AND 0.6 G103 CORRODED GM AUTHORISED REPAIRS REPLACED UBEC DIELECTRIC LUBED CONNECTORS INSTALLED NEW UBEC,REPLACED G103 TERMINAL AND SOLDERED TERMINAL CLEANED GROUND MATING SURFACES AND APPLIED DIELECTRIC LUBE,CLEANED GROUND 107 AND DIELECTRIC LUBED TERMINAL RECRIMPED AND REINSTALLED RECHECKED RESISTANCE BOTH AT 0.2 OHMS FROM HEADLAMP CONNECTORS102 AND 103 RESPECTIVELY,REASSEMBLED ALL OPERATING AS DESIGNED

****

[redacted]

PH:866-446-6963...EXT 5911664

********* WE APPRECIATE YOUR BUSINESS********
* YOUR COMPLETE SATISFACTION IS OUR #1 GOAL *
*********IF FOR ANY REASON YOU ARE NOT*******
********** "COMPLETELY SATISFIED" **********
******* PLEASE CONTACT DON FITZGERALD @ *****
******* 540-344-1461 EXT. 4301 OR **********
**** DANA GUYAN @ 540-344-1461 EXT.4238 *****

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 for any delays caused in performing the repair work. 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 agree that you are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control, and that you are not responsible for damages from freezing due to lack of antifreeze.

Unless otherwise specified, I understand labor time billed for is based on times estimated for jobs in industry manuals and not actual time spent. I acknowledge that the total estimate of repairs includes all parts, labor, handling and diagnosis and agree that, if closer analysis finds that additional repairs are necessary, I will be contacted for authorization if the amount I must pay will be increased by more than 10%. I understand terms are cash, approved check or credit card unless other arrangements are made in advance. If payment of this invoice in full is not paid when due, and is placed with attorneys for collection, or if suit is instituted to enforce payment hereof, I agree to pay your actual costs of collection including your attorneys fees. I agree that storage will be added at the rate of $20.00 per day after 48 hours from time of notification vehicle is ready.

I agree that if the repairs described above become an issue in litigation such that you or any of your employees are required or requested to participate by personal appearance, deposition, affidavit or otherwise, I will pay you $100.00 for processing and delivering any affidavit and $500.00 per person, per day for any personal appearances at depositions, court or otherwise.

THE MANUFACTURER'S WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SIGNED: _____ DATE: _____

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

BERGLUND CHEVROLET INC.
Buick
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

[redacted]
ROANOKE, VA [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL:

SERVICE ADVISOR: 8698 PHILIP DAMON BAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	05	GMC ENVOY XL	1GKET16SX5[redacted]	[redacted]	155757/155757	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
15JAN05 DD			17:00 03AUG16		0.00	CASH	09AUG16

R.O. OPENED	READY	OPTIONS:
14:07 29JUL16	14:11 09AUG16	DLR:037 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST NEEDS ESTIMATE LOW BEAM HEADLAMP THAT FAILED...GERERAN MOTORS IS INVOLVED ON THIS REPAIR...SEE JOHN ALLEN ...CK FOR THE FUSE THAT IS IN THE CENTER CONSOLD THAT BURNT			
CAUSE: SHORTED			
0600006 RENTAL, NO REPAIRS (13-00-89-010)			
4415WMG94			(N/C)
1 15210962 F-(S)BLOCK			(N/C)
A11 DIAGNOSIS FOR THIS CONCERN WAS RUN ON TICKET # 711460 FOR 1.3 HOURS			
4415WMG94			(N/C)
FC: PART#: F COUNT:			
CLAIM TYPE:			
AUTH CODE:			

155757 ON FIRST RO 711460 RAN PRELIM DIO MELTED HMI RELAY DAMAGING UBEC REMOVED HEADLAMPS CHECKED BULBS ALL CORRECT CHECKED RESISTANCE IN GROUND WIRES 5.3 OHMS RESISTANCE OTO G103 AND 2.7 OHMS TO G107 MANIPULATED GROUND TERMINALS RESISTANCE DROOPED TO 0.4 AND 0.6 G103 CORRODED GM AUTHORISED REPAIRS REPLACED UBEC DIELECTRIC LUBED CONNECTORS INSTALLED NEW UBEC,REPLACED G103 TERMINAL AND SOLDERED TERMINAL CLEANED GROUND MATING SURFACES AND APPLIED DIELECTRIC LUBE,CLEANED GROUND 107 AND DIELECTRIC LUBED TERMINAL RECRIMPED AND REINSTALLED RECHECKED RESISTANCE BOTH AT 0.2 OHMS FROM HEADLAMP CONNECTORS102 AND 103 RESPECTIVELY,REASSEMBLED ALL OPERATING AS DESIGNED

****

[redacted]
PH:866-446-6963...EXT 5911664

********* WE APPRECIATE YOUR BUSINESS********
* YOUR COMPLETE SATISFACTION IS OUR #1 GOAL *
*********IF FOR ANY REASON YOU ARE NOT*******
********** "COMPLETELY SATISFIED" **********
******* PLEASE CONTACT DON FITZGERALD @ *****
******* 540-344-1461 EXT. 4301 OR **********
**** DANA GUYAN @ 540-344-1461 EXT.4238 *****

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 for any delays caused in performing the repair work. 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 agree that you are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control, and that you are not responsible for damages from freezing due to lack of antifreeze.

Unless otherwise specified, I understand labor time billed for is based on times estimated for jobs in industry manuals and not actual time spent. I acknowledge that the total estimate of repairs includes all parts, labor, handling and diagnosis and agree that, if closer analysis finds that additional repairs are necessary, I will be contacted for authorization if the amount I must pay will be increased by more than 10%. I understand terms are cash, approved check or credit card unless other arrangements are made in advance. If payment of this invoice in full is not paid when due, and is placed with attorneys for collection, or if suit is instituted to enforce payment hereof, I agree to pay your actual costs of collection including your attorneys fees. I agree that storage will be added at the rate of $20.00 per day after 48 hours from time of notification vehicle is ready.

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SIGNED: _____ DATE: _____

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

ROANOKE, VA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

[redacted]

INVOICE

PAGE 1

BERGLUND CHEVROLET INC.
Buick
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

SERVICE ADVISOR: 8698 PHILIP DAMON BAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	05	GMC ENVOY XL	1GKET16SX5[redacted]		155757/155757	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN05 DD			17:00 03AUG16		0.00	CASH	09AUG16

R.O. OPENED	READY	OPTIONS:
14:07 29JUL16	14:11 09AUG16	DLR:037 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST NEEDS ESTIMATE LOW BEAM HEADLAMP THAT FAILED...GERERAN MOTORS IS INVOLVED ON THIS REPAIR...SEE JOHN ALLEN ...CK FOR THE FUSE THAT IS IN THE CENTER CONSOLD THAT BURNT			
CAUSE: SHORTED			
0600006 RENTAL, NO REPAIRS (13-00-89-010)			
4415WMG94			(N/C)
1 15210962 F-(S)BLOCK			(N/C)
A11 DIAGNOSIS FOR THIS CONCERN WAS RUN ON TICKET # 711460 FOR 1.3 HOURS			
4415WMG94			(N/C)
FC: PART#: F COUNT:			
CLAIM TYPE:			
AUTH CODE:			

155757 ON FIRST RO [redacted]RAN PRELIM DIO MELTED HMI RELAY DAMAGING UBEC REMOVED HEADLAMPS CHECKED BULBS ALL CORRECT CHECKED RESISTANCE IN GROUND WIRES 5.3 OHMS RESISTANCE OTO G103 AND 2.7 OHMS TO G107 MANIPULATED GROUND TERMINALS RESISTANCE DROOPED TO 0.4 AND 0.6 G103 CORRODED GM AUTHORISED REPAIRS REPLACED UBEC DIELECTRIC LUBED CONNECTORS INSTALLED NEW UBEC,REPLACED G103 TERMINAL AND SOLDERED TERMINAL CLEANED GROUND MATING SURFACES AND APPLIED DIELECTRIC LUBE,CLEANED GROUND 107 AND DIELECTRIC LUBED TERMINAL RECRIMPED AND REINSTALLED RECHECKED RESISTANCE BOTH AT 0.2 OHMS FROM HEADLAMP CONNECTORS102 AND 103 RESPECTIVELY,REASSEMBLED ALL OPERATING AS DESIGNED

****

[redacted]
PH:866-446-6963...EXT 5911664

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* YOUR COMPLETE SATISFACTION IS OUR #1 GOAL *
*********IF FOR ANY REASON YOU ARE NOT*******
********** "COMPLETELY SATISFIED" **********
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******* 540-344-1461 EXT. 4301 OR **********
**** DANA GUYAN @ 540-344-1461 EXT.4238 *****

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SIGNED: _____ DATE: _____

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

BERGLUND CHEVROLET INC.
Buick
1824 WILLIAMSON RD. P.O. BOX 12608
ROANOKE, VA 24027 Phone (540) 344-1461
www.berglundcars.com

[redacted]
ROANOKE, VA [redacted]
HOME: [redacted] CONT [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 8698 PHILIP DAMON BAILEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	05	GMC ENVOY XL	1GKET16SX5[redacted]	[redacted]	155757/155757	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DA
15JAN05 DD			17:00 03AUG16		0.00	CASH	09AUG16

R.O. OPENED	READY	OPTIONS:
14:07 29JUL16	14:11 09AUG16	DLR:037 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST NEEDS ESTIMATE LOW BEAM HEADLAMP THAT FAILED...GERERAN MOTORS IS INVOLVED ON THIS REPAIR...SEE JOHN ALLEN ...CK FOR THE FUSE THAT IS IN THE CENTER CONSOLD THAT BURNT			
CAUSE: SHORTED			
0600006 RENTAL, NO REPAIRS (13-00-89-010)			
4415WMG94			(N/C)
1 15210962 F-(S)BLOCK			(N/C)
A11 DIAGNOSIS FOR THIS CONCERN WAS RUN ON TICKET # 711460 FOR 1.3 HOURS			
4415WMG94			(N/C)
FC: PART#: F COUNT:			
CLAIM TYPE:			
AUTH CODE:			

155757 ON FIRST RO 711460 RAN PRELIM DIO MELTED HMI RELAY DAMAGING UBEC REMOVED HEADLAMPS CHECKED BULBS ALL CORRECT CHECKED RESISTANCE IN GROUND WIRES 5.3 OHMS RESISTANCE OTO G103 AND 2.7 OHMS TO G107 MANIPULATED GROUND TERMINALS RESISTANCE DROOPED TO 0.4 AND 0.6 G103 CORRODED GM AUTHORISED REPAIRS REPLACED UBEC DIELECTRIC LUBED CONNECTORS INSTALLED NEW UBEC,REPLACED G103 TERMINAL AND SOLDERED TERMINAL CLEANED GROUND MATING SURFACES AND APPLIED DIELECTRIC LUBE,CLEANED GROUND 107 AND DIELECTRIC LUBED TERMINAL RECRIMPED AND REINSTALLED RECHECKED RESISTANCE BOTH AT 0.2 OHMS FROM HEADLAMP CONNECTORS102 AND 103 RESPECTIVELY,REASSEMBLED ALL OPERATING AS DESIGNED

****

[redacted]
PH:866-446-6963...EXT 5911664

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SIGNED: _____ DATE: _____

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

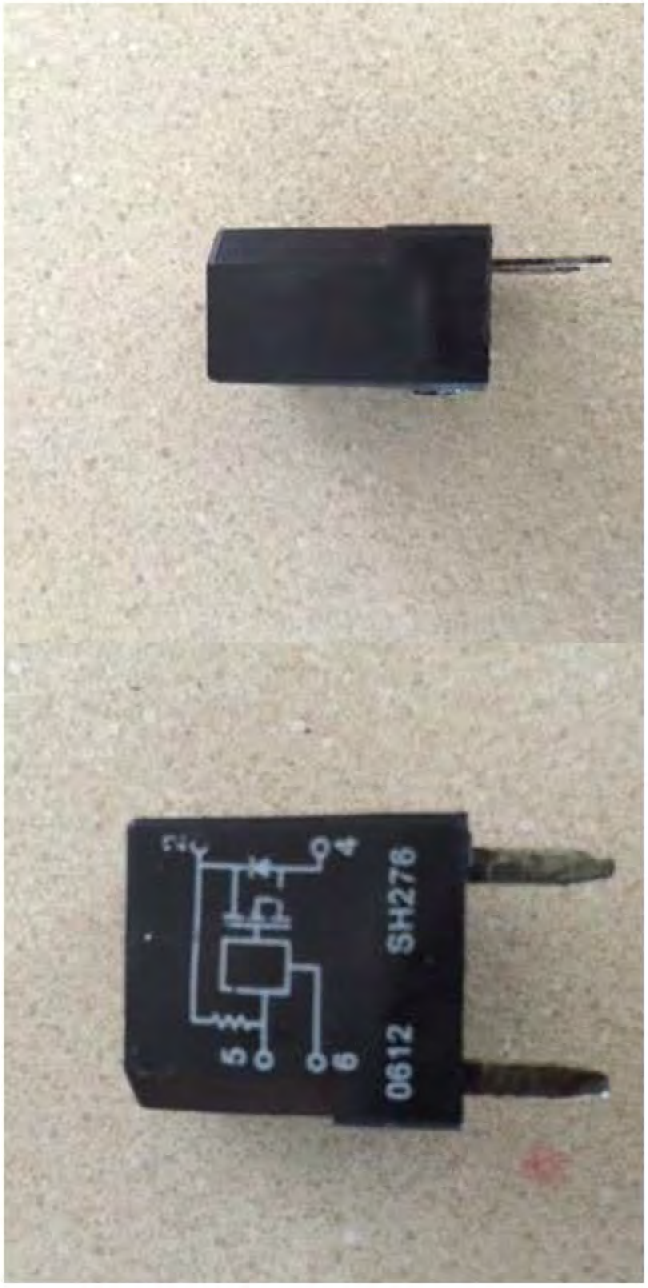
CUSTOMER COPY

Adrian Wills (C)

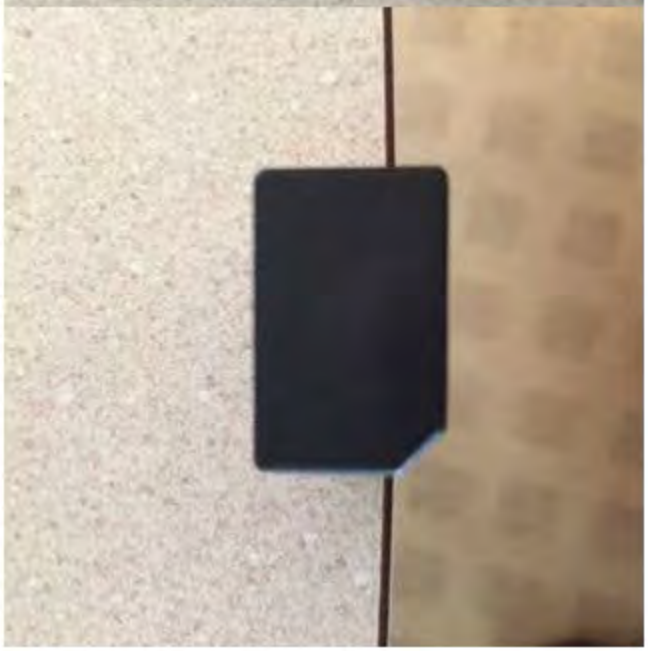
From: Jeff <jeffreydwilliams@yahoo.com>
Sent: Friday, July 01, 2016 3:17 PM
To: Adrian Wills (C)
Subject: Re: [redacted]

Here are the additional requested photos:




4
5
6
SH276
0612







On Jun 30, 2016, at 8:13 AM, Adrian Wills (C) <adrian.wills@gm.com> wrote:

Thanks for the photos

Adrian Wills
Product Assistance Center
Tel: 866.446.6963 ext 5911652
Fax: 866-439-3818
adrian.wills@gm.com
<image001.png>

From: Jeff [mailto:jeffreydwilliams@yahoo.com]
Sent: Wednesday, June 29, 2016 7:26 PM
To: Adrian Wills (C)
Subject: Re: [redacted]

<image002.jpg>
<image003.jpg>
<image004.jpg>
<image005.jpg>

<image006.jpg>
<image007.jpg>
<image008.jpg>
<image009.jpg>
<image010.jpg>
<image011.jpg>
<image012.jpg>
<image013.jpg>
<image014.jpg>

Adrian,
Here are the pictures you have requested. Please advise when they have been received and please keep me up to speed with the progress of my case.

Respectfully,
Jeff Williams

On Jun 29, 2016, at 9:38 AM, Adrian Wills (C) <adrian.wills@gm.com> wrote:

> Mr. Williams
>
> Here is a list of all the photos needed to review your claim.
>
> Thanks

Required photos:

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of concern
6. Vehicle Certification Label with VIN visible
7. One inside vehicle photo
8. Photo of registration
9. Photo copy of title
10. Photo copy of ID



Adrian Wills

Product Assistance Center

Tel: 866.446.6963 ext 5911652

Fax: 866-439-3818

adrian.wills@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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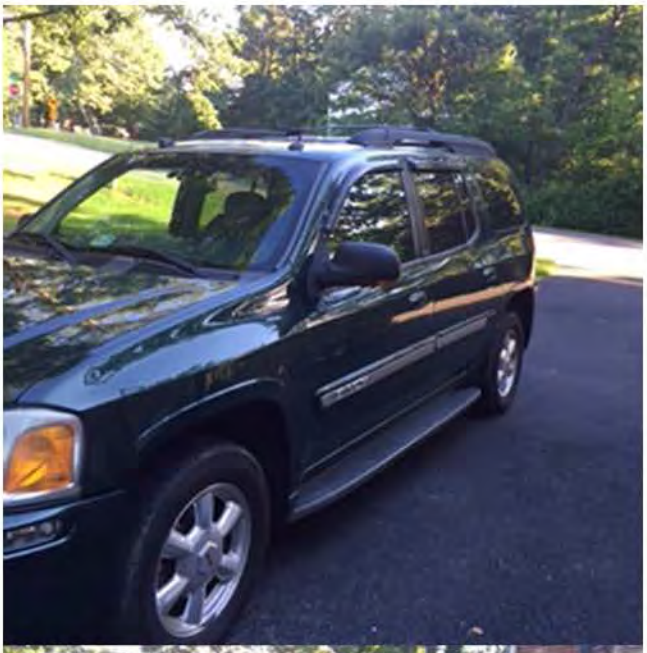




GMC


ENVOY
GMC



GM

MFD BY GENERAL MOTORS CORP. 02/05

GVWR	GAWR FRT	GAWR RR
2903KG(6400LB)	1452KG(3200LB)	1542KG(3400LB)

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1GKET16SX5[redacted] TYPE: M.P.V.

MODEL: T15806

TPMA	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P245/65R17	S	17X7J	210KPA(30PSI)
RR	P245/65R17	S	17X7J	240KPA(35PSI)
SPA	P245/65R17	S	17X7J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.


GM
1GKET16SX5




OMRON
12088567
8567
15016745




VA. USA
Virginia
DRIVER'S LICENSE
[redacted]
ROANOKE
Class
M
Endorsements
NONE
03/01/2013
Restrictions
NONE
Exp
04/04/2021
6FT 4IN
DD 000720655


COMMONWEALTH OF VIRGINIA
DEPARTMENT OF MOTOR VEHICLES
CERTIFICATE OF TITLE FOR A VEHICLE
KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE
REPLACEMENT 10/04/13 497 DMV30C ORIGINAL
2005 GMC 4D SW
5052 2 GAS VA EXEMPT *1280001* 10/04/13
ACTUAL 83324584
NO LIENS
VOID IF ALTERED
VOID IF ALTERED



DMVVD HET R02000F1 04

DMV

VIRGINIA MOTOR VEHICLE REGISTRATION

[redacted] 10KZT19SX5 [redacted] 08/21/15 [redacted] 05 10/21/16

GMC ENVOY AD SW 2005 SRM 043 PRIVATE 2

10/04/15 128000 ACTUAL N 5062

[redacted]

SCANDIA [redacted]

SCANDIA COUNTY

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

G+1

ZIP CODE: 24012 | Sign in (or Sign up)

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Show Used Car Prices | Print report



2005 GMC Envoy XL

Style: Denali Sport Utility 4D

Mileage: 155000 Change

Edit options | Check specs

Trade In to a Dealer | Get an Instant Cash Offer | Sell to a Private Party

Trade-in Range
$2,227 - $3,998

Trade-in Value
$3,113



Value Definitions | Track this car's values

Based on Good Condition

Info valid for your area through 6/30/2016

Write a review on your 2005 GMC

Next Step: Find a Car

Browse reviews, photos, specs and more.

See what you should pay

Have a vehicle in mind?

Make

Model

Go

Instant Cash Offer

Find Participating Dealers ready to buy your car – today.

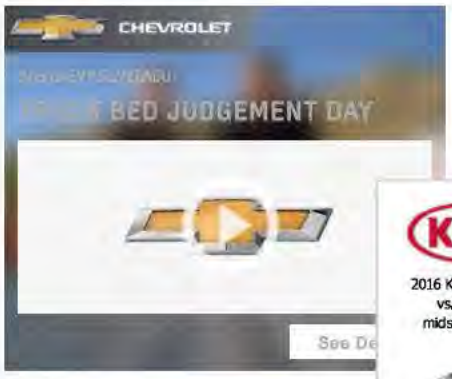
Start your offer

Owner's Resources

Benchmark Local Prices

See what dealers and private sellers in your area are asking for your car.

See listings



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Advertisement

Give Buyers Confidence
Show them a clean AutoCheck vehicle history report and close the deal fast.
Enter VIN (optional) Go

List It for Sale
Reach millions of in-market shoppers on KBB.com and AutoTrader.com.
Place your ad

Refinance Your Car
See if you can lower your monthly payment with rates from 2.24%* APR
Apply online

Free Dealer Price Quote

Get the best price and be more prepared with your free, no-obligation price quote

GMC Model ZIP Code 24012 Get your quote

Take a closer look at Highlander.
Photos, reviews, videos and more.
Get started
Options shown.

"Perfection."
By Texernet (TX), on Saturday, January 24, 2015
See what other Highlander owners are saying

Advertisement

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Connecting.....A live chat agent is now entering the chat.

Caller English

System [11:51:53 AM]:

Welcome to chat.

Regina [11:52:15 AM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted] My name is Regina. How can I assist?

[redacted]

[redacted] own a 2006 tailblazer and my headlights stopped working over the weekend and my mechanic had to replace a fried relay, does that fall under the headlamp recall that i just read about?

Regina [11:54:40 AM]:

I am sorry to hear about the head lamp issue. I understand you are checking to see if your vehicle is included in any recall related to the issue, correct?

[redacted] [11:55:00 AM]:

yes

Regina [11:55:07 AM]:

May I have the VIN and approximate mileage?

[redacted] 11:56:08 AM]:

1GNDT13S3621[redacted] about 202, 000 miles

Regina [11:56:13 AM]:

Thanks, may I have your email for documentation purposes?

[redacted] :56:28 AM]:

[redacted]

Regina [11:57:06 AM]:

Thanks for that information. I checked the VIN. There is one open recall on the vehicle but it is not related to the head lamps.

Regina [11:57:14 AM]:

2180 DRIVER DOOR SWITCH SHORT CIRCUIT

Regina [11:57:28 AM]:

CONDITION General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Chevrolet TrailBlazer EXT and GMC Envoy XL; 2006-2007 model year Buick Rainier, Chevrolet TrailBlazer, and GMC Envoy; and 2005-2007 model year Saab 9-7X vehicles. If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. Customers should park the vehicle outdoors until it has been remedied.

[redacted] [11:57:32 AM]:

ive had the door switch fixed

Regina [11:57:39 AM]:

Good to hear.

Regina [11:58:28 AM]:

Is there anything else we can assist with?

[redacted] [11:59:23 AM]:

so my headlamps going out has nothing to do with the recall of other headlamps going out?

Regina [11:59:36 AM]:

No

[redacted] [12:00:59 PM]:

ok thank you

Regina [12:01:54 PM]:

Is there anything else we can assist with?

[redacted] [12:02:05 PM]:

nope

Regina [12:02:07 PM]:

Thanks for contacting GM Customer [redacted] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

Customer

[redacted]

Vehicle

GMC Envoy 2007
1GKET63M9721[redacted]
Mileage Now: 110000 mi
Warranty Start: 02/19/2007

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner	Vehicle is > 8 years old Vehicle has > 100,000 miles Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Kennedal Owens --> 1-866-790-5700 Ext # 5913884

Connecting.....A live chat agent is now entering the chat.

Caller English

System [11:50:57 AM]:

Welcome to chat.

Andrew [11:51:20 AM]:

Thanks for contacting Buick Customer Assistance. My name is Andrew. How can I assist you today, [redacted]?

[redacted] C [11:51:55 AM]:

I have a 2006 Buick Lacrosse and the head lights shut off while I am driving or do not come on at , at night.

[redacted] [11:52:19 AM]:

I am aware of the recall, but was told my car would not be affected, and yet it is.

[redacted] [11:53:03 AM]:

I recently went to a local Gmc dealership and was serviced for the recall on the ignition switch. What can be done about these lights?

Andrew [11:53:13 AM]:

I am sorry to hear the vehicle is having issues with the headlights. May I have your VIN and mileage?

[redacted] [11:54:20 AM]:

2G4WC5827611[redacted]5 188500 MILES

Andrew [11:57:01 AM]:

Thank you, [redacted]. It does appear your vehicle is not involved in any recall regarding the headlights. What I would like to do is set an appointment for diagnosis at a Buick dealership to repair the issue. This will be at an out of pocket cost for you. May I have you confirm your name, phone number, and email address?

[redacted] [11:58:11 AM]:

So, even though I have the exact same issue that is on a recall for cars such as mine, I will have to pay for the repairs myself?

Andrew [12:00:49 PM]:

I apologize, but your vehicle was not built with the defective part involved in the recall. There is no coverage on your vehicle for this issue. We can still repair your vehicle, but the cost will be your responsibility due to the vehicle being 7 years and 130,000 miles outside of warranty.

[redacted] [12:04:18 PM]:

That is the most ridiculous thing I have heard in years. My car is not the only one that is not a part of the recall for the headlamps, and are having the same issues. So, I will not put more money into a car I just bought a few months ago (paid cash). I will resale this car and not buy any more Buicks. This is like my sixth Buick and most have the same issues. It's horrible. But, that's fine. No need to make any appointments for me. I know people at a Gmc here who will help me.

Andrew [12:07:00 PM]:

I do apologize, but recalls are VIN specific, and are not released for every vehicle of the same model and year. Recalls are only released on the effected vehicles. I would like the opportunity to assist you. Is there anything I can help you with?

[redacted] [12:08:22 PM]:

I know the protocol for recalls. The problem is that Vin specific recalls leave out people who eventually have the same defected issues. As I said, no help is needed.

Andrew [12:11:23 PM]:

I am sorry, but your vehicle was not built with any defective parts relating to headlights. The only defective part your vehicle had was repaired with the ignition key recall. Thanks for contacting Buick Customer Assistance, [redacted] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600. Your safety is very important to us, so please remember not to use any hand held device whenever you're driving. Thanks again for visiting us today.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [11:39:52 AM]:

Welcome to chat.

Tyler [11:40:10 AM]:

Thank you for contacting General Motors Customer Assistance Karon, My name is Tyler how can I assist you today?

[redacted] [11:41:50 AM]:

I have been checking into recalls for the Envoys. I own a 2006 Envoy and last night as I was driving down the road my headlights went out. SCARY!! Had my 2 grandbabies in the car with me. Anyway, I see where the Envoys have a recall for this but when checking my VIN number it does not come up.

Tyler [11:43:17 AM]:

I apologize that your having this experience with the vehicle. To better assist you may I have your VIN, current mileage, phone number and email address?

[redacted] [11:46:21 AM]:

1GKDS13S1622[redacted]. Email is [redacted] and my phone number 4[redacted](please do not share these numbers) and I will have to go out to the vehicle to get the mileage but I know it is 230,000+ miles.

[redacted][11:48:35 AM]:

239,472 miles

Tyler [11:49:27 AM]:

Thanks for this information; have you had the vehicle diagnosed by a GMC Dealership to see what has caused this concern with the vehicle?

[redacted][11:51:53 AM]:

No because I know they will charge me and reading the recall info my vehicle is doing the very same thing.

Tyler [11:53:17 AM]:

Thanks for this information; the case number for today's concern is [redacted] The vehicle does have a open recall for drive door switch short circuit. This can be preformed by any GMC Dealership. Would you like help in locating a dealership in your area?

Tyler [11:54:02 AM]:

This recall is not for the vehicles headlights. This recall is for a short may cause the power door lock and power window switches to function intermittently or become inoperative.

[redacted] [11:54:28 AM]:

Thank you but I already have the number for the one on Thornton Road. I was hoping to have both taken care of at the same time.

Tyler [11:54:57 AM]:

I apologize, but this is the only recall on the vehicle. When a Special Coverage/Recall situation has been observed by GM, we refer to our manufacturing records to determine which vehicles, identified by Vehicle Identification Numbers, are involved. GM determines the start and end points of the issue within in the build process and then equate that to the range of vehicles (VINs) that carry the part or feature in question.

[redacted] [11:58:47 AM]:

I understand the one for the door switch but I have read of one for headlights also. If mine is not covered I understand but understand I will also report this issue to whatever agencies I need to. I was in hopes that GM would take a closer look at the light recall and include mine as well. I understand you can only do what you can do.

Tyler [11:58:47 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

Tyler [12:00:18 PM]:

I apologize, but your VIN doesn't show it as having the recalled part. I would recommend having the vehicle diagnosed by a GMC Dealership to see what has caused this concern. The diagnostic fee and repair would be at the owners expense due to the age and mileage of the vehicle.

Tyler [12:01:57 PM]:

What was the recall number you found for the headlamps?

[redacted] [12:02:10 PM]:

I will have it repaired but I will still report it. Thank you for you time and have a blessed day.

Tyler [12:06:58 PM]:

From what I see in our system your vehicle is not apart of this recall, because of the build date. Your vehicle was built before and by a different plant then the plant that had the recalled parts.

Tyler [12:10:58 PM]:

Would you like me to email the dealership about your concerns with the vehicle?

[redacted] [12:11:48 PM]:

And that was how it was with airbags until it just got massive. I hear what your are saying and again have a blessed day. I know your hand are tied. And thank you but I will talk with the dealership. Again, thank you.

Tyler [12:12:04 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Customer

[redacted]
anytime [redacted]

Vehicle

Buick LaCrosse 2008
2G4WD582X81[redacted]
Mileage Now: 79000 mi
Warranty Start: 01/31/2008

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
First Time Vehicle Owner Customer has incurred costs due to this concern	Current or former fleet vehicle Vehicle was purchased used at 16,000 now 79,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Gertrude Jimenez --> 1-866-790-5700 Ext # 5914085

[redacted]

From: [redacted]
Sent: Thursday, August 25, 2016 11:34 AM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] Recall issue

I need your help. I own a 2009 9-7 4.2i Saab SUV (Vehicle ID [redacted] with only 28000 miles. Recently the low beam headlights suddenly repeatedly stop working after 10-15 minutes of driving. This obviously causes a severe safety hazard. As I try to work out this problem I have stopped driving the car during the evening hours.

There is currently a recall on 2006-2008 Saab SUV's for the same issue. My investigation indicates the problem is with a faulty relay (likely #46 on the fuse block). It appears GM made a change in the 2009 model moving the fan relay #45 to another location. I am not sure but assume the current relay marked #46 performs the same function and is still defective.

I have checked with the local dealer (a Jaguar dealership) doing GM Saab warranty repairs and found they are aware of the issue with this model and part but it is not part of the recall and will cost over $200 to repair. I suggested if I could determine the correct part, buying and popping out the relay and replacing it would only cost me between $25-$50. He cautioned me the aftermarket part could have the same issue and the dealer installed relay would not. This tells me GM is aware of the faulty part.

The 2009 Saab 9-7 SUV should be included in this recall. I am sure the reported incidents of the same issue with the 2009 model is lower because it is the last year of production and was based on the limited number of vehicles produced. It appears GM thought the reconfiguration of the fuse/relay block solved this known problem.....it did not.

I request you authorize the warranty repair of this safety hazard.

I am very happy with my GM SAAB and am currently a satisfied owner of my second GMC Terrain. I hold the quality of the customer service offered as a key factor in selecting a new car. I hope I can continue to be a loyal GM customer.

I have sent a copy of this correspondence to the NHTSA to make them aware of the issue.

Thank you

[redacted]

[redacted]

[redacted]

Troy, MI [redacted]

[redacted]

Customer

[redacted]
([redacted]
na

Vehicle

GMC Envoy 2007
1GKDT13S87[redacted]
Mileage Now: 119519 mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	Vehicle is > 8 years old Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Alexia Muir --> 1-866-790-5700 Ext # 5911215

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [2:30:28 PM]:

Welcome to chat.

[redacted] [2:31:04 PM]:

I am the owner of a trialblazer 2004 and I've been having problems with the headlights.

Sheila [2:31:27 PM]:

Thank you for contacting Chevrolet Customer Assistance. I am sorry that you are having issues with your headlights.

[redacted] [2:31:54 PM]:

In some occassions, the lights do not turn on during the night.

Sheila [2:32:12 PM]:

Have you been to a dealership about this concern?

[redacted] [2:32:40 PM]:

I bring the car to an electromechanic and told me that a recall was issued for this vehicle. It's that true?

Sheila [2:33:20 PM]:

Since recalls are VIN specific, I would need your VIN to see if applies to your vehicle. Do you have that available?

R[redacted] [2:33:37 PM]:

I'm checking the vin number.

Roberto Caro [2:34:24 PM]:

It's 1GNDS13S842[redacted]

Sheila [2:35:54 PM]:

Thank you and you have a recall on your vehicle but it is for the taillamps/stop lamps. I do apologize but it does not cover the headlights.

[redacted] [2:36:55 PM]:

Ok, thanks, I'll check with the gm dealer.

Sheila [2:37:38 PM]:

Do you need assistance with locating a dealership in your area?

[redacted] [2:38:16 PM]:

Do you have one dealer in the western part of Puerto Rico?

Sheila [2:39:56 PM]:

Do you have a zip code available?

[redacted] [2:40:15 PM]:

00623

Sheila [2:41:12 PM]:

This is the closet one that I could find.

Sheila [2:41:18 PM]:

CABRERA HERMANOS Carr #2 Km 82 Hm 2 Arecibo, PR 00614

[redacted] [2:41:40 PM]:

Ok, thanks for your help.

Sheila [2:42:07 PM]:

You are welcome. Thank you for contacting Chevrolet Customer Assistance. Have a wonderful day!

Caller [redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [12:33:14 PM]:

Welcome to chat.

Sheila [12:33:36 PM]:

Thank you for contacting Buick Customer Assistance, Michelle. My name is Sheila. How may I assist you today?

[redacted] [12:33:53 PM]:

Both of my low beams went out at the same time on my 2006 Buick LaCrosse & I don't know what's wrong

Sheila [12:34:21 PM]:

I am so sorry to hear that you are having this issue. Have you been to the dealership about this concern?

[redacted] [12:35:05 PM]:

Not the Buick dealership but I went to another dealership & they were not able to find the problem

Sheila [12:35:23 PM]:

Do you have the VIN and the mileage of the LaCrosse?

[redacted] [12:36:08 PM]:

2G4WD5828611[redacted]157000

Sheila [12:36:31 PM]:

Thank you.

Sheila [12:37:20 PM]:

I apologize but I do not see anything on the VIN that would cover this issue. The only thing that I can recommend is that the vehicle is diagnosed at a Buick dealership?

Sheila [12:37:39 PM]:

What is your zip code so I can locate you one in your area?

[redacted] [12:38:16 PM]:

[redacted]

Sheila [12:39:09 PM]:

I found Tyler Jefferson Motors on I-57 and State Rte 15. Would that one work for you?

[redacted] [12:39:37 PM]:

Yes

Sheila [12:40:35 PM]:

Would you like to schedule an appointment for them to diagnose your vehicle?

[redacted] [12:41:07 PM]:

Yes please

Sheila [12:41:44 PM]:

I have to make you aware that there will be a diagnostic charge. I apologize that I do not know the amount. Can you verify a contact number and e-mail address?

[redacted] [12:42:09 PM]:

[redacted]

Sheila [12:43:06 PM]:

What time would you like to take the vehicle in on Thursday or Friday?

[redacted] [12:44:36 PM]:

In the morning I work in the afternoon

Sheila [12:44:55 PM]:

Would Thursday at 7:30 am work for you?

[redacted] [12:45:54 PM]:

Maybe 9:30

Sheila [12:46:49 PM]:

Okay, I have your for 9:30 am. What is a good phone number for you?

[redacted] [12:47:00 PM]:

[redacted]

Sheila [12:47:51 PM]:

Thank you and the phone number for them is 618-241-0208 or 618-307-4725.

[redacted] [12:48:29 PM]:

Okay thank you so much!

Sheila [12:48:45 PM]:

You are welcome. Do you have any more questions for me today?

[redacted] [12:49:03 PM]:

No!

Sheila [12:49:57 PM]:

The dealership will be contacting you shortly. Thank you for contacting Buick Customer Assistance. Have a wonderful day!

Caller [redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Customer

[redacted]

Vehicle

Chevrolet TrailBlazer 2005
1GNDT13S652[redacted]
Mileage Now: 119000 mi
Warranty Start: 05/27/2005

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 1 or more days	Vehicle is > 8 years old Vehicle has > 100,000 miles Vehicle was purchased used at miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8[redacted]
Tier 2 CAC advisor: Thomas Kellar --> 1-866-790-5700 Ext # 5921645

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [8:54:53 PM]:

Welcome to chat.

Vincent [8:55:02 PM]:

Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you are driving. Thank you for contacting Chevrolet Customer Service, N. My name is Vince. How may I assist you today?

Vincent [8:56:02 PM]:

I am still here to answer any questions you may have.

[redacted] [8:56:53 PM]:

i have a 2006 gmc envoy. The lowbeam headlights have gone out recently and come back on after some time and then went out again. I looked online to find a solution and found that this is a common problem. Then I found that in 2014 there was a recall to fix the problem. I looked on the site and there said there was no recalls for my vehicle. Could you check to see if there was/is a recall?

Vincent [8:57:19 PM]:

I can check for you, I just need your VIN and mileage please?

[redacted] [8:57:33 PM]:

General Motors Co will recall 316,357 SUVs and sedans, mainly in North America, because the low-beam headlights can stop working, the company said on Monday. Affected vehicles are the model years 2006-2009 Buick LaCrosse sedans; 2006-2007 Chevrolet Trailblazer, GMC Envoy and Buick Rainier SUVs; and 2006-2008 Saab 9-7X and Isuzu Ascender SUVs. GM said it has not been able to confirm whether the loss of lights has caused any accidents. "If the headlamp driver module is not operating correctly, the low-beam headlamps and daytime running lamps could intermittently or permanently fail to illuminate. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps," GM said in an emailed statement. GM said it has informed the National Highway Traffic Safety Administration of the recall.

N Chapman [8:58:43 PM]:

I am sorry but you should not need mileage to see if there was a recall. In addition, you should not need the vin number as it says 2006 -2007 envoys are included in this recall

Vincent [8:59:39 PM]:

Not every vehicle was included with the recall, they are VIN specific. I do not need the mileage, I just always ask for documentation. I do need the VIN to check for the recall though.

[redacted] [9:00:28 PM]:

1gkdt13s462[redacted]

Vincent [9:00:55 PM]:

Thank you. I will check this for you, please allow me 4 to 6 minutes.

Vincent [9:01:45 PM]:

For documentation purposes, can you please verify your first and last name, phone number, and e-mail address for me?

Vincent [9:03:27 PM]:

Looking over the vehicle information, this recall was never on the vehicle. This vehicle was not one of the affected vehicles, and I assure you that it is not the recall. I would be happy to locate a dealership in your area to diagnose the concern for you, but any diagnostics or repairs would be at the Owner's expense.

[redacted] [9:04:14 PM]:

I have already figured out it is the relay that is mentioned in the recall.

[redacted] [9:04:52 PM]:

Is that recall past date? Do they do that - only offer a recall for so long?

Vincent [9:05:17 PM]:

A Certified GM Dealership has to diagnose the concern for us to offer any assistance. However, the recall was never on your vehicle and based on the age and mileage, we cannot offer any assistance.

Vincent [9:05:35 PM]:

Recalls do not do that. If it were ever on your vehicle, even closed, I would let you know.

[redacted] [9:05:57 PM]:

is there any recall on my vehicle?

Vincent [9:06:43 PM]:

There was one, but it was related to the driver’s door switch and was performed and closed.

Vincent [9:07:32 PM]:

Is there anything else that I may assist you with today?

[redacted] [9:08:12 PM]:

no thank you

Vincent [9:08:35 PM]:

Thank you again for chatting in today! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time, or you may call in at 1-866-790-3600.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [11:43:56 AM]:

Welcome to chat.

Ashley [11:44:05 AM]:

Thank you for contacting General Motors Customer Assistance, [redacted] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Ashley, how may I assist you today?

Ashley [11:44:59 AM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [11:45:28 AM]:

How do I get on the recall for my 2005 trailblazer for the lights that go off while driving

Ashley [11:45:51 AM]:

Are you currently experiencing a concern with the lights on your Trailblazer, [redacted]

[redacted] [11:47:14 AM]:

Yes they have been going off for a while, I just found out they started recalling but mine is not on the recall list. I drive in the dark in the mornings and i have to use my bright lights.

Ashley [11:47:46 AM]:

I do apologize for the inconvenience of this, Vickie. Have you had this concern diagnosed by a Chevrolet dealership at this point?

[redacted] 11:49:13 AM]:

They are the ones that told be about the recall and mine wasnt on there. Told me to keep checking, but they are going off more frequent now

Ashley [11:50:13 AM]:

Thank you for confirming that information, [redacted]. Again, we sincerely apologize for the inconvenience of this matter. I would like to look into this a bit further. Can you please provide me with your VIN and current mileage on the vehicle?

[redacted] [11:50:41 AM]:

hold on

Ashley [11:50:50 AM]:

That is not a problem, thank you.

[redacted] [11:56:11 AM]:

vin #1gnds13s352[redacted]

[redacted] [11:56:19 AM]:

mileage is 160667

Ashley [11:56:47 AM]:

Thank you,[redacted]. While I pull up your vehicle information, can you please verify your phone number and e-mail address for documentation purposes?

[redacted] [11:58:04 AM]:

[redacted]

Ashley [11:58:40 AM]:

I appreciate you verifying that information, Vickie. Please allow me 2-4 minutes to research this a bit further.

[redacted] [11:59:35 AM]:

thank you ill be waiting. im at work so if i dont answer real quick , i will get back with you.

Ashley [12:04:13 PM]:

Thank you for holding. After looking into your vehicle information, I can confirm you do not have any open recalls associated with your vehicle. Recalls are VIN specific and may not include every vehicle manufactured within a model year. There are multiple factors that contribute to a vehicle being on a recall list, when the vehicle was manufactured, which plant manufactured the vehicle, and what parts were used during the production of the vehicle. I will be thoroughly documenting the concern you are experiencing with your vehicle. At this time, I would be happy to locate a GM dealership in your area to have this concern repaired. However, any diagnostic and repair fees will be at customer expense, as there is currently no recall associated with your specific vehicle.

[redacted] [12:06:28 PM]:

how do i put in a complaint for that. right now im not sure how much or if i can afford to get it fixed. if not ill just have to keep bright lighting people. not sure what to do

Ashley [12:08:01 PM]:

I do apologize for the inconvience of this, [redacted] I have thoroughly documented that you are currently experiencing this concern with your vehicle so that it can be reviewed as needed by the necessary departments. However, your vehicle is outside of the Bumper to Bumper warranty by almost 8 years and there is currently no recall or coverage for this component. At this time, any diagnostic and repair fees will be at customer expense.

Ashley [12:10:37 PM]:

If you can provide me with a few dates and times that work best for you, I would be happy to contact your preferred dealership to set you up with a diagnostic appointment.

[redacted] [12:11:30 PM]:

I can go by there. Thats not a problem. Thank you for your help.

Ashley [12:12:04 PM]:

You are very welcome, [redacted]. Before you go, I would like to provide you with the reference number from our [redacted] Is there anything else I can assist you with today?

[redacted] [12:12:20 PM]:

NO maam thank you

Ashley [12:12:33 PM]:

Thank you for chatting in with us here at GM. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 11 p.m. EST. I hope the rest of your day goes well!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Better Business Bureau

20300 W 12 Mile Rd, Ste 202
Southfield MI 48076-6409
(248) 223-9400
bbb.org/detroit

Case #: 11799016

Sent to Business on: 11/02/2016

Business Info:
General Motors Corporation
PO Box 33170
Detroit, MI 48232
(313) 556-5000

http://www.gm.com

Consumer Info:
[redacted]
[redacted]
COCOA, FL [redacted]
[redacted]
[redacted]

Nature of the Complaint: Repair Issues

Consumer's Original Complaint:
I own a 2006 Chevrolet Trailblazer, with an ongoing low-beam headlight issue. The low-beam headlights and daytime running lamps intermittently fail to remain on under any driving conditions. After doing online research, I discovered that a recall for this model years 2006-2007 is in effect. I called the local Chevrolet dealer, Bob Steele, and was told that the VIN number for my vehicle did not match the recall list from GM, and that the cost for repair would be mine.

Consumer's Desired Resolution:
I would like to have General Motors pay for the cost of repairing the headlight module since the recall for all of their affected vehicles involves more than 273,000 vehicles in the United States and a total of over 316,000 vehicles worldwide.

December 12, 2017

State of Florida
Better Business Bureau
Consumer Protection Division
Attention: Constance Stevens

Customer: [redacted]
Reference number: [redacted]
[redacted]
Customer Relationship Specialist: Tawni

Dear Constance Stevens :

Thank you for your recent correspondence regarding [redacted] and concerns with his 2006 Chevrolet TrailBlazer.

The New Vehicle Limited Warranty coverage on the 2006 Chevrolet TrailBlazer is 36 months and/or 36,000 miles, whichever comes first. We regret that because Mr. [redacted]s vehicle is 84 additional months and 104,000 miles beyond the New Vehicle Limited Warranty, GM is not obligated to offer any financial assistance at this time and will take no further action in this matter.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

cc: FILE

December 12, 2017

State of Florida
Better Business Bureau
Consumer Protection Division
Attention: Constance Stevens

Customer: [redacted]
Reference number: [redacted]6
Service request [redacted]
Customer Relationship Specialist: Tawni

Dear Constance Stevens :

Thank you for your recent correspondence regarding Mr. [redacted]. We are sorry he is dissatisfied with his 2006 Chevrolet TrailBlazer. 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. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Mr [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

cc: FILE

LC0001_GM
V08102010

#06-06-03-004: Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker - (Apr 20, 2006)

Subject: Diagnostic Information to Clarify Effect of Secondary Air Injection System On Headlamp Flicker

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.

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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

Customer And Relationship Services

Preliminary Inspection Form for Dealers

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

Customer's First & Last Name:	[redacted]	Customer Phone:	([redacted]
Year/Make:	2005 Buick	Case Number:	[redacted]
VIN:	5GADT13S052[redacted]	Inspected by:	
Model:	Rainier CXL	Inspector's phone	
Mileage:	124,230	Dealer City/ST	Valparaiso, IN
Dlr. BAC	171436	Warranty Rate:	$99.68

Provide driver/claimant's complete description of incident including the location, date and time of incident. Ask the Customer to provide this written statement of the incident details if possible. Identify if information was provided by driver and/or claimant. This is a very important section of the report:

Driver[redacted]
We were coming back from daughter's cheerleading practice on one of the back roads. We constantly have to watch out for deer out here. That night, all of a sudden, my low beams went out. I flipped on the fog lights and just at that moment, there were deer crossing (about 5-6) and I hit one of them in the leg and it damaged the vehicle. We were turning so that's what saved us and the deer – we had come to a stop before the turn and weren't going very fast.
Accident Location: Benton St turning right (east) onto 117th Ave, Crown Point, IN
Warning lights prior/after: no
Prior repairs: no
Any electrical issues: headlamps
Previous problems with veh: no
Prior accidents: no
Low beams do not work at all. The little orange ones come on, fog lights, high beams work.
It's been a while but it took me a while to save the money to repair the vehicle. The lights still don't work, so I just don't drive it at night. I got 3 estimates. Approx. $3,000 - $3,500. (Ford (Currie Motors) would go ahead and get the parts from Chevy)
Were you seeking assistance from GM on the repairs: No, I was just calling to report it bc I know you were having an issue with HDM on the 2006 and 2007.

1. INSPECTION SUMMARY

Summarize the facts, observations that pertain to the customer's concern. Weather conditions during the event, previous repairs, driving conditions, vehicle systems in use when the concern occurred, existing vehicle damage or needed vehicle repairs are some types of information that may be helpful.)

Date of incident: 4/8/2015, 8:30 pm
Incident location: Benton St turning right (east) onto 117th Ave, Crown Point, IN
Veh speed: 25, Weather: dry/clear

4. Additional Information:

Describe the overall vehicle condition; list any previous repairs which may be pertinent to the case. Include any undercarriage damage possibly related to the allegation or not related. Please note if due to prior incident or current allegation.

Damage to front bumper & grille.

6. Thoroughly Detail your Specific Test Results and Diagnosis:

Detailed test results should include resistance/voltage readings, circuit numbers, location of harness chaffing etc., and photos if applicable. Reference any SI documentation utilized to support the Diagnosis.

SPECIAL INSTRUCTIONS: Please see attached service bulletins and inspect as appropriate (#05-08-42-001, #06-06-03-004)
TESTED BOTH LOW BEAM HEADLIGHT BULB CONNECTORS
& FOUND NO POWER GOING TO BULBS, THEN I TESTED
BOTH LOW BEAM FUSES (FUSE 3 & 6 UNDERHOOD FUSEBLOCK)
WHICH HAD NO VOLTAGE EITHER, THEN TESTED HORN
FUSE (63 FUSE UNDERHOOD) & FOUND VOLTAGE THERE SO
THE HORN RELAY (46) WASN'T RECEIVING POWER TO
BOTH LOW BEAM FUSES).

2. VEHICLE MODIFICATIONS / ALTERATIONS Please provide Tire/Wheel information & Tread Depth & tire pressure even if appears to be OEM Tire/wheels

Are there any vehicle modifications (aftermarket suspension/steering, wiring, tires/wheels, entertainment systems etc.) Describe in detail and take photos if applicable to the concern.

LF	RF	RR	LR
8/32	3/32	3/32	3/32
Tires are mis-matched brands.			

3. DIAGNOSTIC TROUBLE CODES:

CONTROL MODULE COMMUNICATION and DTC CHECK: Using a scan tool. Record any control module that is not communicating, any DTC including symptom byte, module set and enter "C" for current or "H" for history code. (Include a copy of the Freeze Frame Failure Records if applicable)

List all Modules not Communicating	DTC / Symptom H / C & Module	DTC / Symptom H / Current & Module

Non Body Repair Estimate

REPAIR ESTIMATE (RO/Job card #) [redacted] Date 12.1.14

Qty	Part # / Labor Code	Description	Warranty Rate/per	Warranty Cost
1	15016745 5430510	Headlamp Driver Module Relay	$99.68	.4
			Labor subtotal	39.87
			Parts subtotal	38.65
			Sublet/net items	
			Total	78.52

In addition, ensure all collaterally damaged components are included in your repair estimate prior to submission.

Body Repair Estimate

REPAIR ESTIMATE (RO/Job card #) _____ Date _____

Qty	Part # / Labor Code	Description	GM flat Rate/per	Warranty Cost
			Labor subtotal	
			Parts subtotal	
			Sublet/net items	
			Total	

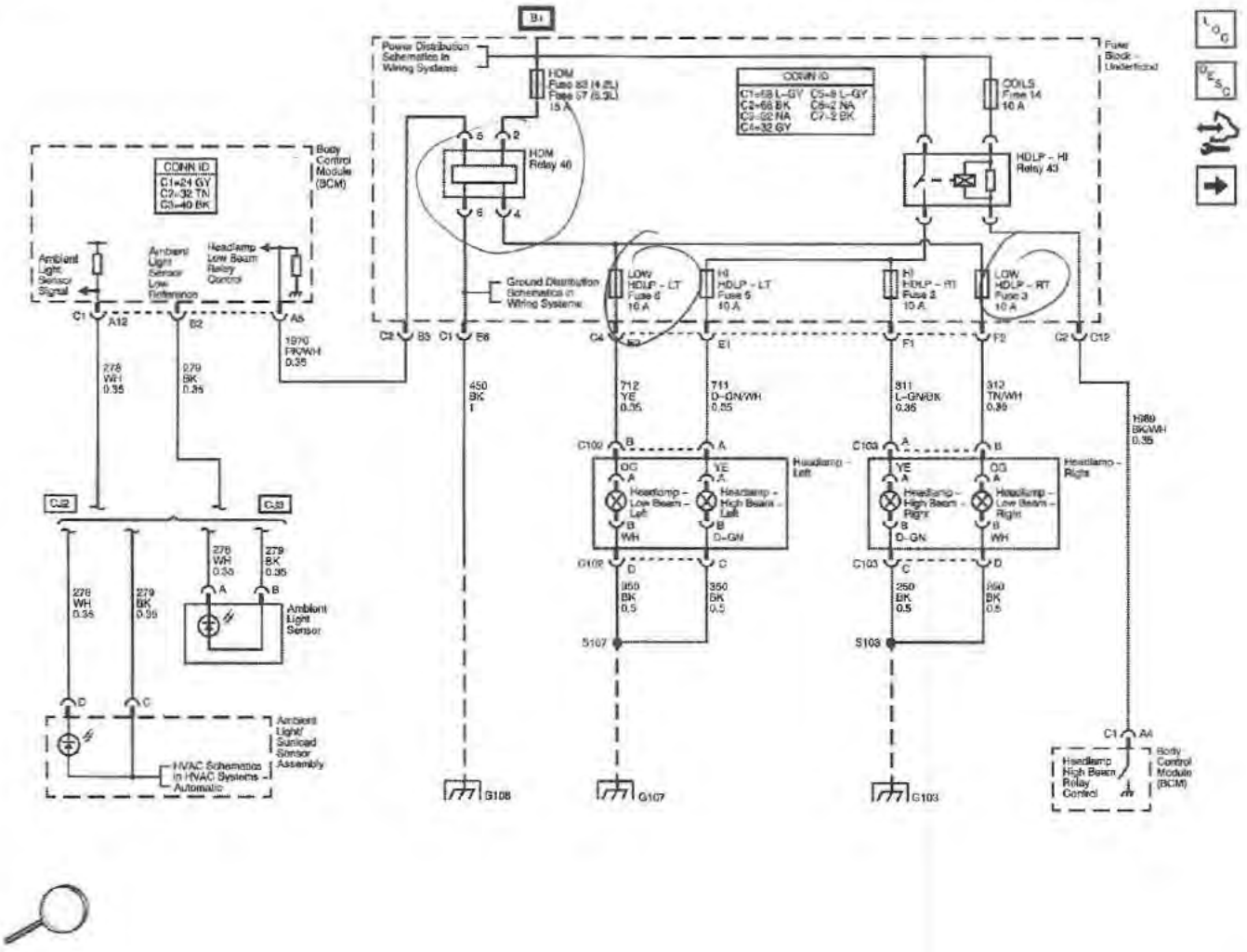
Body damage estimates should be independent of mechanical repair estimates. All body estimates should be performed at GM Flat Rate Manual and approved warranty rates NOT Insurance rates.

PHOTO LOG AND PHOTOS

PHOTO #	DESCRIPTION ONLY	DAMAGE YES/NO
1	Driver (Left) side Exterior (required image)	NO
2	Passenger (Right) Side Exterior (required image)	NO
3	Front Exterior (required image)	Yes
4	Rear Exterior (required image)	NO
5	Image of concern & affected area (required image)	
6	Close-up image of concern (required image)	
7	Vehicle Certification Label with VIN visible (required image)	
8	Add additional photos as necessary.	

Attach Photos to an email or add to this document below.

Headlamps



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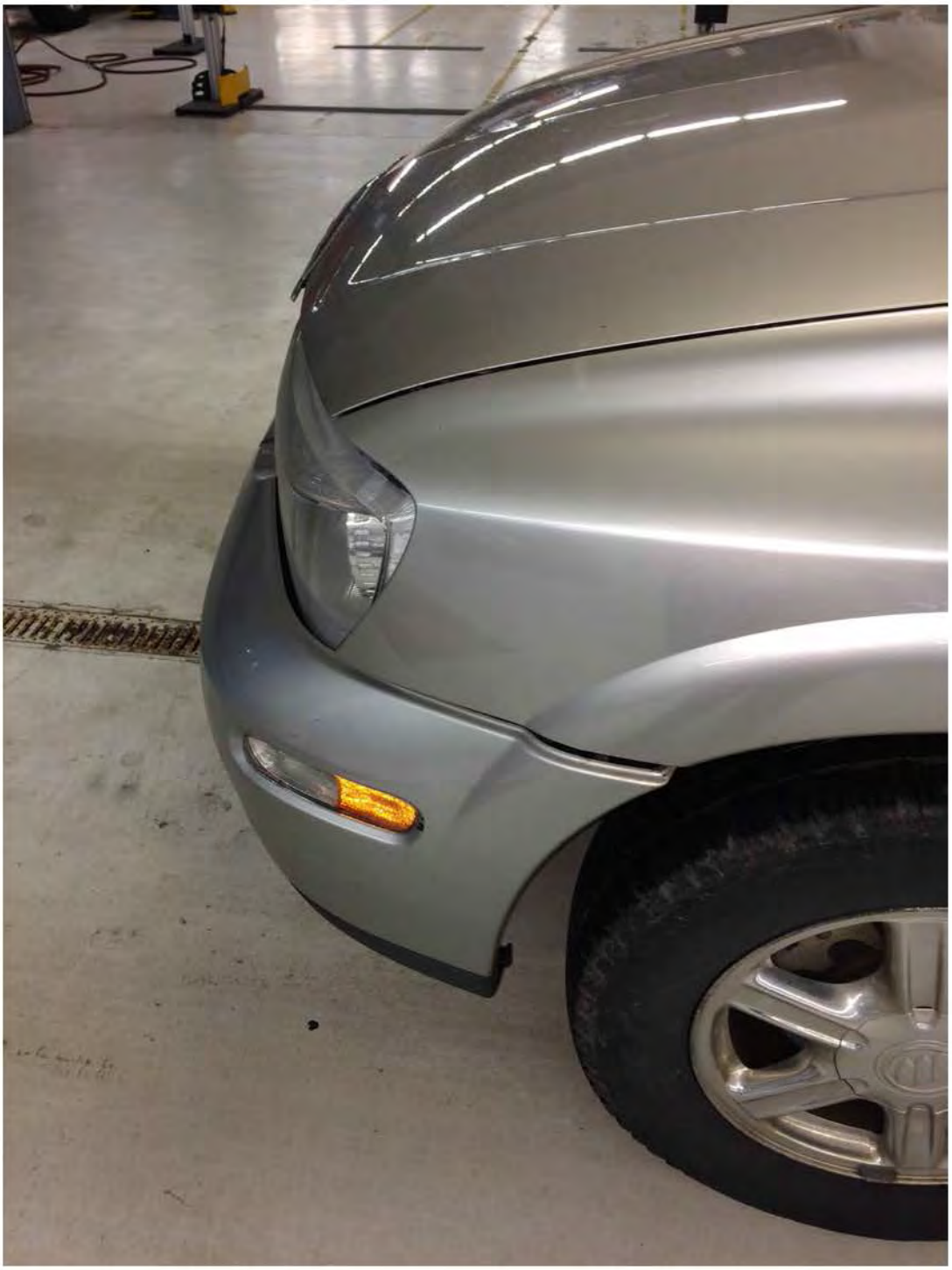
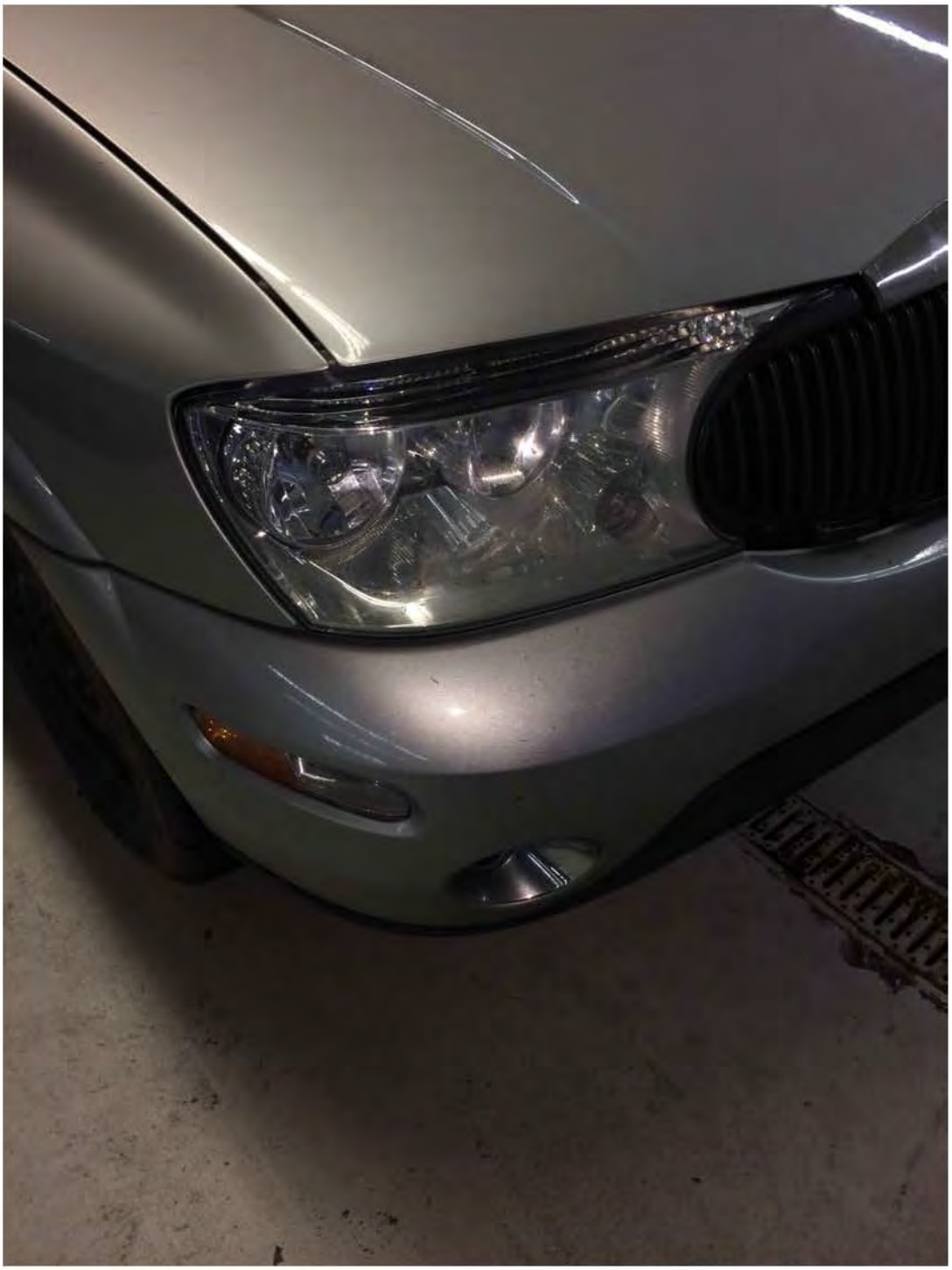
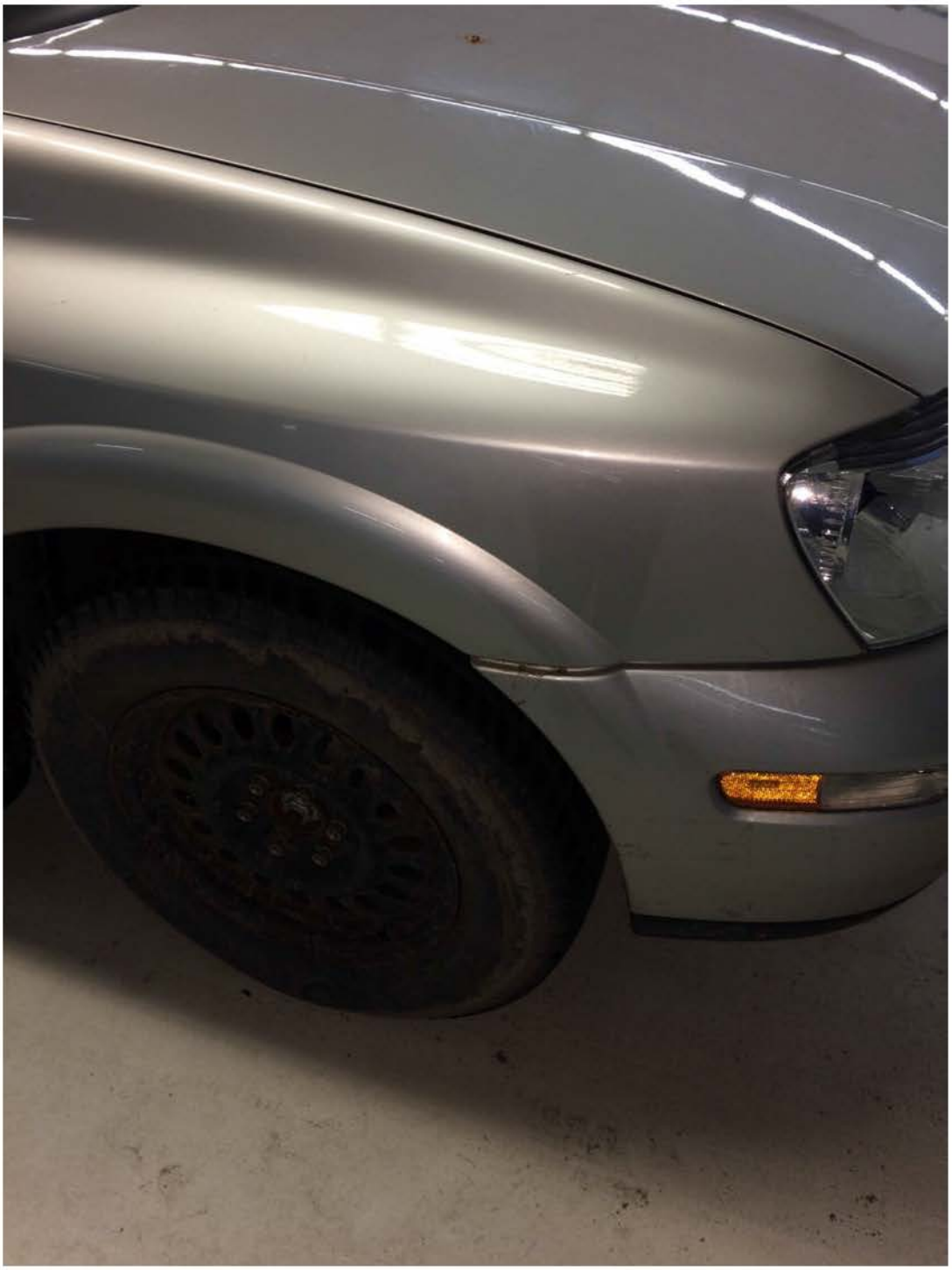
U I C K


BUICK












SGADT13S05

Vanessa Domenick (C)

From: [redacted]
Sent: Wednesday, November 23, 2016 5:30 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]
Attachments: IMG_20161123_152258371.jpg; IMG_20161123_153617042.jpg; IMG_20161123_152329731.jpg; IMG_20161123_153754797.jpg; IMG_20161123_152354643_HDR.jpg

These are the pics with lights turned on, daytime running lights and the high beams on. I also turned the fog lights on as well. I took these 11-23-2016.
Thank you,
[redacted]

Vanessa Domenick (C)

From: Brian Walls <w.bwalls@yahoo.com>
Sent: Thursday, December 01, 2016 8:16 AM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]

Good morning,
I just tried to email just a few pics this morning. I need to try to figure out why they wont' send to you. I will try to work on it today and let you know when I get it figured out.
Thank you,
[redacted]

Vanessa Domenick (C)

From: Brian Walls <w.bwalls@yahoo.com>
Sent: Thursday, December 01, 2016 11:37 AM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]
Attachments: IMG_20150408_214143_069.jpg; IMG_20150408_214240_841.jpg; IMG_20150408_214154_433.jpg

Hi Vanessa,
Attached are some of the pics of my 2005 Buick Rainier with the deer hair in it.

Thank you,
[redacted]







Vanessa Domenick (C)

From: [redacted]
Sent: Thursday, December 01, 2016 12:40 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]
Attachments: IMG_20150408_214154_433.jpg; IMG_20150410_120012_224.jpg; IMG_20150410_124817_594.jpg; IMG_20150410_124832_194.jpg

Hi Vanessa,

Attached are photos of my deer accident.

[redacted]

Vanessa Domenick (C)

From: [redacted]>
Sent: Thursday, December 01, 2016 1:57 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] RE[redacted]
Attachments: image002.jpg; image001.jpg

I'm glad the pics finally went through. I have pics that are from an estimate I had done right after accident. I will forward it to you because that would probably be the easiest way for you to get them, since I'm having problems sending the others. Please disregard the estimate quote. They wanted over $3,700 and possibly more.

Thank you,
[redacted]

On Dec 1, 2016 12:51 PM, "Vanessa Domenick (C)" <vanessa.domenick@gm.com> wrote:

Thank you for the pictures Ms. [redacted]

I'm sorry we keep missing each other. I got your message that your appointment was scheduled for today. I will follow up with the dealership for the inspection information. If there is anything else I can assist you with until then, please email me.

Thank you,

Vanessa Domenick

General Motors Business Resource Center

Product Assistance Claims Specialist

Phone: (866) 446-6963

Extension: 5913658

Fax: (586) 920-0790

Email: vanessa.domenick@gm.com

Hours: 8 am to 5 pm Eastern Standard Time

From: [redacted]]
Sent: Thursday, December 01, 2016 12:40 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]

Hi Vanessa,

Attached are photos of my deer accident.

Thank you,

[redacted]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Vanessa Domenick (C)

From: [redacted]
Sent: Thursday, December 01, 2016 2:01 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] Fwd: Fw: Audatex estimate for 02D4D55E-7E9A-45D1-AC06-5BE9B97B9DC4 : 2005 Buick Rainier
Attachments: WILL CONSTRUCTION, _Image_1.jpg; WILL CONSTRUCTION, _Image_2.jpg; WILL CONSTRUCTION, _Image_3.jpg; WILL CONSTRUCTION, _Image_4.jpg; WILL CONSTRUCTION, _Image_5.jpg; WILL CONSTRUCTION, _Image_6.jpg; WILL CONSTRUCTION, _Image_7.jpg; WILL CONSTRUCTION, _Image_8.jpg; WILL CONSTRUCTION, _Image_9.jpg; WILL CONSTRUCTION, _Image_10.jpg; WILL CONSTRUCTION, _EST.pdf

---------- Forwarded message ----------
From: **Brian Walls** <w.bwalls@yahoo.com>
Date: Thu, Dec 1, 2016 at 11:48 AM
Subject: Fw: Audatex estimate for 02D4D55E-7E9A-45D1-AC06-5BE9B97B9DC4 : 2005 Buick Rainier
To: [redacted]

On Friday, April 10, 2015 2:17 PM, Tom Watta <crnp@tomandedsautobody.com> wrote:

PLEASE NOTE THIS IS JUST A ESTIMATE, YOU COULD HAVE ADDITIONAL DAMAGE ONCE VEHICLE IS TORN DOWN. ANY QUESTIONS PLEASE CALL AND ASK FOR TOM THE MANAGER 219-661-8877

Vanessa Domenick (C)

From: Suzanne Shaver <sshaver@chevyon30.com>
Sent: Thursday, December 08, 2016 2:28 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] Re: PAC Case Inspection Request [redacted] 5GADT13S052[redacted]
Attachments: image001.jpg; image002.jpg; WILL 1.png; WILL 2.png; WILL 3.png; WILL 4.png; WILL 5.png; WILL 6.png; WILL 7.png; WILL 8.png; WILL CONSTRUCTION.pdf

Vanessa,

Sorry it took me so long to get this back to you. I hope I did this correctly and have all the information you need. Please let me know if you need anything further from me.

Suzanne Shaver
Service Manager
Team Chevrolet, Inc.

From: Vanessa Domenick (C) <vanessa.domenick@gm.com>
Sent: Wednesday, December 7, 2016 4:06:12 PM
To: Suzanne Shaver
Subject: RE: PAC Case Inspection [redacted], [redacted] 5GADT13S0522[redacted]

Good afternoon Ms. Shaver,

I'm writing to follow up on the inspection and repair estimate documentation. Will you be emailing it or faxing it when it is ready?

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8:30 am to 5 pm Eastern Standard Time

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From: Vanessa Domenick (C)
Sent: Wednesday, November 23, 2016 4:07 PM
To: 'sshaver@chevyon30.com'
Subject: PAC Case Inspection Request [redacted], 5GADT13S052[redacted]

Dear Ms. Shaver,

Thank you for agreeing to assist us with a Dealer Inspection/Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support. Please let me know when the appointment is set. Also, if you could send me any past ROs for this VIN#, that would be appreciated.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive dealer relations. As a result of this customer centric focus, PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGINNING THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide anything to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

Please verify the photos are in focus, bright and clearly show the areas of concern. Verify all requested information is fully documented, then return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible). Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

If the customer requests a rental (please do not offer a rental, but honor his request if he asks), it will be at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

The customer information is:
Customer Name [redacted]
Phone number: [redacted]
Vehicle YMM: 2005 Buick Rainier CXL
SR Number: [redacted]
VIN: 5GADT13S0522[redacted]
Allegation: Headlamps Failed and I hit a deer

Please call me if you have any questions about this. We appreciate your support!

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

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2005 Buick Rainier

Style: CXL Sport Utility 4D

Edit Options | Check Specs | Print Report

Mileage: 125000 Change

Your Blue Book® Value

Trade In to a Dealer | Get an Instant Cash Offer | Sell to a Private Party



Info valid for your area through 12/15/2016

Write a review on your 2005 Buick

Value based on:			
Fair	Good	Very Good	Excellent

Instant Cash Offer

Find Participating Dealers ready to buy your car – today!

Get your offer

New Cars You Might Like


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2016 Jeep Wrangler


2017 Chevrolet Traverse

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Sellers Tools

Get an Instant Cash Offer
Local dealers are ready to buy your current car

See Local Prices

Give Buyers Confidence
Show them a clean Autocheck vehicle history report

Sell Your Current Car
Reach millions on KBB.com & Autotrader.com

Refinance Your Car
See if you can lower your monthly payment with rates from 2.24%* APR with AutoPay.



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New Car Price Quote

3 Easy Steps!
Step 1: Select a vehicle
Step 2: Find a dealer
Step 3: Get free quotes

Buick | Select Model

ZIP Code: 46307 Start

Popular on KBB.com



10 Best SUVs Under $25,000



10 Coolest Cars Under $18,000

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Vanessa Domenick (C)

From:	Vanessa Domenick (C)
Sent:	Friday, December 09, 2016 3:56 PM
To:	Thomas M. Piette
Subject:	New Allegation: - Electrical SR# [redacted] --- Deny ---
Attachments:	image001.jpg; image002.jpg; image003.png

Dear Mr. Piette,

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

INCIDENT DESCRIPTION: We were coming back from daughter's cheerleading practice on one of the back roads. We constantly have to watch out for deer out here. That night, all of a sudden, my low beams went out. I flipped on the fog lights and just at that moment, there were deer crossing (about 5-6) and I hit one of them in the leg and it damaged the vehicle. We were turning so that's what saved us and the deer – we had come to a stop before the turn and weren't going very fast. (25 mph; weather dry/clear)
Accident Location: Benton St turning right (east) onto 117th Ave, Crown Point, IN
Warning lights prior/after: no
Prior repairs: no
Any electrical issues: headlamps
Previous problems with veh: no
Prior accidents: no
Low beams do not work at all. The little orange ones come on, fog lights, high beams work.
It's been a while but it took me a while to save the money to repair the vehicle. The lights still don't work, so I just don't drive it at night.

Allegation:	Electrical		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Deny		We were coming back from daughter's cheerleadin the back roads. We constantly have to watch out fo That night, all of a sudden, my low beams went out fog lights and just at that moment, there were deer 6) and I hit one of them in the leg and it damaged th were turning so that's what saved us and the deer – stop before the turn and weren't going very fast. (2 dry/clear)
Consultation (Agree/disagree drop			
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2005 Buick Tanier CXL		**Business Case:**
VIN	5GADT13S052[redacted]		FROM DEALERSHIP INSPECTION: No DTCs Tested both low beam headlight bulb connecters ar going to bulbs. Then tested both low beam fuses (fu hood fuse block) which had no voltage either. Teste fuse under hood) and found voltage there. So the H wasn't relaying power to both low beam fuses.
Incident Date	4/8/2015		
Dealer & BAC code	171436	TEAM CHEVROLET,VALPARAISO,IN,171436,"	
After Market Equipment (yes/no & Type from dropdown)	No		
Dealership primary contact Name & Title	Suzanne Shaver, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	NONE		
Mileage	124,230		
Purchased From	118522, Shepel Buick GMC		
MSRP/KBB (Trade-in Good Value)	Approx $2,303		
Repair Estimate Total $	approx $3,500		
Loaner Vehicle (yes/no from drop down and enter date issued)	No		

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8:30 am to 5 pm Eastern Standard Time



Vanessa Domenick (C)

From: Vanessa Domenick (C)
Sent: Thursday, December 01, 2016 1:51 PM
To: [redacted]'
Subject: RE: [EXTERNAL] [redacted]
Attachments: image001.jpg; image002.jpg

Thank you for the pictures Ms. [redacted]

I'm sorry we keep missing each other. I got your message that your appointment was scheduled for today. I will follow up with the dealership for the inspection information. If there is anything else I can assist you with until then, please email me.

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

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From: [redacted]
Sent: Thursday, December 01, 2016 12:40 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] [redacted]

Hi Vanessa,

Attached are photos of my deer accident.

Thank you,
[redacted]

Vanessa Domenick (C)

From: Vanessa Domenick (C)
Sent: Thursday, December 01, 2016 2:04 PM
To: [redacted]
Subject: RE: [EXTERNAL] RE: [redacted]
Attachments: image001.jpg; image002.jpg

I received the estimate and other photos. Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: [redacted]
Sent: Thursday, December 01, 2016 1:57 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL] RE: [redacted]

I'm glad the pics finally went through. I have pics that are from an estimate I had done right after accident. I will forward it to you because that would probably be the easiest way for you to get them, since I'm having problems sending the others. Please disregard the estimate quote. They wanted over $3,700 and possibly more.

Thank you,
[redacted]

On Dec 1, 2016 12:51 PM, "Vanessa Domenick (C)" <vanessa.domenick@gm.com> wrote:

Thank you for the pictures Ms. Allard,

I'm sorry we keep missing each other. I got your message that your appointment was scheduled for today. I will follow up with the dealership for the inspection information. If there is anything else I can assist you with until then, please email me.

Thank you,

Vanessa Domenick

General Motors Business Resource Center

Product Assistance Claims Specialist

Phone: (866) 446-6963

Extension: 5913658

Fax: (586) 920-0790

Email: vanessa.domenick@gm.com

Hours: 8 am to 5 pm Eastern Standard Time

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GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Karen Allard [mailto:klwalls43@gmail.com]
Sent: Thursday, December 01, 2016 12:40 PM
To: Vanessa Domenick (C)
Subject: [EXTERNAL][redacted]

Hi Vanessa,

Attached are photos of my deer accident.

Thank you,

[redacted]

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Vanessa Domenick (C)

From: Vanessa Domenick (C)
Sent: Wednesday, December 07, 2016 5:06 PM
To: 'sshaver@chevyon30.com'
Subject: RE: PAC Case Inspection Request [redacted] 5GADT13S052[redacted]
Attachments: image001.jpg; image002.jpg

Good afternoon Ms. Shaver,

I'm writing to follow up on the inspection and repair estimate documentation. Will you be emailing it or faxing it when it is ready?

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8:30 am to 5 pm Eastern Standard Time

GCCX
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From: Vanessa Domenick (C)
Sent: Wednesday, November 23, 2016 4:07 PM
To: 'sshaver@chevyon30.com'
Subject: PAC Case Inspection Request [redacted], 5GADT13S052[redacted]

Dear Ms. Shaver,

Thank you for agreeing to assist us with a Dealer Inspection/Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support. Please let me know when the appointment is set. Also, if you could send me any past ROs for this VIN#, that would be appreciated.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive dealer relations. As a result of this customer centric focus, PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGINNING THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide anything to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

Please verify the photos are in focus, bright and clearly show the areas of concern. Verify all requested information is fully documented, then return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible). Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

If the customer requests a rental (please do not offer a rental, but honor his request if he asks), it will be at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

The customer information is:
Customer Name [redacted]
Phone number: [redacted]
Vehicle YMM: 2005 Buick Rainier CXL
SR Number: [redacted]
VIN: 5GADT13S0[redacted]
Allegation: Headlamps Failed and I hit a deer

Please call me if you have any questions about this. We appreciate your support!

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Vanessa Domenick (C)

From: Vanessa Domenick (C)
Sent: Wednesday, November 23, 2016 4:07 PM
To: 'sshaver@chevyon30.com'
Subject: PAC Case Inspection Request [redacted] 5GADT13S052[redacted]
Attachments: image001.jpg; image002.jpg; #050842001 Diagnostic Information on Headlamps Flicker or Momentarily.pdf; #06-06-03-004 Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker.pdf; Preliminary Dealer Inspection Form.pdf

Dear Ms. Shaver,

Thank you for agreeing to assist us with a Dealer Inspection/Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support. Please let me know when the appointment is set. Also, if you could send me any past ROs for this VIN#, that would be appreciated.

General Motors has been working to improve the customer experience and will work with your dealership to ensure GM customer loyalty, goodwill, retention and positive dealer relations. As a result of this customer centric focus, PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the **attached inspection form**. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. **DO NOT** make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGINNING THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please **DO NOT** provide anything to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

Please verify the photos are in focus, bright and clearly show the areas of concern. Verify all requested information is fully documented, then return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible). Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

If the customer requests a rental (please do not offer a rental, but honor his request if he asks), it will be at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

The customer information is:
Customer Name [redacted]
Phone number: [redacted]
Vehicle YMM: 2005 Buick Rainier CXL
SR Number: 8[redacted]
[redacted]5GADT13S0522[redacted]
Allegation: Headlamps Failed and I hit a deer

Please call me if you have any questions about this. We appreciate your support!

Vanessa Domenick

General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time



Customer And Relationship Services

Preliminary Inspection Form for Dealers

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2005 Buick	Case Number:	[redacted]
VIN:	5GADT13S0[redacted]	Inspected by:	
Model:	Rainier CXL	Inspector's phone	
Mileage:	124,230	Dealer City/ST	Valparaiso, IN
Dlr. BAC	171436	Warranty Rate:	$99.68

Provide driver/claimant's complete description of incident including the location, date and time of incident. Ask the Customer to provide this written statement of the incident details if possible. Identify if information was provided by driver and/or claimant. This is a very important section of the report:

Driver: [redacted]
We were coming back from daughter's cheerleading practice on one of the back roads. We constantly have to watch out for deer out here. That night, all of a sudden, my low beams went out. I flipped on the fog lights and just at that moment, there were deer crossing (about 5-6) and I hit one of them in the leg and it damaged the vehicle. We were turning so that's what saved us and the deer – we had come to a stop before the turn and weren't going very fast.
Accident Location: Benton St turning right (east) onto 117th Ave, Crown Point, IN
Warning lights prior/after: no
Prior repairs: no
Any electrical issues: headlamps
Previous problems with veh: no
Prior accidents: no
Low beams do not work at all. The little orange ones come on, fog lights, high beams work.
It's been a while but it took me a while to save the money to repair the vehicle. The lights still don't work, so I just don't drive it at night. I got 3 estimates. Approx. $3,000 - $3,500. (Ford (Currie Motors) would go ahead and get the parts from Chevy)
Were you seeking assistance from GM on the repairs: No, I was just calling to report it bc I know you were having an issue with HDM on the 2006 and 2007.

1. INSPECTION SUMMARY

Summarize the facts, observations that pertain to the customer's concern. Weather conditions during the event, previous repairs, driving conditions, vehicle systems in use when the concern occurred, existing vehicle damage or needed vehicle repairs are some types of information that may be helpful.)

Date of incident: 4/8/2015, 8:30 pm
Incident location: Benton St turning right (east) onto 117th Ave, Crown Point, IN
Veh speed: 25, Weather: dry/clear

2. VEHICLE MODIFICATIONS / ALTERATIONS Please provide Tire/Wheel information & Tread Depth & tire pressure even if appears to be OEM Tire/wheels

Are there any vehicle modifications (aftermarket suspension/steering, wiring, tires/wheels, entertainment systems etc.) Describe in detail and take photos if applicable to the concern.

LF	RF	RR	LR

3. DIAGNOSTIC TROUBLE CODES:

CONTROL MODULE COMMUNICATION and DTC CHECK: Using a scan tool. Record any control module that is not communicating, any DTC including symptom byte, module set and enter "C" for current or "H" for history code. (Include a copy of the Freeze Frame Failure Records if applicable)

List all Modules not Communicating	DTC / Symptom H / C & Module	DTC / Symptom H / Current & Module

4. Additional Information:

Describe the overall vehicle condition; list any previous repairs which may be pertinent to the case. Include any undercarriage damage possibly related to the allegation or not related. Please note if due to prior incident or current allegation.

6. Thoroughly Detail your Specific Test Results and Diagnosis:

Detailed test results should include resistance/voltage readings, circuit numbers, location of harness chaffing etc., and photos if applicable. Reference any SI documentation utilized to support the Diagnosis.

SPECIAL INSTRUCTIONS: Please see attached service bulletins and inspect as appropriate (#05-08-42-001, #06-06-03-004)

Non Body Repair Estimate

REPAIR ESTIMATE (RO/Job card #) _____ Date _____

Qty	Part # / Labor Code	Description	Warranty Rate/per	Warranty Cost
			Labor subtotal	
			Parts subtotal	
			Sublet/net items	
			Total	

In addition, ensure all collaterally damaged components are included in your repair estimate prior to submission.

Body Repair Estimate

REPAIR ESTIMATE (RO/Job card #) _____ Date _____

Qty	Part # / Labor Code	Description	GM flat Rate/per	Warranty Cost
			Labor subtotal	
			Parts subtotal	
			Sublet/net items	
			Total	

Body damage estimates should be independent of mechanical repair estimates. All body estimates should be performed at GM Flat Rate Manual and approved warranty rates NOT Insurance rates.

PHOTO LOG AND PHOTOS

PHOTO #	DESCRIPTION ONLY	DAMAGE YES/NO
1	Driver (Left) side Exterior (required image)	
2	Passenger (Right) Side Exterior (required image)	
3	Front Exterior (required image)	
4	Rear Exterior (required image)	
5	Image of concern & affected area (required image)	
6	Close-up image of concern (required image)	
7	Vehicle Certification Label with VIN visible (required image)	
8	Add additional photos as necessary.	

Attach Photos to an email or add to this document below.

Vanessa Domenick (C)

From: Thomas M. Piette
Sent: Friday, December 09, 2016 4:21 PM
To: Vanessa Domenick (C)
Subject: RE: New Allegation: - Electrical SR# [redacted]97 --- Deny ---
Attachments: image004.png; image007.png; image008.jpg; image009.jpg; image001.png

After reviewing I agree with the denial.

Thank you,

Tom Piette
Business Resource Manager – Customer Activities

GENERAL MOTORS

North Central Region
General Motors L.L.C.
Office: 630-961-6810
Cell: 708- 227-7492
thomas.m.piette@gm.com

"Never Pass Up The Opportunity To Excel"

DESIGN BUILD SELL
THE WORLD'S BEST VEHICLES

From: Vanessa Domenick (C)
Sent: Friday, December 09, 2016 3:56 PM
To: Thomas M. Piette <thomas.m.piette@gm.com>
Subject: New Allegation: - Electrical SR#[redacted] --- Deny ---

Dear Mr. Piette,

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

INCIDENT DESCRIPTION: We were coming back from daughter's cheerleading practice on one of the back roads. We constantly have to watch out for deer out here. That night, all of a sudden, my low beams went out. I flipped on the fog lights and just at that moment, there were deer crossing (about 5-6) and I hit one of them in the leg and it damaged the vehicle. We were turning so that's what saved us and the deer – we had come to a stop before the turn and weren't going very fast. (25 mph; weather dry/clear)
Accident Location: Benton St turning right (east) onto 117th Ave, Crown Point, IN

Warning lights prior/after: no
Prior repairs: no
Any electrical issues: headlamps
Previous problems with veh: no
Prior accidents: no
Low beams do not work at all. The little orange ones come on, fog lights, high beams work.
It's been a while but it took me a while to save the money to repair the vehicle. The lights still don't work, so I just don't drive it at night.

Allegation:	Electrical		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Deny		We were coming back from daughter's cheerleadin the back roads. We constantly have to watch out fo That night, all of a sudden, my low beams went out fog lights and just at that moment, there were deer 6) and I hit one of them in the leg and it damaged th were turning so that's what saved us and the deer – stop before the turn and weren't going very fast. (2 dry/clear)
Consultation (Agree/disagree drop			
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2005 Buick Tanier CXL		**Business Case:**
VIN	5GADT13S052[redacted]		FROM DEALERSHIP INSPECTION: No DTCs Tested both low beam headlight bulb connecters ar going to bulbs. Then tested both low beam fuses (fu hood fuse block) which had no voltage either. Teste fuse under hood) and found voltage there. So the H wasn't relaying power to both low beam fuses.
Incident Date	4/8/2015		
Dealer & BAC code	171436	TEAM CHEVROLET,VALPARAISO,IN,171436,"	
After Market Equipment (yes/no & Type from dropdown)	No		
Dealership primary contact Name & Title	Suzanne Shaver, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	NONE		
Mileage	124,230		
Purchased From	118522, Shepel Buick GMC		
MSRP/KBB (Trade-in Good Value)	Approx $2,303		
Repair Estimate Total $	approx $3,500		
Loaner Vehicle (yes/no from drop down and enter date issued)	No		

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8:30 am to 5 pm Eastern Standard Time



Vanessa Domenick (C)

From:	Vanessa Domenick (C)
Sent:	Monday, November 21, 2016 4:21 PM
To:	'w.bwalls@yahoo.com'
Subject:	Request for your contact [redacted], VIN# 5GADT13S05[redacted]
Attachments:	image001.jpg; image002.jpg

Dear Ms. [redacted]

I've received your case file in the General Motors Business Resource Center, Product Assistance Claims Department and made my first attempt to reach you via phone number [redacted] this afternoon, but was unsuccessful in reaching you and unable to leave a message. I'd like the opportunity to discuss the incident regarding your 2005 Buick Rainier CXL with you. Please give me a call at your earliest convenience. I will attempt to reach you again via phone but if I am unable to speak with you by Wednesday 11/23/16, I will have to close your file here.

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Vanessa Domenick (C)

From: Vanessa Domenick (C)
Sent: Tuesday, November 22, 2016 10:58 AM
To: 'w.bwalls@yahoo.com'
Subject: Required Photos 8-[redacted] VIN # 5GADT13S052[redacted]
Attachments: image001.jpg; image002.jpg

Dear Ms. [redacted]

Thank you for taking the time to speak with me regarding your vehicle. If you could, please send me photos of the vehicle damage (please send as attachments and not in the body of the email). And if you can take any photos of the light malfunction, that would be helpful too.

I will reach out to Team Chevrolet and see what their availability is. Once the photos are reviewed, I will follow up with you.

Required Photos: All pictures should be clear with no shadows present
1. Driver (Left) side Exterior (broad view)
2. Passenger (Right) Side Exterior (broad view)
3. Front Exterior (broad view)
4. Rear Exterior (broad view)
5. Close-up image of damage
6. Overall view of surrounding area (such as; side, trunk, engine compartment, dash, door, undercarriage etc)
7. Vehicle Certification Label with VIN visible
8. Picture of odometer showing mileage (if possible)

Please call me if you have any questions.

Thank you,

Vanessa Domenick
General Motors Business Resource Center
Product Assistance Claims Specialist
Phone: (866) 446-6963
Extension: 5913658
Fax: (586) 920-0790
Email: vanessa.domenick@gm.com
Hours: 8 am to 5 pm Eastern Standard Time

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

I am sorry to hear you're about your concerns. Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that have been completed. This is why we handle every situation on a case by case basis. I recognize your vehicle is the same make and model of those being recalled, but your vehicle doesn't contain the defective part. GM is able to determine which vehicles were or were not built with the part being recalled and identify that by the VIN. Your vehicle is not included in the affected group. Because the vehicle was purchased used, it is very difficult to determine what kind of treatment and maintenance the car received prior to your ownership. That is a limiting factor in assisting with this repair. We can appreciate your desire to have a vehicle you can rely on for transportation. General Motors very much wants to be the manufacturer to meet that need…that is why we review every concern so carefully before rendering a final decision. In this circumstance, because of the vehicle being used, age and mileage, we very much regret being unable to offer any assistance. You would need to take your vehicle to your local Chevrolet Dealership for a diagnosis.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [8:28:51 PM]:

Welcome to chat.

Tyler [8:29:03 PM]:

Good afternoon! Thank you for contacting General Motors Customer [redacted]! My name is Tyler, how can I assist you today?

[redacted] [8:29:58 PM]:

i have a 2007 GMC envoy and having issue with headlights going off Some one told me to check recall # 14V55000

[redacted] [8:30:25 PM]:

Can you help if my vehicle is covered by this recall?

Tyler [8:30:47 PM]:

I would be happy to look into this for you. To better assist you may I have your VIN, current mileage, phone number and email address?

[redacted] [8:32:00 PM]:

vin 1GKDS13S872[redacted]

[redacted] [8:32:16 PM]:

MILEAGE 82,000

[redacted] [8:32:44 PM]:

[redacted]

[redacted] [8:32:54 PM]:

L[redacted]

Tyler [8:33:18 PM]:

Thanks for this information; please allow me three to five minutes to look into this for you.

[redacted] [8:33:27 PM]:

ok

Tyler [8:38:18 PM]:

I apologize for the wait; the case number for today's concern is [redacted]. I'm sorry that you're having a concern with the vehicles headlamps. The only recall on the vehicle at this time is for the driver door switch short circuit. This recall can be performed by any GMC Dealership. The concern that you're having at this time is not related to this recall. Due to the age and mileage of the vehicle the headlamp repair would be at the owner's expense. Would you like help in locating a the nearest GMC dealership in your area?

[redacted] [8:39:46 PM]:

Can you give me information on the recall #

[redacted] [8:39:52 PM]:

recall # 14V55000

[redacted] [8:40:40 PM]:

Soryy recall # is 14V755000

Tyler [8:41:09 PM]:

I apologize, but that recall number is not showing up in our system.

[redacted] [8:42:34 PM]:

OK Thanks Have anyone else has had this issue?

Tyler [8:42:53 PM]:

I apologize, but we don't have a list of vehicle concerns.

[redacted] [8:43:11 PM]:

OK Thanks

Tyler [8:43:39 PM]:

You're welcome, Is there anything else I can assist you with at this time?

[redacted] [8:44:12 PM]:

No Thanks

Tyler [8:44:25 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [3:55:27 PM]:

Welcome to chat.

Becky [3:55:56 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Becky, how can I assist you today, [redacted]a? Also, your safety is very important to us at Chevrolet, so please remember to not use any hand held devices or try to retrieve any emails we may send you whenever you're driving.

[redacted] [3:57:11 PM]:

Hi Becky, I have a 2004 Trailblazer. A few weeks ago the low beam headlights started to only work sporadically. Basically sometimes I have headlights and sometimes I don't. The high beams seem to be working fine though.

Becky [3:58:33 PM]:

Hi [redacted] I'm sorry to hear that your low beam headlights aren't working properly. To better assist you, can you please provide me with your VIN and mileage?

[redacted] [3:59:35 PM]:

the vin is 1GNDS13S742[redacted] and it has approximately 188,000 miles

Becky [4:01:10 PM]:

Thank you [redacted]a for providing me with that information. Please allow me 3-5 minutes to look into this for you. While waiting, can you please verify your phone number as well as you email address so that I can make sure that your information is up-to-date in our system?

[redacted] [4:01:47 PM]:

sure. my phone is [redacted] and the e-mail is a[redacted]

Becky [4:05:12 PM]:

Thank you Anna for patiently waiting and for verifying more information. I will have to refer you to your local dealership to have your vehicle diagnosed. I will be happy to locate/contact a dealer in your area if you can provide me with your zip code.

[redacted] [4:06:04 PM]:

57201

Becky [4:08:01 PM]:

Perfect. I'm showing a Sharp Chevrolet-Cadillac on 9th Avenue Southwest in Watertown. I'm also seeing a Fritz Chevrolet,Inc. on Hwy 22 West in Clear Lake. Which would be more convenient for you?

[redacted] [4:09:53 PM]:

the Sharp Chevrolet would be more convenient

Becky [4:11:25 PM]:

Okay. Regrettably, they are only open until noon on Saturdays. The will reopen Monday at 7:30am. I can provide you with their information.

[redacted] [4:13:14 PM]:

the information would be great. I wasn't planning on bringing it in until Monday anyway, so that is no problem.

Becky [4:16:15 PM]:

SHARP CHEVROLET-CADILLAC 1112 9TH AVENUE SOUTHWEST WATERTOWN, SD 57201-5016 Phone: (605) 886-8081 Hours of Operation: Service Hours Mon - Fri : 07:30 AM - 05:30 PM Sat : 07:30 AM - 12:00 PM

Becky [4:16:51 PM]:

Is there anything else that I can assist you with this afternoon[redacted]

[redacted] [4:17:55 PM]:

No, but thank you for the help

Becky [4:18:07 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [8:38:17 PM]:

Welcome to chat.

Trisha [8:38:30 PM]:

Thank you for contacting GMC customer assistance! My name is Trisha. How may I assist you today?

[redacted] [8:39:31 PM]:

I have a 2007 GMC ENVOY denali... the low beam headlights BOTH stopped working yesterday. Is there any type of recall on this??

Trisha [8:40:21 PM]:

I'm sorry to hear your having this issue with the vehicle. Do you have the VIN available so I can look further into this for you?

[redacted] [8:40:35 PM]:

Yes one moment

[redacted] [8:41:49 PM]:

1gket63m47229[redacted]

Trisha [8:43:20 PM]:

There are no recalls on the vehicle. A GMC will need to do a diagnostic on the vehicle. Would you like me to locate a dealership in your area to help set up an appointment?

Trisha [8:43:34 PM]:

GMC dealership**

[redacted] [8:43:37 PM]:

Yes please

Trisha [8:43:44 PM]:

What is your zip code?

[redacted] [8:44:09 PM]:

14801

[redacted] [8:45:08 PM]:

I found something on cars.com that said there is

[redacted] [8:45:12 PM]:

A recall

[redacted] [8:45:26 PM]:

On this exact problem

Trisha [8:45:52 PM]:

We cannot go by non GM websites for recall information. All recalls are VIN specific, they do not go by year, make, and model.

Trisha [8:46:20 PM]:

The closest dealership I am seeing is: FOX AUTO GROUP, INC. 150 ROBERT DANN DR PAINTED POST, NY 14870-9102 Sales Phone: (607) 937-5431 Service Phone: (607) 438-2451

[redacted] [8:46:34 PM]:

Yes that is it

Trisha [8:47:18 PM]:

What is the current mileage on the vehicle?

[redacted] [8:47:19 PM]:

So what I call them for a diagnostic test

[redacted] [8:47:31 PM]:

12800

[redacted] 8:47:37 PM]:

I mean 128000

Trisha [8:48:13 PM]:

I can help set up the appointment now if you would like. I can explain the issue for the appointment and see what they have available.

[redacted] [8:48:54 PM]:

Well my husband just had a brain tumor removed and I can't really afford a ton of money for a test

Trisha [8:50:29 PM]:

I'm very sorry to hear this. Due to the vehicle being out of the bumper to bumper warranty for over 6 years, we cannot waive the diagnostic fee.

[redacted] [8:50:57 PM]:

How much is it

Trisha [8:51:55 PM]:

It varies by dealership with our dealerships being independently owned. An average is usually between $80.00-$130.00, but it could be more or less.

[redacted] [8:53:02 PM]:

No thanks

J[redacted] [8:53:24 PM]:

I can figure it out for free with google!

Trisha [8:53:40 PM]:

Is there anything else I can assist you with at the moment?

[redacted] 8:54:34 PM]:

Nooe

Trisha [8:55:00 PM]:

Have a good evening J[redacted] !

Trisha [8:55:05 PM]:

Thank you for contacting GMC Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

GMC - Question/concern about a vehicle I own

Dec 12, 2016 10:47:49 AM : System : Welcome to GMC

Dec 12, 2016 10:51:36 AM : System : Welcome to chat.

Dec 12, 2016 10:51:50 AM : Andrew : Thank you for contacting GMC Customer Assistance! My name is Andrew. How may I assist you today[redacted]? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

Dec 12, 2016 10:52:34 AM : [redacted]: Hi! So, I just took my GMC Envoy to the dealer for service, because it appears to have an issue related to the headlight recall only to find out that somehow, despite the fact that the problem seems identical, the vehicle isn't covered?

Dec 12, 2016 10:52:41 AM : [redacted] : Can you explain?

Dec 12, 2016 10:53:43 AM : Andrew : I am sorry to hear your vehicle is having an issue with the headlamp. I will try to explain as best I can. May I have your VIN and mileage?

Dec 12, 2016 10:54:50 AM : [redacted] : well, we already dropped the car off, and my wife's at work so I'm not sure I have the VIN handy...

Dec 12, 2016 10:56:00 AM : [redacted] Oh - found it! 1GKDT13S56220[redacted]

Dec 12, 2016 10:56:41 AM : Andrew : Thank you very much. Just to confirm, is this a 2006 GMC Envoy?

Dec 12, 2016 10:56:53 AM : [redacted] : mileage is about 86000

Dec 12, 2016 10:56:57 AM : [redacted] yes, 2006 GMC envoy

Dec 12, 2016 10:57:43 AM : Andrew : Thank you very much. Let me see what information I can find out about this vehicle. While I look, can you please confirm if the name, phone number, and email address you provided is correct?

Dec 12, 2016 10:57:57 AM : [redacted] : Yes, it's all correct.

Dec 12, 2016 11:00:39 AM : Andrew : Thank you again. It looks like your specific vehicle is not included in a recall for the headlight. I recognize your vehicle is the same make and model of those being recalled, but your vehicle doesn't contain the defective part. GM is able to determine which vehicles were or were not built with the part being recalled, and identify that by the VIN. Your vehicle is not included in the affected group.

Dec 12, 2016 11:01:14 AM : [redacted] : That's what they said at the dealer. But if it's the same issue, then the part IS defective...

Dec 12, 2016 11:03:43 AM : Andrew : The part may be defective now, but all parts have a possibility of failing after an extended period of time. This vehicle is over 10 years old, and the headlight may have failed due to usage over time. What dealership are you working with?

Dec 12, 2016 11:04:21 AM : [redacted] : I understand that; but I don't get how the same problem can't be covered under a recall, if it's the same exact issue. The dealer is Armen Chevrolet

Dec 12, 2016 11:05:05 AM : Andrew : Thank you. May I have you confirm your mailing address?

Dec 12, 2016 11:05:19 AM : [redacted], Philadelphia, PA [redacted]

Dec 12, 2016 11:05:26 AM : [redacted] : That may not have been updated, we moved recently

Dec 12, 2016 11:08:14 AM : Andrew : Thank you for the information. I can work with the dealership to have the issue repaired, but the repair will be at your cost. I understand you would like GMC to assist you with the repair of your vehicle; however, your vehicle’s warranty expired over 7 years ago. The warranty on your vehicle is very competitive and is there because GMC stands behind its products, but cannot warranty vehicles indefinitely. We value you as our customer, and although all costs will be at your expense, we want to see you get those repairs performed by GM certified and trained technicians.

Dec 12, 2016 11:09:30 AM : [redacted] : fair enough. to be honest, we've been very loyal gmc customers...my father-in-law has owned 5 gmcs over the years. but we'll be in the market for a new car soon, and probably won't be looking at gmc

Dec 12, 2016 11:09:59 AM : [redacted] : they just aren't as reliable as other cars on the market

Dec 12, 2016 11:11:58 AM : Andrew : I am sorry you feel that way, [redacted]. I would like to do everything I can to keep you in a GM vehicle, but I understand if you want to try something new. Is your vehicle currently being repaired at Armen Chevrolet?

Dec 12, 2016 11:12:33 AM[redacted] : Yes

Dec 12, 2016 11:13:56 AM : Andrew : Great! I will contact the dealership and work with the Customer Experience Manager (CEM) to ensure the repairs are completed. Is there anything else I can do for you right now?

Dec 12, 2016 11:14:29 AM : [redacted] : I suppose not

Dec 12, 2016 11:14:44 AM [redacted] : Not unless the repair's covered

Dec 12, 2016 11:15:09 AM : Andrew : Thanks for contacting GMC Customer Assistance, Steven. The reference number for the chat today is[redacted] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:56:02 PM]:

Welcome to chat.

Regina [1:56:14 PM]:

Thanks for contacting Chevrolet Customer Assistance, [redacted]. My name is Regina. How can I assist?

Regina [1:57:14 PM]:

Thanks for contacting Chevrolet Customer Assistance, Heather. My name is Regina. How can I assist?

[redacted] [1:57:40 PM]:

Hi Regina. I am having an issue with my 2005 Chevy Trailblazer and its low beam headlights.

Regina [1:58:27 PM]:

I am sorry to hear that there is an issue with the low beam head lights on your 2005 Chevrolet Trailblazer.

[redacted] [1:59:33 PM]:

I saw there was a recall regarding my intermittent headlights for 2006 trailblazers and above and was wondering if my truck could fall into that category. I know my model year is a 2005, but I have a 2006 fuel tank (where the fuel filter is inside the tank as opposed to outside like on other 2005 models). I was wondering if my truck's headlight issues could also be a part of this recall, since I know I have another piece of my truck that is from 2006.

Regina [2:00:51 PM]:

I understand you are seeking possible recall information for coverage for an issue with your head lights, is this correct?

[redacted] [2:00:59 PM]:

yes

Regina [2:01:11 PM]:

May I have the VIN and approximate mileage?

[redacted] [2:01:41 PM]:

1GNES16S556[redacted] approximate mileage is 113,200

Regina [2:02:19 PM]:

Thanks, may I have your email for documentation purposes?

[redacted] [2:02:33 PM]:

d[redacted]

Regina [2:03:07 PM]:

Thanks for that information.

Regina [2:03:29 PM]:

I checked the VIN. There are not any recalls for the vehicle or an issue with the head lamps.

[redacted] [2:04:06 PM]:

OK so who can I contact to tell them I am having the same issue as the next model year that is under the recall?

Regina [2:05:20 PM]:

[redacted] is your reference for the chat and vehicle complaint. We recommend that you take your vehicle concern to a Chevrolet dealership for service on the head lamp issue. They would be in the best position to provide you with their technical input to resolve the issue.

[redacted] [2:05:45 PM]:

thanks

Regina [2:06:55 PM]:

Is there anything else we can assist with today?

[redacted] [2:07:25 PM]:

Not at this time. Thank you and have a nice day.

Regina [2:07:33 PM]:

Thanks for contacting GM Customer Assistance, Heather. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m Eastern time. Or you may call in at 1-866-790.3600. Thanks for visiting us.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:27:01 PM]:

Welcome to chat.

Jasmine [1:27:09 PM]:

Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance! My name is Jasmine. How may I assist you today?

Jasmine [1:28:07 PM]:

Thank you for chatting in with us. I am here to answer any questions you may have.

robert hodor [1:28:43 PM]:

hello I bought my 2007 trail blazer from car max 2 yrs ago very good truck I'm having problems with my low beam and I notice there was a recall on this I never got anything

Jasmine [1:29:58 PM]:

Congratulations on your new [redacted] I'm sorry to hear that you are having concerns with your low beam. I'd be more than happy to see if there are any recalls on your vehicle. Will you please provide your VIN and mileage?

[redacted] [1:30:37 PM]:

sure give me a min to go ouside and get it

Jasmine [1:30:45 PM]:

Sure.

Jasmine [1:34:18 PM]:

I am still here to assist you, I just need to know that you are still there.

[redacted] [1:34:42 PM]:

1GNDS12S67[redacted] (115.026 MILES)

Jasmine [1:34:54 PM]:

Thanks! Will you please provide your phone number, mailing address and e-mail address?

[redacted] [1:35:33 PM]:

[redacted]

[redacted] [1:35:44 PM]:

[redacted]

[redacted] [1:36:00 PM]:

SOUTH ELGIN ,ILL 6[redacted]

[redacted] [1:36:26 PM]:

[redacted]

[redacted] [1:36:41 PM]:

[redacted]

Jasmine [1:37:11 PM]:

Thank you. Have you taken your vehicle into your local Chevrolet dealership for this concern?

[redacted] [1:39:05 PM]:

no not yet i hoping not to be charged for something that there was a problem with i found the recall on a gm forum

Jasmine [1:39:37 PM]:

I understand. Are you having any other concerns with the vehicle?

[redacted] [1:40:50 PM]:

no it runs great only problem i had was driving home and low beams went out kind of scary on a dark road

Jasmine [1:43:34 PM]:

Glad to hear that you are not experiencing any other concerns. There are no recalls on your vehicle. Recalls are VIN specific and your vehicle is not included on the recall that you may have seen online. I understand you would not like to be charge for something that is a known concern. However, the repair cost and diagnosed that the dealership will need to preform will be at your expense, we want to see you get those repairs performed by GM certified and trained technicians. I'd be more than glad to locate a Chevrolet dealership for you.

Jasmine [1:46:46 PM]:

I am still here to assist you, I just need to know that you are still there. I have documented your concern. Your case number is: [redacted]

Jasmine [1:48:17 PM]:

I will be ending this chat session due to no response. Your case number is: [redacted] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Time. Thanks for visiting us.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [2:16:57 PM]:

Welcome to chat.

Katie [2:17:06 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] Your Safety is very important to us at Chevrolet, so please remember to not use hand held devices whenever you're driving. My name is Katie, how may I assist you today?

[redacted] [2:18:37 PM]:

I have a 2015 chevy trailblazer and it is having issues with the headlights

[redacted] [2:19:15 PM]:

recall# 14291 says it affects the 2006 models but nothing about the 2005 models

Katie [2:20:01 PM]:

I am sorry to hear about your headlights. May I please have your VIN and mileage?

[redacted] [2:20:53 PM]:

1GNDT13S4523[redacted]9

Katie [2:21:44 PM]:

Thank you for the information. There are no recalls on your vehicle at this time,

Katie [2:21:47 PM]:

*.

Katie [2:23:09 PM]:

When did you first notice there was a problem with your headlights?

[redacted] [2:26:46 PM]:

In October, but it didn't happen again until the end of November but it happened again this weekend

Katie [2:28:03 PM]:

Thank you for the information. What are your headlights doing to cause a concern?

[redacted] [2:28:48 PM]:

spontaneously going off while driving.

[redacted] [2:29:47 PM]:

i don't know if it happens during the day, but at night it's scarry. the High beams work, but lows go completely out.

Katie [2:31:07 PM]:

Thank you for the information. Did you purchase the vehicle new or used?

[redacted] [2:31:14 PM]:

used

[redacted] [2:32:19 PM]:

Purchased in October of 2014

Katie [2:33:15 PM]:

Thank you. So I can document our chat today, may I please have your phone number, email and address?

[redacted] [2:33:41 PM]:

9[redacted]

[redacted] [2:33:53 PM]:

[redacted]

Katie [2:34:23 PM]:

Thank you for the information.

Katie [2:34:44 PM]:

Your local GM dealership is in the best position to help you with this issue. I'd like to reach out to the dealership and set you up an appointment for you to get this looked at so we can ensure your vehicle is operating correctly. Dealerships have factory trained technicians, genuine GM parts and come with a full parts and labor warranty. What dealership do you typically work with?

[redacted] [2:36:35 PM]:

Suburban Chevrolet in Claremore, OK but do not schedule unless this will be covered by recall warantee. If it is not covered, I will have to wait until after the 1st of the year

Katie [2:38:53 PM]:

Thank you for the information. Since your vehicle does not have the recall on it, the cost to fix the vehicle would be at your expense. I have documented your concern. Your case number is [redacted]

[redacted] [2:39:15 PM]:

Thank you.

Katie [2:40:15 PM]:

You`re welcome! Is there anything else I can assist you with today?

[redacted] [2:41:12 PM]:

Just for the record, I said it was a 2015 Trailblazer, mistyped...it's a 2005 but I am sure you can tell that by the VIN#

Katie [2:41:39 PM]:

That is ok I knew what you ment.

[redacted] [2:42:43 PM]:

This should be added to the recall list of vehicles

[redacted] [2:42:59 PM]:

But nothing further thank you have a nice day.

Katie [2:43:08 PM]:

Thank you! You too!

Katie [2:44:16 PM]:

I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [5:14:10 PM]:

Welcome to chat.

Shakevia [5:14:24 PM]:

Thank you for contacting GMC Customer Assistance today [redacted] My name is Shakevia. How may I assist you?

[redacted] [5:14:28 PM]:

Having trouble with headlights

[redacted] [5:15:39 PM]:

The low beams quit working while driving home. Had highbeams and fog lights and lows didn't work when high. Rams were being used

Shakevia [5:17:17 PM]:

I am sorry that you are having this concern. I am happy to look into this for you. In order for me to better assist you, can you please verify your VIN, mileage, address, phone number and e-mail address?

[redacted] [5:17:25 PM]:

This morning tried again this time when lights were in auto mode they didn't work so swapped to manual. Had low and high and fog lights. Just went and tried again and everything is working. Wondering what's causing this to happen

[redacted] [5:19:08 PM]:

Vin is 1gket16s256[redacted] mileage is 174443 and email [redacted]

[redacted] [5:20:26 PM]:

Phone#[redacted]

Shakevia [5:21:39 PM]:

Thank you for verifying that information. At this time there isn't any information of this being a common issue with the vehicle. I recommend taking the vehicle in to your local GMC Dealership to get the vehicle diagnosed for this concern.

Shakevia [5:21:48 PM]:

I am happy to locate a dealership in your area for you.

[redacted] [5:24:19 PM]:

Was looking on line and many people having some problem. Said it was the relay switch I swapped with the fan to see if that was the problem and still didn't work. Also the heated seat on driver side is not working. The back heats up but not the bottom. Is there a fuse for this I can check?

Shakevia [5:25:28 PM]:

I do apologize, we do not have any technical information to advise you of what could be causing this concern with the vehicle. We rely on our dealership's technicians to diagnose all technical concerns.

[redacted] [5:26:26 PM]:

Ok. I know where the dealership is. Just trying to avoid paying an arm and a leg. Thank you though

Shakevia [5:27:22 PM]:

You are welcome. I again apologize for this concern that you are experiencing. Is there anything else that I may assist you with at this time?

[redacted] [5:27:57 PM]:

No thank you

Shakevia [5:28:57 PM]:

I'm glad I could help you today during your visit. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great afternoon!

Caller[redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03

[redacted]

Forwarding.

Thanks!

From: Alan Adler
Sent: Tuesday, January 03, 2017 10:36 PM
To: Tom Wilkinson <tom.wilkinson@gm.com>
Subject: Fwd: [EXTERNAL] 2007 trail blazer low beam headlights

Tom,

Can you look into this?

Thanks, Alan

Sent from my iPhone

Begin forwarded message:

From: *captdawn <captdawn@bellsouth.net>*
Date: *January 3, 2017 at 7:27:49 PM EST*
To: *"alan.adler@gm.com" <alan.adler@gm.com>*
Cc: *"renee.rashid-merem@gm.com" <renee.rashid-merem@gm.com>, "ron.recinto@gm.com" <ron.recinto@gm.com>, "ray.wert@gm.com" <ray.wert@gm.com>, "kimberly.carpenter@gm.com" <kimberly.carpenter@gm.com>, "leslie.gordon@gm.com" <leslie.gordon@gm.com>, "james.cain@chevrolet.com" <james.cain@chevrolet.com>, <anne.roberts@gm.com>, "jo.jacuzzi@gm.com" <jo.jacuzzi@gm.com>, "kevin.m.kelly@gm.com" <kevin.m.kelly@gm.com>*
Subject: [EXTERNAL] 2007 trail blazer low beam headlights
Reply-To: *captdawn <captdawn@bellsouth.net>*

Hello to all,

I own a 2007 Chevy Trail Blazer. Last year while driving at night on the Florida turnpike, the low beam headlights went out/off twice (very scary but after a few minutes we figured out the high beams worked). We went to dealer ship the next day and they said there is no recall and would check them but there was a charge of some sort - before they tested them, they started to work again so we left.

All was good for about 10 months. Then again - AT NIGHT ON THE TURNPIKE AGAIN - they went out, luckily the high beams worked however the cars ahead of us were not happy with us. They were letting us know "WE WERE NUMBER ONE" (using the middle finger).

We again started calling and researching this on computer. My husband did call GM and was told there is some kind of problem but not a recall YET. We would be notified when there was one....never heard a word and head lights seem to work ok (we do not do that much of driving at night, only from daughters house in Coral Springs - we only have 68,473 miles on this SUV and are the original and only owners). We also called the local Chevy dealership in our area. They too said no recall and it would cost us for a check.

They went out several times in the last 6 weeks and now just DO NOT GO ON AT ALL...I called again and they said NO RECALL!. We can come in but there is a service charge.

I have located an article that Mr. [redacted] *was quoted on in the Detroit News Aug. 18, 2015.....written by David Shepardson*

RE: GM Expands Head Light Recall. I have just forward this article to Mr. Adler as well.

We love out SUV. It has been a wonder vehicle for us. We originally got it to transport my handicap brother, his wheel chair and other equipment he use to need. CAN SOMEONE PLEASE HELP ME HERE IN MIAMI.....the dealership just wants to charge me and then tell me i have no problem.....I have 2 of my grandkids this week and am scared to go anywhere as here in Florida it is the law to have your headlights on low beam in the rain.....WELL, WE HAD A HORRIBLE RAIN STORM THIS AFTERNOON , THESE LIGHTS DID NOT WORK AND I GOT PULLER OVER BY THE LOCAL

POLICE.....after explaining the problem, the sun was out so I got lucky this time and he let me go - BUT....THESE PEOPLE WHO REMIND ME I AM NUMBER "1" WITH THEIR FINGER really scare me.....who knows what else they may be carrying.

THIS GRANDMA IS JUST TIRED OF BEING CAUGHT UP IN A CIRCLE he said she said....

Could someone please give me some answers about this headlight problem???

Case - [redacted]

Cell phone - [redacted]

Address - [redacted]

North Miami, Fl. [redacted]

Capt. [redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03

[redacted]

Lanora Conn (C)

From: Paul Celestin <paulc@miamichevy.com>
Sent: Wednesday, January 18, 2017 12:14 PM
To: Lanora Conn (C)
Cc: Todd Yorlano; Julio Vega
Subject: [EXTERNAL] Re: Re: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S7721[redacted], [redacted] Inoperative Low Beam head lamps no included on recall 14291

SR Number [redacted]

Stormy,

I did speak with Mrs. [redacted], just a few minutes ago. I explained to her once more that she would be responsible for diagnosis and
that we could not go on based on someone else's diagnosis. However, if the repair needed is to replace the HDM, then it is possible that GM will assist with the repair. I also told her that the cost of diagnosis will go towards the repair. She stated that she will have to discuss it with her husband in order to make a decision.

Regards,

Paul Celestin
Tropical Chevrolet
305-754-7551 ext. 215

On Wed, Jan 18, 2017 at 12:00 PM, Paul Celestin <paulc@miamichevy.com> wrote:
SR Number: [redacted]

Stormy,

Thank you for your quick reply to my email. I will relay the message to the customer that she will be responsible for the cost of diagnosis for now.

Regards,

Paul Celestin
Tropical Chevrolet
3305-754-7551 ext. 215

On Wed, Jan 18, 2017 at 8:06 AM, Lanora Conn (C) <lanora.conn@gm.com> wrote:

Paul,

The cost of diagnosis will be customer pay. Thank you for your assistance.

Stormy

From: Paul Celestin [mailto:paulc@miamichevy.com]
Sent: Tuesday, January 17, 2017 2:00 PM
To: Lanora Conn (C)
Cc: Julio Vega; Todd Yorlano
Subject: [EXTERNAL] Re: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772[redacted] Mergelsberg, Inoperative Low Beam head lamps no included on recall 14291

SR Number: 8[redacted]

Stormy,

I spoke with Ms. [redacted] and invited her to come in to have the issue with the headlamps diagnosed by one of our technicians. I informed her that possible assistance may be available depending on the cause of failure to the headlamp. The determining factor will be weather or not the Headlamp Driver Module (HDM) is the failed component. I also explained to her that she would be responsible for the cost of diagnosis to determine the cause of failure and that the cost would go towards the repair. She is seeking to see if you would take care of the cost of diagnosing the headlamp failure. Please advise.

Regards,

Paul Celestin

Tropical Chevrolet

305-754-7551 ext. 215

On Mon, Jan 16, 2017 at 4:40 PM, Lanora Conn (C) <lanora.conn@gm.com> wrote:

Julio & Paul,

We have referred Ms. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

· VIN: 1GNDS13S772[redacted]

· SR Number: [redacted]4

· Customer Last Name: [redacted]

· Customer Cell Phone: [redacted]

· Customer Email: [redacted]

Summary of Concern: Ms. [redacted] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling (855) 880-1500 extension 5911593 or by fax at (866) 249-2313.

Sincerely,

Stormy Spencer

General Motors

Executive Liaison

855.880.1500 x5911593

Fax 586.920.0777

Lanora.conn@gm.com

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RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03

[redacted]

Lanora Conn (C)

From: Lanora Conn (C)
Sent: Thursday, January 12, 2017 10:10 AM
To: 'edwinm@veramotors.com'; 'gustavor@veramotors.com'
Cc: 'eugene.h.christiansen@gm.com'
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case,Vera Chevrolet, 1GNDS13S7721[redacted] Inoperative Low Beam head lamps no included on recall 14291

Gustavo & Edwin,

We have referred Ms. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GNDS13S772[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: e[redacted]

Summary of Concern: Ms. [redacted] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
Should you have questions or concerns, I may be reached by calling (855) 880-1500 extension 5911593 or by fax at (866) 249-2313.

Sincerely,

Stormy Spencer
General Motors
Executive Liaison
855.880.1500 x5911593
Fax 586.920.0777
Lanora.conn@gm.com

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 03

[redacted]

Lanora Conn (C)

From: Lanora Conn (C)
Sent: Thursday, January 12, 2017 10:17 AM
To: 'Gustavo Rodriguez'; Edwin Montoya
Cc: Eugene H. Christiansen
Subject: RE: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S772[redacted], Inoperative Low Beam head lamps no included on recall 14291

Gustavo,

I apologize, the customer requested to be diagnosed at your dealership stating it was a Chevrolet dealership. I understand.

Gene,

Perhaps you can step in on this and suggest a dealership and if the diagnosis is the same as the symptoms on 14291 recall would you consider covering this. Please advise.

Kind regards,

Stormy Spencer
General Motors
Executive Liaison
855.880.1500 x5911593
Fax 586.920.0777
Lanora.conn@gm.com

From: Gustavo Rodriguez [mailto:GustavoR@veramotors.com]
Sent: Thursday, January 12, 2017 10:12 AM
To: Lanora Conn (C); Edwin Montoya
Cc: Eugene H. Christiansen
Subject: [EXTERNAL] RE: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case, Vera Chevrolet, 1GNDS13S7721[redacted] Mergelsberg, Inoperative Low Beam head lamps no included on recall 14291

Good morning,

If this customer is seeking cost assistance they will have to go to a Chevrolet dealer as we cannot offer Goodwill to Cross brands. So you will have to contact a Chevrolet dealer for this customers concerns.

From: Lanora Conn (C) [mailto:lanora.conn@gm.com]
Sent: Thursday, January 12, 2017 10:10 AM
To: Edwin Montoya; Gustavo Rodriguez
Cc: Eugene H. Christiansen
Subject: ACTION REQUIRED WITHIN 4 HOURS / Exec CAC Case,Vera Chevrolet, 1GNDS13S772[redacted], Inoperative Low Beam head lamps no included on recall 14291

Gustavo & Edwin,

We have referred [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GNDS13S77[redacted]
- SR Number:[redacted]
- Customer Last Name:[redacted]
- Customer Cell Phone:[redacted]
- Customer Email:[redacted]

Summary of Concern: Ms. [redacted] was referred to the Executive office to address her low beam head lamps that are inoperative. The customer is concerned there is a recall (14291) that covers some 2007 Chevrolet Trailblazers; however, her VIN isn't included. She states it was intermittent at first and now permanent. She is seeking to have the cost of repair covered.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
Should you have questions or concerns, I may be reached by calling (855) 880-1500 extension 5911593 or by fax at (866) 249-2313.

Sincerely,

Stormy Spencer
General Motors
Executive Liaison
855.880.1500 x5911593
Fax 586.920.0777
Lanora.conn@gm.com

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Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:00:31 PM]:

Welcome to chat.

Jasmine [4:00:41 PM]:

Your safety is very important to us at Buick, so please remember to not use any hand held device whenever you're driving. Thank you for contacting Buick Customer Assistance, [redacted] My name is Jasmine. How may I assist you today?

Jasmine [4:01:32 PM]:

Thank you for chatting in with us. I am here to answer any questions you may have.

[redacted] [4:01:58 PM]:

I have a 2006 Buick Lacrosse and the low beamhead lights keeps going out. I see there is a recall but my care is not on the list. Why is that

Jasmine [4:03:51 PM]:

Thank you for taking the time out to chat with us and congratulations on your vehicle, [redacted] ! I'm sorry to hear that you are having a concern with your vehicle's low beam head lamps becoming inoperable. Recalls are VIN specific and GM is able to determine which vehicles were or were not built with the part being recalled and identifies that by the VIN and your vehicle is not included in the affected group.

Jasmine [4:04:00 PM]:

Will you please provide your VIN and mileage?

[redacted] [4:05:30 PM]:

2G4WD582X61[redacted] 12000 MILES

Jasmine [4:06:05 PM]:

Thank you. Are you the original owner of the vehicle?

[redacted] [4:07:10 PM]:

My son was the original owner.

Jasmine [4:07:48 PM]:

To keep our records updated, will you please provide your phone number, mailing address and e-mail address?

[redacted] [4:08:11 PM]:

[redacted]

[redacted] [4:08:21 PM]:

[redacted]

[redacted] [4:09:04 PM]:

Chicago, illinois [redacted]

Jasmine [4:12:15 PM]:

Thank you. I will like to inform you of a recall on your vehicle for the UNINTENDED IGNITION KEY ROTATION. This service can be performed at your local Buick dealership at no cost to you. However, we'd recommend visiting your local Buick dealership where they will be in the best position to determine why your low beam headlamps are inoperable. They will charge you for repairs including the diagnostic test fee. We are not able to tell why your vehicle is having the concern is it having here which is why we recommend you to visit the dealership. Your concern has been documented. Your case number is: 8[redacted]7. I'd be more than happy to locate your local dealership for you.

Jasmine [4:16:07 PM]:

Are you still there, Emma?

Jasmine [4:18:52 PM]:

I will be ending this chat session due to no response. Your case number is: 8[redacted] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Time. Thanks for visiting us.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting... An agent will be with you shortly.

Caller English

System [8:52:28 PM]:

Welcome to chat.

Shakevia [8:53:19 PM]:

Thank you for contacting Chevrolet Customer Assistance today [redacted] My name is Shakevia. How may I assist you?

[redacted] [8:53:44 PM]:

i have a 2008 chevy trail blazer I was wondering how I can check to see if there is a recall on lit

Shakevia [8:54:39 PM]:

I am happy to assist you with checking your vehicle information for any recalls. Do you have your VIN available?

[redacted] [8:55:06 PM]:

yes, 1GNDT13S182[redacted]

Shakevia [8:56:36 PM]:

Thank you for that information. While I look into this for you can you please verify your mileage, address, phone number and e-mail address for our documentation?

[redacted] [8:57:27 PM]:

mileage is 100,066, [redacted] Stephens City, VA [redacted]

Shakevia [8:58:28 PM]:

Thank you for that information. Please allow me 1-3 minutes to look into your vehicle information.

Shakevia [9:00:23 PM]:

At this time there aren't any recalls on this vehicle.

[redacted] [9:01:01 PM]:

I was checking before I take it to the garge. head lights go out while driving in the dark.

Shakevia [9:01:42 PM]:

I am sorry that you are having this concern with the vehicle. Are you taking your vehicle in to a Chevrolet Dealership for a diagnosis?

[redacted] [9:03:33 PM]:

i am going to see how much it cost. I don't have a lot of money. I need a kidney transplant, I'm currently raising money to be on the donors list

Shakevia [9:05:43 PM]:

I am sorry to hear that, and wish you the best. I am happy to locate some dealerships in your area for you that can provide you with pricing information.

[redacted] [9:06:30 PM]:

i always go to Jim Stutzmans Chev. they are awesome there.

Shakevia [9:09:08 PM]:

That's great! I am happy that you satisfied with their service!

Caller [redacted] left the call.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [9:28:40 PM]:

Welcome to chat.

Rebekah [9:29:23 PM]:

Thank you for contacting Buick Customer Assistance. My name is Becky, how can I assist you today, Steven? Also, your safety is very important to us at Buick, so please remember to not use any hand held devices or try to retrieve any emails we may send you whenever you're driving.

[redacted] [9:30:12 PM]:

Need the form to submit previous repairs for reimbursement for an electrical system defect that the dealer agreed to repair, but has not been officially recalled.

Rebekah [9:33:26 PM]:

I understand that you would like to obtain a reimbursement that your dealer said that you could fill out for the repair that he did. However, if a recall has not been issued you wouldn't get reimbursed for that reason.

Rebekah [9:34:51 PM]:

Can you please provide me with your VIN?

[redacted] [9:35:39 PM]:

We own three 2006 Buick Lacrosse. One had a recall for the headlights electrical system and there was a form for that one for reimbursement of prior repair attempts. The dealer said the second one we own that actually has the problem that the other car was recalled for would be covered by the recall and that we could submit the prior repair attempts for reimbursement.

Rebekah [9:38:58 PM]:

Okay I understand. Recalls are VIN specific. If one vehicle had a recall the only reimbursement form that you could send in for consideration for reimbursement would only be for that vehicle. If you have another 2006 Buick LaCrosse that doesn't have that recall, then you would not be able to be reimbursed for that vehicle.

Rebekah [9:39:50 PM]:

Would you be able to provide me the VIN for the Buick LaCrosse that you have been referring to?

[redacted] [9:40:45 PM]:

Then I will report the problem to NHSTA and perhaps that will help them make the case for a recall. Having a recall on my one car that had no probelm with the headlights and not having a recall on the one that I now have neither low or high beams working is a safety hazard that should result in a recall.

Rebekah [9:43:21 PM]:

I understand your frustration. When it comes to recalls just because they are the same year, make, and model doesn't mean that they all have the recall. Where the vehicle was produced is also a factor in some cases.

Rebekah [9:43:34 PM]:

Can you please provide me with your VIN?

[redacted] [9:44:22 PM]:

I already looked up the vin and there is no recall for the headlight electrical problem for the car with no headlights working.

Rebekah [9:47:54 PM]:

Okay. All reimbursement forms can be picked up at your local dealership, they all have them. You can submit for consideration for reimbursement. However, asking to be reimbursed for a repair that isn't recalled would most likely be denied. I know how frustrating this is. Also for the safety concern that you are experiencing. You may reach out of NHSTA if you choose to. I can also document your complaint and provide you with your case number.

[redacted] [9:48:39 PM]:

thank you. Give me a case number.

Rebekah [9:50:56 PM]:

Please allow me 3-5 minutes (maybe not even that long) to create the case and to provide you with the number. While waiting, can you please provide me with your phone number and email address? In the event that you need to contact us again, we will have you in our system.

[redacted] [9:51:22 PM]:

[redacted]

[redacted] [9:51:34 PM]:

[redacted]

Rebekah [9:54:14 PM]:

Thank you for patiently waiting and thank you for providing me with your contact information. Your service request (case) number is [redacted]0. In the event that you need to contact us regarding this concern with this vehicle, you may use this number as reference.

Rebekah [9:55:07 PM]:

The reason I was asking for the VIN was so that this vehicle would be in the system along with your concern.

[redacted] [9:55:28 PM]:

I have talked to my dealer and he said if he determines the repair falls under the recalled problem, even if my specific car has not been recalled, we can submit for reimbursement. He said I had to get the form from GMC and that he does not have the form.

[redacted]9:56:33 PM]:

VIN 2G4WD5820[redacted]

Rebekah [9:57:49 PM]:

Also, if a recall were to come out on that vehicle, we would be able to provide it to you with the information.

Rebekah [10:01:40 PM]:

The LaCrosse with the VIN does have a recall. It is recall #14299, for the Unintended Ignition Key Rotation. If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position.

[redacted] [10:02:26 PM]:

We plan to have that done when we take it in tomorrow for the headlight electrical problem.

Rebekah [10:04:00 PM]:

Can you please tell me what dealership you are working with?

[redacted][10:04:20 PM]:

Ideal Buick Frederick MD

Rebekah [10:06:53 PM]:

What I will be doing is contacting the dealership about your concern and see if there are any repair options available for you. Who were you working directly at Ideal Buick?

Rebekah [10:09:54 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [10:10:32 PM]:

still here.

Rebekah [10:11:46 PM]:

Okay, who were you talking to at the dealership regarding the reimbursement/recall?

[redacted] [10:12:02 PM]:

Oscar

[redacted] [10:12:24 PM]:

service department

Rebekah [10:15:56 PM]:

Perfect, thank you. I will be reaching out to Marsha Rhinaman who is the Customer Experience Manager at Ideal Buick. Either myself or Marsha will be reaching out to you in within 2 business days. Is there anything else that I can help you with tonight?

[redacted] [10:16:46 PM]:

Nothing else. Thank you for your assistance. Good bye

Rebekah [10:16:55 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [4:39:14 PM]:

Welcome to chat.

Brandon [4:39:24 PM]:

Thanks for contacting Buick Customer Assistance, my name is Brandon. How can I assist you today Mark?

Brandon [4:40:23 PM]:

Thank you for chatting in. I am here to assist you.

Mark Mcgrath [4:41:43 PM]:

Hi Brandon. I have a 2006 Buick LaCrosse. The low beam headlights suddenly stopped working last week. I found on the web that GM issued a recall for this problem and the 2006 LaCrosse was one of the models affected. But when I checked GM's site to see if my 2006 LaCrosse was the subject of a recall, it says it isn't. - But I have the exact same problem a recall was issued for for my year and model. Hoping someone can help.

Brandon [4:42:17 PM]:

I would be happy to assist you further. May you please provide me your VIN, phone number, email, mailing address and current mileage?

[redacted] [4:42:27 PM]:

sure. coming up ...

Brandon [4:42:30 PM]:

Let me tell you about my.gm.com/recalls. This is an excellent self-service tool which you can use anytime, anywhere to check to see if there are any open recalls on your VIN.

[redacted] [4:44:11 PM]:

VIN: 2G4WD582161[redacted] Phone: [redacted] email: [redacted] Mailing [redacted] Maynard, MA [redacted]4 Current mileage: Approx 62000

Brandon [4:44:34 PM]:

Thank you for that information.

Brandon [4:44:50 PM]:

Did you purchase the vehicle new or are you the second owner?

[redacted] [4:45:34 PM]:

2nd owner

Brandon [4:46:51 PM]:

Thank you for that information. Your vehicle isn't apart of the recall and we do apologize that your having a concern with the low beam headlights.

Brandon [4:47:09 PM]:

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

Brandon [4:48:35 PM]:

I have created a case in regards to your concerns. Your case number is 8[redacted]

[redacted] [4:48:50 PM]:

I appreciate that. It just seems to be more than a co-incidence that other 2006 LaCrosse have been recalled for a low beam headlight problem, and I'm having what sounds like the same issue, by the symptoms,

Brandon [4:48:59 PM]:

I have located Colonial Chevrolet in your area.

Brandon [4:49:09 PM]:

I can send you the link to schedule your appointment online or would you prefer a phone number?

Brandon [4:49:20 PM]:

You're welcome.

[redacted] 4:49:43 PM]:

I actually have an appointment at another Buick dealer in the area. But thank you anyway.

Brandon [4:50:03 PM]:

You're welcome is there anything else that I can do to further assist you with or do you have any additional questions?

[redacted] [4:50:23 PM]:

no, I guess I'm out of luck. Thanks anyway.

Brandon [4:50:46 PM]:

We apologize for the inconvenience and thanks for contacting Buick Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

From: [redacted]]
Sent: Tuesday, March 07, 2017 6:25 PM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] 2005 GMC Envoy

Dear Ms. [redacted]

Hello, My name is [redacted] and I saw your speech in front of the White House on bringing jobs back to the U.S. and safety.

So I'd like to address the issue of safety of the 2005 Envoy which has many complaints about the head lights going out randomly and for different periods of time. Why has this not been recalled? Or have your actuaries calculated it would cost more to recall verses pay outs? These are real lives that your company has calculated. Or do you hold no value on your customers who purchased your products weather new or used. The problem exists in your product and not in ownership.

Are you a parent? If your child died in an accident in this vehicle manufactured by your company that your now in charge of would any amount of compensation by a company that could have prevented such a tragedy be enough?

The 2005 Envoy is an SUV and who is most likely to buy such a vehicle? People with children like myself.

I'm 55 years old and well past menopause andGod forbid anything happened to my 15 year old daughter Juliana in an accident in your GMC Envoy or to me. The lives lost and ruined couldn't be replaced. I'm too old for more children and she'd not have a mother or as much of my family is deceased she'd have no one. She is a high functioning autistic and not real social. What would be a fair amount of compensation for her? Would you personally be there for her?

I understand that you were not in charge when this problem with the 2005 Envoy was created but you sit now at the head of this company and it is now your responsibility to fix this problem.

Do you have any idea how scary it is to be driving down the street or worst yet the freeway and have your headlights go out completely? It is the worst feeling in the world.

Please do something about this or the damage or deaths that can happen will now be on you and your responsibility. I don't know if you were aware of this problem which is why I've reached out to you to make you aware of it.

I bought it used a year ago and if it were not for the lights going off whenever I love the Envoy. But, I almost wrecked the other night and I'm still shaken by it.

I thought to just sell it but then wouldn't I be doing the same thing your company did to all the people it sold these Envoys to. I'd be just as guilty passing off a dangerous vehicle. Please recall this vehicle or replace it with a safe one. I'm a single mother struggling to get by and I can't afford another car. I bought it for $4,500.00 money I inherited. This is the car I need to drive Juliana to school in everyday as she doesn't attend school near our place. The car I need for work. Your in a position to help us. I'd even accept one of the numerous cars that sit around the country which never got sold. Or just recall it.

I thank you in advance for your attention in this matter

Sincerely,





Connecting... An agent will be with you shortly.

Caller English

System [5:29:17 PM]:

Welcome to chat.

Serena [5:29:32 PM]:

Your safety is very important to us at General Motors, so please remember to not use any hand held device whenever you're driving. Thank you for contacting General Motors Customer Assistance, [redacted] My name is Serena. How may I help you?

[redacted] [5:31:27 PM]:

Hello! I own a 2006 GMC Envoy XL VIN: 1GKES16S366[redacted]. I am inquiring on why my VIN is not recalled for the Headlights & Daytime Running Lights which may stop functioning (recall 14V755000). I have experienced my headlights spontaneously turning off 3 times this winter season, most recently this past Friday, March 3. Only upon investigating on the web did I see that GM recognizes this as a problem. But my VIN does not show up as being recalled. Help! It is very disconcerning driving at night with children and the headlights go off.

Serena [5:33:03 PM]:

I'm sorry to hear that you're experiencing this concern with the headlamps on your Envoy. Please allow me 2-3 minutes to look into this for you.

Serena [5:36:56 PM]:

You are correct that there are no recalls or special coverages associated with your vehicle's VIN that relate to the headlamps. If there is a recall for this concern and your vehicle is not included it is because your vehicle was manufactured either at a different time, at a different plant, or with different parts than the effected vehicles. Have you been to a GMC dealership to have this concern diagnosed?

[redacted] [5:38:50 PM]:

I have contacted my local dealership by telephone. They did recognize the recall, and said that a few Envoy's had come in for this service, but confirmed that my VIN was not included in this particular recall. Because I have experienced this problem, and because I have 3 children whom I drive in the vehicle, I am now asking (as a concerned mother) for an exception to be made to include my vehicle VIN in the recall so this issue can be fixed.

Serena [5:39:22 PM]:

So, to clarify, your vehicle has not been to a dealership to be diagnosed?

[redacted] [5:39:48 PM]:

no. Is this headlight issue something they can inspect and confirm?

Serena [5:42:04 PM]:

Your local GMC dealership is in the best position to diagnose and repair your vehicle concerns. This concern cannot be covered under recall as your vehicle is not part of any recall for this concern. Additionally, due to your vehicle's age, we cannot consider any type of cost assistance for this concern. Any repairs would be at your expense as the owner of the vehicle. I understand that you feel that this is a "known" or "common" issue, but please understand that as a vehicle ages it becomes difficult to determine if a fault is due to a defect with the vehicle or simply due to age and wear.

Serena [5:42:08 PM]:

So that I can make sure your inquiry is properly documented and our records are up to date, would you mind confirming your e-mail address, phone number and mailing address?

[redacted] [5:43:17 PM]:

I have another question before we close.... The dealer said this was Recall #14299, and perhaps not all of the VINs have been added to the recall list. Is the VIN list complete? (basically confirming that my vehicle is NOT included vs. checking back periodically for the list)

Serena [5:43:51 PM]:

I'm sorry but that isn't information that I would have available to me.

[redacted] [5:44:58 PM]:

The dealer also said that the resolution for the headlight recall issue is to replace the Module Relay for $200-$300 (estimate). So this is something that GM is not willing to provide assistance for? To the original, loyal GM owner (me)?

Serena [5:45:22 PM]:

I'm sorry, but that is correct.

[redacted] [5:45:38 PM]:

That is disappointing.

[redacted] [5:45:43 PM]:

G[redacted]

[redacted] [5:45:50 PM]:

2[redacted]

[redacted] [5:45:58 PM]:

[redacted], Pottsboro TX[redacted]

Serena [5:46:53 PM]:

I understand your disappointment, but please understand that your vehicle is 7-8 years outside of the applicable warranty for this type of concern. We are not able to offer assistance with vehicle concerns indefinitely. I will be sure to document the concerns that you expressed today. Were there any additional questions that you had?

[redacted] [5:48:00 PM]:

no, but please do document my concerns --- experiencing this issue 3x this season, driving with children, that other Envoy's of the same year have been recalled for it, but I am being penalized due to age of the car, or the "belief" that my car is not affected. Believe me, it is. Thank you for your assistance.

Serena [5:48:21 PM]:

You're welcome. Have a good night.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [1:53:49 PM]:

Welcome to chat.

Bethany [1:54:15 PM]:

Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. Thanks for contacting GM Customer Assistance, J[redacted]. My name is Beth. How can I assist you today?

[redacted] [1:55:17 PM]:

Needing info on 2006 chevy trailblazer headlight module recall

Bethany [1:55:57 PM]:

I can definitely go ahead and check into that situation. Could please provide me with the VIN and estimated mileage? Also, was the vehicle purchased New or Certified Pre-Owned?

Bethany [1:56:10 PM]:

*you

[redacted] [1:56:57 PM]:

Used I don't have vehicle info right at this moment I can get it may take a few

Bethany [1:57:29 PM]:

Okay. While you're looking for that info, could you provide me with your mailing address, phone number, and email address for our records?

[redacted] [1:58:27 PM]:

[redacted] Anderson In. [redacted] why email?

[redacted] [1:58:44 PM]:

And phone

Bethany [1:59:18 PM]:

Per GM Guidelines, we request that the info is presented so that it's up-to-date in our system, and so that the info presented can be verified correctly.

[redacted] [2:01:31 PM]:

Might be different but emai[redacted]

Bethany [2:02:26 PM]:

Thank you for that info. Do you mind if I waiting for about 2-3 minutes while I conduct some further research on this situation?

[redacted] [2:02:49 PM]:

That's fine

[redacted] [2:05:23 PM]:

VIN 1GNDT135962[redacted]4 estatemated milage 120,000 to 130,000

Bethany [2:07:05 PM]:

Thank you for the information. After taking a look at the Vehicle's information, you have no recalls associated on your vehicle at this time. Are you currently experiencing any vehicle issues at the moment?

[redacted] [2:10:51 PM]:

Yes I replaced the headlight module close to two years ago and it is acting up again lights going off and on some times just one or both I was researching what would make this happen and found a recall it said 2006-2009 trailblazer was on the recall my trailblazer is doing what the recall said

[redacted] [2:11:57 PM]:

It is the headlamp driver module

[redacted] [2:14:00 PM]:

Different vehicles involved in the recall also

Bethany [2:14:30 PM]:

I am sorry to hear that you're having this concern. As I take a look at the vehicle right now, I don't see any recalls associated with that situation, and if you had the part repaired two years

ago, it would've came with a 12 month parts warranty. If you are still continuing to experience any issues with the headlights, we suggest that you take the vehicle to the dealership to have it diagnosed and repaired. Also, certain recalls are VIN specific, and not every vehicle will have the same recall associated with it.

[redacted]d [2:16:52 PM]:

Understandable but just so happens my trailblazer is doing what was said on the recall I found but mine isn't encluded

Bethany [2:19:42 PM]:

I can understand the concern that you have in regards to this recall, but recalls are very VIN Specific, and you're vehicle just so happens to not have that recall associated with it. Some of the vehicles that were manufactured could've contained a defective part, and your vehicle happened to be one of a select few that didn't have this recall associated to it. We'd be happy to further assist you by getting the vehicle over to a dealership for diagnosis and repairs, but due to the age of the vehicle, and that you are the second owner of the vehicle, no cost assistance would be provided to you at this time.

Bethany [2:19:49 PM]:

*your

[redacted] [2:20:40 PM]:

Thanks

Bethany [2:21:12 PM]:

Is there anything else that I can help provide assistance on for you today?

[redacted][2:21:19 PM]:

No

Bethany [2:21:30 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [10:34:21 PM]:

Welcome to chat.

Lakeshia [10:34:48 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

Lakeshia [10:36:03 PM]:

Thank you for chatting in. I am here to assist you. Are you still there?

[redacted] [10:36:10 PM]:

I have a 2008 trailblazer. My low beam headlight go out once a year. Is there any type of recall on them?

Lakeshia [10:36:38 PM]:

I am certainly sorry to hear about your concern with your headlamps.

Lakeshia [10:36:45 PM]:

Okay. Let's look further into this.

Lakeshia [10:36:50 PM]:

Can I have the last 8 characters of your VIN number please?

[redacted] [10:37:45 PM]:

8[redacted]

Lakeshia [10:38:25 PM]:

Thank you for verifying that information.

Lakeshia [10:38:36 PM]:

There are no recalls on your VIN, Eric.

[redacted] [10:38:42 PM]:

I keep having to replace the HDM relay. Which is 48$ once a year

Lakeshia [10:39:25 PM]:

Okay.

Lakeshia [10:39:38 PM]:

I know unexpected costs can be frustrating!

Lakeshia [10:39:51 PM]:

Have you spoken to a GM dealer about this.

Lakeshia [10:40:01 PM]:

About having to replace it yearly?

[redacted] [10:40:19 PM]:

Yes. They say it's a common issue

Lakeshia [10:40:36 PM]:

Okay.

[redacted] [10:40:41 PM]:

But not having to replace it yearly

Lakeshia [10:40:45 PM]:

Okay.

Lakeshia [10:41:02 PM]:

Your local GM dealership is in the best position to help you with this issue. I'd like to set an appointment for you to get this looked at so we can ensure your vehicle is operating correctly. General Motors dealerships have factory trained technicians, genuine GM parts and come with a full parts and labor warranty. What dealership do you typically work with?

[redacted] [10:41:39 PM]:

I do the work on the car my self

Lakeshia [10:41:54 PM]:

Okay.

[redacted] 10:42:06 PM]:

I'm a a certified mechanic

Lakeshia [10:42:20 PM]:

You can also order a service and wiring manuals for your vehicle from Helm inc here, [redacted]

Lakeshia [10:42:23 PM]:

http://www.helminc.com.

[redacted] [10:42:49 PM]:

I've already got that

Lakeshia [10:42:57 PM]:

Okay.

Lakeshia [10:43:09 PM]:

We rely on our GM certified technicians for technical expertise.

Lakeshia [10:43:32 PM]:

Another option is the get a second opinion from another GM dealer.

[redacted] [10:44:24 PM]:

I only work on gm cars. Corvettes.

[redacted] [10:44:47 PM]:

Local shop I run

Lakeshia [10:44:54 PM]:

Okay.

Lakeshia [10:44:58 PM]:

I understand.

Lakeshia [10:45:15 PM]:

You may want to speak to the dealership to see if there are any TSB's that they can advise you of.

[redacted] [10:45:25 PM]:

Never seen a relay go out so much.

Lakeshia [10:45:47 PM]:

I can certainly understand why this would be frustrating.

[redacted] [10:46:11 PM]:

I'll give them a call tomarrow for sure. Has got to be a solution to this problem

Lakeshia [10:46:34 PM]:

You can ask them if they will open a technical assistance case this time.

[redacted] [10:46:49 PM]:

Very dangerous lights just go out while driving

Lakeshia [10:47:15 PM]:

I fully understand your concern with those lights.

Lakeshia [10:47:55 PM]:

What is the current mileage on your vehicle?

[redacted] [10:48:20 PM]:

148236

Lakeshia [10:48:31 PM]:

Thank you for verifying that information.

Lakeshia [10:49:06 PM]:

Here is your reference number for your chat today. [redacted]

Lakeshia [10:49:15 PM]:

Which dealer will you be taking it to?

[redacted] [10:49:34 PM]:

Thanks for ur helps. I'll call a local dealer in the morning

Lakeshia [10:49:47 PM]:

Okay.

Lakeshia [10:49:50 PM]:

You are most welcome!

Lakeshia [10:49:58 PM]:

Thank you for contacting Chevrolet Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

Caller [redacted]e left the call.

Call Disconnected.

FACSIMILE TRANSMITTAL SHEET

TO: Samantha East

FROM: [redacted]

COMPANY: GMC

DATE: 11-27-06

FAX NUMBER: 866-962-2868

TOTAL NO. OF PAGES (INCLUDING COVER): 3

PHONE NUMBER:

RE: [redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

After you've had a chance to review.

Thanks

[redacted]

heinen's
fine • foods

4540 Richmond Road
Warrensville Heights, Ohio
44128
p 216.475.2300
f 216.514.4788

Samantha East

[redacted]

page 1 of 2
11/27/06

As of receiving my Trailblazer back, from the Chevrolet repair, my confidence with my Trailblazer, operating during night conditions, is basically gone. I feel that the dealer servicing of my Trailblazer, along with the advise of the Chevy technical support group, has left me feeling as if my Trailblazer is a 'guinea pig' for Chevrolet with the headlight problem. I was told from Tim Lally service; "there is nothing Chevy can do about this, go ahead take it home and drive it, this is a normal condition" after having it for two days for repair, "Chevy knows about this problem but does not have any corrective actions for it", and finally "Hopefully this repair takes care of your concerns".

Here are a couple of questions about the corrective repair actions taken;

1. Will this rectify the problem 100%?
2. Will this cause other problems, such as an overcharging battery, since rewiring the alternator for constant voltage, and is no longer normal design operation?
3. Can there be possible future repair troubleshooting problems @ rewired alternator and is no longer operating at normal design?
4. Does the 100 amp draw at idle seem too high? I may be wrong but I think so.

Time line of events for the 2004 Trailblazer that was taken in for dealer service at Tim Lally Chevrolet. Hopefully I am covering all the main points, not missing any.

- Took in on 11/6 for service. One of the items to be addressed was the headlights going on and off by themselves at an engine "idle" condition. I stated is an unsafe condition.
- Adviser took the report with a mechanic standing behind him. The mechanic said he knows about this condition and understood what we had stated. He mentioned something about a pump. We were highly concerned about the safety of the vehicle. We stated this **vehicle was not safe to drive at night**. Other drivers could think that something is wrong, we're trying to get their attention, possibly upset someone to a 'road rage' type condition because of the constant flashing of the headlights behind someone, or possibly have the police stop you because they thought something was wrong.
- 11/8 I was called to come pick up the Trailblazer, it's done. When I was picking up the vehicle, adviser said, "this headlight condition is considered a normal operating condition". There is nothing they could do to correct it, per GM. Of which I replied I am picking this up, **this is not a safe vehicle to drive at night**. I called my friend who is an engineer and expressed my concerns with this, in which he agreed. He said to call GM ASAP. When I got home, I called GM immediately. The first representative I spoke with that I explained what just transpired, forwarded my call to the next level. This is when I began communications with Samantha.
- 11/9 I spoke to the advisor who said GM needs to make a decision on what to do with the vehicle. He said there was nothing more they could do. Samantha called that she left a message for the service manager, but has heard nothing back yet.
- 11/10 I was told by advisor and Samantha to take the vehicle in and leave it there until I hear further.
- 11/13 advisor called, said they were unable to duplicate the headlight condition. And I need to come pick up the vehicle. He stated that unless they could duplicate the condition, they do not know what to look at, in order to fix it. I immediately called Samantha and again stated I am not picking up an **unsafe vehicle**
- She agreed and called the dealership. I was to keep the rental vehicle, and not go pick up the Trailblazer.
- 11/14 I called and spoke to the advisor he said the service manager was going to be driving the vehicle. I left a message for service manager to please call my friend so that he could further explain how the headlight condition was working. Making sure again that this condition was explained in great detail.
- 11/15 Tim Lally (the owner)called my friend to discuss the headlight problem.
- 11/16 Samantha called that she left a message for the service manager again.
- 11/17 I called Sam just to check in.

[redacted]

page 2 of 2
11/27/06

Samantha East. #[redacted]

- 11/17 I received a call from the advisor that they are still working on it. I asked, "did the service manager see the headlight condition?" He didn't know.
- 11/20 I received a call from advisor that the condition is "better". Service was told to try the following. Install a bigger battery from a 600 to a 770 and to rewire the alternator. He said that this is a 130 amp system and when the pump turned on it pulled 100 amps. That was way too high. He also said " there is on actual corrective repair" On this date Samantha called and told me the same 2 things that were done. She said let's give it to Wed and she would call me.
- 11/21 Advisor called and said come pick up the vehicle. I again asked what the service manager found. He didn't know. I asked him to call my friend. He did. They spoke about the concerns. I was told," hopefully this fixes it."
- 11/22 Samantha called. I only drove the vehicle last night for about 5 minutes. I have not had it long enough to know if the headlight problem is fixed. I am very concerned that if the alternator was rewired to be giving out constant 12 volts, is this going to make any other problems. If the Trailblazer was running good for 2+ years, then I have this headlight problem and the system is now "rigged?" to try and make it "better".? It should be fixed, not just 'better'. The service manager didn't even come out to talk about this when I picked up my Trailblazer, we were about 20 feet from him asking multiple questions through the advisor, whom was in turn asking the service manager the same questions, the service manager must not have witnessed our major concerns with this matter, (The service manager was the one who was test driving it). The sales rep, Skip Erb, was very concerned and trying to help resolve this as well.
- I have a very uneasy feeling about this whole repair process. I will never feel comfortable enough with my vehicle to take it anywhere far or on a trip. I am a single mom with 2 little girls. This is just not a comfortable feeling, knowing I need to pay close attention to my headlights at night and be ready to pull over, or react correctly not putting us in possible danger. I have been asking others to drive at night so I do not have too anymore, other than I absolutely must with my vehicle. Again this is a safety issue.

Thank you for listening to my concerns and me about this matter. I look forward to your response about this.

[redacted]

The Culinary Expert Sales Manager at Heinen's
216-475-2300 ext:2230
216-514-4788 fax
Cell [redacted]

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[redacted]

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#[redacted]

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Time line of events for the 2004 Trailblazer that was taken in for dealer service at Tim Lally Chevrolet. Hopefully I am covering all the main points, not missing any.

- Took in on 11/6 for service. One of the items to be addressed was the headlights going on and off by themselves at an engine "idle" condition. I stated is an unsafe condition.
- Adviser took the report with a mechanic standing behind him. The mechanic said he knows about this condition and understood what we had stated. He mentioned something about a pump. We were highly concerned about the safety of the vehicle. We stated this **vehicle was not safe to drive at night**. Other drivers could think that something is wrong, we're trying to get their attention, possibly upset someone to a 'road rage' type condition because of the constant flashing of the headlights behind someone, or possibly have the police stop you because they thought something was wrong.
- 11/8 I was called to come pick up the Trailblazer, it's done. When I was picking up the vehicle, adviser said, "this headlight condition is considered a normal operating condition". There is nothing they could do to correct it, per GM. Of which I replied I am picking this up, **this is not a safe vehicle to drive at night**. I called my friend who is an engineer and expressed my concerns with this, in which he agreed. He said to call GM ASAP. When I got home, I called GM immediately. The first representative I spoke with that I explained what just transpired, forwarded my call to the next level. This is when I began communications with Samantha.
- 11/9 I spoke to the advisor who said GM needs to make a decision on what to do with the vehicle. He said there was nothing more they could do. Samantha called that she left a message for the service manager, but has heard nothing back yet.
- 11/10 I was told by advisor and Samantha to take the vehicle in and leave it there until I hear further.
- 11/13 advisor called, said they were unable to duplicate the headlight condition. And I need to come pick up the vehicle. He stated that unless they could duplicate the condition, they do not know what to look at, in order to fix it. I immediately called Samantha and again stated I am not picking up an **unsafe vehicle**
- She agreed and called the dealership. I was to keep the rental vehicle, and not go pick up the Trailblazer.
- 11/14 I called and spoke to the advisor he said the service manager was going to be driving the vehicle. I left a message for service manager to please call my friend so that he could further explain how the headlight condition was working. Making sure again that this condition was explained in great detail.
- 11/15 Tim Lally (the owner)called my friend to discuss the headlight problem.
- 11/16 Samantha called that she left a message for the service manager again.
- 11/17 I called Sam just to check in.

Linda Tallo

page 2 of 2
11/27/06

Samantha East. [redacted]

- 11/17 I received a call from the advisor that they are still working on it. I asked, "did the service manager see the headlight condition?" He didn't know.
- 11/20 I received a call from advisor that the condition is "better" . Service was told to try the following. Install a bigger battery from a 600 to a 770 and to rewire the alternator. He said that this is a 130 amp system and when the pump turned on it pulled 100 amps. That was way too high. He also said " there is on actual corrective repair" On this date Samantha called and told me the same 2 things that were done. She said let's give it to Wed and she would call me.
- 11/21 Advisor called and said come pick up the vehicle. I again asked what the service manager found. He didn't know. I asked him to call my friend. He did. They spoke about the concerns. I was told," hopefully this fixes it."
- 11/22 Samantha called. I only drove the vehicle last night for about 5 minutes. I have not had it long enough to know if the headlight problem is fixed. I am very concerned that if the alternator was rewired to be giving out constant 12 volts, is this going to make any other problems. If the Trailblazer was running good for 2+ years, then I have this headlight problem and the system is now "rigged?" to try and make it "better".? It should be fixed, not just 'better'. The service manager didn't even come out to talk about this when I picked up my Trailblazer, we were about 20 feet from him asking multiple questions through the advisor, whom was in turn asking the service manager the same questions, the service manager must not have witnessed our major concerns with this matter, (The service manager was the one who was test driving it). The sales rep, Skip Erb, was very concerned and trying to help resolve this as well.
- I have a very uneasy feeling about this whole repair process. I will never feel comfortable enough with my vehicle to take it anywhere far or on a trip. I am a single mom with 2 little girls. This is just not a comfortable feeling, knowing I need to pay close attention to my headlights at night and be ready to pull over, or react correctly not putting us in possible danger. I have been asking others to drive at night so I do not have too anymore, other than I absolutely must with my vehicle. Again this is a safety issue.

[redacted]rns and me about this matter. I look forward to your

[redacted]

The Culinary Expert Sales Manager at Heinen's
216-475-2300 ext:2230
216-514-47[redacted] fax
CEL [redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

December 12, 2006 **Dealer Confirmation Letter-Straight**

AL SERRA CHEVROLET INC
G-6167 S SAGINAW ST
GRAND BLANC, MI 48439

Subject: 2005 GMC Envoy
Customer: [redacted]
VIN: 1GKDT13S452[redacted]
Ref S[redacted]

Dear Jason Freeman:

General Motors will issue a check in the amount of $4,803.56 made payable to [redacted]
Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $22,207.22 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday December 15, 2006. If you have any questions you may reach me at 866-802-6625Ext:2237.

Service Manager
AL SERRA CHEVROLET INC 115178 Management Agent's Signature and Title.

JASON FREEMAN Service Manager
AL SERRA CHEVROLET INC 115178 Management Agent's Printed Name and Title.

[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number 23712

Customer Name [redacted]

Worksheet Filled Out By: Rebbie Walker

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

Vehicle VIN: 1GKDT13S45[redacted]

Date: December 12, 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	$760.68
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 16 Pmts@252.68)	$4,042.88
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**	**$4,803.56**
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**	**$4,803.56**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$22,207.22
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	(GMAC=DL quote) good thru 01/11/07	
27	**"Actual Price Paid" (Pmt/Lease)**	**$27,010.78**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$27,010.78**
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**	**$27,010.78**

	PURCHASE PRICE (before t/t/t)	$ 26,812.00		TRADE ALLOWANCE	$ 2,500.00		PURCHASE PRICE	$ 26,812.00
	MSRP (FROM BARS INVOICE)	$ 32,625.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ 3,500.00
	DIFFERENCE	$ (5,813.00)		DIFFERENCE	$ 2,500.00		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 23,312.00
				TRADE ALLOWANCE	$ 2,500.00			
				ACV OF TRADE	$ 2,500.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Robert Stipek
Created Date: 11/10/2006

Vehicle Info

* VIN:	1GKDT13S452[redacted]	MSRP:	0.0		
Year:	2005	Make:	GMC	Model:	Envoy
* TAC Number:		Vehicle Comments & TAC Explanation:	see tac case and field engineer involvement		
* Date Reviewed with Customer :	11/10/2006	* Repurchase Mileage:	29000		
Original Purchase Date:	08/12/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	MI		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	Ortonville	* State:	MI	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason:	History of lightd dimming and eventually failing at night. Several repairs. Field Service Engineer worked pon veh. Condition has been recently verified. No repairs available. Repurchase per Region request.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

n1502

Vehicle Lien Holder

Type of Secured Interest:	Unknown	* Company Name:		Account #:	
Contact or Attention:					

Address:

City: **State:** AL **ZIP Code:**

*** Day Phone:** **Fax:** **E-mail/Web:**

Originial Selling Dealer

*** Dealer Number:** 115178 **Dealer Name:** AL SERRA CHEVROLET INC **Region:** 50 **District:** 4551

*** Phone:** (810) 694-5440 **Fax:** (810) 694-5680

*** Contact Name:** Jason Freemaen *** Contact Title:** Service Manager **E-mail:** jfreeman@alserr

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

*** Contact Name:** Al Serra *** Contact Title:**

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #: *** Disposition:** Unselected Auction

*** Transaction State:** MI *** Transaction Type:** Straight Repurchase

*** Transaction Source:** AVM Voluntary

Replacement VIN:

MSRP: 0.0

Repurchase

*** Processing Instructions:** terminate lease without customer contr bution

Disposition

*** Disposition Instructions:** aucton

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

2005 ENVOY SLE 4WD (4-DOOR)
50U SUMMIT WHITE /L6G
48H EBONY
ORDER NO. HKMHWF/TRE STOCK NO.
VIN 1GK DT13 S4 [redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

23712

**********48*26119S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLE 4WD (4-DOOR)	31800.00	28779.00	INVOICE 08/17/04
AP9 CONVENIENCE NET	45.00	38.70	SHIPPED 08/17/04
B42 REAR CARGO MAT	40.00	34.40	EXP I/T 08/19/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	INT COM 08/19/04
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 08/16/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS S507K S507K
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 045
			CHG-TO 26-119
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM			SHIP WT: 4531
INCLUDES 1YR SAFE & SOUND			HP: 32.1
* CRUISE CONTROL			GVW: 5750
RYJ CARGO SHADE	70.00	60.20	GVWF: 2950
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GVWR: 3200
UA6 CONTENT THEFT ALARM	40.00	34.40	GMS: 29626.55
1SB SLE ENHANCED PACKAGE	970.00	834.20	SUPPLR: 30959.74
* LUGGAGE RACK CROSS BARS			MRM: 34620.00
* OVERHEAD CONSOLE			NTR: 1/2
* POWER DRIVER SEAT			MEMO 1576.75
* LIGHTED VANITY VISOR MIRRORS			
* HOMELINK			
* ISRV MIRROR W/COMPASS & TEMP			
1SZ OPTION PACKAGE DISCOUNT	900.00-	774.00-	
TOTAL MODEL & OPTIONS	33035.00	29857.60	ACT 237 29551.55
DESTINATION CHARGE	685.00	685.00	H/B 261 991.05
DEALER CO-OP ADVERTISING		82.59	ADV 261 82.59
TOTAL	33720.00	30625.19	PAY 310 30625.19
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		29157.14	

****

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.

AL SERRA BUICK-GMC TRUCK-HUMMER

REMIT TO GMAC NO. 045
VIN 1GKDT13S4[redacted]
$ 30625.19 INV [redacted]
DUE 08/19/04 DEALER 26-119

2005 ENVOY SLE 4WD (4-DOOR)
50U SUMMIT WHITE /L6G
48H EBONY
ORDER NO. HKMHWF/TRE STOCK NO.
VIN 1GK DT13 S4 5[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]

**********48*26119S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK	
** CONTINUED FROM PAGE 1 **				
BASE MODEL PRICE REDUCTION				
MSRP ADJUSTMENT		1095.00-		
DEALER INVOICE		993.71-		
SPECIAL ACCT ADJ.		52.01		
NET ADJUSTMENT		941.70-		
TOTAL ADJUSTMENT		941.70-		
ADJUSTMENT TO OPEN ACCOUNT				
TOTAL MODEL & OPTIONS	31940.00	28866.63	ACT 237	941.70-
DESTINATION CHARGE	685.00	685.00		
DEALER CO-OP ADVERTISING		79.85		
TOTAL	32625.00	29631.48		941.70-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28212.70		

****

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

****

AL SERRA BUICK-GMC TRUCK-HUMMER

2005 ENVOY SLE 4WD (4-DOOR)
50U SUMMIT WHITE /L6G
48H EBONY
ORDER NO. HKMHWF/TRE STOCK NO.
VIN 1GK DT13 S4 5[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]
**********48*26119S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLE 4WD (4-DOOR)	30705.00	27788.03	INVOICE 02/12/05
AP9 CONVENIENCE NET	45.00	38.70	SHIPPED 08/17/04
B42 REAR CARGO MAT	40.00	34.40	EXP I/T 08/19/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	INT COM 02/24/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 08/16/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS S507K S507K
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	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 26-119
PCK ONSTAR PLUS PACKAGE	970.00	834.20	SHIP WT: 4531
* ONSTAR SYSTEM			HP: 32.1
INCLUDES 1YR SAFE & SOUND			GVWR: 5750
* CRUISE CONTROL			GAWR.FT: 2950
RYJ CARGO SHADE	70.00	60.20	GAWR.RR: 3200
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 28668.43
UA6 CONTENT THEFT ALARM	40.00	34.40	SUPPLR: 29955.13
1SB SLE ENHANCED PACKAGE	970.00	834.20	MRM: 33525.00
* LUGGAGE RACK CROSS BARS			NTR: 1/2
* OVERHEAD CONSOLE			MEMO 1522.00
* POWER DRIVER SEAT			
* LIGHTED VANITY VISOR MIRRORS			
* HOMELINK			
* ISRV MIRROR W/COMPASS & TEMP			
1SZ OPTION PACKAGE DISCOUNT	900.00-	774.00-	

ADD
R7E INTERIM PRICE DECREASE

** CONTINUED ON PAGE 2 **

AL SERRA BUICK-GMC TRUCK-HUMMER

VEHICLE PURCHASE LEASE

AL SERRA AUTO PLAZA

1-800-826-5263

BUICK-GMC-HUMMER | CHEVROLET | HONDA

Date: 08/08/2005
Customer#: [redacted]
Deal#: 23263
Stock#: T50289
Sales: JEFF BRONSON
Department: BUICK-GMC-HUMMER

Receipt No.	Amount	Date	Initial

Buyer: [redacted]
Address: [redacted]
City: ORTONVILLE State: MI Zip: [redacted]
PO Box: County: OAKLAND
Buyer DOB: [redacted] Buy DL#: [redacted]
Buyer Social Security#: [redacted]

CoBuyer:
CoBuy DOB:
CoBuy DL#:
CoBuy Social Security#:
Home Phone: [redacted]
Work Phone:

Year: 2005 Make: GMC Model: ENVOY VIN: 1GKDT13S45[redacted]

Bank: GMAC Approved: APR: 5.75 Term: 24 Payroll: Odd Days:
Credit Life: No Accident-Health: No Third Party: Plate#: Special Plate: Car to Truck:

Terms of Purchase: NEW LEASE
MilesPerYear: 20496 EndingMiles: 41972 BuyBackMiles:
[redacted]Z agrees to lease the above mentioned vehicle for $252.68/month including tax for 24 months and with 20496 per year. Total due at signing is $4260.68

Insurance Co:
Policy#:
Agent:
Address:
Phone:
PRICE INCLUDES $750.00 DR. ED. DISCOUNT

Other Notes:
30

	Trade 1	Trade 2
ACV:		
Payoff:		
Acct#:		
Lien:		
Address:		
City:		
State: Zip:		
Payoff Good Until:		
Info From:		

Cash deal with lien to:

THE SELLING PRICE:	$26,812.00
Doc Fee:	$170.00
Taxable Price:	$26,982.00
Sales Tax:	$210.00
License/Transfer Fee:	$8.00
Title Fee:	$15.00
Service Contract:	$0.00
Gap Insurance:	$0.00
Cash Delivered Price:	$27,215.00
Rebate(s): CCR	$2,000.00
LOYALTY CERT	$1,500.00
Cash On Deposit:	$0.00
Cash Due On Delivery:	$0.00
Net Trade In:	$0.00
Total Down Payment:	$3,500.00
Amount Financed:	

Date	Time	Odometer	Billed
8/12/05	12:00	980	

Buyer Signature [redacted]
CoBuyer Signature
Sales Manager or Dealer

Not valid unless signed by management and purchaser certifies he or she is 18 years of age or older.

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN

December 12, 2006 **Dealer Confirmation Letter-Straight**

AL SERRA CHEVROLET INC
G-6167 S SAGINAW ST
GRAND BLANC, MI 48439

Subject: 2005 GMC Envoy
Customer: [redacted]
VIN: 1GKDT13S452[redacted]
Ref S[redacted]

Dear Jason Freeman:

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Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $22,207.22 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday December 15, 2006. If you have any questions you may reach me at 866-802-6625Ext:2237.

Service Manager
AL SERRA CHEVROLET INC 115178 Management Agent's Signature and Title.

JASON FREEMAN Service Manager
AL SERRA CHEVROLET INC 115178 Management Agent's Printed Name and Title.

[redacted]

STATE OF MICHIGAN

CERTIFICATE OF TITLE

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	GMC	ENVOY	1GKDT13S452[redacted]

BODY STYLE	WEIGHT/FEE CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
STA-WAGON	30	000980 *ACTUAL MILEAGE*	08/22/2005	[redacted]

OWNER(S) NAME AND ADDRESS

[redacted]
ORTONVILLE MI [redacted]

First Secured Party	Filing Date
GMAC PO BOX 8118 COCKEYSVILLE MD 21030	08-19-2005

Release of First Lien:

X _____ _____
Signature of Agent Date

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. **ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.**

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ (No Tenths) and that to the best of my knowledge the odometer mileage is:

☐ actual mileage ☐ not actual mileage - **WARNING ODOMETER DISCREPANCY** ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Sellers(s) X	Printed Name of Seller(s)		
Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)"

Signature of Purchaser(s) X	Printed Name of Purchaser(s)

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS

[redacted]

GMAC
PO BOX 8118
COCKEYSVILLE MD 21030

**** NOTICE TO SELLERS****
Sellers should keep a receipt or photocopy of the reassigned title for their records.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

December 12, 2017

[redacted]
Mechanicsville, IA 5[redacted]

Service Request: 71-435882389
Customer Relationship Specialist: Lacey Kielly

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 1GNDT13S6[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 26, 2007 and ending on January 26, 2008, and begins with 33,070 and ends with 45,070 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 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,

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.

December 12, 2017

[redacted]
Benton, AR [redacted]

Service Request [redacted]
Customer Relationship Specialist: Princess Mills

Dear Mr. [redacted]

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13S7521[redacted] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 12/12/06 and ending on 12/12/08, and begins with 31,957 and ends with 55,957 odometer miles

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

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your 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.

RCMPR068 DETAIL INCENTIVE PAYMENT HISTORY INQUIRY 11/20/06
PROCESSING SOURCE: BARS 16:14:58

VIN: 1GNDT13S3 52[redacted] INC CODE: GCB INC RUN NO: 3454 APPL STATUS: 9
MEMO DATE: 10/26/05 SS/SITE: 13 47488 DATA SCE: DLR GMAC BRCH:
MISC DATE: MISC:
TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: [redacted]
CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: A
POLICY PYMT CMNT: APPRL CD:
CERT NO: DTC/DEAL NO: DEMO QTY: 000
RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 1,000.00 CHECK NO: VOID CHECK IND:
PAYEE NAME: TID: PAY MTHD: OA
STREET: FAN:
CITY: ST/PROV: ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP 03=PRV SCRN
PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P1

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: Mr Kennedy — GM

Date: 10-18-06

Message: FINAL Repair

RO# [redacted]

From: Gary

Page 1 of 2.

AN AMERICAN REVOLUTION

[redacted]

[redacted]

[redacted]

MAYVILLE, WI

HOME [redacted] US:

CELL [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG#
	05	CHEVROLET TRAILBLAZE	1GNDT13S3523[redacted]		10101/10101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
10NOV04 IS			17:00 03OCT06			CASH	03OCT06

R.O. OPENED	READY
08:11 02OCT06	08:14 03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES: HEADLIGHTS DIM AT TIMES ADVISE.											
CAUSE: NORMAL CONDITION											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
	4	W94		0.50	0.50	1100	3449			34.49	34.49
	EQ. SE PARTS COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	AV										
						0	0 TPARTS				
						1100	3449 TLABOR				
B** COURTESY TRANS											
	Z7901 COURTESY TRANS										
	600	W94		0.00	0.00	0	3000			30.00	30.00
						0	0 TPARTS				
						0	3000 TLABOR				

****
* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	6449	1100		2630	6449	*******	

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250

SERVICE HOURS

7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer

document Index [redacted]

Class - BRCSiebel Docs

RequestNum [redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P1

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: Mr Kennedy — GM

Date: 10-18-06

Message: FINAL Repair

RO# [redacted]

From: Gary

Page 1 of 2.

AN AMERICAN REVOLUTION

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

[redacted]
MAYVILLE, WI
HOME [redacted] BUS:
CELL: [redacted]

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG#
	05	CHEVROLET TRAILBLAZE	1GNDT13S3523[redacted]		10101/10101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE*
10NOV04 IS			17:00 03OCT06			CASH	03OCT06

R.O. OPENED	READY
08:11 02OCT06	08:14 03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES: HEADLIGHTS DIM AT TIMES ADVISE.											
CAUSE: NORMAL CONDITION											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
	4	W94		0.50	0.50	1100	3449			34.49	34.49
	EQ. SE PARTS COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	AV										
						0	0	TPARTS			
						1100	3449	TLABOR			
B** COURTESY TRANS											
	Z7901 COURTESY TRANS										
	600	W94		0.00	0.00	0	3000			30.00	30.00
						0	0	TPARTS			
						0	3000	TLABOR			

****
* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	6449	1100		2630	6449	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1100	6449	0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

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CUSTOMER SIGNATURE

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

Motor Vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer

document Index [redacted]

Class - BRCSiebel Docs

RequestNum

[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 08, 2006

Gary Kruszka
1050 N Main St
Mayville, WI 53050

Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S35[redacted]

Dear: Mr. Kruszka

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 1-866-893-7513

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
KEN450148C

Last

First

Timestamp
2006-09-08-10.41.00.000000

Division
CH

CorrType
B

CatCode
02

MSXSource
F

AttachNum

VIN

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 07, 2006

Joe Carini
11330 W. Metro Boulevard
Milwaukee, WI 53224

Re: [redacted]
Siebel Request: [redacted]
2006 HUMMER H3
VIN # 5GTDN136168[redacted]

Dear: Mr. Carini

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 866-893-7513

document Index [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
KEN4501487

Last

First

Timestamp
2006-09-08-10.39.00.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

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 :	1GNDT13S35[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LS 4WD	**Warranty Start Date :**	10/22/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HEISER CHEVROLET CADILLAC OF WEST BEND, INC. 2620 W WASHINGTON ST WEST BEND , WI 53095-2108 (262) 334-3858	**Selling Source :**	13 - CHEVROLET
		Site Code :	47488
		Business Associate Code :	216654

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/22/2005	165 miles	10/22/2008	36165 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/22/2005	165 miles	10/22/2011	100165 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/22/2005	165 miles	10/22/2013	80165 miles
36/36000 FEDERAL EMISSION	10/22/2005	165 miles	10/22/2008	36165 miles

CLAIM HISTORY

R.O Date	R.O	Type	Labor Operation	Odometer

	Number			Reading
10/27/2006	[redacted]	0	M0015 - LUBE, OIL AND FILTER	10901 miles
10/02/2006		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	10101 miles
10/02/2006		#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10101 miles
07/31/2006		0	M0013 - LUBE, OIL AND FILTER	8211 miles
07/31/2006		0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	8211 miles
05/10/2006		0	M0014 - LUBE, OIL AND FILTER	5916 miles
03/01/2006		#	J4100 - GENERATOR ASSEMBLY - REPLACE	4099 miles
01/03/2006		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	2354 miles
12/16/2005		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	1767 miles
08/15/2005		#	C1612 - SEAL, REAR COMPARTMENT OPENING AUXILIARY - CENTER - REPLAC	13 miles
03/18/2005		I	Z6999 - PDI RELATED FLUID ADDS	3 miles
03/03/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDT13S352[redacted]

CLAIM HISTORY

Repair Order Date :	10/27/2006	Repair Order Number :	[redacted]	Odometer Reading :	10901 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/07/2006	741	01	0	M0015 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 30.28	N

Repair Order Date :	10/02/2006	Repair Order Number :	078653	Odometer Reading :	10101 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/06/2006	732	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 20.69	N
10/06/2006	732	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 30.00	N

Repair Order Date :	07/31/2006	Repair Order Number :	077735	Odometer Reading :	8211 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/08/2006	715	01	0	M0013 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 19.87	N
08/08/2006	715	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	N/A	N/A	N/A	$ 14.95	N

Repair Order Date :	05/10/2006	Repair Order Number :	[redacted]	Odometer Reading :	5916 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/16/2006	691	01	0	M0014 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 26.45	N

Repair Order Date :	03/01/2006	Repair Order Number :	[redacted]	Odometer Reading :	4099 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/03/2006	670	01	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 309.21	N

Repair Order Date :	01/03/2006	Repair Order Number :	[redacted]	Odometer Reading :	2354 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/10/2006	655	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	B	N/A	$ 41.38	N

Repair Order Date :	12/16/2005	Repair Order Number :	074480	Odometer Reading :	1767 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/23/2005	650	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 19.93	N

Repair Order Date :	08/15/2005	Repair Order Number :	[redacted]	Odometer Reading :	13 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/19/2005	614	01	#	C1612 - SEAL, REAR COMPARTMENT OPENING AUXILIARY - CENTER - REPLAC	15170981 - SEAL	N/A	N/A	$ 29.86	N

Repair Order Date :	03/18/2005	Repair Order Number :	[redacted]	Odometer Reading :	3 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/22/2005	571	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 2.40	N

Repair Order Date :	03/03/2005	Repair Order Number :	[redacted]	Odometer Reading :	0 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
03/08/2005	567	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 93.95	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S3[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2005 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	[redacted]
Build Date :	03/03/2005	Build Plant :	15206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	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 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B84 - BODY SIDE MOLDINGS	CJ3 - CLIMATE CONTROL
C49 - 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
GT4 - REAR AXLE - 3.73 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
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
NZ3 - FULL SIZE SPARE	N40 - POWER STEERING
PCK - ONSTAR PLUS PACKAGE	QC3 - ALUMINUM WHEELS
QNG - P235/75R16 FOUR ALL SEASON WOL TIRES	R7E - INTERIM PRICE DECREASE
R9C - ONSTAR & CRUISE MADE STANDARD	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	UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	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 * BODY SIDE MOLDING * TOW HOOKS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	22U - SUPERIOR BLUE METALLIC
28H - LIGHT GRAY	281 - INT TRIM LT GRAY/DK GRAY
6HP - SUSPENSION	7HN - SPRING
8NS - SUSPENSION	9NR - SUSPENSION

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GM Vehicle Inquiry System

Service Contract

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

Help

VIN	1GNDT13S352[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	Owner Name :	[redacted]
Description :	12/12000 GMPP SMART CARE LUBE, OIL, FILTER, AND TIRE ROTATION		
Deductible Amount :	$ 0		
Inception Date :	01/10/2006	Expiration Date :	01/10/2007
Inception Odometer :	2547 miles	Expiration Odometer :	14547 miles

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2005 TRAILBLAZER LS 4WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXFHCQ/TRE STOCK NO.
VIN 1GN DT13 S3 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********13*18884S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/03/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/03/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 03/13/05
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/03/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S505A S505A
			WFP-S QTR OPT-1
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	BANK: GMAC - 007
			CHG-TO 18-884
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	SHIP WT: 4447
* POWER MIRRORS, HEATED			HP: 32.1
* FLOOR MATS, FRONT & REAR			GVWR: 5750
* REAR WINDOW DEFOGGER			GAWR.FT: 2950
* DEEP TINTED GLASS			GAWR.RR: 3200
* BODY SIDE MOLDING			GMS: 27060.08
* TOW HOOKS			SUPPLR: 28274.41
* LUGGAGE RACK CROSS BARS			MRM: 30815.00
* TRAILER WIRING CONNECTOR			NTR: 1/2
* REMOTE KEYLESS ENTRY			DAN: CHEAP
* THEFT DETERRENT SYSTEM			MEMO 1431.50

TOTAL MODEL & OPTIONS	30130.00	27203.98	ACT 237 26985.08
DESTINATION CHARGE	685.00	685.00	H/B 261 903.90
LAM DEALER CONTRIBUTION		301.30	ADV 261 301.30
LAM GROUP CONTRIBUTION		150.65	EXP 65A 150.65
TOTAL	30815.00	28340.93	PAY 310 28340.93
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27006.30	

****
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.

BROADWAY CHEVROLET, PONTIAC, BUICK

REMIT TO GMAC NO. 007
VIN 1GNDT13S352[redacted]
$ 28340.93 INV [redacted]
DUE 03/14/05 DEALER 18-884

RCMPR028 VEHICLE EVENT SELECTION 11/20/06

PROCESSING SOURCE: BARS 16:13:27

PAGE NO: 1

VIN: 1GNDT13S3 5[redacted] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]

S VIN TYPE: N

SEL	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	IS	EVENT DT	INC CD	AMOUNT	MR	BL RN
_	INCENTIVE MEMO	13	47488	[redacted]		11/22/05	GNG	1,000.00		
_	INCTV PAYMENT	13	47488			11/22/05	GNG	1,000.00		
_	INCTV APPLICATN	13	47488			11/19/05	GNG	1,000.00		
_	INCENTIVE MEMO	13	47488			11/15/05	GNH	0.00		
_	INCTV PAYMENT	13	47488			11/15/05	GNH	0.00		
_	INCTV APPLICATN	13	47488			11/15/05	GNH	0.00		
_	DELIVERY D.O.E.	13	47488			11/14/05		0.00		
_	DLVY CANCEL DOE	13	47488			11/14/05		0.00		
_	DELIVERY D.O.E.	13	47488			11/14/05		0.00		
_	DLVY CANCEL DOE	13	47488			11/14/05		0.00		
_	INCENTIVE CHARG	13	47488			11/08/05	GNF	0.00		

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:13:54
PAGE NO: 2

VIN: 1GNDT13S3 52[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]
S VIN TYPE: N

SEL	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	IS	EVENT DT	INC CD	AMOUNT	MR	BL RN
_	INCENTIVE MEMO	13	47488	[redacted]		11/08/05	GNF	0.00		
_	INCTV APPLICATN	13	47488			11/08/05	GNF	0.00		
_	INCENTIVE MEMO	13	47488			11/05/05	CNC	4,500.00		
_	INCTV PAYMENT	13	47488			11/05/05	CNC	4,500.00		
_	INCTV APPLICATN	13	47488			11/03/05	CNC	4,500.00		
_	INCENTIVE MEMO	13	47488			10/26/05	GNF	0.00		
_	INCTV PAYMENT	13	47488			10/26/05	GNF	0.00		
_	INCTV APPLICATN	13	47488			10/26/05	GNF	0.00		
_	INCENTIVE MEMO	13	47488			10/26/05	GCB	1,000.00		
_	INCTV PAYMENT	13	47488			10/26/05	GCB	1,000.00		
_	INCTV APPLICATN	13	47488			10/26/05	GCB	1,000.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06

PROCESSING SOURCE: BARS 16:14:12

PAGE NO: 3

VIN: 1GNDT13S3 52[redacted] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: H[redacted]

S VIN TYPE: N

SEL	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	IS	EVENT DT	INC CD	AMOUNT	MR	BL RN
_	INCENTIVE MEMO	13 47488	[redacted]		10/26/05	FFC	51.27		
_	INCTV PAYMENT	13 47488			10/26/05	FFC	51.27		
_	INCTV APPLICATN	13 47488			10/26/05	FFC	51.27		
_	DELIVERY D.O.E.	13 47488			10/25/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DELIVERY CANCEL	13 47488			10/22/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DELIVERY CANCEL	13 47488			10/22/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DLR TRADE D.O.E	13 47488			10/20/05		0.00		
_	DEALER TRADE (P	13 47488			10/20/05		0.00		

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:14:33
PAGE NO: 4

VIN: 1GNDT13S3 5[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: H[redacted]
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	EXPIRATION TRAN	13	18884	[redacted]		03/13/05		0.00		
_	SETTLEMENT DATE	13	18884			03/12/05		28,340.93 CR		
_	ORIGINAL INVOIC	13	18884			03/03/05		28,340.93		
_	COV/NVIS DATE	13	18884			03/03/05		0.00		
_	SHIPMENT DATE	13	18884			03/03/05		0.00		
_	PRODUCTION (BUI	13	18884			03/03/05		0.00		
_	PREFERENCE TO P	13	18884			02/23/05		0.00		
_	GM ORDER ACCEPT	13	18884			01/27/05		0.00		
_	GM ORDER ACCEPT					01/27/05		0.00		

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

CASE ASSESSMENT BY: James Kennedy **Siebel/CARS Request No: 1** [redacted]

Customer Name: [redacted]

Year of Vehicle:2005 **Make: Chevrolet** **Model: Trail Blazer** **Current Mileage: 8,000**

Vehicle ID No.: 1GNDT13S352 [redacted] **In Service Date: 10/22/2005** **Purchased: New**

What is customer seeking: **FIXED OR REPLACED**

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lights Flickering

Date:	Mileage:	Days Out:	Description of Repair:
12/16/05	1,767	4	Concern Not Duplicated
01/03/06	2,354	2	CND
03/01/06	4,099	1	Replaced Generator Assembly

Total Days Out of Service: __7__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** ☐ **NO:** ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? __The customer is eligible for repair on their current concern.__

AVM and/or DEALER RECOMMENDATION(s): **This is a normal characteristic of the vheicle**

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
The vehicle's headlights should not flicker at all, however there may be a precaution the cust could take in order to deter the concern form occurring. I believe that this precaution should be investigated and relayed to the cust.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

RCMPR068 DETAIL INCENTIVE PAYMENT HISTORY INQUIRY 11/20/06
PROCESSING SOURCE: BARS 16:15:54

VIN: 1GNDT13S3 52[redacted] INC CODE: CNC INC RUN NO: 3462 APPL STATUS: 9
MEMO DATE: 11/05/05 SS/SITE: 13 47488 DATA SCE: DLR GMAC BRCH:
MISC DATE: MISC:
TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: [redacted]
CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: 6
POLICY PYMT CMNT: APPRL CD:
CERT NO: DTC/DEAL NO: DEMO QTY: 000
RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 4,500.00 CHECK NO: VOID CHECK IND:
PAYEE NAME: TID: PAY MTHD: OA
STREET: FAN:
CITY: ST/PROV: ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP 03=PRV SCRN
PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

RCMPR068 DETAIL INCENTIVE PAYMENT HISTORY INQUIRY 11/20/06
PROCESSING SOURCE: BARS 16:16:21

VIN: 1GNDT13S3 523[redacted] INC CODE: GNG INC RUN NO: 3473 APPL STATUS: 9
MEMO DATE: 11/22/05 SS/SITE: 13 47488 DATA SCE: BARS GMAC BRCH:
MISC DATE: MISC: INC - GAS CARD SENT TO CUSTOMER JAM
TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: PER C-E
CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: A
POLICY PYMT CMNT: APPRL CD:
CERT NO: DTC/DEAL NO: DEMO QTY: 000
RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 1,000.00 CHECK NO: VOID CHECK IND: N
PAYEE NAME: TID: PAY MTHD: OP
STREET: FAN:
CITY: ST/PROV: ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP 03=PRV SCRN
PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

Service Request Activity

SR No.	[redacted]	**Ref No.**	[redacted]	**Goodwill**	No Goodwill Offered	**BRC Type**	ADR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	ADR
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**		**Sub-Area**	BBB Case
Address	[redacted]	**City**	Mayville	**Involved Dlr**	Ernie Von Schledorn-Mayville, Inc.	**Safety**	Yes
State	WI **Postal Cd** 53050	**Con. Acct.**		**Source**	Phone	**Updated**	11/17/2006 11:36:04 AM
Serial #/VIN	1GNDT13S352[redacted]	**Model Year**	2005	**Priority**	Medium **License #** CHEVROL	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	10/22/2005	**Status**	Closed	**Opened**	8/4/2006 03:30:03 PM
Model	TrailBlazer	**Mileage**	8,000	**Sub-Status**	Dissatisfied	**Closed**	10/26/2006 09:15:37 AM
Abstract	lights flickering again						
Customer Description	This is a BRC-ADR case, Do Not Assume, refer all inquiries to James Kennedy x11704						

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
10/26/2006 09:15:36 AM	KENNEDJA	KENNEDJA	SR Closed - Dissatisfied		Done	10/26/2006 09:15:36 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2006 09:14:24 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whisl	Left Message	Done	10/26/2006 09:15:30 AM	CRS left VM for Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: Just a heads up on the case. We decided to arbitrate the case and a denial decision was rendered. I will be closing the case at this time. Any questions call me at 866-790-5600 x11704

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2006 09:13:42 AM	KENNEDJA	KENNEDJA	BRC ADR	Settlement- Denied	Done	10/26/2006 09:14:22 AM	No settlement provided

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

A denial decision was given by the arbitrator from the BBB. No settlement offered.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2006 09:12:08 AM	KENNEDJA	KENNEDJA	BRC ADR	Closed Arbitration	Done	10/26/2006 09:13:41 AM	Case closed

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

The case went to arbitration and a denial decison was rendered.

James Kennedy/CRS/BRC-ADR/Chatham/11704

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2006 04:19:11 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	10/26/2006 08:31:34 AM	[redacted]/25/2006 16:18:41:447

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CHV0660666
<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Denial was awarded<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 12:23:00 PM	HALLTA	HALLTA	BRC ADR		Done	10/20/2006 12:23:10 PM	returning file to OCRS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 12:21:56 PM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:53 PM	Arbitration

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

General Motors would respectfully request that a denial decision be rendered, and that General Motors be give the opportunity to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

Arbitrator adjourned for test drive. BBB rep to call CRM back.
Arbitrator inquired
Current mileage - 10643
Closing Statements:
Cust requests replacement
Arb spec requested denial
Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 12:21:08 PM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:50 PM	Arbitration

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

RO # [redacted] October 2/2006 Ernie Von Schledorn Chevrolet Pontiac Cadillac was again unable to duplicate this customer's concern.
The dealership had verified this is a normal characteristic of the vehicle. Please refer to the Documents provided to verify this.
General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The owner has not experienced any out-of-pocket expenses for warranty repairs.
The safety of the vehicle has not been impaired. The dealer has never deemed this vehicle unsafe or inoperable. General Motors contends the value of the vehicle has not been affected. At this time the vehicle is performing to factory specifications . The vehicle is still covered by the New Vehicle Limited Warranty, which provides assurance that defects in parts or materials will be covered by the manufacturer as specified in the warranty booklet.
Based on the information presented here and the repair history of the vehicle, General Motors does not feel that a replacement decision is appropriate.

Continued on next activity

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 10:43:42 AM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:48 PM	Arbitration

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

BBB coordinator - Kathy
Customer - [redacted]
Arbitrator - Mr. Gerald L. Koenen
Decision timeline - 3 business days
Cust position - purchased Oct of 2005. Occasionally the headlights flicker twice the lights went out completely. When I took it in in DEC they said when you stop it is going to dim but it happens when I am driving. Several contacts were made between the dealership and the customer and finally contact CAC and they offered me smartcare. States police officer told him would consider a lemon.
GM position - M[redacted]r purchased his 2005 Chevrolet Trailblazer on October 22/2005. At the time the vehicle was put into service there were 10 miles reading on the odometer.
Mr. Kruger currently has the vehicle available for use. The dealership has been able to verify the vehicle has been out of service for 8 days.
The agreement to arbitrate lists the following concern:
Interior and Headlights flicker w/driving intermittently:
RO # [redacted] December 16/2005, Ernie Von Schledorn Chevrolet Pontiac Cadillac was unable to duplicate this customer's concern.
RO # [redacted] January 4/2006 Ernie Von Schledorn Chevrolet Pontiac Cadillac was again unable to duplicate this customer's concern.
RO # [redacted] March 1/2006 Ernie Von Schledorn Chevrolet Pontaic Cadillac replaced the generator assembly (Alternator). This addressed the customer's concern of the voll gage drops.
Continued on next activity

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 10:42:58 AM	HALLTA	HALLTA	Outbound Call Third Party	Left Message	Done	10/20/2006 10:43:41 AM	Hearing Site

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS left message reqeusting a callback for the arbitration - left contact info and BBB reference number.

Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/20/2006 10:37:47 AM	HALLTA	HALLTA	Outbound Call Third Party	Received No Answer	Done	10/20/2006 10:38:18 AM	Hearing Site

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Tamara Hall/ADR/Chatham/21527

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/18/2006 04:39:59 PM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whisl	Service Request Update	Done	10/18/2006 04:43:06 PM	Ursela Szumski

[redacted]	First Name	Account	BAC Code

Comments

If you want to take of this I would appreciate it so much. It is a bad case b/c he went ahead and had the 4th repair attempt making him eligible

CRS adv: I will talk to my arb specialist and see what they say

*Arb specialist wants to arbitrate case

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/18/2006 04:00:02 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	10/18/2006 04:24:48 PM	BRC ADR Scanned: 2006-10-18-13.22.00.000000, MSXDocNum: HAL45362A8

[redacted]	First Name	Account	BAC Code

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/18/2006 10:20:02 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whisl	Left Message	Done	10/18/2006 10:23:04 AM	CRS contacted 608-215-9867

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: After talking w/ my arb specialist we have determined that the customer would be considered eligible as WI is a definition state and the RO generated on 10/2 would make it the 4th repair attempt and the cust considers this a nonconformity and it still exists. please get back to me asap at your convenience

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/18/2006 10:17:41 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/18/2006 10:19:49 AM	CRS contacted Leroy-SA at 920 387 5250

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I need the last RO done on the 2nd faxed to me immediately

Dlr sts: I will send it right now

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/13/2006 08:50:24 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/13/2006 08:53:22 AM	CRS contacted Leroy-SA at 920 387 5250

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I apologize for the inconvenience, I have yet to recieve the last RO.

Dlr sts: I will get that out to you right away.

CRS adv: Ill keep my eyes open for it.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/12/2006 04:38:21 PM	KENNEDJA	KENNEDJA	Other		Done	10/18/2006 04:26:37 PM	Update

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Review case to the fullest, ensure that case is fully researched as it has an arb scheduled for 10/20/06

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/3/2006 09:32:59 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/3/2006 09:42:25 AM	CRS contacted Gary Kruszka-SA at 920 387 5250

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: Can we go over everything from the visit of the custs vehicle from yesterday? Ursela was the one who notified me of the latest visit.

Dlr sts: We checked everything out and I found nothing wrong w/ the vehicle we also opened a TAC case. They refered us to the 2 doc we already have. Doc #-1619135, more specific to his vehicle. 866-850-2186-Fax for the last RO.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/3/2006 09:11:42 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whlsl	Service Request Update	Done	10/3/2006 09:23:42 AM	Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

The cust went to the dlrship just yesterday. The SA called me and mentioned the cust was there. its one of those things that seems to get worse and worse. this dlrship has never been able to duplicate anything.

CRS adv: I did some research and at any given time he is running at at least 52 amps and at any given time he could be running up to 91-100+ amps. i make a call out to the dlrship and speak w/ Gary.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/2/2006 10:33:12 AM	HALLTA	HALLTA	Inbound Call Third Party	Voice Mail Received	Done	10/2/2006 10:34:11 AM	Debra from BBB

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

message was left with arbitration particulars. Scheduled hearing for Oct 20/2006 @ 9:30

Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 01:18:42 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	9/29/2006 01:32:40 PM	[redacted] 09/29/2006 13:18:39:812

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

[redacted]

<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Arbitration Scheduled for 9:30 on 10/20/06<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 11:06:31 AM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Service Request Update	Done	9/29/2006 11:15:25 AM	Randy Danielson

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Dlr sts: I have the docs here, it would be best if it was ran through here. I will send what I beleive you need and if you have any questions feel free to call me back.

CRS adv: thank you kindly

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 10:59:12 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Left Message	Done	9/29/2006 11:01:09 AM	Randy Danielson 262 438 1013

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: Sorry i missed your call, I will be waiting by the phone. 866-790-5600 x11704.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 10:58:25 AM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Voice Mail Received	Done	9/29/2006 10:58:58 AM	randy danielson

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

I have found the paperwork you are saeeking, i need to know how you want it. My direct line is 262 438 1013

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 10:39:06 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	9/29/2006 10:44:35 AM	HEISER CHEVROLET CADILLAC OF WEST BEND, INC. (262) 334-3858 WEST BEND , WI Randy Danielson

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I need the sales doc's for this cust asap. if you could fax the ACV statement of any trade, and an incentive Ack form including the deal jacket to 866-850-2186

Dlr sts: I'll check out the info and attempt to find that and get back to you asap.

CRS adv: I appreciate that a great deal.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/29/2006 10:23:23 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whlsl	Service Request Update	Done	9/29/2006 10:33:54 AM	Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
K[redacted]			

Comments

DVM: we have changed the alternator and have addressed everything that may or may not be causing a problem. The dlrship have never duplicated the custs concern. The cust seems to only drive at night and I feel his is focusing on it solely. I feel that he should go to another dlrship. He did not buy the vehicle at EVS. i weould have to inquire if anything was going to be traded if it would be done w/ EVS or Heiser where he bought the vehicle.

CRS adv: According to the cust a police officer that he lives near by has informed him that if they witnessed the occurence he would be pulled over.

DVM sts: i will have to get the docs.

CRS adv: i will have to obtain docs from heiser and fax them to you.

DVM sts: fax-608-243-1624.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/28/2006 10:38:03 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whlsl	Left Message	Done	9/28/2006 10:46:44 AM	Ursela Szumski @ 608 215 9867

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: the cust is comfortable w/ EVS. However I can set up a 2nd if need be. I know he is aware that if another repair attempt is made it makes him eligible so in my opinion it is a lose lose situation. I feel it would be in our best interest to either correct the root of the problem and replace major compenents or to look into saving us money and giving the cust what he is seeking.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/28/2006 10:35:39 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	9/28/2006 10:37:42 AM	Ursela Szumski

[redacted]	First Name	Account	BAC Code

Comments

I think if the vehicle was going to be looked at again it would be best to have it looked at by another dlrship. I'm not too sure what is in our best interest. Tose are my thoughts. ill talk to you later.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/27/2006 01:25:59 PM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whlsl	Left Message	Done	9/27/2006 01:33:05 PM	CRS contacted DVM- Ursela Szumski @ 608 215 9867 *CRS left VM

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: The cust and BBB conferenced me into a call today. They have set an arb date and the cust is extremely dissat. He wants the vehicle fixed, he is willing to take the vehicle back to EVS but he is under the impression that it would bring the LL into everything. I am calling to inquire what you would like to do if another repair attempt is made and it is unseccussful. it would result in eligibility.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/27/2006 11:14:37 AM	KENNEDJA	KENNEDJA	Outbound Call Third Party	Made Contact	Done	9/27/2006 11:27:51 AM	CRS conatced Onitra Roberson Kevin Krueger on the line as convo proceeds *CONFERENCE*

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: we need to have the cust take the vehicle to another dlrship, I have spec'd out 3 others that should be able to perform the inspection.

Cust- The dlrship says they don't really know how to solve the problem b/c it has been told to him that the concern is normal. My neighbour is a police officer and he has said that if seen I will be pulled over and if an accident ever occurs the liability would be there b/c of the problem.

BBB-Gave option of repair or arbitration.

Cust- I will take the vehicle in and schedule an arb date.

BBB- If the vehicle is at the dlrship at the time of the arb it will have to be cancelled.

Cust sts: I will take the vehicle to EVS.

CRS sks: onitra can you stay on the line I have something I need to talk to you about.

BBB- I will have to call you back

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/27/2006 11:09:59 AM	KENNEDJA	KENNEDJA	Inbound Call Third Party	Voice Mail Received	Done	9/27/2006 11:14:32 AM	Onitra Roberson

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

I am calling for GM's Position

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/22/2006 02:10:49 PM	KENNEDJA	KENNEDJA	Other		Done	9/22/2006 02:11:37 PM	Other dlrships that could provide 2nd opinion

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

HOMAN CHEVROLET BUICK PONTIAC 240 GATEWAY DR WAUPUN WI 53963-2288 920-324-3585

COUNTRYSIDE PONTIAC-GMC-OLDSMOBILE,INC. 8167 NORTH KELLOM ROAD BEAVER DAM WI 53916-9071 920-885-3301

SERWE CHEVROLET - BUICK, INC. 113 E MAIN ST CAMPBELLSPORT WI 53010-2702 920-533-4111

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/18/2006 08:52:34 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	9/18/2006 08:55:06 AM	Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

I spoke to EVS and they were unaware of the headlamps going out. We have made 1 repair on the vehicle and that was more of a GW repair to make an attempt to satisfy the customer. 1 thing that we find helps is to let the system cycle before traveling. We could have a 2nd opinion performed on the vheicle at another dlrship. call me if you have any questions.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/13/2006 03:19:04 PM	SADMIN	SADMIN	BRC ADR	BBB Case Info Update	Done	9/18/2006 08:52:21 AM	BBB Start Date was set to 09/13/2006 00.00.00 in SR# 1-425026164

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/13/2006 03:19:03 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	9/18/2006 08:52:27 AM	[redacted]:SD:>09/13/2006 09/13/2006 15:18:47:462

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

[redacted]

<SD:>09/13/2006<VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Response Due Back by 09/20/06<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/11/2006 08:53:09 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	9/11/2006 08:55:19 AM	DVM-Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

I was aware of this concern where the headlamps slightly dim, however if the cust has voiced that the lights went completely out then that is something we need to look into and address. I have not been too involved w/ this cust's concern and have spent most of the month of August attending to family emergencies. I will be getting in contact w/ EVS and getting back to you when I have more information.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2006 01:21:42 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	9/8/2006 03:18:15 PM	BRC PAR Scanned: 2006-09-08-10.41.00.000000, MSXDocNum: KEN450148C

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2006 01:21:37 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	9/8/2006 03:18:17 PM	BRC ADR Scanned: 2006-09-08-10.39.00.000000, MSXDocNum: KEN4501487

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2006 10:50:55 AM	KENNEDJA	KENNEDJA	BRC ADR	CRM Initial Contact	Done	9/8/2006 10:51:57 AM	IC-DVM Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
K[redacted]			

Comments

CRS adv: there is a cust that has filed w/ the BBB and I would like to speak to you more about his issue, if you could call me back asap i would appreciate it.

James Kennedy/CRS/BRC-ADR/Chatham/11704

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2006 10:17:58 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	9/8/2006 10:27:57 AM	CRS contacted Gary Kruszka-SA at 920 387 5250

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I recieved your VM. Basically I was calling due to the cust concern they are having w/ their vehicle.

Dlr sts: There is a bulliten, it is caused by the secondary injection pumps, no repair should be done at this point. This pump kicks in and draws about 25 amps and the lights dim for about 2-3 seconds, there are other owners of Trailblazers that experience this and I feel the cust over exaggerates. I put an alternator in for Cust sat. and it accomplished nothing. AVM- Ursela Szumski. Fax- 920 387 5026

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/7/2006 04:55:12 PM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Voice Mail Received	Done	9/7/2006 04:55:59 PM	Gary-Ernie Von Schledorn

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

If you could get back to me at 920 378 5250 asap

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/7/2006 04:19:01 PM	KENNEDJA	KENNEDJA	BRC ADR	CRM Initial Contact	Done	9/7/2006 04:22:25 PM	CRS contacted ASM- Gary at 9203875250

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I would appreciate a call back asap at your convenience so we can further discuss this case. Left contact info

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/6/2006 10:42:25 AM	KENNEDJA	KENNEDJA	BRC ADR	Acknowledgement	Done	9/7/2006 09:02:08 AM	CRS contacted cust at (920) 387-1325

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS adv: I will be assisting w/ the case you filed w/ the BBB against GM. I would like to provide you w/ your SR# and my direct contact info.

Cust took down info.

James Kennedy/CRS/BRC-ADR/Chatham/21586

Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**	GMPP	**BRC Type**	N/A
Account		**Site**		**GW SubType**	Smart Care	**Bus. Unit**	CAC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Approved	**Area**	Complaint Vehicle
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Electrical Lamps - Interior Lighting	**Sub-Area**	Operation or Design
Address	[redacted]	**City**	Mayville	**Involved Dlr**	Ernie Von Schledorn-Mayville, Inc.	**Safety**	No
State	WI **Postal Cd** [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	1/12/2006 02:57:04 PM
Serial #/VIN	1GNDT13S352[redacted]	**Model Year**	2005	**Priority**	Medium **License #** CHEVROL	**Owner**	SCHULZCA
Make	Chevrolet	**Warr. Start**	10/22/2005	**Status**	Closed	**Opened**	1/10/2006 01:07:21 PM
Model	TrailBlazer	**Mileage**	2,547	**Sub-Status**	Satisfied	**Closed**	1/12/2006 02:56:57 PM
Abstract	Light Issue						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
12 months	12,000	$215.00

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
1/12/2006 02:56:56 PM	SCHULZCA	SCHULZCA	SR Closed - Satisfied		Done	1/12/2006 02:56:56 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 05:14:35 PM	WETHERBT	SCHULZCA	Notify CRM		Done	1/12/2006 02:56:38 PM	GOODWILL APPROVED

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 05:14:34 PM	WETHERBT	WETHERBT	Goodwill Status Change		Done	1/10/2006 05:14:34 PM	Goodwill Status has been changed from: PreAprv - Other to Approved

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 05:14:32 PM	WETHERBT	WETHERBT	Goodwill Status Change		Done	1/10/2006 05:14:32 PM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 03:24:28 PM	SCHULZCA	SCHULZCA	Dealer Notification	Information Only	Done	1/10/2006 03:35:19 PM	FYI - Cust asst. providing goodwill

Contact Last Name	Contact First Name	Account	BAC Code
Armstrong	Bob	Ernie Von Schledorn-Mayville, Inc.	113349

Comments

Cust receiving Smart Care in the amount of 12/12 for the following reasons:
1dlr unable to duplicate
2keep cust in contact w/ dlr
3as apoligetic gesture to offset cust inconvenience due to dlr unable to duplicate lights turning off issue

Caroline Schulz/CAC/PDX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 03:22:55 PM	SCHULZCA	WETHERBT	Submit for Approval	SITEL	Done	1/10/2006 05:14:29 PM	12/12 GMPP Smart Care Submitted for Approval

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	Kevin		

Comments

Final Approved request for GMPP for 12 Months / 12000 Miles.
CRM is Level 3 empowered, TM Jay Ritter Portland Site
VIN scan complete:
0 Additional Requests.
0 Additional Goodwill provided.

Tiffany Wetherbee GL/PDX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 03:22:07 PM	SCHULZCA	SCHULZCA	Goodwill Status Change		Done	1/10/2006 03:22:07 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 03:21:58 PM	SCHULZCA	SCHULZCA	Correspondence		Done	1/10/2006 12:00:00 AM	Created:CAC_RS0013. SR#1-386244641

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 02:10:17 PM	SCHULZCA	SCHULZCA	Notify CRM	Goodwill Approved	Done	1/10/2006 03:37:43 PM	reminder

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

finish smart care12/12 letter

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 01:51:10 PM	SCHULZCA	BIRDJ	Manager Review	Case Assessment	Done	1/10/2006 04:09:40 PM	Offer Cust Smart Care 12/12

Contact Last Name	Contact First Name	Account	BAC Code
Krueger	Kevin		

Comments

1 dlr unable to duplicate
2 keep cust in contact w/ dlr
3 as apoligetic gesture to offset cust inconvenience due to dlr unable to duplicate lights turning off issue

Caroline Schulz/CAC/PDX

TS auth offer of 12/12 SmartCare as apologetic gesture for concern not duplicating and to keep cust in contact w/dlr.

jeff bird/pdx/TS

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 01:20:09 PM	SCHULZCA	SCHULZCA	Outbound Call Dealer	Made Contact	Done	1/10/2006 03:37:35 PM	Svc adv Gary Kruszka

Contact Last Name	Contact First Name	Account	BAC Code
Krueger	Kevin		

Comments

CRM spoke w/: Svc adv Gary Kruszka states normal condition, no repair can be done. Gave Cust Bulletin regarding concern.

CRM adv: Cust states veh lights are flickering and turning off while driving

Dlr sts:
Diagnosis? no diagnosis, normal condition
Estimated cost? no
When will complete? no
Maint at dlr? no
Misuse/Abuse/Lack of maint? no
Cust caused or prevented? no
Prev out of pocket expense at dlr? no
Dlr provided prev GW? no
Prev related repairs? in once before no repair can be done, normal.
Related to age/mlg? no
General condition of vehicle? good
Did you ride-along or test drive with the Cust?
TAC contacted ? Case #? na, no
Should cust receive asst? (clarify why or why not) no, normal condition
Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate? na
AVM contacted by dlr? What was decision? no

Caroline Schulz/CAC/PDX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/10/2006 01:10:02 PM	SCHULZCA	SCHULZCA	Inbound Call Customer	Complex Request	Done	1/10/2006 03:37:27 PM	Light Issue

Contact Last Name	Contact First Name	Account	BAC Code
Krueger	Kevin		

Comments

Cust Sts: lights flicker, and turn off occasionally
Owner Specific:
Orig Owner? y
Primary driver? y
Personal or business use? personal
Veh Specific:
Where purchased? HEISER CHEVROLET CADILLAC OF WEST BEND, INC.
If 2nd Owner of Veh, when/what mlg? na
Current approx mlg? 2,500approx
Ext Svc Plan? n
Concern Specific:
Concern? Lights flicker
When 1st notice concern? 1 month ago
What conditions does concern occur? no erratic
Where diagnosed? Ernie Von Schledorn-Mayville, Inc.
Est cost of the repair? unnable to diagnose
Current location of veh? w/ owner
Veh repaired? If yes, cost & where completed? na
If not GM dlr, phone # of repair facility? na
What has Dlr told you about a diagnosis? Who working with? gave service bulletin sdays normal
Business Decision:
Where maint performed? EBS, nothing yet since new veh
Prev GM veh? 4 in past 10 years
Prev related repairs? When? Dec 16, 2005 took in for same concern dlr states veh is fine, normal function/ Took back in January 3, 2006
Out of Pocket expense (document repairs & cost): no

Cust. Sks: final repair

CRM adv: will call dlr to verify information, dlr unable to duplicate crm offered smart care 12/12.
Cust accepts/Cust is Satisfied

Caroline Schulz/CAC/PDX

UCC Codes

UCC Code	UCC Symptom	UCC Description
N11	Inoperative	Electrical Lamps - Interior Lighting

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 08, 2006

Gary Kruszka
1050 N Main St
Mayville, WI 53050

Re: [redacted]
Siebel Reque[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S35[redacted]

Dear: Mr. Kruszka

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 1-866-893-7513

Over Allowance / Incentives / Negative Equity Form

INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: [redacted] Request #: [redacted]

Straight ____N/A_____ Trade: Possible Lease _____N/A_____

This form is to be used TO IDENTIFY possible over allowance on vehicle purchase sales contracts and to determine incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of the vehicle and identify any over allowance and/or incentive **PRIOR to making** an offer or a voluntary repurchase on any legal case.

USE THE CHARTS BELOW TO HELP DETERMINE OVER ALLOWANCE AND INCENTIVES

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
MSRP (From BARS Invoice)	**minus**	$- **30130.00**
DIFFERENCE (If positive, look for Over Allowance on vehicle)		$ 2277.00
Trade Allowance from Dealer Bill of Sale		$ 3500.00
ACV *of Trade from Dealer's ACV Form*	***minus***	$ **- 3500.00**
DIFFERENCE (If positive, this is Over Allowance on vehicle)		$ 0
Trade Allowance		**$ 3500.00**
Actual Payoff amount of traded vehicle	***minus***	$- 0
DIFFERENCE *If Negative is Negative Equity on vehicle*		$ 0

If Over allowance and/or Incentives (not included in Purchase Price) are found **VERIFY** before presenting to TM

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
Incentives **NOT INCLUDED** in Purchase Price (from BARS) (**DO NOT INCLUDE** FUEL-FILL CREDIT) **INCLUDE** GM CARD CREDITS-credited back to customer card	**minus**	$ - **4500.00**
Over Allowance (*difference between Trade Allowance & ACV of* trade)	**minus**	$ - **0**
ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase		**$ 23353.00**

Created on 9/29/06 1:24 PM

Over Allowance / Incentives / Negative Equity Form

INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: [redacted] Request #: [redacted]

Straight ____N/A_____ Trade: Possible Lease _____N/A_____

This form is to be used TO IDENTIFY possible over allowance on vehicle purchase sales contracts and to determine incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of the vehicle and identify any over allowance and/or incentive **PRIOR to making** an offer or a voluntary repurchase on any legal case.

USE THE CHARTS BELOW TO HELP DETERMINE OVER ALLOWANCE AND INCENTIVES

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
MSRP (From BARS Invoice)	**minus**	$- **30130.00**
DIFFERENCE (If positive, look for Over Allowance on vehicle)		$ 2277.00
Trade Allowance from Dealer Bill of Sale		$ 3500.00
ACV *of Trade from Dealer's ACV Form*	***minus***	$ **- 3500.00**
DIFFERENCE (If positive, this is Over Allowance on vehicle)		$ 0
Trade Allowance		**$ 3500.00**
Actual Payoff amount of traded vehicle	***minus***	$- 0
DIFFERENCE *If Negative is Negative Equity on vehicle*		$ 0

If Over allowance and/or Incentives (not included in Purchase Price) are found **VERIFY** before presenting to TM

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
Incentives **NOT INCLUDED** in Purchase Price (from BARS) (**DO NOT INCLUDE** FUEL-FILL CREDIT) **INCLUDE** GM CARD CREDITS-credited back to customer card	**minus**	$ - **4500.00**
Over Allowance (*difference between Trade Allowance & ACV of* trade)	**minus**	$ - **0**
ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase		**$ 23353.00**

Created on 9/29/06 1:24 PM

CHECK LIST 1. Identification No. of Trade-in Stated 2. Transaction Information Correctly Completed 3. Purchase Contract Information Completed 4. Price Protective Items Checked and Mandatory Final Cash Price Stated 5. Penalty Clause is Included 6. Agreement Properly Dated and Signed 7. Cash, Financing or Lease Transaction 8. Authorization for any Deletions for Options and Equipment 9. Trade-in Allowance/Payoff Limitation Stated 10. Buyer's Acknowledgments Checked and All "Yes" Answers Explained 11. Sale and Title of Old Vehicle Covered 12. Warranty Terms Stated & Warranty Type Marked Yes 13. Choice Title Status & Odometer Type Marked Yes

MOTOR VEHICLE PURCHASE CONTRACT THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN WORKING DAYS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY PERSONALLY THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME	HEISER CHEVROLET CADILLAC OF WEST BEND	VEH. STOCK NO. OR ORDER NO.	MILEAGE AT SIGNING / ORDER DATE
ADDRESS	2620 West Washington Street	N5T1032	165 / 10/22/2005
CITY, STATE, ZIP	West Bend, WI 53095	PURCHASER(S) NAME(S) (IF LEASE, GIVEN)	DARMODY, KENNETH
TELEPHONE NO.	262-334-3668	SALESPERSON'S NAME(S) / INITIALS NUMBER(S)	DBN3-5054

PROSPECTIVE PURCHASER (*YOU* IF INDICATED) [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS [redacted] CITY NAVILLE STATE WI ZIP 5[redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
[redacted]		[redacted]	DODGE	KEKOSKEE	

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: XX NEW ☐ USED (☐ DEMO ☐ LEASE) TITLE AS ☐ CAR ☐ TRUCK ☐ OTHER LICENSE NO.

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	2005	CHEVROLET	TRAILBLAZ	UT		GNDT136342[redacted]
TRADED-IN (IF ANY)	1995	GMC	SIERRA	SC	SILVER	1GTEK24K4SE[redacted]

WARRANTY INFORMATION (Check Applicable Items) Refer to separate documents for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. XX New Vehicle Manufacturer Warranty
2. ☐ Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
   Expiration: N/A (date) N/A (miles), whichever comes first.
   Deductible to be paid by You $ N/A
   Transfer tax to be paid by You $ N/A Pay to: ☐ Dealer ☐ Manufacturer
3. ☐ Not known 4. ☐ Expired 5. ☐ Cancelled due to salvage or other vehicle history

Dealer Warranty Information

6. XX AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING UNIMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. ☐ Limited Warranty
   N/A (months) N/A (miles), whichever comes first.
   Percent of repair costs to be paid by YOU N/A % Deductible to be paid by YOU N/A

SERVICE CONTRACT INFORMATION (Refer to applicable documents for coverages and exclusions.

8. ☐ Service Contract (Administered by N/A)
   Terms: N/A (months) N/A (miles), whichever comes first.
   Deductible to be paid by YOU N/A

THIS CONTRACT SUPERCEDES ALL OTHERS

OTHER CONDITIONS OF SALE

Vega Trip Waived 40K 5yrs

DEALER MAY SELL ABOVE VEHICLE IF CUSTOMER DOES NOT TAKE DELIVERY BY: 10/22/05 at 10:37

CUSTOMER INITIALS [redacted]

USED: PRICE from the Wholesale Buyers Guide	$
NEW: XX ☐ MSRP detail provided on window label	
☐ MSRP detail provided on attachment	
Total MSRP (Manufacturer Suggested Retail Price)	$ 31980.00
Dealer Markup	
Dealer Installed options — Has a warranty if ☑ at left.	
Total Dealer Installed Options (enter in Used Price if USED and enter in base price if NEW)	0.00
PRICE OF THE VEHICLE	
a. Dealer Retail Price	31980.00
b. Services Fee	98.00
c. Discount	4225.00
1. Cash Price (a + b − c)	1. 27853.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other Maintenance Plan	N/A
e. Service Contract	N/A
2. Total of Taxable Items (d + e)	2. N/A
TRADE ALLOWANCE	
f. Owned Trade-In Allowance	3500.00
Leased trade-in allowance (Not lease equity calculation)	
(i) Gross Allowance	N/A
(ii) Estimated Lease Payoff	N/A
Payoff to N/A	
g. Net Lease Equity (i − ii)	N/A
3. Trade Allowance (f + g) (If negative, enter in brackets and in base price)	3. 3500.00
SALES TAX CALCULATION	
h. Amount Preliminary Sales Tax	24353.00

ANTICIPATED DELIVERY DATE 10/22, 20 05

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer (lessor) may require same not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for postponement of delivery prior to the stated anticipated delivery date.

☐ THE ORDERED VEHICLE MUST BE LOCATED

If this motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed N/A miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at commencement of delivery.

☒ This is a Finance Transaction. (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:

A. ☐ In attached disclosures. These terms do not expire beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☒ Acceptable to You.

☐ This transaction is subject to financing being arranged through creditor of Your choice. You must obtain changeable financing and dealer must receive written notice by (date) N/A or this contract is void.

☐ This is a cash transaction. You are obligated to pay the balance due on delivery.

4. County, State, County and Regional Tax on h. ..... 4.		1339.42
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE		
j. Fees to appear on MV11	68.50	
k. Warranty/Service Contract Transfer Fee	N/A	
l. Other	N/A	
5. Total of Non-Taxable Items (j + k + l) ..... 5.		68.50
OWNED VEHICLE PAYOFF		
Due to		
6. Estimated Payoff Amount on Owned Trade-In ..... 6.		N/A
CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order ...	100.00	
n. MANUFACTURER REBATES GM REBATE (Cash ☐ Assigned ☐)	1500	
o. Additional Cash Due (equipment) ...	N/A	
7. Total Cash and Rebates (m. + n. [if assigned] + o) ..... 7.		1600.00
8. Due on Delivery or Balance to Finance (1 + 2 − 3 + 4 + 5 + 6 − 7) ..... 8. $		21150.92

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, certifications and public safety, and must be reasonable.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 151,650 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrant(s) that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

	YES	NO
(A) That I am 18 years of age or older.	☑	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☑	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will receive title free of liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	☑	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain or frame (including excessive portion of collision).	☑	☐
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.	☑	☐
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's origi	☑	☐

	YES	NO
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 151,650 miles/kilometers reflects the actual mileage.	☑	☐
(H) That while I have owned or leased the trade-in its mechanical devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	☑	☐
(I) That the trade-in has not previously been a salvage vehicle, nonrepairable vehicle, or subject to any other brand.	☑	☐
(J) That the trade-in has not previously been fixed or water damaged.	☑	☐
(K) That the trade-in does not have any estimates visible or other evidence of repair to the sheet metal, floor pan, frame or structural portion of the vehicle.	☑	☐
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) stated below.	☐	☐

Lienholder(s): [redacted]

Explain All "NO" Answers

No one (including salesperson) has any promises made to me about this vehicle, my payments or my trade-in, except as stated on this order. The undersigned, including the terms printed on the Reverse Side, is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transaction described herein. No modification or waiver of any provisions in effect unless signed by both parties. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery of the vehicle as herein provided, you agree that if you do not accept delivery you shall, at dealer's option, forfeit as and as a penalty, _____% (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) [redacted]

DATE SIGNED 10/22/2005 TIME SIGNED 6:34 A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT
AUTHORIZED SIGNATURE [redacted]

DATE SIGNED 10/22/2005 TIME SIGNED A.M. P.M.

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: [redacted] Request #[redacted]

Straight ____N/A_____ Trade: Possible Lease ____N/A_____

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USE THE CHARTS BELOW TO HELP DETERMINE OVER ALLOWANCE AND INCENTIVES

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
MSRP (From BARS Invoice)	**minus**	$- 30130.00
DIFFERENCE (If positive, look for Over Allowance on vehicle)		$ 2277.00
Trade Allowance from Dealer Bill of Sale		$ 3500.00
ACV of Trade from Dealer's ACV Form	**minus**	$ - 3500.00
DIFFERENCE (If positive, this is Over Allowance on vehicle)		$ 0
Trade Allowance		$ 3500.00
Actual Payoff amount of traded vehicle	**minus**	$- 0
DIFFERENCE *If Negative is Negative Equity on vehicle*		$ 0

If Over allowance and/or Incentives (*not included in Purchase Price*) *are found* **VERIFY** *before presenting to TM*

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
Incentives **NOT INCLUDED** in Purchase Price (from BARS) **(DO NOT INCLUDE** FUEL-FILL CREDIT) **INCLUDE** GM CARD CREDITS-credited back to customer card	**minus**	$ - 4500.00
Over Allowance (*difference between Trade Allowance & ACV of* trade)	**minus**	$ - 0
ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase		$ 23353.00

Created on 9/29/06 1:24 PM

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 Lights, Battery 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 #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.



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Subject: **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 #02-06-03-008A - (07/28/2004)**

Models: **1990-2005 Passenger Cars and Light Duty Trucks**
2003-2005 HUMMER H2

This bulletin is being revised to add the 2004 and 2005 model years. Please discard Corporate Bulletin Number 02-06-03-008 (Section 06 -- Engine).

Any vehicle may have a low voltage display (if equipped with gauges), lights that dim at stop lights, slow cranking, no start, low generator output at idle or dim lights at idle when electrical loads are heavy at idle or under slow driving or infrequent usage conditions. These characteristics may be more noticeable with customer added electrical accessories, or with a discharged battery. These are normal operating characteristics of a vehicle electrical system and no repairs should be attempted unless a proven fault has been diagnosed.

During normal driving conditions, when engine speed is above 1000 RPM, the generator is designed to do two things:

- Supply the current necessary to operate the vehicle's originally equipped electrical devices (loads).
- Recharge/ maintain the battery's state of charge.

The following factors may affect generator and battery performance:

- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven only a short distance once a week may end up with a discharged battery to the point where the vehicle may not start). This would be considered abnormal usage of the vehicle and the normally expected result for the vehicle battery, generator and electrical systems.
- At idle, vehicle electrical loads may exceed the low speed current (amperage) output of the generator and when this happens the shortfall comes from the battery. This will result in a drop in the electrical system voltage as the battery delivers the additional electrical current to meet the demand. This is equivalent to the brown outs experienced by homes and businesses when the electrical demand is more than the supply. See Figure 1.

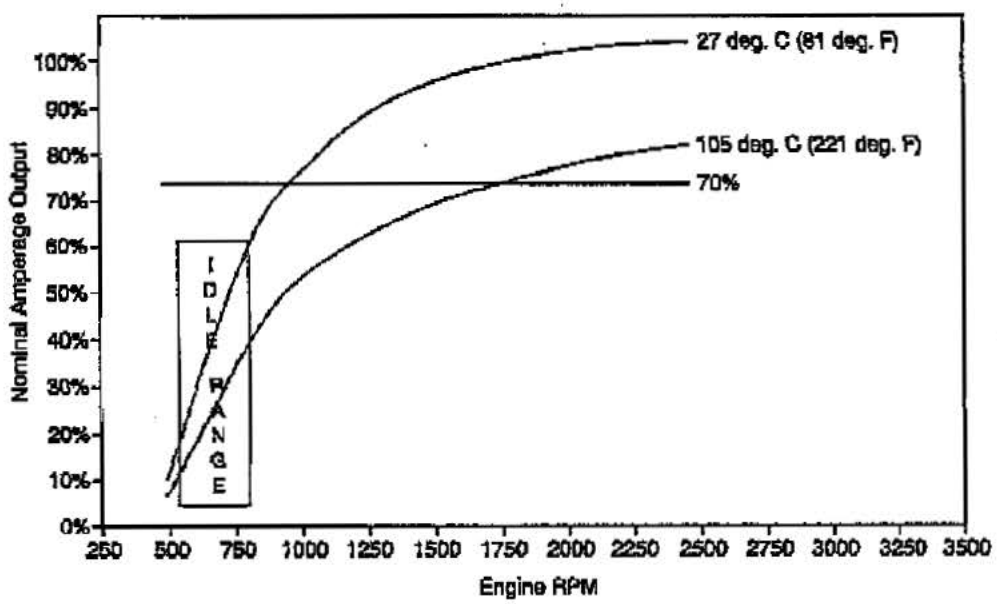
- Extended periods of engine idling, with high electrical loads, may result in a discharged battery. Attempting to recharge a battery by letting the engine run at idle may not be beneficial unless all electrical loads are turned "OFF".
- Increased internal generator temperatures from extended idling can also contribute to lower electrical system voltage. As the generator's internal temperature rises, the generator's output capability is reduced due to increased electrical resistance.

The following are some typical examples of electrical loads:

System	Amperage Load
Rear Window defogger	25
Electric AIR Pump	25
Heated Seats	5 Amps per seat
Headlamps (high)	20
Blower Motor (High)	20
Headlamps (low)	15
Brake Lights	6
Windshield Wipers	6
Ignition	6

91 - At the most
52 - At any given time

Typical Generator Performance for Cold and Operating Temperatures





Depending on the vehicle application, generator current (amperage) output at engine idle speeds of 600-

700 RPM can be as low as 35 percent of the full rated output. With enough electrical loads "ON", it is easy to exceed the generator current (amperage) output when the engine is at an idle of 600-700 RPM. This is a normal condition. The battery supplements for short periods of time. Items that affect the vehicle's electrical system current and voltage at idle are the number of electrical loads being used, including add-on accessories, and extended idle times. When the vehicle speed is above approximately 24 km/h (15 mph), the engine/generator RPM is high enough and the generator current (amperage) output is sufficient to supply the current (amperage) requirements of the vehicle as originally equipped and recharge the battery.

Dimming lights at idle may be considered normal for two reasons:

1. As the engine/generator speed changes, so will the current (amperage) output of the generator. As a vehicle slows, engine/generator RPM slows, and the current (amperage) output of the generator may not be sufficient to supply the loads, the vehicle system voltage will drop and the lights will dim. Dimming of the lights is an indication that current is being pulled from the battery. If the battery is in a low state-of-charge (discharged condition), the driver will notice a more pronounced dimming than a vehicle with a fully charged battery.
2. When high current loads (blower, rear defogger, headlamps, cooling fan, heated seats, power seats, electric "AIR" pump, or power windows) are operating or cycled "ON", the generator's voltage regulator can delay the rise in output. This effect, usually at lower engine speeds, can take up to ten seconds to ramp up the generator output. This is done to avoid loading the engine severely. To increase current (amperage) output, additional torque is consumed by the generator. The engine computer (PCM) will ramp up engine/generator speed in small steps so engine speed variations are not noticeable to the driver.

For diagnosis of the battery and or the generator, refer to the appropriate Service Information or Corporate Bulletin Number 02-06-03-006A.

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

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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: 12-16-05
Repair Order Number [redacted]
Vehicle Delivery Date: 11-10-04

Mileage: 1767 miles / Km
VIN: 1G[redacted]

Dealer Code 47-129 Dealership Phone Number 920-387-3250 Technician Number/Name #24 Tim Dallman

Customer concern (as written on the repair order): Headlites Dim... Intermittently

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? _____ Volts.
Start the engine. What is the voltage displayed on the DIC (if equipped) with the engine running? _____ 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 B, C, P and U DTCs) Current/Active and History:
None.

Record the freeze frame or failure records for those codes present (use additional sheets if necessary).

Battery Inspection and Test Portion:

Refer to Corporate Bulletin #02-06-03-006 for additional information.

1. Is the hydrometer eye (if equipped) clear (low electrolyte level)? (Circle one) Yes (No) If clear, tap the hydrometer lightly with the handle of a small screwdriver. Did the color change? (Circle one) Yes No. If no, replace the battery. If yes, continue.
2. Does the battery show evidence of leaking or physical damage? (Circle one) Yes (No) If No, go to Step #4.
3. If YES replace the battery. Then continue with the next step.
4. Are both battery cables to battery connections clean and tight? If not, repair connections. Yes

Important: When using the Midtronics 410, J 42000 tester on Corvette AGM batteries, you must enter 100 CCA more than the CCA value displayed on the battery label. When using the Midtronics 411A, J 42000 EU, enter the batteries rated CCA.

5. Test the battery with the Midtronics Digital Battery Analyzer, J 42000. What message is displayed on the tester? (Circle one) good battery, good-recharge, charge & retest, replace battery, bad cell - replace.
6. Were you instructed to charge the battery? (Circle one) Yes (No)
7. Have you completed the recharge? (Circle one) Yes No. Refer to Corporate Bulletin #02-06-03-009 for battery charging information.

Important: The CCA reading displayed on the J 42000 is NOT intended to be compared with the battery's laboratory CCA rating shown on the battery label. These numbers are not related and are arrived at in completely different ways. The CCA number shown on the tester will just about always be lower than the official CCA rating of the battery and should not be a concern.

8. Were you instructed to replace the battery? (Circle one) Yes No. What was the eight digit message displayed on the tester after the "Out of Vehicle" test? _____. For information on the out of vehicle test procedure, refer to Corporate Bulletin #02-06-03-006
9. Test the REPLACEMENT BATTERY with the J 42000 tester? What is the displayed message? (Circle one) good battery good-recharge, charge & retest, replace battery, bad cell – replace.
10. Was the message: good-recharge, or charge & retest. Have you charged the battery? (Circle one) Yes No.

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.

Charging System Test:

Important: Battery voltage must be higher than 12.4 volts for proper electrical system testing.

1. Key in the OFF/LOCK position with a digital voltmeter, measure and record the battery voltage at the battery terminals. 12.81 Volts.
2. Turn OFF all accessories.
3. With the engine running, with a digital voltmeter, measure and record the battery voltage at the battery terminals. 14.23 Volts.
4. Voltage measured in Step #3 should be greater than Step #1, but less than 16 volts. Was it? (Circle one) Yes No
5. If no, engine running, measure the voltage output of the generator at the generator. _____ Volts.
6. Was Step #5 voltage greater than the voltage obtained at the battery, Step #3? (Circle one) Yes No. If yes, a wiring related condition exists with the vehicle. The generator output is not reaching the battery. Diagnose and repair. If no, continue with the next test procedure.
7. Key ON, engine OFF, what is the Ignition 1 voltage displayed on the Tech 2®? 12.79 Volts.
8. Start the engine. What is the ignition 1 voltage displayed on the Tech 2®? 14.1 Volts.
9. Voltage from Step #8 should be greater than Step #7 but less than 16 volts. Was it? (Circle one) Yes No
10. What is displayed on the Tech 2® for Terminal L? (If available) _____
11. What is displayed on the Tech 2® for Terminal F? (If available) _____
12. Refer to Service Information (SI), Generator Usage Table, for the vehicle being tested. Determine the load test and rated output value of the generator for the vehicle being serviced.
The generator has a load test value of 140 Amps and a rated output value of 150 Amps.

Note: the rated output is the maximum amperage the generator will produce under ideal conditions at approximately 2000 engine RPM. The load test value is the output value used to test the generator.

13. Using the SUN VAT 40 Tester, test and record the amperage output of the generator under the following conditions. Use the Tech 2® to determine the engine speed.
14. Turn OFF all accessories. Increase the engine speed to (2000 RPM cars, 2500 RPM trucks) and adjust the carbon pile (VAT 40) to obtain the maximum amperage output. Record the maximum generator output obtained. 140 Amps
15. Is the ignition 1 voltage displayed on the Tech2® between 13 and 16 volts? (Circle one) Yes No
16. Is the maximum amperage output of Step #14 equal to or greater than the load test value for this vehicle's generator? (Circle one) Yes No.

Technician's Diagnosis: Does the generator/battery need replacement? NO See Bulletin Doc. 1540541
Please explain why:

If a customer concern condition is found with the vehicle, and the suspected cause of the customer concern is suspected to be due to lack of vehicle activity, i.e. storage or driving habits, dealership management should discuss the Parasitic Drain Bulletin #02-06-03-010 with the customer.

Was Corporate Bulletin #02-06-03-010 discussed with the customer by a member of the dealerships service management team so further customer concerns may be alleviated? (Circle One) Yes No

ATTACH THIS FORM TO THE REPAIR ORDER AND A DUPLICATE COPY TO THE GENERATOR/BATTERY

[redacted] [redacted]

[redacted]

ACCOUNTING

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

MAYVILLE, WI 5[redacted]
HOME: [redacted]US:

PAGE 1

SERVICE ADVISOR: 689 KEVIN CARLSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		1767/1767	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
0NOV04 IS			17:00 16DEC05			CASH	19DEC05

R.O. OPENED	READY	OPTIONS:
8:32 16DEC05	11:35 19DEC05	DLR:442 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
CUSTOMER STATES INTERMITTENTLY HEADLAMP Dealer: 47-495
DIM/FLICKER WHILE DRIVING --ADVISE--
CAUSE: NONE
N9995 CUSTOMER CONCERN NOT DUPLICATED
4 N94 0.30 0.30 540 1993 19.93 19.93
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
AV
0 0 TPARTS
540 1993 TLABOR
****
THANK YOU
* FOR YOUR *
BUSINESS
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
6200	1993	540		26310	993	*******	

COST, SALE, & COMP TOTALS 540 1993 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

WAITER WAITER WAITER

CUSTOMER #: [redacted]

[redacted]

MAYVILLE, WI [redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN • MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 6
Mayville, Wisconsin 53050
BAC: 116349

SERVICE ADVISOR: 689 CARLSON, KEVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/HRS IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		1767/	T1208

DEL. DATE/TIME	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
10NOV04 IS			17:00 16DEC05		CASH	

RO OPENED: OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

16DEC2005 08:32

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#1	DIAG	0	W94	CUSTOMER STATES INTERMITTENTLY HEADLAMPS AND INTERIOR
				#4 LIGHTS WILL DIM/FLICKER WHILE DRIVING --ADVISE--
				R. Charging System OK output @ 140 Amps
				& Batt. OK. See Bulletin - Document 5340054
				Normal Condition

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DISCLAIMER OF WARRANTIES

This 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.
Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual repair time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Labor charges include all necessary supplies and material, excluding parts, used in making repairs.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A WRITTEN ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR COST MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

I, I request an estimate in writing before you begin repairs.

In these present with repairs, but not before discussing if the price will exceed $

$ (no) may exceed an estimate.

ESTIMATE

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 0 DAYS.

RENTAL NO.

Additional work authorized by: _____ (name)

DATE _____ A.M. P.M. _____ (est.) dollars NEW TOTAL ESTIMATE

☐ This authorization is subject to the following limitations:

_____

_____

☐ Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

	ELAPSED TIME	TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

9[redacted]

[redacted]

ACCOUNTING

PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

[redacted]
AYVILLE, WI [redacted]
OME: [redacted] BUS:

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE/MODEL	VIN	ECONOMY	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		2354/2354	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
10NOV04 16			17:00 03JAN06			CASH	04JAN06

R.O. OPENED	READY	OPTIONS:
08:50 03JAN06	10:41 04JAN06	DLR:442 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES LIGHTS DIM VOLT GAUGE DROPS ADVISE
CAUSE: NONE
N0995 CUSTOMER CONCERN NOT DUPLICATED
4 W94 0.60 0.60 1080 4138 41.38 41.38
FC: PARTS COUNT: 0
CLAIM TYPE:
AUTH CODE:
AV

Auth code B

PARTS
1080 4138 TLABOR

* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	4138	1080		26310	4138	*******	

COST, SALE, & COMP TOTALS 1080 4138 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

FROM :EUSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 10:56AM P8

[redacted]

CUSTOMER #: [redacted]

[redacted]

MAYVILLE, WI [redacted]

HOME: [redacted] BUS:

WORKORDER [redacted]

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KRUSZKA, GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13835[redacted]		/2354/	[redacted]

ADVISOR	PROD.DATE	WARR.EXPIR.	PROMISED	PO NO.	RATE	PAYMENT	INV.DATE
10NOV04 IS			17:00 03JAN06			CASH	

R.O.OPENED READY OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

03JAN2006 08:50

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 12900			CUSTOMER STATES LIGHTS DIM VOLT GAUGE DROPS SOMTIMES

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specified repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Inc. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer or [redacted] Labor charges include all necessary supplies and materials, [redacted]

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

DATE TIME A.M. P.M. NO. CALLED NOW TOTAL ESTIMATE

This vehicle received without keys or keys accidentally supplied.

Do you want the replaced parts you are entitled to? Yes No

[redacted]

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 10:57AM P9

ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

SERVICE CORRECTION:

A

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

SERVICE CORRECTION:

B

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

[redacted]

SERVICE CORRECTION:

C

LABOR RECORD

ELAPSED TIME	TIME CLOCK
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON

[redacted] [redacted]

[redacted]

MAYVILLE, WI [redacted]
HOME: [redacted] BUS:

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13835[redacted]		4099/4099	T1811

DEL DATE	PROD DATE	WARR EXP	PROMISED	LO NO	RATE	PAYMENT	INV DATE
10NOV04 IS			17:00 01MAR06			CASH	01MAR06

R.O. OPENED	READY	OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC
09:29 01MAR06	10:24 01MAR06	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	[illegible]	SOP	ALTERNATOR/CUSTOMER STATES VOLT GAUGE DROPS								
CAUSE: FAULTY ALT											
	14100	GENERATOR ASSEMBLY REPLACE									
		3	W94	1.00	1.00	2160	6897			68.97	68.97
	1	10464468	W-GEN REM			17160	24024	0	291.72	240.24	240.24
	FC: 6D										
	PART#: 10464468										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	AV										

17160 24024 TPARTS
2160 6897 TLABOR
****
* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	6897	2160		48000	24024	17160	
26310	30921	*******					

COST, SALE, & COMP TOTALS 19320 30921 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
OAD, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

Copyright 2006 ADP, Inc. SERVICE SOURCE AS SOLD

CUSTOMER #: [redacted]

WAITER [redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

MAYVILLE WI [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 600 KRUSZKA, GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5800/	T1811

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10NOV04 IS			17:00 01MAR06			CASH	

NO OPENED	READY	OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC
01MAR2006 09:29		

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#A	12900	W94	INSTABL SOP ALTERNATOR/CUSTOMER STATES VOLT GAUGE DROPS

#3

Replace SOP

T2100

1.0

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DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefore. Labor charges include all necessary supplies and materials, exclusi[redacted]

CUSTOMER SIGNAT[redacted]

YOU ARE ENTITLED TO A WRITTEN ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE DEALER MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request no estimate in writing before you begin repairs.

2. Please proceed with repairs, but will not before exceeding if the price not exceed $

3. I DO NOT want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS D[redacted]

ADDITIONAL WORK AUTHORIZ[redacted]

DATE

☐ This vehicle received [redacted]

☐ Do you want the repl[redacted]

INITIAL ESTIMATE

RENTAL NO.

[redacted]

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:00AM P12

FROM :EUSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:02AM P13

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG
FLAG
FLAG
FLAG

MECHANIC'S FINDINGS AND REMARKS

	LABOR RECORD: ELAPSED TIME	LABOR RECORD: TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
[illegible]E CORRECTION:		OFF
		ON
MECHANIC'S NA[illegible]UMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

STRAIGHT TIME (HRS) 1 FLAT RATE PRICE 10 3 [redacted] TIME OFF ON 10 237

[redacted]

[redacted]

[redacted]

HOME: [redacted] BUS:

ACCOUNTING

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC -
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		5916/5916	

OR DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10NOV04 IS			17:00 10MAY06			CASH	10MAY06

R.O. OPENED	CREATED	OPTIONS:
14:50 10MAY06	15:30 10MAY06	DLR:442 ENG:4.2 Liter MFI DOHC 1)GM SMART CARE M0013 LOF/M0021 ROTATE

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBRICATE CHASSIS WHEN NECESSARY - INSPECT BELTS,HOSES AND TIRE CONDITION & AIR PRESSURE						
M0014 LUBE, OIL AND FILTER, WGMPB 0.50 0.50	1100	1245			12.45	12.45
1 89017342 FILTER	399	650	0	6.50	6.50	6.50
[illegible] OIL	730	750	0	1.50	1.50	7.50
	1129	1400 TPARTS				
	1100	1245 TLABOR				

****
* THANK YOU *
* FOR YOUR *
* BUSINESS! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
16200	2645	2229		26310	2645	******	

COST, SALE, & COMP TOTALS 2229 2645 0

920-387-5250
SERVICE HOURS
7:30 am - 6:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN, THANK YOU!

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

Motor Vehicle repair trade 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.

WARRANTY COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE 12 Mar.

CUSTOMER #[redacted] WAITER

[redacted]

MAYVILLE, WI

HOME:[redacted] BUS:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KRUSZKA, GARY

MODEL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		5916/	

PROMISE DATE	RECEIVED DATE	WARR EXP	PROMISED	INITIAL	PAYMENT	INVOICE DATE
10NOV04 IS			17:00 10MAY06		CASH	

RO OPENED	CHECKED	OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC
10MAY2006 14:50		

LINE OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
		CHASSIS WHEN NECESSARY - INSPECT BELTS,HOSES AND TIRE

TECHNICAN:

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, vandalism, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for items left therein. Labor charges include all necessary supplies and materials, excluding

Customer/Authorized Agent [redacted]

IF YOU REQUESTED A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED, THE ACTUAL AMOUNT OF YOUR BILL MAY EXCEED THE ESTIMATE BY UP TO 10% WITHOUT OUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

ACTUAL ESTIMATE

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

REVISAL NO.

ADDITIONAL WORK AUTHORIZED BY: NAME

DATE TIME A.M. P.M. NO. CALLED NEW REVISAL ESTIMATE

☐ This vehicle received electrical repair from the factory-trained service technician.

SHOP REPRESENTATIVE SIGNATURE

☐ Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

	ELAPSED TIME	TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

[redacted] [redacted]

[redacted]
MAYVILLE, WI [redacted]
HOME [redacted] BUS:

ACCOUNTING

DUPLICATE 3
PAGE 1.

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113340

SERVICE ADVISOR: 600 GARY KRUSZKA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		8211/8211	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV
10NOV04 IS			17:00 31JUL06			CASH	31JUL06

R.O. OPENED	READY
13:44 31JUL06	14:46 31JUL06

OPTIONS: DLR:442 ENG:4.2 Liter MFI_DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHANGE ENGINE OIL - REPLACE OIL FILTER - LUBRICATE CHASSIS WHEN NECESSARY - INSPECT BELTS, HOSES AND TIRE CONDITION & AIR PRESSURE						
M0013 LUBE, OIL AND FILTER						
4 W94 0.00 0.00	0	0			0.00	0.00
1 89017342 F-FILTER	399	559	0	6.50	5.59	5.59
7 1*0* QT-OIL	1022	1428	0	2.04	2.04	14.28
	1421	1987 TPARTS				
	0	0 TLABOR				
B ROTATE TIRES - INSPECT TIRE CONDITION - INSPECT DISC BRAKES FOR WEAR ADJUST TIRE PRESSURES ** $16.95 **						
M0021 MAINTENANCE SERVICE TIRE ROTATION						
4 W94 0.00 0.00	0	1495			14.95	14.95
	0	0 TPARTS				
	0	1495 TLABOR				

****
* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	1495	0		48000	559	399	
49100	1428	1022		26310	3482	*******	

COST, SALE, & COMP TOTALS 1421 3482 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

Copyright ALSO ADP, Inc. SERVICE INVOICE 41 [illegible]

FROM :BUSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:06AM P17

CUSTOMER [redacted]

[redacted]

MAYVILLE, WI [redacted]

HOME [redacted] BUS:

WAITER

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KRUSZKA, GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352 [redacted]		8211/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	P.O. NO.	FATE	PAYMENT	INV. DATE
10NOV04 IS			17:00 31JUL06			CASH	

P.O. OPENED	READY	OPTIONS: DLR:442 ENG:4.2 Liter_MFI_DOHC 1)GM SMART CARE M0013 LOF/M0021 ROTATE
31JUL2006 13:44		

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 10150		C	CHANGE ENGINE OIL - REPLACE OIL FILTER - LUBRICATE CHASSIS WHEN NECESSARY - INSPECT BELTS, HOSES AND TIRE CONDITION & AIR PRESSURE
05		#1	
# B 10250		C	ROTATE TIRES - INSPECT TIRE CONDITION - INSPECT DISC BRAKES FOR WEAR - ADJUST TIRE PRESSURES ** $16.95 **
04		#1	

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefore. Labor charges include all necessary supplies and materials, including parts, used in making repairs.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I assume no subsidiary or writing before you begin repairs.

2. Please pr[redacted]

3. I DO NOT [redacted]

THIS PRIC[redacted]
MOTOR V[redacted]

ADDITIONAL [redacted]

DATE

☐ This [redacted]

☐ Do you [redacted]

ESTIMATE

[redacted]

Sep. 11 2006 11:07AM P18

FROM :ERNIE VON SCHLEDORN [redacted] NO. :9203875026

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:08AM P19

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

	ELAPSED TIME	TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

STRAIGHT TIME (HRS.) | FLAT RATE PRICE | FLAT RATE | [redacted] | TIME | OFF JUL 31 14:28 | ON JUL 31 13:42

09 4

A

B

C

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 13 2006 07:15AM P2

[redacted] [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113348

MAYVILLE, WI [redacted]
HOME: [redacted] US:
CELL: [redacted]

SERVICE ADVISOR: 600 GARY KRUSZKA

	05	CHEVROLET TRAILBLAZE	1GNDT136352[redacted]			10101/10101	[redacted]
10NOV04 IS			17:00 03OCT06			CASH	03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

08:11 02OCT06 08:14 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CUSTOMER STATES HEADLIGHTS DIM AT TIMES ADVISE											
CAUSE: NORMAL CONDITION											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
		4	W94	0.50	0.50	1100	3449			34.49	34.49
PC: 32 PARTS COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
AV											
						0	0 TPARTS				
						1100	3449 TLABOR				
COURTESY TRANS											
Z7901 COURTESY TRANS											
		600	W94	0.00	0.00	0	3000			0.00	30.00
						0	0 TPARTS				
						0	3000 TLABOR				

****
* THANK YOU *
* FOR YOUR *
* BUSINESS *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[illegible]	6449	[illegible]		[illegible]	6449	[illegible]	

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

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document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
HAL45362A8

Last

First

Timestamp
2006-10-18-13.22.00.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: JAMES Kennedy

Date: 10-13-06

Message: Copy of [redacted]

RO # [redacted]

From:

Page 2 ~~of~~ .

Inc cover

AN AMERICAN REVOLUTION

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 13 2006 07:15AM P2

[redacted]

[redacted]

[redacted]

MAYVILLE, WI 5[redacted]
HOME: [redacted] BUS:
CELL: [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

DOLCH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]		10101/10101	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
10NOV04 IS			17:00 03OCT06			CASH	03OCT06

R.O. OPENED	READY	OPTIONS:
08:11 02OCT06	08:14 03OCT06	DLR:442 ENG:4.2_Liter_MFI_DOHC 1)GM SMART CARE M0013 LOF/M0021 ROTATE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES HEADLIGHTS DIM AT TIMES ADVISE											
CAUSE: NORMAL CONDITION											
N9995 CUSTOMER CONCERN NOT DUPLICATED											
	4	W94		0.50	0.50	1100	3449			34.49	34.49
FC: 9Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
AV											
						0	0	TPARTS			
						1100	3449	TLABOR			
B** COURTESY TRANS											
Z7901 COURTESY TRANS											
	600	W94		0.00	0.00	0	3000			30.00	30.00
						0	0	TPARTS			
						0	3000	TLABOR			

****
* THANK YOU *
* FOR YOUR *
* BUSINESS!!! *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
16200	6449	1100		26310	6449	*******	

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250

SERVICE HOURS

7:30 am - 5:00 pm Monday - Friday

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CUSTOMER SIGNATURE

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

Motor Vehicle repair trade 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.

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document Index [redacted]

Class - BRCSiebel Docs

RequestNum

[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

RVDC Case# 107902

BRC Case Number	1[redacted]
Customer Name	[redacted]
Original VIN	1GNDT13S3523[redacted]
BAC	216654
Dealership Name	HEISER CHEVROLET CADILLAC OF WEST BE
Dealer Contact/Title	Brian Carandall, Service Manager
Dealer Phone	2623343858
Dealer Fax	
Delivery Date	2005-10-22
Buyback Mileage	18000
Transmission	A
UCC Code(s)	N1502 N1505
MSRP	30815.00
Est. Auction Value	18426.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Local Counsel-NISM
Repurchase Source	Roshan N. Rajkumar, Loca Counsel
Reason for Repurchase: Headlights dim while driving, volt gauge drops, faulty alternator	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: WI	Repurchased Under Laws of State: WI	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2007-02-02	Established on: 2007-01-29	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number: 0 N/A		
GM Counsel Name: BOWMAN & BROOKE		
Gm Counsel Contact Name: BOWMAN & BROOKE		
Address1: 150 SOUTH FIFTH STREET		
Address2: FIFTH STREET TOWER, SUITE 2600		
City: MINNEAPOLIS	State: MN	Zip: 55402
Phone #: 6123398682		
Fax #: 6126723200		

Lien Payoff

Lien Payoff Amount: 18252.42	Lien Payoff Expires on: 2007-02-05	Per Diem: 3.13
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	8874.09			Check Amt:	2600.00
Payee1:	[redacted]	Payee1:	Landmark Credit Union	Payee1:	Jastroch & LaBarge, S.C.
Payee2:	[redacted]	Payee2:	2519790-144	Payee2:	
Address1:	[redacted]	Address1:	2775 S. Moorland Rd.	Address1:	640 W. Moreland Blvd
Address2:		Address2:		Address2:	
City:	Mayville	City:	New Berlin	City:	Waukesha
State:	WI	State:	WI	State:	WI
Zip	[redacted]	Zip	53151	Zip	53187
Phone #:	[redacted]	Phone #:	2627964500	Phone #:	2625472611
Fax #:	[redacted]	Fax #:	2627965188	Fax #:	2625476195
		Attention:		Attention:	
		Account #:	[redacted]	Fed Tax ID:	39-1382024

				Firm Name: [redacted]

Case ID: [redacted]	Initiator: 020190

Bowman and Brooke LLP

Fax Cover Sheet

150 South Fifth Street, Suite 2600
Minneapolis, MN 55402
Phone: 612.339.8682
Fax: 612.672.3200
www.bowmanandbrooke.com

Date: 12/02/2006

To: RVDC **Fax:** (866) 233-7035

From: Denette J. Willie

Number of Pages (Including Coversheet): 26

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/NISM**

Client Number: [redacted]

Matter Number: 44228

Special Instructions: Please see the attached repurchase request. This is a NISM and we are really pushing to get this approved before the claimants' lemon law notice expires. If you have any questions please call me at 612-656-4081. Thanks!

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.

RVDC Active Case # 107902

RVDC Case# 107902

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNDT135352
BAC	216654
Dealership Name	HEISER CHEVROLET CADILLAC OF WEST BE
Dealer Contact/Title	Brian Carandall
Dealer Phone	[redacted]
Dealer Fax	
Delivery Date	2005-10-22
Buyback Mileage	11000
Transmission	A
UCC Code(s)	N1502 N1505
MSRP	30815.00
Est. Auction Value	18426.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Local Counsel-NISM
Repurchase Source	Roshan N. Rajkumar, Loca Counsel
Reason for Repurchase: Headlights dim while driving, volt guage drops, faulty alternator	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid In State: WI	Repurchased Under Laws of State: WI	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2006-12-08	Established on: 2006-12-02	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: This is a NISM and must be pushed through to be done by closing date, please discuss with Shane Rives		
GM Legal Case Number: 0 N/A		
GM Counsel Name: BOWMAN & BROOKE		
Gm Counsel Contact Name: BOWMAN & BROOKE		
Address1: 150 SOUTH FIFTH STREET		
Address2: FIFTH STREET TOWER, SUITE 2600		
City: MINNEAPOLIS	State: MN	Zip: 55402
Phone #: 6123398682		
Fax #: 6126723200		

Lien Payoff

Lien Payoff Amount: 18797.06	Lien Payoff Expires on: 2006-12-08	Per Diem: 3.13
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	[redacted]			Check Amt:	0.00
Payee1:		Payee1:	Landmark Credit Union	Payee1:	Jastroch & LaBarge, S.C.
Payee2:		Payee2:		Payee2:	
Address1:	24 County Road Y South	Address1:	2775 S. Moorland Rd.	Address1:	640 W. Moreland Blvd
Address2:		Address2:		Address2:	
City:	Mayville	City:	New Berlin	City:	Waukesha
State:	WI	State:	WI	State:	WI
Zip	53050	Zip	53151	Zip	53187
Phone #:	9203871325	Phone #:	2627964500	Phone #:	2625472611
Fax #:	9209604581	Fax #:	2627965188	Fax #:	2625476195
		Attention:		Attention:	
		Account #:	2519790-144	Fed Tax ID:	39-1382024
				Firm Name:	Jastroch & LaBarge

Case ID: 107902 | Initiator: 020190

12/02/2006 10:49 FAX 6126723200 BOWMAN BROOKE #3 003/026

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number

Customer Name [redacted]

Worksheet Filled Out By: Denette Willie

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

Old Vehicle VIN: IGNDT13S3523[redacted]

New Vehicle VIN:

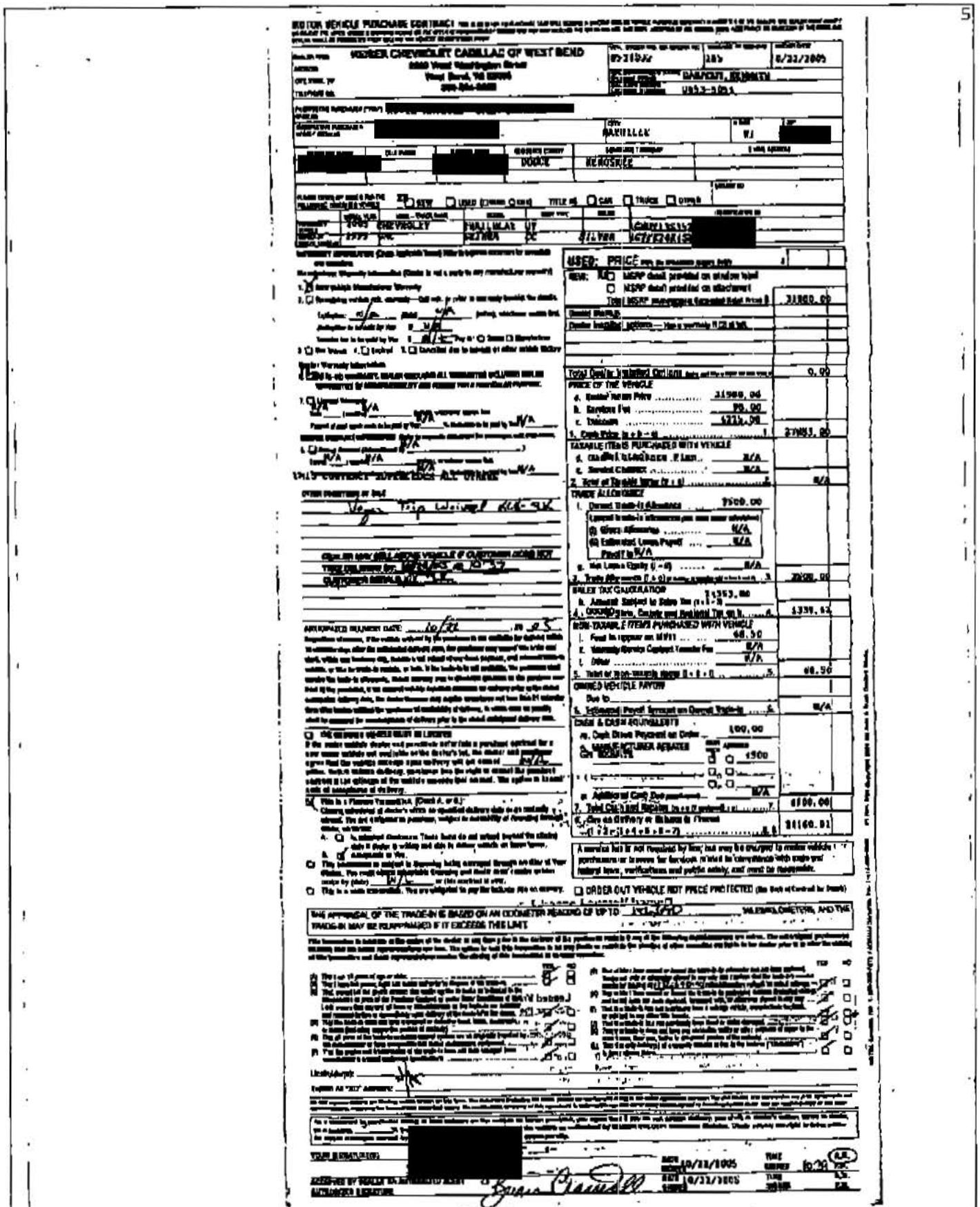
Date: November 28, 2006

	USAGE FORMULAS	
1	**To calculate usage:**	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$27,853.00
7	Mileage	1,767
8	Denominator	100,000
9	**Usage**	**$492.16**
10		
11	**B. USAGE - NEGOTIATED**	
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$29,855.92**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used when financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**
28	Mileage	0
29	Any ext service contract (CA only)	0
30	**Usage**	**$0.00**
31		

	STRAIGHT REPURCHASE - BASE	
1	Base Price	$27,853.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$68.50
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$1,339.42
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	GAP insurance	$595.00
10	**Total Purchase Price**	**$29,855.92**
11		
12	*** Usage/Depreciation**	**$492.16**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Mgf. Rebate	$4,500.00
19	trade in allowance	$0.00
20	Other-Explain Discount	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$4,992.16**
23		
24	**Repurchase Subtotal**	**$24,863.76**
25	loan payoff good thru 12/08/06	$18,797.06
26	**Total Refund to Customer**	**$6,066.70**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**$24,863.76**
29	NADA (Legal Only)	$24,900.00
30	**Estimated Auction Price**	**$18,426.00**
31	**Projected Loss**	**$6,437.76**

	PAYMENT (CA & FL) OR LEASE REPURCHASE	
1	Down Pmt / Cap Cost Reduction	$0.00
2	Pmts (includes 1st month if lease)	$0.00
3	Reg/Lic/Title Fees (leases only)	$0.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$0.00**
11		
12	*** Usage/Depreciation**	**$492.16**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$0.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$492.16**
23		
24	**Total Refund to Customer**	**-$492.16**
25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	(GMAC=DL quote) good thru xx/xx/xx	
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**-$492.16**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Price**	**$0.00**
31	**Projected Loss**	**-$492.16**

PURCHASE PRICE (before t/t/t)	$ -	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ -	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ -	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		If negative=negative equity	$ -	ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
		ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 6/24/2005	



MOTOR VEHICLE PURCHASE CONTRACT

WERNER CHEVROLET CADILLAC OF WEST BEND
2040 West Washington Street
West Bend, WI 53095
262-334-5555

05-21932 | 285 | 8/22/2005

DODGE | HENDRICKS

CHEVROLET | SILVERADO 1500 LT | SILVER

USED: PRICE

NEW: MSRP shall prefixed on window label
MSRP shall prefixed on attachment

Total MSRP w/ equipment & accessories listed	31960.00
Total Dealer Installed Options	0.00
PRICE OF THE VEHICLE	
a. Basic Retail Price	31960.00
b. Destination Fee	725.00
c. Discounts	-1225.00
1. Cash Price (a + b - c)	31460.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
a. Cash Down Payment	N/A
c. Service Contract	N/A
2. Total of Taxable Items (a + c)	N/A
TRADE ALLOWANCE	
1. Current Trade-In Allowance	7500.00
(i) Gross Allowance	N/A
(ii) Estimated Loan Payoff	N/A
Payoff to N/A	
a. Net Loan or Equity (i - ii)	N/A
3. Trade Allowance (1 + 2)	7500.00
SALES TAX CALCULATION	
b. Amount Subject to Sales Tax (a - 3)	23960.00
4. Sales Tax, County and Regional Tax on b	1439.42
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
f. Fees to register car, title	68.50
g. Warranty Service Contract Transfer Fee	N/A
i. Other	N/A
5. Total of Non-Taxable Items (f + g + i)	68.50
OWNED VEHICLE PAYOFF	
Due to	
6. Estimated Payoff Amount on Owned Vehicle	N/A
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order	100.00
n. MANUFACTURER REBATES	
GM REBATE	1500
p. Additional Cash Due	N/A
7. Total Cash Paid Register (m + n + p)	1600.00
8. Due on Delivery or Balance to Finance (1 + 2 + 3 + 4 + 5 + 6 - 7)	31160.92

ANTICIPATED DELIVERY DATE: 10/22, 20 05

Vehicle Trip Waiver Add-On

VEHICLE DELIVERED BY: [redacted] AT 10:37

CUSTOMER INITIALS: [redacted]

A service fee is not required by law, but may be charged to vendee vehicle purchasers or to recover tax exempt, related tax clearances, title search and related taxes, verifications and profile activity, and record fee responsible.

ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 125,000 MILES, CONDITION, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT

[redacted]

10/22/2005 10:38 AM

8/22/2005

Brian Brandell

LANDMARK CREDIT UNION
MEMBER SERVICE DEPARTMENT
2775 S. MOORLAND RD.
NEW BERLIN, WI 53125
(262) 796-4500 PHONE X3639
(262) 796-5188 FAX

DATE: 12/01/06

 # OF PAGES (including cover): 2

ATTN: DENETTE WILLIE

Fax: 612-672-3200

FROM: Cheryl Tews
Member Service
262-796-4500 ext 3639
FAX# 262-796-5188

RE: Payoff



2775 S. Moorland Rd., P.O. Box 510870, New Berlin, Wisconsin 53151
Milwaukee Metro (262) 796-4500, Outside Milwaukee Metro (800) 871-2110

ATTN: BOWMAN AND BROOKE
FAX: 612-672-3200

LOAN PAYOFF

MEMBER NAME: KEVIN KRUEGER
LOAN NUMBER: 2519790-144

PAYOFF FOR: 12-01-06

- PRINCIPAL DUE: $ 18675.28
- INTEREST DUE: $ 99.87
- MISC. CHARGES: $ 0.00*
- LATE CHARGES DUE: $ 0.00
- PAYOFF AMOUNT: $ 18775.15**
-
-
- DAILY INTEREST: $ 3.13

FUNDS CAN BE WIRED VIA THE FOLLOWING INFORMATION

- ✓ Corporate Central Credit Union
- ✓ Hales Corners, WI
- ✓ ABA: 275062866
- ✓ Further Credit: Landmark Credit Union
- ✓ ABA: 275079714
- ✓ Final Credit: Member's Name and Account Number (Please specify Savings, Checking, etc.)

**Any draws or payments could change payoff amount.
*Early Closure Fee

Franklin • Hartland • Milwaukee • New Berlin • Oconomowoc
Sussex • Watertown • Waukesha • Wauwatosa • West Milwaukee
Landmarkcu.com

2005 TRAILBLAZER LS 4WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXFHCQ/TRE STOCK NO.
VIN 1GN DT13 83 52[redacted]

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

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08
C5N GVW RATING - 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40
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		

RETAIL - STOCK	
INVOICE	03/03/05
SHIPPED	03/03/05
EXP I/T	03/13/05
INT COM	03/14/05
PRC EFF	03/03/05
KEYS	S505A S505A
WFP-S	QTR OPT-1
BANK: GMAC - 007	
CHG-TO	18-884
SHIP WT:	4447
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	27060.08
SUPPLR:	28274.41
MRM:	30815.00
NTR: 1/2	
DAN:	CHEAP
MEMO	1431.50

TOTAL MODEL & OPTIONS	30130.00	27203.98	ACT 237	26985.08
DESTINATION CHARGE	685.00	685.00	H/B 261	903.90
LAM DEALER CONTRIBUTION		301.30	ADV 261	301.30
LAM GROUP CONTRIBUTION		150.65	EXP 65A	150.65
TOTAL	30815.00	28340.93	PAY 310	28340.93
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27006.30		

****
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.

BROADWAY CHEVROLET, PONTIAC, BUICK

REMIT TO GMAC NO. 007
VIN 1GNDT13S3523[redacted]
$ 28340.93 INV [redacted]
DUE 03/14/05 DEALER 18-884

3

2

FROM :EVEMAYVILLE FAX NO. :9203875826 Oct. 18 2005 09:26AM P2

[redacted]

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box B
Mayville, Wisconsin 53050
BAC: 115348

ACCOUNTING
DUPLICATE 1
PAGE 1

[redacted]
HOME [redacted] SUB:
CELL [redacted]

SERVICE ADVISOR: 600 GARY KROSNICK

05	CHEVROLET TRAILBLAZER	1GNDT13S352[redacted]		10101/10101	[redacted]

10NOV04 15 17:00 03OCT06 CASH 03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0071 ROTATE

04:11 02OCT06 08:16 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
4	W94			0.50	0.50	1100	3449			34.49	34.49

CLAIM TYPE:
AV

1100 3449 TLABOR

27901 COURTESY TRANS

0 0 TPARTS

****
* FOR YOUR *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-8280
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

Motor Vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer

61

OCT-18-2006(WED) 12:27 P.012/026 12

[redacted]

"ACCORDING" [redacted]

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET • PONTIAC • CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
DAC: 112348

MAYVILLE, WI [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 689 KEVIN CARLSON

[redacted]

05 CHEVROLET TRAILBLAZE [redacted]

[redacted]

OPTIONS: DIR:442 ENG:4.2 Liter MFI DOHC

[redacted]

LINE	OPCODE	FROM	TYPE	A/RSN	S/RSN	COST	SALE	COMP	LIST	NET	TOTAL

[redacted]

DIM/SILICONE WORK PERFORMED --MAYVILLE--

N9995 CUSTOMER CONCERN NOT DUPLICATED

PC: 92 PARTS: COUNT: 0

AUTH CODE:

0 0 TRANS

***

62

OCT-18-2006(WED) 12:27 P.013/026 13

WAITER WAITER WAITER

CUSTOMER #[redacted]

[redacted]

MAYVILLE, WI [redacted]

HOME: [redacted] SUN:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 6
Mayville, Wisconsin 53050
SAC: 118848

SERVICE ADVISOR: 689 CARLSON, KEVIN

05	CHEVROLET TRAILBLAZE	1GNDV13S35[redacted]			1757/	[redacted]
10NOV04 18		17:00 16DEC06			CASH	

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

16DEC2006:08:32

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

#4 LIGHTS WILL DIM/FLICKER WHILE DRIVING --ADVISE--

[illegible]

[illegible]

[illegible]

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

[illegible]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

[illegible]

[redacted]

[redacted]

FROM :BUSHMAYVILLE FAX NO. :5202873026 Sep. 11 2006 10:54AM P6

[redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 6
Mayville, Wisconsin 53060
SAC: 113348

AYVI[redacted]
DME: [redacted]

SERVICE ADVISOR: 600 GARY KRUSEMA

	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]				2354/2354	T1362
10NOV04 IR			17:00 02JAN06				CASH	04JAN06

OPTIONS: DLR:442 ENG:4.2 Liter_MFI_DOHC

08:50 03JAN06; 10:41 04JAN06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NONE											
		4	W94	0.60	0.60	1080	4138			41.38	41.38
CLAIM TYPE:											
AV											
						1080	4138	TLABOR			
						*	THANK YOU	*			
						*	BUSINESS!!!	*			
46200		4138		1080			26310	4138	*******		

COST, SALE, & COMP TOTALS 1080 4138 0

820-367-6250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU

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

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	[redacted]

Motor Vehicle repair trade 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.

MERCANTILE COPY

Sep. 11 2006 10:55AM P8 FAX NO. :9208728026 FROM :BUSHWAVILLE

CUSTOMER [redacted]

[redacted]

MAYVILLE, W[redacted]

HOME: [redacted]US:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1060 N. Main St.
P.O. Box 3
Mayville, Wisconsin 53050
SAC: 113348

SERVICE ADVISOR: 600 [illegible]

	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		[illegible]	[redacted]
10NOV04 IS		17:00 03JAN06			CASH	

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

03JAN2006 08:50

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

[illegible]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

[redacted]

FROM: [illegible] FAX NO.: [illegible]

67

OCT-18-2006(WED) 12:30 P.018/026 18

[redacted]

[redacted]

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 8
Mayville, Wisconsin 53050
BAC: 113249

ACCOUNTING

DUPLICATE 1
PAGE 1

[redacted]
MAYVILLE, WI
[redacted]

SERVICE ADVISOR: 600 GARY [redacted]

05 CHEVROLET TRAILBLAZER [redacted]

10NOV06 15 17:08 01MAR06 CASH 01MAR06

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

09:29 01MAR06 10:24 01MAR06

LINE	OPCODE	TECH	TYPE	A/DED	S/PLS	COST	SALE	CORR	LIST	NET	TOTAL
CAUSE: WARRANTY											
3	W36	1.00	1.00			2160	6897			68.97	68.97

FC: 6D

COUNT: 1

ERROR CODE:

17160 24024 TRANS

***

68

OCT-18-2006(WED) 12:30 P.019/026 19

CUSTOMER #: [redacted]

WAITER [redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
SAC: 113349

MAYVILLE, WI [redacted]
[redacted]

SERVICE ADVISOR: 600 [illegible]

05	CHEVROLET TRAILBLAZE	1GNDT13835[redacted]			5800/	T1811
10NOV04 16		17:00 01MAR06			CASH	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC

01MAR2006 09:28

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

DROPS

Replace Sol

7/2/06

TECHNICAL COPY

DISCLAIMER OF WARRANTIES

[illegible]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

[redacted]

[redacted]

FROM :BUSHMAYVILLE FAX NO. :9203879026 Sep. 11 2006 11:08AM P12

70

OCT-18-2005(WED) 12:31 P. 021/026 21

[redacted]

[redacted]

ACCOUNTING

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1060 N. Main St.
P.O. Box 8
Mayville, Wisconsin 53050
SAO 113348

MAYVILLE, WI [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 601 GARY KRUEGER

06 CHEVROLET TRAILBLAZE 1GNDT13S62[redacted] 5916/5916

10NOV04 16 17:09 10MAY06 CASH 10MAY06
OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1) GN
SMART CARE M0013 LOF/M0021 M/DATH

14:50 5MAY06 15:30 10MAY06

LINE OPCODE	TECH	TYPE	A/RS	S/RS	COST	SALE	COMP	LIST	NET	TOTAL
MECHANIC - INSPECT BELTS, HOSES AND TIRE CONDITION-S ATR										
M0014 LUBE, OIL AND FILTER,										
1 89017342 FILTER					399	650	0	6.50	6.50	6.50
					1129	1400 TERRIS				

***

71

OCT-18-2006(WED) 12:32 P.022/026 22

CUSTOMER #: [redacted]

[redacted]

WAITER

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1060 N. Main St.
P.O. Box 8
Mayville, Wisconsin 53050
BAC: 113349

HOME: [redacted]

SERVICE ADVISOR: 600 KRUSZKA, GARY

	05	CHEVROLET TRAILBLAZE	1GNDT1363523[redacted]		5916/	
10NOV04 18		17:00 10MAY06			CASH	

OPTIONS: DLR:442 ENG:4.2 Ld.tar MFI DOHC

10MAY2006 14:50

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

CHASSIS WHEN NECESSARY - INSPECT BELTS, HOSES AND TIRE

DISCLAIMER OF WARRANTIES

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

[redacted]

FROM: BOWMANVILLE FAX NO.: 6126723200

73

OCT-18-2006(WED) 12:33 P.024/026 24

[redacted]

[redacted]

[redacted]
MAYVILLE, WI [redacted]
HOME: [redacted]

ACCOUNTING

DUPLICATE 3
PAGE 1

BRIDGE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]				8211/8211	T1968
10[redacted]		17:00 31JUL06			CASH	31JUL06	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

13:44 31JUL06 14:46 31JUL06

LINE OPCODE TECH TYPE A/BRS S/BRS	COST	SALE	COMP	LIST	NET	TOTAL
NECESSARY - INSPECT BELTS, HOSES AND TIRE CONDITION & AIR						
M0013 LUBE, OIL AND FILTER						
1 89017342 F-FILTER	399	559	0	6.50	5.59	5.59
	1421	1987 TPARTS				
B ROTATE TIRES - INSPECT TIRE CONDITION - INSPECT DISC BRAKES FOR WEAR						
M0021 MAINTENANCE SERVICE TIRE ROTATION						
	0	0 TPARTS				

****
* FOR YOUR *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
49100	1428	1022		26310	3482	*******	

COST, SALE, & COMP TOTALS 1421 3482 0

620-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Sister Vehicle repair trade 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.

WARRANTY COPY

FROM :BOWMANVILLE FAX NO. :5203875026 Sep. 11 2006 11:06PM P17

74

OCT-18-2006(WED) 12:34 P. 025/026 25

CUSTOMER #: [redacted] WAITER [redacted]

[redacted]
MAYVILLE, WI [redacted]
HOME [redacted]BUS:

NORTHSIDE

PAGE 1

SHIE VON BOVLEBORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box B
Mayville, Wisconsin 53050
BAC 112349

SERVICE ADVISOR: 600 KROSKA, GARY

	05 CHEVROLET TRAILBLAZE	1GNDT13S57 [redacted]		8211/	[redacted]
18NOV04 IS		17:00 31JUL06		CASH	

OPTIONS: DIR:4WD ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROUTE

31JUL2006 13:44
LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

CHASSIS WORK NECESSARY - INSPECT BRAKE, BOOTS AND TIRE

B 10250 C ROUTE-TIRES -- INSPECT TIRE CONDITION - INSPECT DISC

TECHNICIAN COPY

DISCLAIMER OF WARRANTIES

The undersigned, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and hereby expressly disclaims any other person to represent for or on behalf of it or to assume for it any liability in connection with the sale of said products.

Customer hereby agrees and hereby acknowledges that there are no warranties which extend beyond the description on the face hereof. Customer hereby agrees that the undersigned shall not be liable for any loss, damage or expense from any cause, including the performance of specific repairs and whether due to more or less than usual work done. Neither will the undersigned be liable for any consequential damages. Customer is entitled to repair or replacement of defective parts or accessories furnished or installed by the undersigned.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and your employees permission to operate the vehicle herein mentioned on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs and storage thereon. Said lien may be enforced by public or private sale of said vehicle without notice. I agree to pay all storage charges on said vehicle if not removed within five days after I am notified that the repairs have been completed and the vehicle is ready for delivery. I hereby grant permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs and storage thereon. Said lien may be enforced by public or private sale of said vehicle without notice. I agree to pay all storage charges on said vehicle if not removed within five days after I am notified that the repairs have been completed and the vehicle is ready for delivery.

[redacted]

[redacted]

Sep [redacted] SERVICE/PARTS: ON HOLD FROM: [redacted]

76

OCT-18-2006(WED) 12:35 P.001/001 27

FROM :BUSHVILLE FAX NO. :9283875825 Oct. 13 2006 07:15PM P2

[redacted]

ACCOUNT123 DUPLICATE 1 PAGE 1

[redacted] DEAN VAN SCHELDORP - MAYVILLE GMC CHEVROLET - PONTIAC - CADILLAC 1050 N. Main St. P.O. Box 8 Mayville, Wisconsin 53050 BAC: 113348

SERVICE ADVISOR: 650 GARY [redacted]

[redacted]

05 CHEVROLET TRAILBLAZER 1GNDS13S352[redacted] [redacted] 10101/102.01 [redacted]

LOKOVD4 IS 17:00 030CT06 CASH 030CT06

OPTIONS DGN:442 EMI:4.2 Libor_KFI_DOSC 1)GK SMART CARE MD013 LOF/MD021 ROTATE

18:11 020CT06 08:14 030CT06

ITEM	OPCODE	TECH	T/TIME	F/TIME	COST	SALE	CORR	NET	NET	TOTAL
CAUSE: NORMAL CONDITION										
4	N54	0.50	0.50	1100		3449			34.49	34.49
CLAIM TYPE:										
XV										
				1100		3449 TLABOR				
27901 EXPRESS TRANS										

79

2

FROM :EVSMAYVILLE FAX NO. :5203875026 Oct. 13 2006 07:15AM P2

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1060 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

MAY[redacted]
HOME[redacted] BUS:
CELL:[redacted]

SERVICE ADVISOR: 600 GARY KRUSZKA

	05	CHEVROLET TRAILBLAZE	1GNDT13S3523[redacted]			10101/10101	[redacted]
10NOV04 IS			17:00 03OCT06			CASH	03OCT06

OPTIONS: DLR:442 ENG:6.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

08:11 02OCT06 08:14 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
		4	W94	0.50	0.50	1100	3449			34.49	34.49

CLAIM TYPE:

AV

1100 3449 TLABOR

27901 COURTESY TRANS

0 0 TPARTS

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

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CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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, [illegible] Wisconsin 53708-8911.

WARRANTY COPY

GM Parts

Broadway AUTOMOTIVE

www.broadwayautomotive.com

2596 Highway 32
P.O. Box 589
Pulaski, WI 54162
920-865-4200
Fax: 920-865-4204
800-236-9903

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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 WARRANTED OR REPLACED UNDER THIS CLAIM HEREIN CONNECTED IN ANY WAY WITH ANY ACCIDENT, MISSILE 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.

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY-THURSDAY
7:00 A.M. - 5:00 P.M.
FRIDAY
7:00 A.M. - 4:30 P.M.
SATURDAY (QUICK LUBE)
8:00 A.M. - NOON

WE APPRECIATE YOUR BUSINESS!!

Motor vehicle repair trade practices are regulated by chapter ATCP 106, 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.

101	WARREN J YOUNG 21		08/15/05	[redacted]
BROADWAY AUTOMOTIVE-PULASKI		13	SUP BLUE ME	52173
2596 HIGHWAY 32	05/CHEVROLET TRUCK/BLA[redacted]			
	1 G N D T 1 3 S 3 5 2 [redacted]			
PULASKI, WI 54162			08/15/05	
	[redacted]			

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

LABOR----------

J# 1 41PNZ EXTERIOR TRIM TECH(S):33 WARRANTY
LICENSE PLATE SEAL IS WARPED- PART HERE
WARPED
REPLACED SEAL

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

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	15170981	SEAL 17.183		
			TOTAL - PARTS	0.00

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

JOB# 1 JOURNAL PREFIX CCCS JOB# 1 TOTAL 0.00

TOTALS----------

[ ] CASH	[ ] CHECK CK NO. [ ]	
[ ] VISA	[ ] MASTERCARD	[ ] DISCOVER
[ ]	[ ] OTHER	[ ] 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

A *** preceding the description of a part number designates a lifetime warranty under the GM goodwrench service plus program-excluding commercial applications.

THANK YOU FOR YOUR BUSINESS!!!!!!!

CUSTOMER SIGNATURE

PAGE 1 OF 1

[END OF INVOICE]

04:37pm

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 2/2005

[redacted]

DO NOT WRITE ABOVE THIS LINE.
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

[redacted] 03/20/71

[redacted] 06/07/70

[redacted] MAYVILLE WI [redacted]

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER: 1GNDT13S352[redacted] Year: 2005 Make: CHEVROLET Type (car, truck, van, etc.): TRUCK Color:

185URT

Vehicle kept in County: DODGE

Section C - Loan Information

Secured Party # (optional): 02779 Name: LANDMARK CREDIT UNION

Address, City, State, ZIP Code: WAUKESHA 02779 WI 53187-0178

Area Code-Phone Number: 2627964511

Section D - Odometer Mileage

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment, and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: ☐ 10 or more model years old ☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): 165 ☒ and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

a. Cash price (vehicle described in section "B")	27853.00
b. Less trade-in allowance	3500.00
Note: WI Dealers need not complete item c below	24353.00

[redacted]

Fee Computation

• Title Fee $35 (replacement $8)	1.00
• Loan Filing Fee $4	N/A
• License Plate Fee	N/A
Miscellaneous Fees	
• Municipal Wheel Tax	N/A
• Motor Carrier Class Fee	N/A
Optional Fees (customer initials to OK)	
• Priority Service Fee $4	N/A
• Counter Service Fee $5 (if you apply in person at DOT)	19.50
• Electronic Title/License Plate Filing Fee $19.50	68.50
ENTER FEE TOTAL	$

Make check payable to: Registration Fee Trust

Date Vehicle Purchased: 10/22/05 Used ☐ New ☒ Odometer: 0727705

Year: 05 Make: GMC Vehicle Identification Number: 1GTEK24T15Z510809

Dealer Name: MISER CHEV CADILLAC OF W Area Code - Phone #: 2623343650 Dealer #: 2020

Name: CHANDLER, NICKOLAS D

[redacted] 10/22/2005

[redacted]

At purchase, I/we acknowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.

COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

[redacted]

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7848, Madison, WI 53707-7848.

Priority Service processing (Mail-in) - Provide an extra $4 fee to: WI Dept of Transportation, PO Box 7306, Madison, WI 53707-7306

WI Dealers: Remit sales, county and local use taxes with Form ST-12 to WI Department of Revenue.

50362 CUSTOMER NUMBER 1154 STOCK NUMBER W5T4032

3 - PURCHASER

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 :	1GNDT13S35[redacted]

CLAIM HISTORY

Repair Order Date :	10/27/2006	Repair Order Number :	[redacted]	Odometer Reading :	10901 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/07/2006	741	01	0	M0015 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 30.28	N

Repair Order Date :	10/02/2006	Repair Order Number :	[redacted]	Odometer Reading :	10101 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/06/2006	732	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 20.69	N
10/06/2006	732	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 30.00	N

Repair Order Date :	07/31/2006	Repair Order Number :	[redacted]	Odometer Reading :	8211 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/08/2006	715	01	0	M0013 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 19.87	N
08/08/2006	715	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	N/A	N/A	N/A	$ 14.95	N

Repair Order Date :	05/10/2006	Repair Order Number :	0[redacted]	Odometer Reading :	5916 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/16/2006	691	01	0	M0014 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 26.45	N

Repair Order Date :	03/01/2006	Repair Order Number :	[redacted]	Odometer Reading :	4099 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/03/2006	670	01	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 309.21	N

Repair Order Date :	01/03/2006	Repair Order Number :	[redacted]	Odometer Reading :	2354 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/10/2006	655	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	B	N/A	$ 41.38	N

Repair Order Date :	12/16/2005	Repair Order Number :	074480	Odometer Reading :	1767 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/23/2005	650	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 19.93	N

Repair Order Date :	08/15/2005	Repair Order Number :	[redacted]	Odometer Reading :	13 miles
Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET		
		Site Code :	18884		
		Business Associate Code :	111799		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/19/2005	614	01	#	C1612 - SEAL, REAR COMPARTMENT OPENING AUXILIARY - CENTER - REPLAC	15170981 - SEAL	N/A	N/A	$ 29.86	N

Repair Order Date :	03/18/2005	Repair Order Number :	[redacted]	Odometer Reading :	3 miles
Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET		
		Site Code :	18884		
		Business Associate Code :	111799		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/22/2005	571	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 2.40	N

Repair Order Date :	03/03/2005	Repair Order Number :	[redacted]	Odometer Reading :	0 miles
Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET		
		Site Code :	18884		
		Business Associate Code :	111799		

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
03/08/2005	567	01	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 93.95	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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Broadway AUTOMOTIVE

Broadway Automotive-Pulaski
2596 Hwy 32
Pulaski, WI 54162
920-865-4200 Fax: 920-865-4204

FAX

To Neta DeHoys **From** Mike/Broadway

Fax# 866-255-3730 **Pages**

Phone [redacted] **Date** 11-21

Re: [redacted] **CC:**

Urgent **For Review** **Please Comment** **Please Reply**

Comments

Vehicle was dealer traded to Heise Chev In Milwaukee.

GM Parts

Broadway AUTOMOTIVE

2596 Highway 32
P.O. Box 589
Pulaski, WI 54162
920-865-4200
Fax: 920-865-4204
800-236-9903
www.broadwayautomotive.com

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

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CUSTOMER SIGNATURE

SERVICE HOURS:
MONDAY-THURSDAY
7:00 A.M. - 5:30 P.M.
FRIDAY
7:00 A.M. - 4:30 P.M.
SATURDAY (QUICK LUBE)
8:00 A.M. - NOON

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CUST [redacted]

BROADWAY AUTOMOTIVE-PULASKI
2596 HIGHWAY 32
PULASKI, WI 54162

RESIDENCE PHONE
BUSINESS PHONE 920-865-4200

ADVISOR: WARREN J YOUNG 21	CARD NO.		INVOICE DATE: 08/15/05	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE IN: 13	COLOR: SUP BLUE ME	KMS: 52173
YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO.: 1 G N D T 1 3 S 3 5 2 [redacted]			BILLING DEALER NO.	PRODUCTION DATE
P. T. E. NO.	P.O.		R. O. DATE: 08/15/05	
COMMENTS				

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

LABOR----------

J# 1 41PNZ EXTERIOR TRIM TECH(S):33 WARRANTY

LICENSE PLATE SEAL IS WARPED- PART HERE
WARPED
REPLACED SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15170981	SEAL 17.185		WARRANTY
			TOTAL - PARTS		0.00

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

JOB# 1 JOURNAL PREFIX CCCS JOB# 1 TOTAL 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 CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] [ ] OTHER [ ] CHARGE

A "*" preceding the description of a part number designates a lifetime warranty under the GM goodwrench service plus program-excluding commercial applications.

THANK YOU FOR YOUR BUSINESS!!!!!!!

CUSTOMER SIGNATURE

[END OF INVOICE]

04:37pm

JASTROCH & LABARGE, S.C.
ATTORNEYS AT LAW
P. O. BOX 1487
WAUKESHA, WISCONSIN 53187-1487

RETURN SERVICE REQUESTED



NOV 10 2006

NOV 10 2006

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

48232335170 B051

Motor Vehicle Lemon Law Notice

Demand for relief under s. 218.0171(2)(b), Wisconsin Statutes

Pursuant to the Wisconsin Lemon Law, I am notifying General Motors Corporation of the following:
(check one) *manufacturer*

- ☒ My vehicle has been made available for repair at least 4 times for the same condition or defect during its first year of warranty.
- ☒ My vehicle has been out of service at least 30 days because of one or more condition or defect during its first year of warranty.

In addition, I also qualify for relief under sec. 218.0171(2)(a), Wis. Stats. and the Magnuson-Moss Warranty Act, 15 U.S.C. 2301, et seq. (refund or damages).

Vehicle make Chevrolet Model Trailblazer Year 2005 VIN 1GNDT13S352[redacted]

Name and city/state of selling or leasing dealer or leasing company Heiser Chevrolet Cadillac of West Bend, Inc., West Bend, Wisconsin

Date of vehicle delivery October 22, 2005 Today's date November 8, 2006

Name of institution that financed/leased vehicle Landmark Credit Union Loan account #[redacted]
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

My vehicle has a condition(s) or defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me *one* of the following within 30 days:
(check one)

- ☐ A comparable new motor vehicle in accordance with the Lemon Law, plus collateral costs
- ☒ A refund calculated in accordance with the Lemon Law, plus collateral costs (including see attached copies of Motor Vehicle Purchase Contract, Wisconsin Title & License Plate Application and Motor Vehicle Consumer Simple Interest Installment Sale and Security Agreement)

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.)

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.)

Description of missing equipment or serious unrepaired vehicle damage. *(Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.)*

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [redacted]

Jastroch & LaBarge, S.C., Attorneys at Law, is representing the consumer in this matter; the manufacturer should communicate with the consumer only through Jastroch & LaBarge, S.C.

Address [redacted] Waukesha, Wisconsin [redacted]
Phone [redacted] Fax [redacted]

Signature (Attorney)
Attorney Vincent P. Megna

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the condition(s) or defect(s) on these dates:

Date in/out	Mileage	Dealership name	Condition(s) or defect(s) reported *
12/16/05	1,767	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving.
12/20/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
12/28/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
12/29/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
1/3/06	2,354	Ernie von Schledorn - Mayville Inc.	Lights dim, volt gauge drops.
1/10/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
1/27/06	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
2/21/06	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving; headlamps and interior lights went completely out twice; volt gauge drops.
3/1/06	4,099	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
7/31/06	8,211	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving; volt gauge drops.

8/4/06	unknown	General Motors Corporation Customer Assistance Center and Ernie von Schledorn - Mayville, Inc. (telephone calls)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/10/06	unknown	General Motors Corporation Customer Assistance Center and Ernie von Schledorn - Mayville Inc. (telephone calls)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/14/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/17/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
9/6/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
10/2/06 - 10/3/06	10,101	Ernie von Schledorn - Mayville Inc.	Headlights dim.

* See also materials previously submitted to BBB Auto Line, as well as consult your own records and with your dealers. Do not rely solely on the above.

Mailed to General Motors Corporation and Heiser Chevrolet Cadillac of West Bend, Inc. on November 8, 2006.

MOTOR VEHICLE PURCHASE CONTRACT THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY

DEALER NAME / ADDRESS / CITY, STATE, ZIP / TELEPHONE NO.	HEISER CHEVROLET CADILLAC OF WEST BEND 2620 West Washington Street West Bend, WI 53095 262-334-3868	VEH. STOCK NO. OR ORDER NO. W5T4034	MILEAGE AT SIGNING 165	ORDER DATE 10/22/2005
		SALESPERSON'S NAME (PLEASE PRINT) / SALESPERSON'S LICENSE NUMBER	DARMODY, KENNETH D653-5054	

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS: [redacted] CITY: HAYVILLE STATE: WI ZIP: [redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
920)387-1325		[redacted]	DODGE	KEKOSKEE	

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: XX ☐ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☐ CAR ☐ TRUCK ☐ OTHER — LICENSE NO

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	2005	CHEVROLET	TRAILBLAZ	UT	SILVER	1GNDT13S35[redacted]
OWNED OR LEASED TRADE-IN	1995	GMC	SIERRA	CC		1GTEK24K4[redacted]

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. [X] New Vehicle Manufacturer Warranty
2. ☐ Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
   Expiration: N/A (date) N/A (miles), whichever comes first
   Deductible to be paid by You $ N/A
   Transfer fee to be paid by You $ N/A Pay to: ☐ Dealer ☐ Manufacturer
3. ☐ Not known 4. ☐ Expired 5. ☐ Cancelled due to salvage or other vehicle history

Dealer Warranty Information

6. [X] AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. ☐ Limited Warranty
   Term N/A (months) N/A (miles), whichever comes first
   Percent of retail repair costs to be paid by You ____% Deductible to be paid by You $ N/A

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

8. ☐ Service Contract (Administered by N/A)
   Term N/A (months) N/A (miles), whichever comes first
   Deductible to be paid by You $ N/A

THIS CONTRACT SUPERCEDES ALL OTHERS

OTHER CONDITIONS OF SALE

Vegas Trip Waived KLK-SJK

DEALER MAY SELL ABOVE VEHICLE IF CUSTOMER DOES NOT TAKE DELIVERY BY: 10/22/05 AT 10:37 (time)
CUSTOMER INITIALS: [redacted]

ANTICIPATED DELIVERY DATE: 10/22 20 05

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed N/A miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

[X] **This is a Finance Transaction.** (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. ☐ In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. [X] Acceptable to You.

☐ **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written notice by (date) N/A or this contract is void.

☐ **This is a cash transaction.** You are obligated to pay the balance due on delivery.

USED: PRICE from the Wisconsin Buyers Guide	$
NEW: [X] ☐ MSRP detail provided on window label ☐ MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price)	$ 31980.00
Dealer Markup	
Dealer installed options — Has a warranty if ☑ at left.	
Total Dealer Installed Options (Add to Used Price or MSRP and other in line a)	0.00
PRICE OF THE VEHICLE	
a. Dealer Retail Price	31980.00
b. Services Fee	98.00
c. Discount	4225.00
1. Cash Price (a + b – c)	27853.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other Maintenance Plan	N/A
e. Service Contract	N/A
2. Total of Taxable Items (d + e)	N/A
TRADE ALLOWANCE	
f. Owned Trade-in Allowance 3500.00	
Leased trade-in allowance (Net lease equity calculation)	
(i) Gross Allowance N/A	
(ii) Estimated Lease Payoff N/A	
Payoff to: N/A	
g. Net Lease Equity (i – ii) N/A	
3. Trade Allowance (f + g) (If number is negative add in line 5 and 8)	3500.00
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 – 3) 24353.00	
4. 0000% State, County and Regional Tax on h.	1339.42
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11 68.50	
k. Warranty/Service Contract Transfer Fee N/A	
l. Other N/A	
5. Total of Non-Taxable Items (j + k + l)	68.50
OWNED VEHICLE PAYOFF	
Due to:	
6. Estimated Payoff Amount on Owned Trade-in	N/A
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order 100.00	
n. MANUFACTURER REBATES (CASH BACK / ASSIGNED) GM REBATE ☐ ☑ 1500	
☐ ☐	
☐ ☐	
o. Additional Cash Due (Date/Amount) N/A	
7. Total Cash and Rebates (m + n [if assigned] + o)	4600.00
8. Due on Delivery or Balance to Finance (1 + 2 – 3 + 4 + 5 + 6 – 7)	8. $ 21160.92

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 156,690 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction is in any way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

	YES	NO
(A) That I am 18 years of age or older	[X]	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in	[X]	☐
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer	[X]	☐
(D) That the trade-in does not have a cracked or defective head, block, powertrain or frame (including supportive portion of antibody)	[X]	☐
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment	[X]	☐
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications	[X]	☐
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 156,690 miles/kilometers reflects its actual mileage	[X]	☐
(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way	[X]	☐
(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands	[X]	☐
(J) That the trade-in has not previously been flood or water damaged	[X]	☐
(K) That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or structural portion of the unibody	[X]	☐
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) above below	[X]	☐

Lienholder(s): N/A

Explain All "NO" Answers:

No oral representations are binding unless written on this form. The document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, [redacted] of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages ca[redacted]ove penalty.

YOUR SIGNATURE(S): [redacted] DATE SIGNED 10/22/2005 TIME SIGNED 10:39 A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT AUTHORIZED SIGNATURE: Brian Crandall DATE SIGNED 10/22/2005 TIME SIGNED A.M. P.M.

#1 Rev. 2/04 Copyright 2004 WI Auto & Truck Dealers Assoc.
WATDA Services, Inc. 1-800-236-7672 / ADAMM Services, Inc. 1-414-319-9500

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 2/2005

Processor ID No. | Received - Date - Opened | [redacted] | Title No. - New License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one) X Title Transfer ☐ Original Title ☐ Title Only ☐ Salvage Title ☐ Check if also IRP

Owner Legal Name - Last, First, Middle Initial	Birth Date	Owner Social Security # or Driver License # or FEIN Required
[redacted]	03/20/71	K6[redacted]
Co-Owner (if any) - Name - Last, First, Middle Initial [redacted] OR ☐ AND (check one)	Birth Date 05/01/70	Co-Owner Social Security # or Driver License # or FEIN Required K6[redacted]

Street Address	City	State	ZIP Code	Area Code-Telephone #
[redacted]	MAYVILLE	WI	[redacted]	[redacted]

If leased vehicle, Lessee Name - Last, First, Middle Initial	Lessee Signature	Lessee Social Security # or Driver License #
	X	[redacted]

Street Address	City	State	ZIP Code	Area Code-Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped)	Year	Make	Type (car, truck, van, etc)	Color
1GNDT13S352[redacted]	2005	CHEVROLET	TRUCK	

WI License Plate to Transfer (Plate may be transferred from husband or wife only)	Temporary License Plate Number	☐ Check box if plates transferred from husband/wife. License plates cannot be transferred between other family members.
785RRT		

Vehicle kept in County	City	Village	Town	OF:	Date First Operated this vehicle in Wis. as resident	Registration Period	Gross Weight
DODGE	X	☐	☐	MAYVILLE	10/22/05		

Section C - Loan Information

If no secured party, check ☐ None	Secured Party Number(s)	List all SECURED PARTY NAME(S) (lienholders)	Street Address, City, State, ZIP Code	Area Code-Phone Number
	02779	LANDMARK CREDIT UNION	PO BOX 178 WAUKESHA 02779 WI 53187-0178	[redacted]

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: ☐ 10 or more model years old ☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): [redacted] and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. **WARNING ODOMETER DISCREPANCY**

Section E - Vehicle Transaction

a. Cash price (vehicle described in section "B")	27853.00
b. Less trade-in allowance	3500.00
Note: WI Dealers need not complete item c below	24353.00
[redacted]	

Fee Computation

• Title Fee $35 (replacement $8)	4.00
• Loan Filing Fee $4	N/A
• License Plate Fee (see section "H")	N/A
Miscellaneous Fees	
• Municipal Wheel Tax (Beloit=$10; Sheboygan-see instructions)	N/A
• Motor Carrier Class Fee (see section "H")	N/A
Optional Fees (customer initials to OK)	
• Priority Service Fee $4 (see address below)	N/A
• Counter Service Fee $5 (If you apply in person at DOT)	19.50
• Electronic Title/License Plate Filing Fee $19.50	68.50
ENTER FEE TOTAL $	

Make check payable to: Registration Fee Trust

Tax Statement

Date Vehicle Purchased 10/22/05 | Used ☐ | New X | Date Delivered 10/22/05

Describe Vehicle Trade-In: Year 95 Make GMC Vehicle Identification Number 1GTEK24K1SZ[redacted]

If tax exempt, enter exemption code and reason (see instructions back of page 3)

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.

DEALER Name	Area Code - Phone #
KEISER CHEV CADILLAC OF W	2623343858

Required Title Brand (See instructions back of page 3) ☐ Police ☐ Taxi ☐ Flood Damage ☐ MFR Buyback ☐ Hail Damaged — Dealer # 2820

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

CHANDLER, NICKOLAS D

(Print Name of Selling Dealer's Authorized Agent)

X [redacted] 10/22/2005

(Date)

Certification

All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.

COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X [redacted]

X [redacted]

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Mad[redacted]

Priority Service processing (Mail-in) - Remit an extra $4 fee to: WI Dept of Transportation, PO Box 7306, Madison, WI 53707-7306

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue.

CUSTOMER NUMBER 1154 STOCK NUMBER [redacted]

3 - PURCHASER

CONSUMER
431S (4/04)

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MOTOR VEHICLE CONSUMER SIMPLE INTEREST INSTALLMENT SALE AND SECURITY AGREEMENT

1. CREDIT SALE AGREEMENT

6.10

Goods Sold and Credit Request. I purchased from the undersigned seller ("Seller") at the price and on the terms of a separate purchase agreement the following goods, and I acknowledge receipt of them, in satisfactory condition. I request that the sale be financed on the terms of this Agreement and agree that all terms and conditions of the purchase agreement, other than financial terms and conditions, survive the execution of this Agreement. I agree to pay to Seller the Amount Financed shown on line 2(h), plus interest, according to the Payment Schedule shown below. This Agreement bears interest at the rate of _____% per year on the unpaid balance until the scheduled date of the final installment and after that date at the default rate of 12.00 % per year until paid. I agree to pay the Late Charge shown below. I also agree to pay a charge of $ 15.00, as permitted under §422.202(1)(d), Wis. Stats., for each check presented for payment under this Agreement which is returned unsatisfied. Payments shall be applied (to the extent not prohibited by the Wisconsin Consumer Act) in such order as Seller elects to charges and amounts due under this Agreement. Amounts disclosed in Sections 2 and 3 are computed on the assumption that all installments will be paid when due.

NEW OR USED	YEAR	NO. CYL	MAKE-TRADE NAME	BODY STYLE (IF TRUCK, TONS CAPACITY)	MODEL	SERIAL NUMBER OR IDENTIFICATION NUMBER
NEW	2005		CHEVROLET	UT	TRAILBLAZER	1GNDT13S352[redacted]

If applicable, titled or to be titled in name of [redacted]

2. ITEMIZATION OF AMOUNT FINANCED AND OTHER CHARGES

(a)	Cash Price		(a) $ 27853.00
(b)	Trade-In: Year 1995 Make GMC Model SIERRA Allowance $ 3500.00 – Lien/Lease Payoff $ N/A Owed to N/A = Net Positive Trade-in Value of		(b) $ 3500.00
(c)	Total Cash Received $ 4600.00 (Includes factory or manufacturer rebate of $ 4500.00)		(c) $ 4600.00
(d)	*Downpayment: Cash* $ 4600.00 + Net Positive Trade In Value $ 3500.00 = Total Downpayment of		(d) $ 8100.00
(e)	Amount paid to Seller (a - d)		(e) $ 19753.00
(f)	Amounts paid to others on my behalf which are being financed:	Paid in Cash Not Financed	Being Financed
	(1) To public officials for:		
	Sales Tax	$ N/A	$ 1339.42
	Filing Fees (Notation and Release of Lien)	$ N/A	$ 4.00
	Title Application, Transfer & Registration	$ N/A	$ 64.50
	(2) *To property insurance company for coverages checked* below (actual cash value)	$ N/A	$ N/A
	☐ $ N/A Deductible Comprehensive		
	☐ $ N/A Deductible Collision		
	☐ Fire, Theft and Combined Additional Coverage		
	(3) To liability insurance company	$ N/A	$ N/A
	(4) To _____	$ N/A	$ N/A
	(5) To _____	$ N/A	$ N/A
	(6) To Gap Protection	$ N/A	$ 595.00
	[Subtotal for computing credit insurance premium e + f(1) through (6)$ 21755.92]		
	(7) To credit life insurance company	$ N/A	$ N/A
	(8) To credit accident and sickness insurance company	$ N/A	$ N/A
	Total Amount Paid to Others Which Is Being Financed (Seller may be retaining a portion of this amount)		(f) $ 2002.92
(g)	Prepaid Finance Charge (Do not finance)		N/A
(h)	Amount Financed (e + f minus g)		(h) $ 21755.92
(i)	Finance Charge (including (g))		(i) $ 4343.36
(j)	Total of Payments (h + i)		(j) $ 26099.28
(k)	Total Sale Price (d + j)		(k) $ 34199.28

3. 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 $ 8100.00	("e" means an estimate)
6.10 %	$ 4343.36	$ 21755.92	$ 26099.28	$ 34199.28	

My payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	$ 362.49	MONTHLY BEGINNING 12/06/2005
	$ N/A	

Security. I am giving a security interest in the goods being purchased.

Late Charge. If a payment (other than the final payment) is not paid on or before the 10th day after its due date, I may be charged $ 10.00 or 5 % of the unpaid amount, whichever is less.

Prepayment. If I pay off early, I will not have to pay a penalty ☐ and I will not be entitled to a refund of the prepaid finance charge. I should see my contract documents for any additional information about nonpayment, default and any required repayment in full before the scheduled date.

4. SECURITY AGREEMENT

I grant to Seller a security interest in the goods described above, and all accessions to and proceeds of such goods ("Collateral"). The Collateral secures performance of all my obligations in this Agreement and all extensions, modifications and renewals of them ("Obligations").

5. COVENANTS

(a) **Ownership and Purpose.** Acting alone, I may grant a security interest in the Collateral. The Obligations under this Agreement are incurred and the Collateral is acquired primarily for personal, family or household purposes.

(b) **Title.** Vehicle will be ☒ titled in Wisconsin ☐ titled in _____ ☐ not titled.

(c) **Location.** The Collateral will be kept at the address below Section 7, or if not, at: _____

(NO. AND STREET) (CITY OR TOWN) (STATE)

Such location shall not be changed without providing at least 30 days prior written notice of the change to Seller, but I intend that the Collateral, wherever located, is covered by this Agreement.

(d) **Marital Information.** For Wisconsin resident only: I am ☒ married ☐ unmarried ☐ legally separated. If I am married and my spouse is not signing below the name of my spouse is _____ and my spouse resides at ☐ the address shown below Section 7 or at ☐ _____

(e) **Marital Purpose.** If I am a married Wisconsin resident, the obligation evidenced by this Agreement is being incurred in the interest of my marriage or family.

X [redacted]

(f) **Name and Address.** My legal name is as set forth below Section 7. The address of my principal residence is as set forth below Section 7. I will not change my legal name or address without providing at least 30 days prior written notice of the change to Seller.

(g) **Additional Covenants.** I shall observe and comply with the Additional Provisions on the reverse side and shall not permit an event of default to occur.

6. INSURANCE

(a) **CREDIT LIFE AND CREDIT ACCIDENT AND SICKNESS INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS I SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I want the insurance at the cost(s) shown below for the term of the Agreement (or _____ months, whichever is less) subject to terms and conditions of separate policy or certificate of insurance.

Credit Life Insurance $ N/A [redacted] Insurance $ N/A

X _____ [redacted] _____
INSURED INSURED

X _____ X _____
JOINT INSURED JOINT INSURED

(c) **I MAY OBTAIN PROPERTY AND LIABILITY INSURANCE FROM ANYONE I WANT THAT IS REASONABLY ACCEPTABLE TO SELLER.** If I get the insurance from Seller, I will pay $ N/A for estimated term of N/A months.

(d) **WARNING:** Unless an amount appears on line (f)(3) of Section 2, insurance coverage hereunder is not public liability insurance and does not protect the driver of the vehicle from liability for damages resulting from negligent use of the vehicle.

(b) **DEBT CANCELLATION COVERAGE, SPECIFICALLY CALLED GUARANTEED AUTOMOBILE PROTECTION ("GAP"), IS NOT REQUIRED TO OBTAIN CREDIT AND GAP WILL NOT BE PROVIDED UNLESS I ELECT SUCH COVERAGE AND SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I elect GAP for the cost shown below for the original term of this Agreement (or 72 months, whichever is less), subject to terms and conditions of the separate GAP election or description of coverage. GAP coverage cost is $ 595.00

X [redacted] X [redacted]
CUSTOMER CUSTOMER

7. PERSONS BOUND

"I", "my", "me" and "mine" includes each customer who signs this Agreement and our obligations are joint and several, except that _____ signs below solely to grant a security interest in the Collateral. This Agreement benefits
(NAME)
Seller, its successors and assigns, and binds me and my heirs, personal representatives, successors and assigns. **This Agreement includes the Additional Provisions on the reverse side.** I have received a completed copy of this Agreement.

The Annual Percentage Rate may be negotiable with Seller. Seller may assign this Agreement and retain its right to receive a part of the Finance Charge.

NOTICE TO CUSTOMER

(a) **DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.**
(b) **DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.**
(c) **YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.**
(d) **YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF FINANCE CHARGE.**

Dated 10/22/2005

HEISER CHEV CADILLAC OF WEST BEND
_____ (SEAL)
SELLER

By: _____
AUTHORIZED SIGNATURE

2620 WEST WAUKESHA STREET
Seller's Address:
MILWAUKEE, WI 53211

X [redacted] (SEAL)

[redacted] (SEAL)

[redacted]

This Agreement is assigned to UNIVERSITY CREDIT UNION ("Assignee"):
PO BOX 178
WAUKESHA 027779 WI 53187-0178

Customer's Address [redacted] MARVILLE, WI [redacted]
SEE SECTIONS 5(c)

*Type or print name signed above.

For Clerical Use

Copy of this Agreement to Customer is required	☐ Delivered
If more than one Customer, copy of this Agreement	☐ Agreement Delivered; or
or WBA-156 to other Customers is required	☐ 156 Delivered
If Customer is married and is the only spouse to sign	☐ Agreement Delivered; or
copy of this Agreement or separate notice to other spouse is required	☐ Notice Delivered

PART 5 - DEBTOR'S COPY - NOT ASSIGNABLE

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: WI

Customer Name: [redacted] **GM Legal File No.: N/A**
K[redacted]

Vehicle ID No.: **1GNDT13S3523**[redacted] **In Service Date:** **10/22/2005** **Vehicle is: New** **BAC Code:** **216654**
Year, Make & Model: 2005 Chevrolet TrailBlazer **Vehicle Purchased Used on: N/A at odometer N/A**

Lien holder: GMAC☐ Other☒: Landmark Credit Union

VEHICLE REPAIR HISTORY

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/16/05	7[redacted]	1	1767	C/S INTERMITTENTLY HEADLIGHTS DIM/FLICKER WHILE DRIVING / **CUSTOMER CONCERN NOT DUPLICATED**
01/03/06	7[redacted]	1	2354	C/S LIGHTS DIM, VOLT GUAGE DROPS / **CUSTOMER CONCERN NOT DUPLICATED**
03/01/06	7[redacted]	1	4099	C/S LIGHTS DIM, VOLT GUAGE DROPS / **FOUND FAULTY ALTERNATOR – GENERATOR ASSEMBLY REPLACED**
10/02/06	7[redacted]	1	10101	C/S HEADLIGHTS DIM AT TIMES / **CUSTOMER CONCERN NOT DUPLICATED 1-DAY RENTAL PROVIDED**

THE STATE LEMON LAW READS:

Days out of service: 30 or more days
Repairs: 4 or more
Time period: 12 months / unspecified
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period: N/A / N/A

Number of repair attempts in the presumption period: 3=Unable to duplicate
1=Alternator
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 4

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

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.

REASON FOR REMOVAL

CRM FINAL OFFER: :

DATE:

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF’S FINAL DEMAND: :

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

* SES light is to be captured under affected component above.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

November 24, 2006 **VIA FAX ONLY**

FAX: 612-672-3200

«FIRST_NAME_X» «LAST_NAME_X», Esq.
«ACCOUNT_X»
«STREET_ADDRESS_X»
«CITY_X», «STATE_X» «POSTAL_CODE_X»

RE: [redacted] **v. General Motors**
Service Request [redacted]
GM Legal Staff Case: N/A
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S3523[redacted]
Legal Research Specialist: Nita DeHoyos

Dear Mr. «LAST_NAME_X»:

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)
- BRC/Legal Case Assessment
- Related Files ([redacted]4)
- BRC/ADR Assessment
- Over Allowance / Incentive / Negative Equity Form (SR# 1-425026164

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, MS. URSELA SZUMSKI, PH: 1-800-248-0765, MAILBOX 8069 AND INFORM HER 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 216654.

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

Cc: Jolene Peterson-Taylor (Via Fax 612-672-3200)

LG0002 V06302006

```
RCMPR068          DETAIL INCENTIVE PAYMENT HISTORY INQUIRY          11/20/06
                     PROCESSING SOURCE: BARS                        16:14:58

VIN: 1GNDT13S3 52[redacted] INC CODE: GCB   INC RUN NO:  3454  APPL STATUS: 9
MEMO DATE:  10/26/05  SS/SITE: 13 47488     DATA SCE: DLR   GMAC BRCH:
MISC DATE:            MISC:
TURN IN DT:           MILEAGE:       DAMAGE:           INC MEMO NO: [redacted]
CISCO CODE:           DAN:           1ST TIME BUYER:   ACTV TYPE: A
POLICY PYMT CMNT:                                          APPRL CD:
CERT NO:                             DTC/DEAL NO:             DEMO QTY: 000
RPL MDL YR/ORD NO:          REPL VIN:                    AUTH PUR CD:


   PAYEE CD: 01  AMT:  1,000.00     CHECK NO:              VOID CHECK IND:
   PAYEE NAME:                                    TID:           PAY MTHD: OA
   STREET:                                              FAN:
   CITY:                                ST/PROV:    ZIP:

   DEALER SHARE ==>  AMT:      0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP      03=PRV SCRN
PF09=PAYMT DN  10=PAYMT UP    11=TAXES                          P/W:
```

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P1

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: MR Kennedy — GM

Date: 10-18-06

Message: FINAL REPAIR

Ro# [redacted]

From: Gabby

Page 1 of 2.

AN AMERICAN REVOLUTION

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P2

[redacted]

[redacted]

[redacted]

MAYVILLE, WI [redacted]
HOME: [redacted] BUS:
CELL: [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
DAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

	YEAR						
	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		10101/10101		[redacted]

DEL. DATE	SVCE DA	WARR. DA	PROMISED	C.O. NO.	DATE	PAYMENT	MILEAGE
10NOV06 IS			17:00 03OCT06			CASH	03OCT06

S.O. OPENED	PRINTED
08:11 02OCT06	08:14 03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
		4	W94	0.50	0.50	1100	3449			34.49	34.49
	CLAIM TYPE:										
	AV										
						1100	3449	TLABOR			
	Z7901 COURTESY TRANS										
						0	0	TPARTS			
						1100	3449	TLABOR			

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45280	6449	1100		24410	5145	[redacted]	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1100	6449	0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer

document Index - [redacted] 3

Class - BRCSiebel Docs

RequestNum [redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P1

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: MR Kennedy — GM

Date: 10-18-06

Message: FINAL Repair

Roll [redacted]

From: Gabby

Page 1 of 2.

AN AMERICAN REVOLUTION

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 18 2006 08:26AM P2

[redacted]

[redacted]

MAYVILLE, WI [redacted]

HOME: [redacted] BUS:

CELL:

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
SAC: 113349

SERVICE ADVISOR: 600 GARY KRUSZKA

05	CHEVROLET TRAILBLAZE	1GNDT13S523[redacted]		10101/10101	[redacted]

10NOV04 IS	17:00 03OCT06		CASH	03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

08:11 02OCT06 08:14 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
		4	W94	0.50	0.50	1100	3449			34.49	34.49

CLAIM TYPE:
AV

1100 3449 TLABOR

Z7901 COURTESY TRANS

0 0 TPARTS

0 1100 TLABOR

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45280	6449	1100					

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer

document Index - [redacted]

3

Class - BRCSiebel Docs

RequestNum [redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 08, 2006

Gary Kruszka
1050 N Main St
Mayville, WI 53050

Re: [redacted]
Siebel Reque[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S3[redacted]

Dear: Mr. Kruszka

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 1-866-893-7513

document Index - [redacted] 2

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
KEN450148C

Last

First

Timestamp
2006-09-08-10.41.00.000000

Division
CH

CorrType
B

CatCode
02

MSXSource
F

AttachNum

VIN

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 07, 2006

Joe Carini
11330 W. Metro Boulevard
Milwaukee, WI 53224

Re: [redacted]
Siebel Reque[redacted]
2006 HUMMER H[redacted]
VIN # 5GTDN136[redacted]

Dear: Mr. Carini

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 866-893-7513

document Index [redacted] 2

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
KEN4501487

Last

First

Timestamp
2006-09-08-10.39.00.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

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 :	1GNDT13S35[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 2005 TRAILBLAZER LS 4WD	**Warranty Start Date :**	10/22/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	HEISER CHEVROLET CADILLAC OF WEST BEND, INC. 2620 W WASHINGTON ST WEST BEND , WI 53095-2108 (262) 334-3858	**Selling Source :**	13 - CHEVROLET
		Site Code :	47488
		Business Associate Code :	216654

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/22/2005	165 miles	10/22/2008	36165 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/22/2005	165 miles	10/22/2011	100165 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/22/2005	165 miles	10/22/2013	80165 miles
36/36000 FEDERAL EMISSION	10/22/2005	165 miles	10/22/2008	36165 miles

CLAIM HISTORY

R.O Date	R.O	Type	Labor Operation	Odometer

	Number			Reading
10/27/2006	[redacted]	0	M0015 - LUBE, OIL AND FILTER	10901 miles
10/02/2006	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	10101 miles
10/02/2006	[redacted]	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10101 miles
07/31/2006	[redacted]	0	M0013 - LUBE, OIL AND FILTER	8211 miles
07/31/2006	[redacted]	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	8211 miles
05/10/2006	[redacted]	0	M0014 - LUBE, OIL AND FILTER	5916 miles
03/01/2006	[redacted]	#	J4100 - GENERATOR ASSEMBLY - REPLACE	4099 miles
01/03/2006	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	2354 miles
12/16/2005	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	1767 miles
08/15/2005	[redacted]	#	C1612 - SEAL, REAR COMPARTMENT OPENING AUXILIARY - CENTER - REPLAC	13 miles
03/18/2005	[redacted]	I	Z6999 - PDI RELATED FLUID ADDS	3 miles
03/03/2005	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDT13S[redacted]

CLAIM HISTORY

Repair Order Date :	10/27/2006	Repair Order Number :	[redacted]	Odometer Reading :	10901 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/07/2006	741	01	0	M0015 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 30.28	N

Repair Order Date :	10/02/2006	Repair Order Number :	[redacted]	Odometer Reading :	10101 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/06/2006	732	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 20.69	N
10/06/2006	732	02	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 30.00	N

Repair Order Date :	07/31/2006	Repair Order Number :	[redacted]	Odometer Reading :	8211 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/08/2006	715	01	0	M0013 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 19.87	N
08/08/2006	715	02	0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	N/A	N/A	N/A	$ 14.95	N

Repair Order Date :	05/10/2006	Repair Order Number :	[redacted]	Odometer Reading :	5916 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/16/2006	691	01	0	M0014 - LUBE, OIL AND FILTER	N/A	N/A	N/A	$ 26.45	N

Repair Order Date :	03/01/2006	Repair Order Number :	[redacted]	Odometer Reading :	4099 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/03/2006	670	01	#	J4100 - GENERATOR ASSEMBLY - REPLACE	10464468 - GEN REM	N/A	N/A	$ 309.21	N

Repair Order Date :	01/03/2006	Repair Order Number :	[redacted]	Odometer Reading :	2354 miles
Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET		
		Site Code :	47429		
		Business Associate Code :	113349		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/10/2006	655	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	B	N/A	$ 41.38	N

Repair Order Date :	12/16/2005	Repair Order Number :	[redacted]	Odometer Reading :	1767 miles

Serviced By :	ERNIE VON SCHLEDORN-MAYVILLE, INC. PO BOX 5 MAYVILLE, WI 53050-0005 (920) 387-5250	Selling Source :	13 - CHEVROLET
		Site Code :	47429
		Business Associate Code :	113349

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/23/2005	650	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 19.93	N

Repair Order Date :	08/15/2005	Repair Order Number :	[redacted]	Odometer Reading :	13 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/19/2005	614	01	#	C1612 - SEAL, REAR COMPARTMENT OPENING AUXILIARY - CENTER - REPLAC	15170981 - SEAL	N/A	N/A	$ 29.86	N

Repair Order Date :	03/18/2005	Repair Order Number :	[redacted]	Odometer Reading :	3 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/22/2005	571	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 2.40	N

Repair Order Date :	03/03/2005	Repair Order Number :	[redacted]	Odometer Reading :	0 miles

Serviced By :	BROADWAY AUTOMOTIVE - PULASKI, INC. PO BOX 589 PULASKI, WI 54162-0589 (920) 865-4200	Selling Source :	13 - CHEVROLET
		Site Code :	18884
		Business Associate Code :	111799

Cycle	Cycle					Auth	Person	Line	

Date	Nbr	Case	Type	Labor Operation	Part	Code	Code	Total	Comments
03/08/2005	567	01	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 93.95	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S35[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2005 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	[redacted]
Build Date :	03/03/2005	Build Plant :	15206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AL0 - SENSOR INF RESTR, CHILD DETECT	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 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B84 - BODY SIDE MOLDINGS	CJ3 - CLIMATE CONTROL
C49 - 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
GT4 - REAR AXLE - 3.73 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
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
NZ3 - FULL SIZE SPARE	N40 - POWER STEERING
PCK - ONSTAR PLUS PACKAGE	QC3 - ALUMINUM WHEELS
QNG - P235/75R16 FOUR ALL SEASON WOL TIRES	R7E - INTERIM PRICE DECREASE
R9C - ONSTAR & CRUISE MADE STANDARD	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	UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VK3 - LICENSE PLATE FRAME, FRONT	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 * BODY SIDE MOLDING * TOW HOOKS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	22U - SUPERIOR BLUE METALLIC
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
6HP - SUSPENSION	7HN - SPRING
8NS - SUSPENSION	9NR - SUSPENSION

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GM Vehicle Inquiry System
Service Contract

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

Help

VIN	1GNDT13S352[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	Owner Name :	[redacted]
Description :	12/12000 GMPP SMART CARE LUBE, OIL, FILTER, AND TIRE ROTATION		
Deductible Amount :	$ 0		
Inception Date :	01/10/2006	Expiration Date :	01/10/2007
Inception Odometer :	2547 miles	Expiration Odometer :	14547 miles

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2005 TRAILBLAZER LS 4WD
22U SUPERIOR BLUE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HXFHCQ/TRE STOCK NO.
VIN 1GN DT13 S3 52[redacted]

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

**********13*188845

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 03/03/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/03/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 03/13/05
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	INT COM 03/14/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 03/03/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S505A S505A WFP-S QTR OPT-1
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	BANK: GMAC - 007 CHG-TO 18-884
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	SHIP WT: 4447
* POWER MIRRORS, HEATED			HP: 32.1
* FLOOR MATS, FRONT & REAR			GVWR: 5750
* REAR WINDOW DEFOGGER			GAWR.FT: 2950
* DEEP TINTED GLASS			GAWR.RR: 3200
* BODY SIDE MOLDING			GMS: 27060.08
* TOW HOOKS			SUPPLR: 28274.41
* LUGGAGE RACK CROSS BARS			MRM: 30815.00
* TRAILER WIRING CONNECTOR			NTR: 1/2
* REMOTE KEYLESS ENTRY			DAN: CHEAP
* THEFT DETERRENT SYSTEM			MEMO 1431.50

TOTAL MODEL & OPTIONS	30130.00	27203.98	ACT 237 26985.08
DESTINATION CHARGE	685.00	685.00	H/B 261 903.90
LAM DEALER CONTRIBUTION		301.30	ADV 261 301.30
LAM GROUP CONTRIBUTION		150.65	EXP 65A 150.65
TOTAL	30815.00	28340.93	PAY 310 28340.93
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27006.30	

****

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.

BROADWAY CHEVROLET, PONTIAC, BUICK

REMIT TO GMAC NO. 007
VIN 1GNDT13S352[redacted]
$ 28340.93 IN[redacted]
DUE 03/14/05 DEALER 18-884

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:13:27
PAGE NO: 1

VIN: 1GNDT13S3 52[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	13 47488	[redacted]		11/22/05	GNG	1,000.00		
_	INCTV PAYMENT	13 47488			11/22/05	GNG	1,000.00		
_	INCTV APPLICATN	13 47488			11/19/05	GNG	1,000.00		
_	INCENTIVE MEMO	13 47488			11/15/05	GNH	0.00		
_	INCTV PAYMENT	13 47488			11/15/05	GNH	0.00		
_	INCTV APPLICATN	13 47488			11/15/05	GNH	0.00		
_	DELIVERY D.O.E.	13 47488			11/14/05		0.00		
_	DLVY CANCEL DOE	13 47488			11/14/05		0.00		
_	DELIVERY D.O.E.	13 47488			11/14/05		0.00		
_	DLVY CANCEL DOE	13 47488			11/14/05		0.00		
_	INCENTIVE CHARG	13 47488			11/08/05	GNF	0.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:13:54
PAGE NO: 2

VIN: 1GNDT13S3 52[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	13	47488	[redacted]		11/08/05	GNF	0.00		
_	INCTV APPLICATN	13	47488			11/08/05	GNF	0.00		
_	INCENTIVE MEMO	13	47488			11/05/05	CNC	4,500.00		
_	INCTV PAYMENT	13	47488			11/05/05	CNC	4,500.00		
_	INCTV APPLICATN	13	47488			11/03/05	CNC	4,500.00		
_	INCENTIVE MEMO	13	47488			10/26/05	GNF	0.00		
_	INCTV PAYMENT	13	47488			10/26/05	GNF	0.00		
_	INCTV APPLICATN	13	47488			10/26/05	GNF	0.00		
_	INCENTIVE MEMO	13	47488			10/26/05	GCB	1,000.00		
_	INCTV PAYMENT	13	47488			10/26/05	GCB	1,000.00		
_	INCTV APPLICATN	13	47488			10/26/05	GCB	1,000.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:14:12
PAGE NO: 3

VIN: 1GNDT13S3 5[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	13 47488	[redacted]		10/26/05	FFC	51.27		
_	INCTV PAYMENT	13 47488			10/26/05	FFC	51.27		
_	INCTV APPLICATN	13 47488			10/26/05	FFC	51.27		
_	DELIVERY D.O.E.	13 47488			10/25/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DELIVERY CANCEL	13 47488			10/22/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DELIVERY CANCEL	13 47488			10/22/05		0.00		
_	DELIVERY TO CUS	13 47488			10/22/05		0.00		
_	DLR TRADE D.O.E	13 47488			10/20/05		0.00		
_	DEALER TRADE (P	13 47488			10/20/05		0.00		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 11/20/06
PROCESSING SOURCE: BARS 16:14:33
PAGE NO: 4

VIN: 1GNDT13S3 52[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: [redacted]

S VIN TYPE: N

E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	EXPIRATION TRAN	13 18884	[redacted]		03/13/05		0.00		
_	SETTLEMENT DATE	13 18884			03/12/05		28,340.93	CR	
_	ORIGINAL INVOIC	13 18884			03/03/05		28,340.93		
_	COV/NVIS DATE	13 18884			03/03/05		0.00		
_	SHIPMENT DATE	13 18884			03/03/05		0.00		
_	PRODUCTION (BUI	13 18884			03/03/05		0.00		
_	PREFERENCE TO P	13 18884			02/23/05		0.00		
_	GM ORDER ACCEPT	13 18884			01/27/05		0.00		
_	GM ORDER ACCEPT				01/27/05		0.00		

COMMAND ===> ____ NO MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

Privileged and Confidential Information

CASE ASSESSMENT BY: James Kennedy **Siebel/CARS Reques** [redacted]

Customer Name: [redacted]

Year of Vehicle:2005 Make: Chevrolet Model: Trail Blazer Current Mileage: 8,000

Vehicle ID No.: 1GNDT13S35 [redacted] **In Service Date: 10/22/2005 Purchased: New**

What is customer seeking: FIXED OR REPLACED

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lights Flickering

[redacted]

12/16/05	1,767	4	Concern Not Duplicated
01/03/06	2,354	2	CND
03/01/06	4,099	1	Replaced Generator Assembly

Total Days Out of Service: __7__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☐ **NO:** ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? __The customer is eligible for repair on their current concern.__

AVM and/or DEALER RECOMMENDATION(s): This is a normal characteristic of the vheicle

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
The vehicle's headlights should not flicker at all, however there may be a precaution the cust could take in order to deter the concern form occurring. I believe that this precaution should be investigated and relayed to the cust.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

```
RCMPR068          DETAIL INCENTIVE PAYMENT HISTORY INQUIRY          11/20/06
                     PROCESSING SOURCE: BARS                        16:15:54

VIN: 1GNDT13S3 52[redacted] INC CODE: CNC   INC RUN NO:  3462  APPL STATUS: 9
MEMO DATE:  11/05/05  SS/SITE: 13 47488     DATA SCE: DLR   GMAC BRCH:
MISC DATE:            MISC:
TURN IN DT:           MILEAGE:       DAMAGE:          INC MEMO NO[redacted]
CISCO CODE:           DAN:           1ST TIME BUYER:  ACTV TYPE: 6
POLICY PYMT CMNT:                                         APPRL CD:
CERT NO:                             DTC/DEAL NO:            DEMO QTY: 000
RPL MDL YR/ORD NO:          REPL VIN:                  AUTH PUR CD:


   PAYEE CD: 01  AMT:  4,500.00     CHECK NO:              VOID CHECK IND:
   PAYEE NAME:                                    TID:           PAY MTHD: OA
   STREET:                                              FAN:
   CITY:                                ST/PROV:    ZIP:

   DEALER SHARE ==>  AMT:      0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP      03=PRV SCRN
PF09=PAYMT DN  10=PAYMT UP    11=TAXES                          P/W:
```

```
RCMPR068          DETAIL INCENTIVE PAYMENT HISTORY INQUIRY          11/20/06
                     PROCESSING SOURCE: BARS                        16:16:21

VIN: 1GNDT13S3 52[redacted]  INC CODE: GNG   INC RUN NO:  3473  APPL STATUS: 9
MEMO DATE:  11/22/05  SS/SITE: 13 47488     DATA SCE: BARS  GMAC BRCH:
MISC DATE:            MISC: INC - GAS CARD SENT TO CUSTOMER      JAM
TURN IN DT:           MILEAGE:       DAMAGE:          INC MEMO NO: PER C-E
CISCO CODE:           DAN:           1ST TIME BUYER:  ACTV TYPE: A
POLICY PYMT CMNT:                                         APPRL CD:
CERT NO:                             DTC/DEAL NO:            DEMO QTY: 000
RPL MDL YR/ORD NO:          REPL VIN:                   AUTH PUR CD:


   PAYEE CD: 01  AMT:  1,000.00     CHECK NO:              VOID CHECK IND: N
   PAYEE NAME:                                    TID:           PAY MTHD: OP
   STREET:                                              FAN:
   CITY:                                ST/PROV:    ZIP:

   DEALER SHARE ==>  AMT:      0.00

*** INQUIRY COMPLETE ***
COMMAND ===>
PF01=HELP      03=PRV SCRN
PF09=PAYMT DN  10=PAYMT UP    11=TAXES                          P/W:
```

Service Request Activity

SR No.	[redacted]	**Ref No.**	[redacted]	**Goodwill**	No Goodwill Offered	**BRC Type**	ADR
Account	[redacted]	**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	ADR
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**		**Sub-Area**	BBB Case
Address	[redacted]	**City**	Mayville	**Involved Dlr**	Emie Von Schledorn-Mayville, Inc.	**Safety**	Yes
State	WI **Postal Cd**	[redacted]	**Con. Acct.**	**Source**	Phone	**Updated**	11/17/2006 11:36:04 AM
Serial #/VIN	1GNDT13S352[redacted]	**Model Year**	2005	**Priority**	Medium **License**	[redacted]	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	10/22/2005	**Status**	Closed	**Opened**	8/4/2006 03:30:03 PM
Model	TrailBlazer	**Mileage**	8,000	**Sub-Status**	Dissatisfied	**Closed**	10/26/2006 09:15:37 AM
Abstract	lights flickering again						
Customer Description	This is a BRC-ADR case, Do Not Assume, refer all inquiries to James Kennedy x11704						

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
10/26/2006 09:15:36 AM	KENNEDJA	KENNEDJA	SR Closed - Dissatisfied		Done	10/26/2006 09:15:36 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	SAP Code
K[redacted]	[redacted]		

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2006 09:14:24 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whisl	Left Message	Done	10/26/2006 09:15:30 AM	CRS left VM for Ursela Szumski

Contact Last Name	Contact First Name	Account	BRC Code
[redacted]			

Comments

CRS adv: Just a heads up on the case. We decided to arbitrate the case and a denial decision was rendered. I will be closing the case at this time. Any questions call me at 866-790-5600 x11704

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2006 09:13:42 AM	KENNEDJA	KENNEDJA	BRC ADR	Settlement- Denied	Done	10/26/2006 09:14:22 AM	No settlement provided

Contact Last Name	Contact First Name	Account	BRC Code
[redacted]			

Comments

A denial decision was given by the arbitrator from the BBB. No settlement offered.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2006 09:12:08 AM	KENNEDJA	KENNEDJA	BRC ADR	Closed Arbitration	Done	10/26/2006 09:13:41 AM	Case closed

Contact Last Name	Contact First Name	Account	BRC Code
[redacted]			

Comments

The case went to arbitration and a denial decison was rendered.

James Kennedy/CRS/BRC-ADR/Chatham/11704

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/25/2006 04:19:11 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	10/26/2006 08:31:34 AM	[redacted]/25/2006 16:18:41:447

Contact Last Name	Contact First Name	Account	BRC Code
[redacted]			

Comments

CHV0660666
<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Denial was awarded<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/20/2006 12:23:00 PM	HALLTA	HALLTA	BRC ADR		Done	10/20/2006 12:23:10 PM	returning file to OCRS

Contact Last Name	Contact First Name	Account	BRC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/20/2006 12:21:56 PM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:53 PM	Arbitration

Contact Last Name	Contact First Name	Account	BRC Case
[redacted]			

General Motors would respectfully request that a denial decision be rendered, and that General Motors be give the opportunity to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

Arbitrator adjourned for test drive. BBB rep to call CRM back.
Arbitrator Inquired
Current mileage - 10643
Closing Statements:
Cust requests replacement
Arb spec requested denial
Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/20/2006 12:21:08 PM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:50 PM	Arbitration

Contact Last Name	Contact First Name	Account	BRC Case
[redacted]			

Comments

RO # 7[redacted] October 2/2006 Ernie Von Schledorn Chevrolet Pontiac Cadillac was again unable to duplicate this customer's concern.
The dealership had verified this is a normal characteristic of the vehicle. Please refer to the Documents provided to verify this.
General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The owner has not experienced any out-of-pocket expenses for warranty repairs.
The safety of the vehicle has not been impaired. The dealer has never deemed this vehicle unsafe or inoperable. General Motors contends the value of the vehicle has not been affected. At this time the vehicle is performing to factory specifications . The vehicle is still covered by the New Vehicle Limited Warranty, which provides assurance that defects in parts or materials will be covered by the manufacturer as specified in the warranty booklet.
Based on the information presented here and the repair history of the vehicle, General Motors does not feel that a replacement decision is appropriate.

Continued on next activity

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/20/2006 10:43:42 AM	HALLTA	HALLTA	BRC ADR	Hearing Site Contacted	Done	10/20/2006 12:22:48 PM	Arbitration

[redacted]

Comments

BBB coordinator - Kathy
Customer - [redacted]
Arbitrator - Mr. [redacted]
Decision timeline - 3 business days
Cust position - purchased Oct of 2005, Occasionally the headlights flicker twice the lights went out completely. When I took it in in DEC they said when you stop it is going to dim but it happens when I am driving. Several contacts were made between the dealership and the customer and finally contact CAC and they offered me amartcare. States police officer told him would consider a lemon.
GM position - Mr. [redacted] purchased his 2005 Chevrolet Trailblazer on October 22/2005. At the time the vehicle was put into service there were 10 miles reading on the odometer.
Mr. Kruger currently has the vehicle available for use. The dealership has been able to verify the vehicle has been out of service for 8 days.
The agreement to arbitrate lists the following concern:
Interior and Headlights flicker w/driving intermittently:
RO # 74480, December 16/2005, Ernie Von Schledorn Chevrolet Pontiac Cadillac was unable to duplicate this customer's concern.
RO # 74725, January 4/2006 Ernie Von Schledorn Chevrolet Pontiac Cadillac was again unable to duplicate this customer's concern.
RO # 75546, March 1/2006 Ernie Von Schledorn Chevrolet Pontaic Cadillac replaced the generator assembly (Alternator). This addressed the customer's concern of the volt gage drops.
Continued on next activity

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/20/2006 10:42:58 AM	HALLTA	HALLTA	Outbound Call Third Party	Left Message	Done	10/20/2006 10:43:41 AM	Hearing Site

[redacted]

Comments

CRS left message requesting a callback for the arbitration - left contact info and BBB reference number.

Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/20/2006 10:37:47 AM	HALLTA	HALLTA	Outbound Call Third Party	Received No Answer	Done	10/20/2006 10:38:18 AM	Hearing Site

[redacted]

Tamara Hall/ADR/Chatham/21527

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2006 04:39:59 PM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whsl	Service Request Update	Done	10/18/2006 04:43:06 PM	Ursela Szumski

Contact Last Name	Contact First Name	Account	Ref Code
[redacted]			

Comments

If you want to take of this I would appreciate it so much. It is a bad case b/c he went ahead and had the 4th repair attempt making him eligible

CRS adv: I will talk to my arb specialist and see what they say

*Arb specialist wants to arbitrate case

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2006 04:00:02 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	10/18/2006 04:24:48 PM	BRC ADR Scanned: 2006-10-18-13.22.00.000000, MSXDocNum: HAL45362A8

Contact Last Name	Contact First Name	Account	Ref Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2006 10:20:02 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whsl	Left Message	Done	10/18/2006 10:23:04 AM	CRS contacted 608-215-9867

Contact Last Name	Contact First Name	Account	Ref Code
[redacted]			

Comments

CRS adv: After talking w/ my arb specialist we have determined that the customer would be considered eligible as WI is a definition state and the RO generated on 10/2 would make it the 4th repair attempt and the cust considers this a nonconformity and it still exists. please get back to me asap at your convenience

---

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2006 10:17:41 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/18/2006 10:19:49 AM	CRS contacted Leroy-SA at 920 387 5250

Contact Last Name	Contact First Name	Account	Ref Code
[redacted]			

Comments

CRS adv: I need the last RO done on the 2nd faxed to me immediately

Dlr sts: I will send it right now

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/13/2006 08:50:24 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/13/2006 08:53:22 AM	CRS contacted Leroy-SA at 920 387 5250

[redacted]

CRS adv: I apologize for the inconvenience, I have yet to recieve the last RO.

Dlr sts: I will get that out to you right away.

CRS adv: Ill keep my eyes open for it.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/12/2006 04:38:21 PM	KENNEDJA	KENNEDJA	Other		Done	10/18/2006 04:26:37 PM	Update

[redacted]

Review case to the fullest, ensure that case is fully researched as it has an arb scheduled for 10/20/06

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/3/2006 09:32:59 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	10/3/2006 09:42:25 AM	CRS contacted Gary Kruszka-SA at 920 387 5250

[redacted]

CRS adv: Can we go over everything from the visit of the custs vehicle from yesterday? Ursela was the one who notified me of the latest visit.

Dlr sts: We checked everything out and I found nothing wrong w/ the vehicle we also opened a TAC case. They refered us to the 2 doc we already have. Doc #-1619135, more specific to his vehicle. 866-850-2186-Fax for the last RO.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/3/2006 09:11:42 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whsl	Service Request Update	Done	10/3/2006 09:23:42 AM	Ursela Szumski

[redacted]

The cust went to the dlrship just yesterday. The SA called me and mentioned the cust was there. Its one of those things that seems to get worse and worse. this dlrship has never been able to duplicate anything.

CRS adv: I did some research and at any given time he is running at at least 52 amps and at any given time he could be running up to 91-100+ amps. I make a call out to the dlrship and speak w/ Gary.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
10/2/2006 10:33:12 AM	HALLTA	HALLTA	Inbound Call Third Party	Voice Mail Received	Done	10/2/2006 10:34:11 AM	Debra from BBB

Contact Last Name: [redacted] Contact First Name: [redacted] Account: [redacted] BBB Code: [redacted]

K[redacted]

Comments:

message was left with arbitration particulars. Scheduled hearing for Oct 20/2006 @ 9:30

Tamara Hall/ADR/Chatham/21527

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 01:18:42 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	9/29/2006 01:32:40 PM	CHV0660666 09/29/2006 13:18:39:812

Contact Last Name: [redacted] Contact First Name: [redacted] Account: [redacted] BBB Code: [redacted]

[redacted]

Comments:

CHV0660666
<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Arbitration Scheduled for 9:30 on 10/20/06<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 11:06:31 AM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Service Request Update	Done	9/29/2006 11:15:25 AM	Randy Danielson

Contact Last Name: [redacted] Contact First Name: [redacted] Account: [redacted] BBB Code: [redacted]

[redacted]

Comments:

Dlr sts: I have the docs here, it would be best if it was ran through here. I will send what I beleive you need and if you have any questions feel free to call me back.

CRS adv: thank you kindly

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 10:59:12 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Left Message	Done	9/29/2006 11:01:09 AM	Randy Danielson 262 438 1013

Contact Last Name: [redacted] Contact First Name: [redacted] Account: [redacted] BBB Code: [redacted]

[redacted]

Comments:

CRS adv: Sorry I missed your call, I will be waiting by the phone. 866-790-5800 x11704.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 10:58:25 AM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Voice Mail Received	Done	9/29/2006 10:58:58 AM	randy danielson

Contact Last Name: [redacted] Contact First Name: [redacted] Account: [redacted] BBB Code: [redacted]

[redacted]

Comments:

I have found the paperwork you are saeeking, i need to know how you want it. My direct line is 262 438 1013

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 10:39:06 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	9/29/2006 10:44:35 AM	HEISER CHEVROLET CADILLAC OF WEST BEND, INC. (262) 334-3858 WEST BEND , WI Randy Danielson

[redacted]

CRS adv: I need the sales doc's for this cust asap. if you could fax the ACV statement of any trade, and an incentive Ack form including the deal jacket to 866-850-2186

Dlr sts: I'll check out the info and attempt to find that and get back to you asap.

CRS adv: I appreciate that a great deal.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2006 10:23:23 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whisl	Service Request Update	Done	9/29/2006 10:33:54 AM	Ursela Szumski

[redacted]

DVM: we have changed the alternator and have addressed everything that may or may not be causing a problem. The dlrship have never duplicated the custs concern. The cust seems to only drive at night and I feel his is focusing on it solely. I feel that he should go to another dlrship. He did not buy the vehicle at EVS. i wecould have to inquire if anything was going to be traded if it would be done w/ EVS or Heiser where he bought the vehicle.

CRS adv: According to the cust a police officer that he lives near by has informed him that if they witnessed the occurence he would be pulled over.

DVM sts: i will have to get the docs.

CRS adv: i will have to obtain docs from heiser and fax them to you.

DVM sts: fax-608-243-1624.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/26/2006 10:38:03 AM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whisl	Left Message	Done	9/28/2006 10:46:44 AM	Ursela Szumski @ 608 215 9867

[redacted]

CRS adv: the cust is comfortable w/ EVS. However I can set up a 2nd if need be. I know he is aware that if another repair attempt is made it makes him eligible so in my opinion it is a lose lose situation. I feel it would be in our best interest to either correct the root of the problem and replace major compenents or to look into saving us money and giving the cust what he is seeking.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/28/2006 10:35:39 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whsl	Voicemail Received	Done	9/28/2006 10:37:42 AM	Ursela Szumski

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments:
I think if the vehicle was going to be looked at again it would be best to have it looked at by another dlrship. I'm not too sure what is in our best interest. Tose are my thoughts. Ill talk to you later.

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/27/2006 01:26:59 PM	KENNEDJA	KENNEDJA	Outbound Call Field Rep/Whsl	Left Message	Done	9/27/2006 01:33:05 PM	CRS contacted DVM- Ursela Szumski @ 608 215 9867 *CRS left VM

[redacted]	First Name	Account	BAC Code

Comments:
CRS adv: The cust and BBB conferenced me into a call today. They have set an arb date and the cust is extremely dissat. He wants the vehicle fixed, he is willing to take the vehicle back to EVS but he is under the impression that it would bring the LL into everything. I am calling to inquire what you would like to do if another repair attempt is made and it is unsecccusful. It would result in eligibility.

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/27/2006 11:14:37 AM	KENNEDJA	KENNEDJA	Outbound Call Third Party	Made Contact	Done	9/27/2006 11:27:51 AM	CRS contacd Onitra Roberson Kevin Krueger on the line as convo proceeds *CONFERENCE*

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	Kevin		

Comments:
CRS adv: we need to have the cust take the vehicle to another dlrship, I have spec'd out 3 others that should be able to perform the inspection.

Cust- The dlrship says they don't really know how to solve the problem b/c it has been told to him that the concern is normal. My neighbour is a police officer and he has said that if seen I will be pulled over and if an accident ever occurs the liability would be there b/c of the problem.

BBB-Gave option of repair or arbitration.

Cust- I will take the vehicle in and schedule an arb date.

BBB- If the vehicle is at the dlrship at the time of the arb it will have to be cancelled.

Cust sts: I will take the vehicle to EVS.

CRS sks: onitra can you stay on the line I have something I need to talk to you about.

BBB- I will have to call you back

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/27/2006 11:09:59 AM	KENNEDJA	KENNEDJA	Inbound Call Third Party	Voice Mail Received	Done	9/27/2006 11:14:32 AM	Onitra Roberson
[redacted]							
Comments							
I am calling for GM's Position							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/22/2006 02:10:49 PM	KENNEDJA	KENNEDJA	Other		Done	9/22/2006 02:11:37 PM	Other dirships that could provide 2nd opinion
[redacted]							
Comments							
HOMAN CHEVROLET BUICK PONTIAC 240 GATEWAY DR WAUPUN WI 53963-2286 920-324-3585 COUNTRYSIDE PONTIAC-GMC-OLDSMOBILE,INC. 8167 NORTH KELLOM ROAD BEAVER DAM WI 53916-9071 920-885-3301 SERWE CHEVROLET - BUICK, INC. 113 E MAIN ST CAMPBELLSPORT WI 53010-2702 920-533-4111							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/18/2006 08:52:34 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whsl	Voicemail Received	Done	9/18/2006 08:55:06 AM	Ursela Szumski
[redacted]							
Comments							
I spoke to EVS and they were unaware of the headlamps going out. We have made 1 repair on the vehicle and that was more of a GW repair to make an attempt to satisfy the customer. 1 thing that we find helps is to let the system cycle before traveling. We could have a 2nd opinion performed on the vheicle at another dirship. call me if you have any questions.							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/13/2006 03:19:04 PM	SADMIN	SADMIN	BRC ADR	BBB Case Info Update	Done	9/18/2006 08:52:21 AM	BBB Start Date was set to 09/13/2006 00.00.00 in SR# 1-425026164
[redacted]							
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/13/2006 03:19:03 PM	SADMIN	KENNEDJA	BRC ADR	Auto BBB Case Info Update	Done	9/18/2006 08:52:27 AM	C SD:>09/13/2006 09/13/2006 15:18:47:462

Contact Last Name | Contact First Name | Account | BRC Data

[redacted]

Comments

CHV0660666
<SD:>09/13/2006<VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Re sponse Due Back by 09/20/06<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/11/2006 08:53:09 AM	KENNEDJA	KENNEDJA	Inbound Call Field Rep/Whisl	Voicemail Received	Done	9/11/2006 08:55:19 AM	DVM-Ursela Szumski

Contact Last Name | Contact First Name | Account | BRC Data

[redacted]

Comments

I was aware of this concern where the headlamps slightly dim, however if the cust has voiced that the lights went completely out then that is something we need to look into and address. I have not been too involved w/ this cust's concern and have spent most of the month of August attending to family emergencies. I will be getting in contact w/ EVS and getting back to you when I have more information.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/8/2006 01:21:42 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	9/8/2006 03:18:15 PM	BRC PAR Scanned: 2006-09-08-10.41.00.000000, MSXDocNum: KEN450148C

Contact Last Name | Contact First Name | Account | BRC Data

[redacted]

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/8/2006 01:21:37 PM	SADMIN	KENNEDJA	Inbound White Mail		Done	9/8/2006 03:18:17 PM	BRC ADR Scanned: 2006-09-08-10.39.00.000000, MSXDocNum: KEN4501487

Contact Last Name | Contact First Name | Account | BRC Data

[redacted]

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/8/2006 10:50:55 AM	KENNEDJA	KENNEDJA	BRC ADR	CRM Initial Contact	Done	9/8/2006 10:51:57 AM	IC-DVM Ursela Szumski

[redacted]

Comments

CRS adv: there is a cust that has filed w/ the BBB and I would like to speak to you more about his issue, if you could call me back asap i would appreciate it.

James Kennedy/CRS/BRC-ADR/Chatham/11704

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/8/2006 10:17:58 AM	KENNEDJA	KENNEDJA	Outbound Call Dealer	Made Contact	Done	9/8/2006 10:27:57 AM	CRS contacted Gary Kruszka-SA at 920 387 5250

[redacted]

Comments

CRS adv: I recieved your VM. Basically I was calling due to the cust concern they are having w/ their vehicle.

Dlr sts: There is a bulliten. It is caused by the secondary injection pumps. no repair should be done at this point. This pump kicks in and draws about 25 amps and the lights dim for about 2-3 seconds, there are other owners of Trailblazers that experience this and I feel the cust over exaggerates. I put an alternator in for Cust sat. and it accomplished nothing. AVM- Ursela Szumski. Fax- 920 387 5026

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/7/2006 04:55:12 PM	KENNEDJA	KENNEDJA	Inbound Call Dealer	Voice Mail Received	Done	9/7/2006 04:55:59 PM	Gary-Ernie Von Schledorn

[redacted]

Comments

If you could get back to me at 920 378 5250 asap

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/7/2006 04:19:01 PM	KENNEDJA	KENNEDJA	BRC ADR	CRM Initial Contact	Done	9/7/2006 04:22:25 PM	CRS contacted ASM- Gary at 9203875250

[redacted]

Comments

CRS adv: I would appreciate a call back asap at your convenience so we can further discuss this case. Left contact info

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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Comments
9/6/2006 10:42:25 AM	KENNEDJA	KENNEDJA	BRC ADR	Acknowledgement	Done	9/7/2006 09:02:08 AM	CRS contacted cust at (920) 387-1325

[redacted]

CRS adv: I will be assisting w/ the case you filed w/ the BBB against GM. I would like to provide you w/ your SR# and my direct contact info.

Cust took down info.

James Kennedy/CRS/BRC-ADR/Chatham/21586

Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**	GMPP	**BRC Type**	N/A
Account		**Site**		**GW SubType**	Smart Care	**Bus. Unit**	CAC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Approved	**Area**	Complaint Vehicle
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Electrical Lamps - Interior Lighting	**Sub-Area**	Operation or Design
Address	24 County Trunk Y	**City**	Mayville	**Involved Dlr**	Ernie Von Schledorn-Mayville, Inc.	**Safety**	No
State	WI **Postal Cd** [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	1/12/2006 02:57:04 PM
Serial #/VIN	1GNDT13S3523[redacted]	**Model Year**	2005	**Priority**	Medium **License #** CHEVROL	**Owner**	SCHULZCA
Make	Chevrolet	**Warr. Start**	10/22/2005	**Status**	Closed	**Opened**	1/10/2006 01:07:21 PM
Model	TrailBlazer	**Mileage**	2,547	**Sub-Status**	Satisfied	**Closed**	1/12/2006 02:56:57 PM
Abstract	Light Issue						

Customer Description

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
12 months	12,000	$215.00

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
1/12/2006 02:56:56 PM	SCHULZCA	SCHULZCA	SR Closed - Satisfied		Done	1/12/2006 02:56:56 PM	Service Request has been Closed Satisfied.
Customer Last Name	Customer First Name	Account			CAC Code		
[redacted]							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 05:14:35 PM	WETHERBT	SCHULZCA	Notify CRM		Done	1/12/2006 02:56:38 PM	GOODWILL APPROVED
Contact Last Name		Contact First Name		Account		BAY Code	
[redacted]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 05:14:34 PM	WETHERBT	WETHERBT	Goodwill Status Change		Done	1/10/2006 05:14:34 PM	Goodwill Status has been changed from: PreAprv - Other to Approved
Contact Last Name		Contact First Name		Account		BAY Code	
[redacted]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 05:14:32 PM	WETHERBT	WETHERBT	Goodwill Status Change		Done	1/10/2006 05:14:32 PM	Goodwill Status has been changed from: Pending SITEL to PreAprv - Other
Contact Last Name		Contact First Name		Account		BAY Code	
[redacted]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 03:24:28 PM	SCHULZCA	SCHULZCA	Dealer Notification	Information Only	Done	1/10/2006 03:35:19 PM	FYI - Cust asst. providing goodwill
Contact Last Name		Contact First Name		Account		BAY Code	
Armstrong		Bob		Ernie Von Schledorn-Mayville, Inc.		113349	
Comments							

Cust receiving Smart Care in the amount of 12/12 for the following reasons:
1dlr unable to duplicate
2keep cust in contact w/ dlr
3as apoligetic gesture to offset cust inconvenience due to dlr unable to duplicate lights turning off issue

Caroline Schulz/CAC/PDX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 03:22:55 PM	SCHULZCA	WETHERBT	Submit for Approval	SITEL	Done	1/10/2006 05:14:29 PM	12/12 GMPP Smart Care Submitted for Approval
[redacted]							

Final Approved request for GMPP for 12 Months / 12000 Miles.
CRM is Level 3 empowered, TM Jay Ritter Portland Site
VIN scan complete:
0 Additional Requests.
0 Additional Goodwill provided.

Tiffany Wetherbee GL/PDX

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 03:22:07 PM	SCHULZCA	SCHULZCA	Goodwill Status Change		Done	1/10/2006 03:22:07 PM	Goodwill Status has been changed from: Not Initiated to Pending SITEL
[redacted]							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 03:21:58 PM	SCHULZCA	SCHULZCA	Correspondence		Done	1/10/2006 12:00:00 AM	Created:CAC_RS0013. SR#1-386244841
[redacted]							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 02:10:17 PM	SCHULZCA	SCHULZCA	Notify CRM	Goodwill Approved	Done	1/10/2006 03:37:43 PM	reminder
[redacted]							

finish smart care12/12 letter

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 01:51:10 PM	SCHULZCA	BIRDJ	Manager Review	Case Assessment	Done	1/10/2006 04:09:40 PM	Offer Cust Smart Care 12/12

[redacted]

1 dlr unable to duplicate
2 keep cust in contact w/ dlr
3 as apoligetic gesture to offset cust inconvenience due to dlr unable to duplicate lights turning off issue

Caroline Schulz/CAC/PDX

TS auth offer of 12/12 SmartCare as apologetic gesture for concern not duplicating and to keep cust in contact w/dlr.

jeff bird/pdx/TS

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/10/2006 01:20:09 PM	SCHULZCA	SCHULZCA	Outbound Call Dealer	Made Contact	Done	1/10/2006 03:37:35 PM	Svc adv Gary Kruszka

[redacted]

CRM spoke w/: Svc adv Gary Kruszka states normal condition, no repair can be done. Gave Cust Bulletin regarding concern.

CRM adv: Cust states veh lights are flickering and turning off while driving

Dlr sts:
Diagnosis? no diagnosis, normal condition
Estimated cost? no
When will complete? no
Maint at dlr? no
Misusa/Abuse/Lack of maint? no
Cust caused or prevented? no
Prev out of pocket expense at dlr? no
Dlr provided prev GW? no
Prev related repairs? in once before no repair can be done, normal.
Related to age/mlg? no
General condition of vehicle? good
Did you ride-along or test drive with the Cust?
TAC contacted ? Case #? na, no
Should cust receive asst? (clarify why or why not) no, normal condition
Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate? na
AVM contacted by dlr? What was decision? no

Caroline Schulz/CAC/PDX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Comments
1/10/2006 01:10:02 PM	SCHULZCA	SCHULZCA	Inbound Call Customer	Complex Request	Done	1/10/2006 03:37:27 PM	Light issue

[redacted]

Cust Sts: lights flicker, and turn off occasionally
Owner Specific:
Orig Owner? y
Primary driver? y
Personal or business use? personal
Veh Specific:
Where purchased? HEISER CHEVROLET CADILLAC OF WEST BEND, INC.
If 2nd Owner of Veh, when/what mlg? na
Current approx mlg? 2,500approx
Ext Svc Plan? n
Concern Specific:
Concern? Lights flicker
When 1st notice concern? 1 month ago
What conditions does concern occur? no erratic
Where diagnosed? Ernie Von Schledorn-Mayville, Inc.
Est cost of the repair? unnable to diagnose
Current location of veh? w/ owner
Veh repaired? If yes, cost & where completed? na
If not GM dlr, phone # of repair facility? na
What has Dlr told you about a diagnosis? Who working with? gave service bulletin sdays normal
Business Decision:
Where maint performed? EBS, nothing yet since new veh
Prev GM veh? 4 in past 10 years
Prev related repairs? When? Dec 16, 2005 took in for same concern dlr states veh is fine, normal function/ Took back in January 3, 2006
Out of Pocket expense (document repairs & cost): no

Cust. Sks: final repair

CRM adv: will call dlr to verify information, dlr unable to duplicate crm offered smart care 12/12.
Cust accepts/Cust is Satisfied

Caroline Schulz/CAC/PDX

UCC Codes

UCC Code	UCC Symptom	UCC Description
N11	Inoperative	Electrical Lamps - Interior Lighting

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 08, 2006

Gary Kruszka
1050 N Main St
Mayville, WI 53050

Re: [redacted]
Sieber Reques[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S523[redacted]

Dear: Mr. Kruszka

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

James Kennedy
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 1-866-893-7513

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: [redacted] Request #: [redacted]

Straight ____N/A_____ Trade: Possible Lease _____N/A_____

This form is to be used TO IDENTIFY possible over allowance on vehicle purchase sales contracts and to determine incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of the vehicle and identify any over allowance and/or incentive **PRIOR to making** an offer or a voluntary repurchase on any legal case.

USE THE CHARTS BELOW TO HELP DETERMINE OVER ALLOWANCE AND INCENTIVES

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
MSRP (From BARS Invoice)	**minus**	$- 30130.00
DIFFERENCE (If positive, look for Over Allowance on vehicle)		$ 2277.00
Trade Allowance from Dealer Bill of Sale		$ 3500.00
ACV of Trade from Dealer's ACV Form	***minus***	$ - 3500.00
DIFFERENCE (If positive, this is Over Allowance on vehicle)		$ 0
Trade Allowance		$ 3500.00
Actual Payoff amount of traded vehicle	***minus***	$- 0
DIFFERENCE *If Negative is Negative Equity on vehicle*		$ 0

If Over allowance and/or Incentives (not included in Purchase Price) are found **VERIFY** before presenting to TM

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		$ 27853.00
Incentives **NOT INCLUDED** in Purchase Price (from BARS) (**DO NOT INCLUDE** FUEL-FILL CREDIT) **INCLUDE** GM CARD CREDITS-credited back to customer card	**minus**	$ - 4500.00
Over Allowance (*difference between Trade Allowance & ACV of trade*)	**minus**	$ - 0
ACTUAL PRICE OF VEHICLE *that should be Presented as Repurchase*		$ 23353.00

Created on 9/29/06 1:24 PM

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: [redacted] Request [redacted]

Straight ____N/A_____ Trade: Possible Lease _____N/A_____

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Created on 9/29/06 1:24 PM

CHECK LIST

MOTOR VEHICLE PURCHASE CONTRACT

DEALER NAME	HEISER CHEVROLET CADILLAC OF WEST BEND	VEH. STOCK NO. OR ORDER NO.	MSTL032
	2620 West Washington Street	MILEAGE AT SIGNING	165
	West Bend, WI 53095	ORDER DATE	10/23/2005
TELEPHONE NO.	262-334-3868		[redacted]

PROSPECTIVE PURCHASER (Type or Print Name) [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS [redacted] CITY NAYVILLE STATE WI ZIP [redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
(920)387-1345		(414)438-8820	DODGE	KEKOSKEE	

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: XX ☐ NEW ☐ USED (☐ DEMO ☐ END) TITLE AS ☐ CAR ☐ TRUCK ☐ OTHER

	MODEL YEAR	MAKE—TRADE NAME	MODEL	BODY TYPE	COLOR		
PROCESSING VEHICLE	2005	CHEVROLET	TRAILBLAZ	LT		GMXT138352	[redacted]
TRADE IN (Cash Price)	1993	GMC	SEIRRA	CC	SILVER	1GTFK24K4S	[redacted]

WARRANTY INFORMATION (Check applicable items) Refer to separate document for warranties and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. XX New Vehicle Manufacturer Warranty
2. ☐ Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
   Expiration N/A (date) N/A (miles), whichever comes first.
   Deductible to be paid by You $ N/A
   Transfer fee to be paid by You $ N/A Pay fee ☐ Dealer ☐ Manufacturer
3. ☐ Not known 4. ☐ Expired 5. ☐ Deposited due to mileage or other vehicle history

Dealer Warranty Information

6. XX CAS (5—10) WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. ☐ Limited Warranty
   N/A (date) N/A (miles), whichever comes first.
   Percent of retail repair costs to be paid by You N/A % Deductible to be paid by You N/A

SERVICE CONTRACT INFORMATION (Refer to separate document for warranties and exclusions.

8. ☐ Service Contract (Administered by) N/A
   Terms N/A (months) N/A (miles), whichever comes first.
   N/A % Deductible to be paid by You N/A

THIS CONTRACT SUPERSEDES ALL OTHERS

OTHER CONDITIONS OF SALE

Vegas Trip Waiver [illegible]

DEALER MAY SELL ABOVE VEHICLE IF CUSTOMER DOES NOT TAKE DELIVERY BY: [illegible] 10:37

CUSTOMER INITIALS: [illegible]

USED: PRICE from the Wisconsin Buyers Guide $

NEW: XX ☐ MSRP detail provided on window label
☐ MSRP detail provided on attachment

Total MSRP (Manufacturer Suggested Retail Price) $		21980.00
Dealer Markup		
Dealer Installed Options — Has a warranty if ☑ at left.		
Total Dealer Installed Options		0.00
PRICE OF THE VEHICLE		
a. Dealer Retail Price	31980.00	
b. Services Fee	98.00	
c. Discount	4225.00	
1. Cash Price (a + b − c)	1	27853.00
TAXABLE ITEMS PURCHASED WITH VEHICLE		
d. Other Maintenance Plan	N/A	
e. Service Contract	N/A	
2. Total of Taxable Items (d + e)	2	N/A
TRADE ALLOWANCE		
f. Owned Trade-In Allowance	3500.00	
Leased trade-in allowance (see below equity calculation)		
(i) Gross Allowance	N/A	
(ii) Estimated Lease Payoff	N/A	
Payoff to N/A		
g. Net Lease Equity (f − g)	N/A	
3. Trade Allowance (f + g)	3	3500.00
SALES TAX CALCULATION		
h. Amount Subject to Sales Tax	24353.00	

ANTICIPATED DELIVERY DATE: 10/22, 20 05

Inspection of vehicle. If the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. The new delivery date is otherwise specified as the purchaser and/or the purchaser. If the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer however may require reasonable and less than 15 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for cancellation of delivery prior to the stated anticipated delivery date.

☐ THIS ORDERED VEHICLE MUST BE LICENSED

If the dealer and purchaser agree upon a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed N/A miles. Unless written delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that stated. The option to cancel ends at completion of delivery.

☒ This is a Finance Transaction. (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or its mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. ☐ In attached disclosures. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☒ Acceptable to You.
☐ This transaction is subject to financing being arranged through another or your choice. You agree cooperate reasonably. Correction and similar terms contained within apply by (date) N/A or this contract is void.
☐ This is a cash transaction. You are obligated to pay the balance due on delivery.

4. Sales Tax, County and Stadium Tax on it. ..... 4.	2,884.64
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MVIT 68.50	
k. Warranty/Service Contract Transfer Fee N/A	
l. Other ..... N/A	
9. Total of Non-Taxable Items (j + k + l) ..... 9.	68.50
OWNED VEHICLE PAYOFF	
Due to	
6. Estimated Payoff Amount on Owned Trade-In ..... 6.	N/A
CASH & CASH EQUIVALENTS	
m. Cash Down Payment or Order ... 100.00	
n. MANUFACTURER REBATES (Not Assignable) — Cash ☒ 1500	
o. Additional Cash Due (explain) ... N/A	
7. Total Cash and Rebates (m + n + o) amount ..... 7.	1600.00
8. Due on Delivery or Balance to Finance (1 + 2 − 3 + 4 + 5 + 6 − 7) ..... 8.	21188.92

A service fee is not required by law, but may be charged to dealer vehicle purchasers or lessees for services related to compliance with state and federal laws, certifications and public safety, and must be reasonable.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 150,000 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is void at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrant(s) that the below representations are true. The option to void this transaction is in addition to any rights or remedies the dealer may have at law or equity. The signing of this transaction and these representations shall not be a waiver of the dealer's right to other remedies.

	YES	NO
(a) That I am 18 years of age or older.	☒	☐
(b) That I have full power, right and lawful authority to execute all of the terms,	☒	☐
(c) That, except for the credit amount that dealer agrees to waive, as stated in the components of price of the Purchase Contract or under 240 or Conditions of Sale, I will receive and pay full or consideration as the trade-in was subject and not owned before or immediately upon delivery of the trade-in to the dealer.	☒	☐
(d) That all trade-in does not have a structural or collision part, which, however, or known disclosed to purchaser of delivery.	☒	☐
(e) That all parts of the trade-in contained upon it (except as are originally provided by the manufacturer or type equipment and which replacement equipment.	☒	☐
(f) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.	☒	☐
(g) That while I have owned or kept the trade-in its odometer has not been replaced, tampered with or changed in any way and I believe that the trade-in's actual operating number of 111,000 miles/kilometers unless as stated otherwise.	☒	☐
(h) That while I have owned or kept the trade-in its warranty claims (including driver and safety) have not been replaced, tampered with, or tampered stated in any way.	☒	☐
(i) That if trade-in has not previously been a salvage vehicle, reconstructed, repaired, or subject to any salvage brands.	☒	☐
(j) That the trade-in has not previously been flood or water damaged.	☒	☐
(k) That the trade-in does not have any personal or other interest of liens to the best knowledge.	☒	☐
(l) That the only interest of a security interest or lien in the trade-in ("Lienholder") is that stated below.	☒	☐

Lienholder(s): N/A

Explain All "NO" Answers:

No oral representations are binding unless written on this form. The dealership disclaims the implied warranties of merchantability and fitness for a particular purpose. No modification or waiver of this agreement is effective unless signed by both parties. You will receive a copy of this order.

As a default by dealership failing to take delivery of the vehicle as herein provided, you agree that if you do not accept delivery you shall, at dealer's option, forfeit to dealer, as a penalty, $ [redacted] not to exceed that of the stated price of the vehicle as authorized by Section 218.0147 Wisconsin Statutes. Dealer retains the right to bring action for actual damages against you, if any.

YOUR SIGNATURE(S): [redacted] DATE SIGNED 10/22/2005 TIME SIGNED [illegible] A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT
AUTHORIZED SIGNATURE: [signature] DATE SIGNED 10/22/2005 TIME SIGNED A.M. P.M.

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer [redacted] Request # [redacted]

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ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase		$ 23353.00

Created on 9/29/06 1:24 PM

[redacted] Document ID# [redacted] [redacted]

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 - [redacted]

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #1540541)
- Service Bulletin - 02-06-03-006B - No Start, No Crank, Battery, Batteries, Generator, Gages, SES, SIR, Brake, Security, Theft, ABS, Hot, DIC Messages, Lamp, Light, Battery and Generator Diagnostic Testing and Cadillac Roadside Service (SI Document ID #1563904)
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID #653410)

- Service Information - Charging System Test (SI Document ID #[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 those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Document ID# 1619135

[redacted] Document ID# [redacted] [redacted]
2005 Chevrolet TrailBlazer - 4WD

Subject: **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 #02-06-03-008A - (07/28/2004)**

Models: **1990-2005 Passenger Cars and Light Duty Trucks**
2003-2005 HUMMER H2

This bulletin is being revised to add the 2004 and 2005 model years. Please discard Corporate Bulletin Number 02-06-03-008 (Section 06 – Engine).

Any vehicle may have a low voltage display (if equipped with gauges), lights that dim at stop lights, slow cranking, no start, low generator output at idle or dim lights at idle when electrical loads are heavy at idle or under slow driving or infrequent usage conditions. These characteristics may be more noticeable with customer added electrical accessories, or with a discharged battery. These are normal operating characteristics of a vehicle electrical system and no repairs should be attempted unless a proven fault has been diagnosed.

During normal driving conditions, when engine speed is above 1000 RPM, the generator is designed to do two things:

- Supply the current necessary to operate the vehicle's originally equipped electrical devices (loads).
- Recharge/ maintain the battery's state of charge.

The following factors may affect generator and battery performance:

- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven only a short distance once a week may end up with a discharged battery to the point where the vehicle may not start). This would be considered abnormal usage of the vehicle and the normally expected result for the vehicle battery, generator and electrical systems.
- At idle, vehicle electrical loads may exceed the low speed current (amperage) output of the generator and when this happens the shortfall comes from the battery. This will result in a drop in the electrical system voltage as the battery delivers the additional electrical current to meet the demand. This is equivalent to the brown outs experienced by homes and businesses when the electrical demand is more than the supply. See Figure 1.

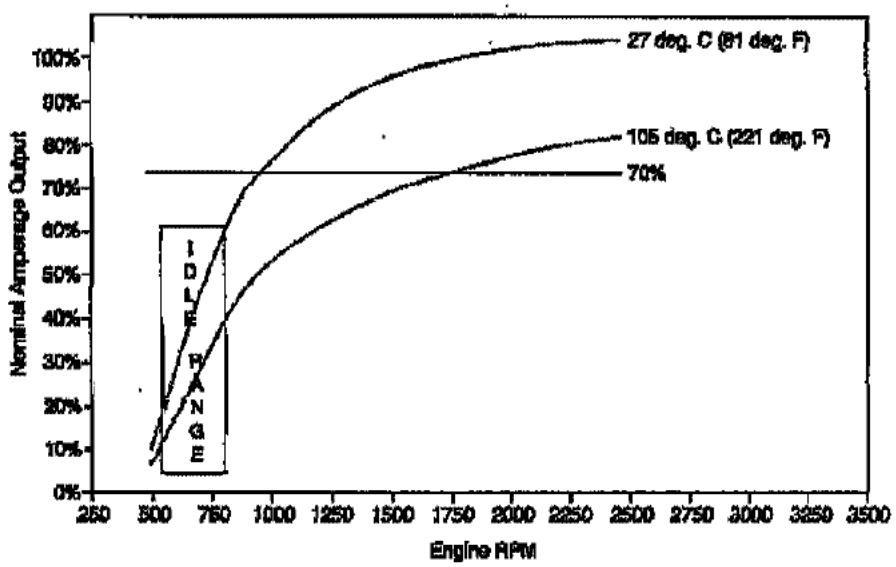
- Extended periods of engine idling, with high electrical loads, may result in a discharged battery. Attempting to recharge a battery by letting the engine run at idle may not be beneficial unless all electrical loads are turned "OFF".
- Increased internal generator temperatures from extended idling can also contribute to lower electrical system voltage. As the generator's internal temperature rises, the generator's output capability is reduced due to increased electrical resistance.

The following are some typical examples of electrical loads:

System	Amperage Load
✓ Rear Window defogger	25
✓ Electric AIR Pump	25
Heated Seats	5 Amps per seat
Headlamps (high)	20
✓ Blower Motor (High)	20
✓ Headlamps (low)	15
✓ Brake Lights	6
Windshield Wipers	6
✓ Ignition	6

91 - At the most
52 - At any given time

Typical Generator Performance for Cold and Operating Temperatures





Depending on the vehicle application, generator current (amperage) output at engine idle speeds of 600-

700 RPM can be as low as 35 percent of the full rated output. With enough electrical loads "ON", it is easy to exceed the generator current (amperage) output when the engine is at an idle of 600-700 RPM. This is a normal condition. The battery supplements for short periods of time. Items that affect the vehicle's electrical system current and voltage at idle are the number of electrical loads being used, including add-on accessories, and extended idle times. When the vehicle speed is above approximately 24 km/h (15 mph), the engine/generator RPM is high enough and the generator current (amperage) output is sufficient to supply the current (amperage) requirements of the vehicle as originally equipped and recharge the battery.

Dimming lights at idle may be considered normal for two reasons:

1. As the engine/generator speed changes, so will the current (amperage) output of the generator. As a vehicle slows, engine/generator RPM slows, and the current (amperage) output of the generator may not be sufficient to supply the loads, the vehicle system voltage will drop and the lights will dim. Dimming of the lights is an indication that current is being pulled from the battery. If the battery is in a low state-of-charge (discharged condition), the driver will notice a more pronounced dimming than a vehicle with a fully charged battery.
2. When high current loads (blower, rear defogger, headlamps, cooling fan, heated seats, power seats, electric "AIR" pump, or power windows) are operating or cycled "ON", the generator's voltage regulator can delay the rise in output. This effect, usually at lower engine speeds, can take up to ten seconds to ramp up the generator output. This is done to avoid loading the engine severely. To increase current (amperage) output, additional torque is consumed by the generator. The engine computer (PCM) will ramp up engine/generator speed in small steps so engine speed variations are not noticeable to the driver.

For diagnosis of the battery and or the generator, refer to the appropriate Service Information or Corporate Bulletin Number 02-06-03-006A.

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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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 39888 or J 39978
The Midtronics Battery Tester J 42000. A Sun VAT 40 Tester or equivalent. The Tech 2® Scan Tool.

Today's Date: 12-16-05
Repair Order Number 74480
Vehicle Delivery Date: 11-10-04

Mileage: 1767 miles
Km
VIN: 1G[redacted]

Dealer Code 47-429 Dealership Phone Number 920-387-3290 Technician Number/Name #4 Tim Duchman

Customer concern (as written on the repair order): Headlites Dim... Intermittently

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? _____Volts.
Start the engine. What is the voltage displayed on the DIC (if equipped) with the engine running? _____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 B, C, P and U DTCs) Current/Active and History:
none

Record the freeze frame or failure records for those codes present (use additional sheets if necessary).

Battery Inspection and Test Portion:

Refer to Corporate Bulletin #02-06-03-006 for additional information.

1. Is the hydrometer eye (if equipped) clear (low electrolyte level)? (Circle one) Yes No If clear, tap the hydrometer lightly with the handle of a small screwdriver. Did the color change? (Circle one) Yes No. If no, replace the battery. If yes, continue.
2. Does the battery show evidence of leaking or physical damage? (Circle one) Yes No If No, go to Step #4.
3. If YES replace the battery. Then continue with the next step.
4. Are both battery cables to battery connections clean and tight? If not, repair connections.

Important: When using the Midtronics 410, J 42000 tester on Corvette AGM batteries, you must enter 100 CCA more than the CCA value displayed on the battery label. When using the Midtronics 411A, J 42000 EU, enter the batteries rated CCA.

5. Test the battery with the Midtronics Digital Battery Analyzer, J 42000. What message is displayed on the tester? (Circle one) good battery, good-recharge, charge & retest, replace battery, bad cell - replace.
6. Were you instructed to charge the battery? (Circle one) Yes No
7. Have you completed the recharge? (Circle one) Yes No. Refer to Corporate Bulletin #02-06-03-009 for battery charging information.

Important: The CCA reading displayed on the J 42000 is NOT intended to be compared with the battery's laboratory CCA rating shown on the battery label. These numbers are not related and are arrived at in completely different ways. The CCA number shown on the tester will just about always be lower than the official CCA rating of the battery and should not be a concern.

8. Were you instructed to replace the battery? (Circle one) Yes No. What was the eight digit message displayed on the tester after the "Out of Vehicle" test? _____. For information on the out of vehicle test procedure, refer to Corporate Bulletin #02-06-03-006
9. Test the REPLACEMENT BATTERY with the J 42000 tester? What is the displayed message? (Circle one) good battery good-recharge, charge & retest, replace battery, bad cell – replace.
10. Was the message: good-recharge, or charge & retest. Have you charged the battery? (Circle one) Yes No.

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 39658 or J 39976
The Midtronics Battery Tester J 42000. A Sun VAT 40 Tester or equivalent. The Tech 2® Scan Tool.

Charging System Test:

Important: Battery voltage must be higher than 12.4 volts for proper electrical system testing.

1. Key in the OFF/LOCK position with a digital voltmeter, measure and record the battery voltage at the battery terminals. 12.81 Volts.
2. Turn OFF all accessories.
3. With the engine running, with a digital voltmeter, measure and record the battery voltage at the battery terminals. 14.23 Volts.
4. Voltage measured in Step #3 should be greater than Step #1, but less than 16 volts. Was it? (Circle one) Yes No
5. If no, engine running, measure the voltage output of the generator at the generator. _____ Volts.
6. Was Step #5 voltage greater than the voltage obtained at the battery, Step #3? (Circle one) Yes No. If yes, a wiring related condition exists with the vehicle. The generator output is not reaching the battery. Diagnose and repair. If no, continue with the next test procedure.
7. Key ON, engine OFF, what is the ignition 1 voltage displayed on the Tech 2®? 12.79 Volts.
8. Start the engine. What is the ignition 1 voltage displayed on the Tech 2®? 14.1 Volts.
9. Voltage from Step #8 should be greater than Step #7 but less than 16 volts. Was it? (Circle one) Yes No
10. What is displayed on the Tech 2® for Terminal L? (If available) _____
11. What is displayed on the Tech 2® for Terminal F? (If available) _____
12. Refer to Service Information (SI), Generator Usage Table, for the vehicle being tested. Determine the load test and rated output value of the generator for the vehicle being serviced.
The generator has a load test value of 140 Amps and a rated output value of 150 Amps.

Note: the rated output is the maximum amperage the generator will produce under ideal conditions at approximately 2000 engine RPM. The load test value is the output value used to test the generator.

13. Using the SUN VAT 40 Tester, test and record the amperage output of the generator under the following conditions. Use the Tech 2® to determine the engine speed.
14. Turn OFF all accessories. Increase the engine speed to (2000 RPM cars, 2500 RPM trucks) and adjust the carbon pile (VAT 40) to obtain the maximum amperage output. Record the maximum generator output obtained. 140 Amps
15. Is the ignition 1 voltage displayed on the Tech2® between 13 and 16 volts? (Circle one) Yes No
16. Is the maximum amperage output of Step #14 equal to or greater than the load test value for this vehicle's generator? (Circle one) Yes No.

Technician's Diagnosis: Does the generator/battery need replacement? NO See Bulletin Doc.
Please explain why: [redacted]

If a customer concern condition is found with the vehicle, and the suspected cause of the customer concern is suspected to be due to lack of vehicle activity, i.e. storage or driving habits, dealership management should discuss the Parasitic Drain Bulletin #02-06-03-010 with the customer.

Was Corporate Bulletin #02-06-03-010 discussed with the customer by a member of the dealerships service management team so further customer concerns may be alleviated? (Circle One) Yes No

ATTACH THIS FORM TO THE REPAIR ORDER AND A DUPLICATE COPY TO THE GENERATOR/BATTERY

[redacted]

[redacted]

[redacted]

ACCOUNTING

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

MAYVILLE, WI [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 689 KEVIN CARLSON

05	CHEVROLET TRAILBLAZE	1GNDT1363523[redacted]		1767/1767	[redacted]	
.0NOV04 IS		17:00 16DEC05		CASH	19DEC05	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC

8:32 16DEC05 11:35 19DEC05

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

DIM/FLICKER WHILE DRIVING --ADVISE--

N9995 CUSTOMER CONCERN NOT DUPLICATED

FC: 9Z PART#: COUNT: 0

AUTH CODE:

0 0 TPARTS

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL

COST, SALE, & COMP TOTALS 540 1993 0

920-387-5250
SERVICE HOURS
7:30 am - 6:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

WAITER WAITER

CUSTOMER # [redacted] WORKORDER [redacted]

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 115849

[redacted] HOME: [redacted] SERVICE ADVISOR: 689 CARLSON,KEVIN

	05	CHEVROLET TRAILBLAZE	1GNDT13S52 [redacted]	57671	[redacted]
10NOV04 IS		17:00 16DEC05		CASH	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC

16DEC2005:08:32

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

#1 LIGHTS WILL DIM/FLICKER WHILE DRIVING --ADVISE--

K Tension system OK output (a) 140 amps

Voltage Correction

TECHNICIAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or assemblies removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, accidents, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for articles thereafter. Labor charges include all necessary supplies and materials, including paint.

[redacted]

TIME WHEN FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THAT MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

[redacted]

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	NOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

A

SERVICE CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

B

SERVICE CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

C

SERVICE CORRECTION:

LABOR RECORD

ELAPSED TIME	TIME CLOCK
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON

[redacted]

[redacted]

ACCOUNTING

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
SAC: 113349

[redacted]

AYVILLE, WI[redacted]
OME [redacted]:

PAGE 1

SERVICE ADVISOR: 500 GARY KRUSZKA

05	CHEVROLET TRAILBLAZE	1GNDT13S35230[redacted]			2354/2354	[redacted]
10NOV04 IS		17:00 03JAN06			CASH	04JAN06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC

08:50 03JAN06 10:41 04JAN06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NONE											
		4	W94	0.60	0.60	1080	4138			41.38	41.38

CLAIM TYPE:

AV

1080 4138 TLABOR

* THANK YOU *

* BUSINESS!!! *

46200 4138 1080 26310 4138 *******

COST, SALE, & COMP TOTALS 1080 4138 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this Remittance. 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 Remittance.

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
BULLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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WARRANTY COPY

FROM :EVSMAYVILLE FAX NO. :9203875206 Sep. 11 2006 10:56AM P8

CUSTOMER #: [redacted]

[redacted]

MAYVILLE, WI [redacted]
HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KRUSZKA, GARY

	05	CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]			2354/	[redacted]

10NOV04 IS			17:00 03JAN06			CASH	

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

03JAN2006 08:50

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said customer. Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or assessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. I understand that Ernie Von Schledorn Ltd. is not re[redacted] are been left in the vehicle, and the [redacted] include all necessary supplies and [redacted]

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

[redacted]

FROM :EVSMAYVILLE FAX NO. :9203875026

FROM : BUSNAYVILLE FAX NO. : 9203875026 Sep. 11 2006 10:58AM P10

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

	LABOR RECORD: ELAPSED TIME	LABOR RECORD: TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

[redacted]
MAYVILLE, WI
HOME: 9[redacted] SUB:

SERVICE ADVISOR: 600 GARY KRUSZKA

	05 CHEVROLET TRAILBLAZE	1GNDT13S352[redacted]			4099/4099*	[redacted]

10NOV04 IS 17:00 01MAR06 CASH 01MAR06

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

09:29 01MAR06 10:24 01MAR06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: FAULTY AIR											
3	W94			1.00	1.00	2160	6897			68.97	68.97
FC: 6D											
COUNT: 1											
AUTH CODE:											
						17160	24024		TPARTS		

****
* FOR YOUR *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
26310	30921	*******					

COST, SALE, & COMP TOTALS	19320	30921	0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

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:

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
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	$0.00

Motor Vehicle repair trade 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.

WARRANTY COPY

FROM :MAYVILLE FAX NO. :9203875026 Sep. 11 2006 10:59AM P11

WAITER [redacted]

CUSTOMER #[redacted]

[redacted]

MAYVILLE, WI 5[redacted]

HOME: [redacted] BUS:

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KROSZKA GARY

	05	CHEVROLET TRAILBLAZE	1GNDT138352[redacted]		5800/	[redacted]
10NOV04 18			17:00 01MAR06		CASH	

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

01MAR2006 09:29

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
			DROPS

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor determines any other person to assume for it any liability in connection with the sale of said products.

Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories involved or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. [redacted] to the vehicle, and the dealer is not [redacted] necessary supplied and materials, exclu[redacted]

[redacted]

[redacted]

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:00AM P12

FROM :EUSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:02AM P13

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

MECHANIC'S FINDINGS AND REMARKS

	LABOR RECORD: ELAPSED TIME	LABOR RECORD: TIME CLOCK
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
CORRECTION:		OFF
		ON
MECHANIC'S NA[illegible]UMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

[redacted]

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

[redacted]

[redacted]

[redacted]

ACCOUNTING

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC -
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

MAYVILLE, WI [redacted]
HOME [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 600 GARY KRUSZKA

05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]			5916/5916	
10NOV04 IS		17:00 10MAY06			CASH	10MAY06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

14:50 10MAY06 15:30 10MAY06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	NECESSARY - INSPECT BELTS, HOSES AND TIRE CONDITION & AIR										
	M0014 LUBE, OIL AND FILTER										
1	89017342 FILTER					399	650	0	6.50	6.50	6.50
						1129	1400	TPARTS			

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
COST, SALE, & COMP TOTALS				2229	2645	0	

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN, THANK YOU!

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Inter Vehicle repair data 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, [illegible] Wisconsin 53708-8911.

WARRANTY COPY

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:02AM P14

CUSTOMER [redacted] WAITER

[redacted]

MAYVILLE WI [redacted]

HOME: [redacted] BUS:

WORKORDER [redacted]

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 8
Mayville, Wisconsin 53050
BAC: 113348

SERVICE ADVISOR: 600 KRUBZKA, GARY

	05	CHEVROLET TRAILBLAZER	1GNDT13S352 [redacted]		5916/	
10NOV04 18			17:00 10MAY06		CASH	

OPTIONS: DLR:442 ENG:4.2_Liter_MFI_DOHC

10MAY2006 14:50

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

CHASSIS WHEN NECESSARY - INSPECT BELTS,HOSES AND TIRE

TECHNICIAN'S

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
Customer labor charges are based on manufacturer's time guide which reflects an average time requirement for the performance of specified repairs and therefore may be more or less than actual shop time. Notice: You are entitled to inspect or retain any components, parts, or accessories removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the equipment mentioned and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of making tests or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle for amount of repairs thereto. I agree that Ernie Von Schledorn Ltd. assumes no responsibility for any damage to my vehicle while the property remains in my possession and I will not hold Ernie Von Schledorn Ltd. responsible for any valuables left in the vehicle, and the undersigned has been left in the vehicle, and the undersigned has been left in the vehicle, and the undersigned has been

USE ADDITIONAL MATERIAL / LABOR ESTIMATE

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MDT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

SERVICE CORRECTION:

A

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

B

SERVICE CORRECTION:

MECHANIC'S NAME & NUMBER

CAUSE OF FAILURE:

C

SERVICE CORRECTION:

LABOR RECORD

ELAPSED TIME	TIME CLOCK
	OFF
	ON
	OFF
	OFF
	OFF
	ON
	OFF
	ON
	OFF
	ON

[redacted]

[redacted]

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

"ACCOUNTING"

DUPLICATE 3
PAGE 1.

[redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 600 GARY KRUSZKA

	05	CHEVROLET TRAILBLAZE	1GNDT13S252[redacted]			8211/8211	[redacted]
10NOV04 IS			17:00 31JUL06		CASH	31JUL06	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

13:44 31JUL06 14:46 31JUL06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	NECESSARY - INSPECT BELTS, HOSES AND TIRE CONDITION & AIR.										
	M0013 LUBE, OIL AND FILTER										
1	89017342	F-FILTER		399		559	0	6.50	5.59	5.59	
						1421	1987	TPARTS			
B	ROTATE TIRES - INSPECT TIRE CONDITION - INSPECT DISC BRAKES FOR WEAR										
	M0021 MAINTENANCE SERVICE TIRE ROTATION										
						0	0	TPARTS			

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
49100	1428	1022		26310	3482	*******	

COST, SALE, & COMP TOTALS	1421	3482	0

920-387-6250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Motor Vehicle repair trade 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.

CUSTOMER COPY

CUSTOMER # [redacted] WAITER

[redacted]

MAYVILLE, WI [redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 1

ERNIE VON SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

SERVICE ADVISOR: 600 KRUSZKA, GARY

	05	CHEVROLET TRAILBLAZE	1GNDT13835[redacted]			8211/	[redacted]
10NOV04 IS			17:00 31JUL06			CASH	

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

31JUL2006 13:44

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

CHASSIS WHEN NECESSARY - INSPECT BELTS, HOSES AND TIRE

B 10250 C ROTATE TIRES - INSPECT TIRE CONDITION - INSPECT DISC

TECHNICAN COPY

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither expresses nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that Ernie Von Schledorn Ltd. is not responsible against loss sustained by theft, accident, fire or vandalism while the property remains with the dealer. Customer stores no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefore, labor charges include all necessary supplies and materials, including parts, used in making repairs.

CUSTOMER SIGNATURE

[redacted]

FROM :EVSMAYVILLE FAX NO. :9203875026 Sep. 11 2006 11:07AM P18

QTY	PART NO.	DESCRIPTION	PARTS PRICE	MOT	LABOR PRICE	TOTAL

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

	ELAPSED TIME	TIME CLOCK
MECHANIC'S NAME & NUMBER [redacted] TIME JUL 31 14:28 JUL 31 13:42		
CAUSE OF FAILURE:		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON
MECHANIC'S NAME & NUMBER		
CAUSE OF FAILURE:		OFF
		ON
SERVICE CORRECTION:		OFF
		ON

A

B

C

FROM : EVANSVILLE FAX NO. : 9283875026 Sep. 11 2006 11:08AM P19

OCT-18-2006(WED) 12:35 P.001/001 27

FROM :BUSHAVILLE FAX NO. :9203875026 Oct. 13 2006 07:15AM P2

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 2
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE inc.
CHEVROLET - PONTIAC - CADILLAC
1050 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
SAC: 113348

[redacted]

SERVICE ADVISOR: 600 GARY KROSTKA

05 CHEVROLET TRAILBLAZER 1GNDT13S352 [redacted] 10101/10101 [redacted]

LONOV04 IS 17:00 03OCT06 CASH 03OCT06

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM
SMART CARE M0013 LOF/M0021 ROTATE

08:11 02OCT06 08:14 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	B/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
	4	WS4		0.50	0.50	1100	3449			34.49	34.49

CLAIM TYPE:
AV

1100 3449 TLABOR

27901 COURTESY TRANS

0 0 TPARTS

****

* FOR YOUR *

****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250
SERVICE HOURS
7:30 am - 6:00 pm Monday - Friday

YOUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN. THANK YOU!!

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this furniture. 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 furniture.

CUSTOMER SIGNATURE

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
CHARGE ACCT. AMOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

Motor Vehicle repair trade 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.

CUSTOMER COPY

document Index - [redacted] 28

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
HAL45362A8

Last

First

Timestamp
2006-10-18-13.22.00.000000

Division
CH

CorrType
B

CatCode
01

MSXSource
F

AttachNum

VIN

1

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 13 2006 07:15AM P1

Ernie von Schledorn - Mayville Inc.

CHEVROLET • PONTIAC • CADILLAC

1050 N. Main Street, P.O. Box 5 Mayville, Wisconsin 53050 (920) 387-5250 • FAX (920) 387-5026

Fax Message For: JAmes Kennedy

Date: 10-13-06 [redacted]

Message: Copy of [redacted]

Ro# [redacted]

From:

Page 2 ~~of~~ .

Inc Cover

[redacted]

AN AMERICAN REVOLUTION

FROM :EVSMAYVILLE FAX NO. :9203875026 Oct. 13 2006 07:15AM P2

[redacted] [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

ERNIE von SCHLEDORN - MAYVILLE INC.
CHEVROLET - PONTIAC - CADILLAC
1060 N. Main St.
P.O. Box 5
Mayville, Wisconsin 53050
BAC: 113349

[redacted]

SERVICE ADVISOR: 600 GARY KRUSZKA

	05	CHEVROLET TRAILBLAZE	1GNDT13S35[redacted]		10101/10101	[redacted]	
10NOV04 IS		17:00 03OCT06		CASH	03OCT06		

OPTIONS: DLR:442 ENG:4.2 Liter MFI DOHC 1)GM SMART CARE M0013 LOF/M0021 ROTATE

08:11 02OCT06 08:14 03OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: NORMAL CONDITION											
1	W94			0.50	0.50	1100	3449			34.49	34.49

CLAIM TYPE:
AV

0 0 PARTS
1100 3449 LABOR

Z7901 COURTESY TRANS

0 0 PARTS
[illegible] LABOR

****
* THANK YOU *
* FOR YOUR *
****

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[illegible]	3449	[illegible]	[illegible]	[illegible]	3449	[illegible]	[illegible]

COST, SALE, & COMP TOTALS 1100 6449 0

920-387-5250
SERVICE HOURS
7:30 am - 5:00 pm Monday - Friday

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CUSTOMER SIGNATURE

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

Motor Vehicle repair trade 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.

WARRANTY COPY

document Index - [redacted] 3

Class - BRCSiebel Docs

RequestNum

[redacted]

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
DEH4561DD9

Last

First

Timestamp
2006-11-20-16.53.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

Broadway AUTOMOTIVE

Broadway Automotive-Pulaski
2596 Hwy 32
Pulaski, WI 54162
920-865-4200 Fax: 920-865-4204

FAX

To Nita DeHoys **From** Mike Broadway

Fax# 866-255-3730 **Pages**

Phone **Date** 11-21

Re: [redacted] **CC:**

Urgent **For Review** **Please Comment** **Please Reply**

Comments

Vehicle was dealer traded to Herse Chev In Milwaukee.

GM Parts

Broadway AUTOMOTIVE

www.broadwayautomotive.com

2596 Highway 32
P.O. Box 589
Pulaski, WI 54162
920-865-4200
Fax: 920-865-4204
800-236-9903

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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.

THE DEALER IS NOT A PARTY TO ANY MANUFACTURER'S WARRANTY ON PARTS OR SERVICE CONTAINED HEREIN. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.

CUSTOMER SIGNATURE

SERVICE HOURS:

MONDAY-THURSDAY
7:00 A.M. - 5:30 P.M.
FRIDAY
7:00 A.M. - 4:30 P.M.
SATURDAY (QUICK LUBE)
8:00 A.M. - NOON

WE APPRECIATE YOUR BUSINESS!!

Motor vehicle repair trade 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.

CUSTOMER NO: 101	NUMBER: WARREN J YOUNG 21		INVOICE DATE: 08/15/05
BROADWAY AUTOMOTIVE-PULASKI	LABOR DATE	LICENSE NO.	MILEAGE IN: 13
2596 HIGHWAY 32	YEAR / MAKE / MODEL: 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZ		COLOR: BUP BLUE MET
PULASKI, WI 54162	VEHICLE ID NO: 1 G N D T 1 3 S 3 5 2 [redacted]	P.O. NO.	P.O. DATE: 08/15/05
READDRESS FROM:	BUSINESS PHONE: 920-865-4200	COMMENTS	

JOB# 1 CHARGES

LABOR

J#			TECH(S):33	WARRANTY
1	41FNZ	EXTERIOR TRIM		
		LICENSE PLATE SEAL IS WARPED- PART HERE		
		WARPED		
		REPLACED SEAL		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15170981	SEAL 17.185		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CCCS JOB# 1 TOTAL	0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLST...	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 NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] [ ] OTHER [ ] CHARGE

A "*" preceding the description of a part number designates a lifetime warranty under the GM goodwrench service plus program-excluding commercial applications.

THANK YOU FOR YOUR BUSINESS!!!!!!!

CUSTOMER SIGNATURE

[END OF INVOICE]

04:37pm

JASTROCH & LABARGE, S.C.
ATTORNEYS AT LAW
P. O. BOX 1487
WAUKESHA, WISCONSIN 53187-1487

RETURN SERVICE REQUESTED

WAUKESHA NOV.-8.06 WI

0000034211 U.S.POSTAGE 00.63 POSTALIA 263713

NOV 10 2006

NOV 10 2006

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

48232$5170 B051

Motor Vehicle Lemon Law Notice

Demand for relief under s. 218.0171(2)(b), Wisconsin Statutes

Pursuant to the Wisconsin Lemon Law, I am notifying General Motors Corporation of the following:
(check one) *manufacturer*

- ☒ My vehicle has been made available for repair at least 4 times for the same condition or defect during its first year of warranty.
- ☒ My vehicle has been out of service at least 30 days because of one or more condition or defect during its first year of warranty.

In addition, I also qualify for relief under sec. 218.0171(2)(a), Wis. Stats. and the Magnuson-Moss Warranty Act, 15 U.S.C. 2301, et seq. (refund or damages).

Vehicle make Chevrolet Model Trailblazer Year 2005 VIN 1GNDT13S352[redacted]

Name and city/state of selling or leasing dealer or leasing company Heiser Chevrolet Cadillac of West Bend, Inc., West Bend, Wisconsin

Date of vehicle delivery October 22, 2005 Today's date November 8, 2006

Name of institution that financed/leased vehicle Landmark Credit Union Loan account #[redacted]
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

My vehicle has a condition(s) or defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me *one* of the following within 30 days:
(check one)

- ☐ A comparable new motor vehicle in accordance with the Lemon Law, plus collateral costs
- ☒ A refund calculated in accordance with the Lemon Law, plus collateral costs (including see attached copies of Motor Vehicle Purchase Contract, Wisconsin Title & License Plate Application and Motor Vehicle Consumer Simple Interest Installment Sale and Security Agreement)

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.)

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.)

Description of missing equipment or serious unrepaired vehicle damage. *(Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.)*

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [redacted]

Jastroch & LaBarge, S.C., Attorneys at Law, is representing the consumer in this matter; the manufacturer should communicate with the consumer only through Jastroch & LaBarge, S.C.

Address [redacted] Waukesha, Wisconsin 53[redacted]
Phone [redacted] Fax [redacted]

Signature (Attorney)
Attorney Vincent P. Megna

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the condition(s) or defect(s) on these dates:

Date in/out	Mileage	Dealership name	Condition(s) or defect(s) reported *
12/16/05	1,767	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving.
12/20/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
12/28/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
12/29/05	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving.
1/3/06	2,354	Ernie von Schledorn - Mayville Inc.	Lights dim, volt gauge drops.
1/10/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
1/27/06	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
2/21/06	unknown	Ernie von Schledorn - Mayville Inc. (telephone call)	Headlamps and interior lights dim/flicker while driving; headlamps and interior lights went completely out twice; volt gauge drops.
3/1/06	4,099	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
7/31/06	8,211	Ernie von Schledorn - Mayville Inc.	Headlamps and interior lights dim/flicker while driving; volt gauge drops.

8/4/06	unknown	General Motors Corporation Customer Assistance Center and Ernie von Schledorn - Mayville, Inc. (telephone calls)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/10/06	unknown	General Motors Corporation Customer Assistance Center and Ernie von Schledorn - Mayville Inc. (telephone calls)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/14/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
8/17/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
9/6/06	unknown	General Motors Corporation Customer Assistance Center (telephone call)	Headlamps and interior lights dim/flicker while driving; volt gauge drops.
10/2/06 - 10/3/06	10,101	Ernie von Schledorn - Mayville Inc.	Headlights dim.

* See also materials previously submitted to BBB Auto Line, as well as consult your own records and with your dealers. Do not rely solely on the above.

Mailed to General Motors Corporation and Heiser Chevrolet Cadillac of West Bend, Inc. on November 8, 2006.

MOTOR VEHICLE PURCHASE CONTRACT

THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN 2 BUSINESS HOURS OR THE OFFER IS AUTOMATICALLY REVOKED AND YOU MAY PURCHASE THE OFFERED VEHICLE UNLESS YOU HAVE ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER, DEALER IS PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME / ADDRESS / CITY, STATE, ZIP / TELEPHONE NO.	HEISER CHEVROLET CADILLAC OF WEST BEND 2520 West Washington Street West Bend, WI 53095 262-334-3535	VEH. STOCK NO. OR ORDER NO.	BALANCE AT SIGNING / ORDER DATE
		W27302	265 / 9/22/2005
		SALESPERSON'S NAME: DASHODY, KENNETH SALESPERSON'S LICENSE NUMBER: D853-5054	

PROSPECTIVE PURCHASER / YOU (NAME(S)): [redacted]

PROSPECTIVE PURCHASER STREET ADDRESS: [redacted] CITY: MAYVILLE STATE: WI ZIP: [redacted]

CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
[redacted]	[redacted]	DODGE	KEKOSKEE	

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESIGNATED VEHICLE: XX ☐ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☐ CAR ☐ TRUCK ☐ OTHER — LICENSE NO.

PURCHASED VEHICLE	MODEL YEAR	MAKE - TRUCK NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
	2005	CHEVROLET	TRAILBLAZ	UT		1GNDT13S352[redacted]
TRADED-IN USED VEHICLE	1999	GMC	SIERRA	CC	SILVER	1GTEK24K4X[redacted]

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. ☒ New Vehicle Manufacturer Warranty
2. ☐ Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
   Expiration: N/A (date) N/A (miles), whichever comes first.
   Obligation to Be Paid by You: $ N/A
   Estimated fee to be paid by You: $ N/A Pay to: ☐ Dealer ☐ Manufacturer
3. ☐ Not known 4. ☐ Expired 5. ☐ Cancelled due to salvage or other vehicle history

Dealer Warranty Information

6. ☒ AS-IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. ☐ Limited Warranty: N/A Term ____ (months) N/A ____ (miles), whichever comes first. Percent of total repair costs to be paid by You: N/A % Deductible to be paid by You: N/A

SERVICE CONTRACT INFORMATION: Refer to separate document for coverages and exclusions.

8. ☐ Service Contract (Administered by N/A) Term: N/A (months) N/A (miles), whichever comes first. Obligation to be paid by You: $ N/A

THIS CONTRACT SUPERCEDES ALL OTHERS

OTHER CONDITIONS OF SALE

Vegas Trip Waived KEK SK

DEALER MAY SELL ABOVE VEHICLE IF CUSTOMER DOES NOT TAKE DELIVERY BY: 10/22/05 AT: 10:37

CUSTOMER INITIALS: [redacted]

ANTICIPATED DELIVERY DATE 10/22 20 05

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within two business days, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is extended upon terms as the purchaser contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer however may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

☐ THE ORDERED VEHICLE MUST BE LOCATED

If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed N/A miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☒ This is a Finance Transaction. (Check A. or B.)

Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:

A. ☐ As attached disclosure. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.

B. ☒ Acceptable to You

☐ This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) N/A or this contract is void.

☐ This is a cash transaction. You are obligated to pay the balance due on delivery.

USED: PRICE from the Wholesale Buyers Guide	
NEW: ☒ MSRP detail provided on window label ☐ MSRP detail provided on attachment Total MSRP (manufacturer Suggested Retail Price) $	31980.00
Dealer Markup	
Dealer Installed options — state warranty if ☐ at left.	
Total Dealer Installed Options (Total to Label Price or Attach Additional Sheet)	0.00
PRICE OF THE VEHICLE	
a. Dealer Retail Price	35980.00
b. Services Fee	98.00
c. Discount	1225.00
1. Cash Price (a + b − c) 1	27853.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other Maintenance Plan	N/A
e. Service Contract	N/A
2. Total of Taxable Items (d + e) 2	N/A
TRADE ALLOWANCE	
f. Owned Trade-in Allowance 3500.00	
Leased trade-in allowance (See lease equity calculation)	
(i) Gross Allowance N/A	
(ii) Estimated Lease Payoff N/A	
Payoff to N/A	
g. Net Lease Equity (i − ii) N/A	
3. Trade Allowance (f + g) (If positive, add on line 5 and 9) 3	3500.00
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 − 3) 24353.00	
4. 6000 State, County and Regional Tax on h 4	1339.42
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MVII 88.50	
k. Warranty/Service Contract Transfer Fee N/A	
l. Other N/A	
5. Total of Non-Taxable Items (j + k + l) 5	88.50
OWNED VEHICLE PAYOFF Due to	
6. Estimated Payoff Amount on Owned Trade-in 6	N/A
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order 100.00	
n. MANUFACTURER REBATES (CASH / ASSIGNED) On REBATE ☐ ☐ 4500	
☐ ☐	
☐ ☐	
o. Additional Cash Due (Explain/Source) N/A	
7. Total Cash and Rebates (m + n if assigned + o) 7	4600.00
8. Due on Delivery or Balance to Finance (1 + 2 − 3 + 4 + 5 + 6 − 7) 8 $	21160.92

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 156,690 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

	YES	NO
(A) That I am 18 years of age or older.	☒	☐
(B) That I have full power, right and lawful authority to dispose of the trade-in.	☒	☐
(C) That, except as the payoff amount that dealer agrees to make as indicated in the paragraphs or area of the Purchase Contract or under Other Conditions of Sale, I will assure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	N/A	☐
(D) That the trade-in does not have a structural or collision based, latent, penetrating or major (including complete portion of vehicle)	☒	☐
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer in base configuration and meet replacement equipment.	☒	☐
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications	☒	☐

	YES	NO
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 156,690 miles/kilometers reflects its actual mileage.	☒	☐
(H) That while I have owned or leased the trade-in its emissions devices (including catalytic and fuels) have not been replaced, tampered with or otherwise altered in any way.	☒	☐
(I) That the trade-in has not previously been a salvage vehicle, nonrepairable buyback, or subject to any other title brands.	☒	☐
(J) That the trade-in has not previously been flood or water damaged.	☒	☐
(K) That the trade-in does not have any corrective welds or other evidence of repair to the sheet metal, frame, unibody or structural portions of the vehicle.	☒	☐
(L) That the only lienholder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.	☒	☐

Lienholder(s): N/A

Explain All "NO" Answers:

No oral representations are binding unless written on this form. This document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You are entitled to a copy of this page.

As a delivered to purchaser being in lease delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, [redacted] as authorized by Section 218.0171 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused.

YOUR SIGNATURE(S): [redacted] DATE SIGNED 10/22/2005 TIME SIGNED 10:39 A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT / AUTHORIZED SIGNATURE: Brian Crandell DATE SIGNED 10/22/2005 TIME SIGNED A.M. P.M.

WI Rev. 8/04 Copyright 2004 WI Auto & Truck Dealers Assn.

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 2/2005

Processor ID No. | Received - Date - Opened

[redacted]

Title No. - New License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one) X Title Transfer ☐ Original Title ☐ Title Only ☐ Salvage Title ☐ Check if also IRP

Owner Legal Name - Last, First, Middle Initial	Birth Date	Driver License Number and State
[redacted]	03/20/71	[redacted]
[redacted] - Last, First, Middle Initial	06/01/70	[redacted]

☐ OR ☐ AND (check one)

Street Address	City	State	ZIP Code	Area Code - Telephone #
[redacted]	MAYVILLE	WI	[redacted]	[redacted]

If leased vehicle, Lessee Name - Last, First, Middle Initial	Lessee Signature	Lessee Driver License Number and State
	X	[redacted]

Street Address	City	State	ZIP Code	Area Code - Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (Name number of cycle/moped)	Year	Make	Type (car, truck, van, etc)	Color
1GNDT13S352[redacted]	2005	CHEVROLET	TRUCK	

WI License Plate to Transfer (Plate may be transferred from husband or wife only)	Temporary License Plate Number	
785DRT		☐ Check box if plates transferred from husband/wife. Licenses plates cannot be transferred between other family members.

Vehicle kept in County	City	Village	Town	Date First Operated this vehicle in Wis. as resident	Registration Period	Gross Weight
DODGE	X	☐	☐	10/22/05		
OR:		OR:	MAYVILLE			

Section C - Loan Information

If no secured party, check	Secured Party Number(s)	List all SECURED PARTY NAME(S) (lienholders)	Street Address, City, State, ZIP Code	Area Code-Phone Number
☐ None	02779	LANDMARK CREDIT UNION	WAUKESHA 02779 WI 53187-0178	2627964511

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment, and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: ☐ 10 or more model years old ☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): 111,165 X and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

a. Cash price (vehicle described in section "B")	27853.00
b. Less trade-in allowance	3500.00
Note: WI Dealers need not complete item c below	24353.00

[redacted]

Fee Computation

• Title Fee $35 (replacement $8)	4.00
• Loan Filing Fee $4	N/A
• License Plate Fee (see section "H")	N/A
Miscellaneous Fees	
• Municipal Wheel Tax (Beloit-$10, Sheboygan-see instructions)	N/A
• Motor Carrier Class Fee (see section "H")	N/A
Optional Fees (customer initials to O/K)	
• Priority Service Fee $4 (see address below)	N/A
• Counter Service Fee $5 (if you apply in person at DOT)	19.50
• Electronic Title/License Plate Filing Fee $19.50	68.50
ENTER FEE TOTAL	$

Make check payable to: Registration Fee Trust

Tax Statement

Date Vehicle Purchased 10/22/05 | Used ☐ | New X | Date Delivered 10/22/05

Describe Vehicle Trade-In: Year 95 Make GMC Vehicle Identification Number 2GTEK24R1S[redacted]

If tax exempt, enter exemption code and reason (see instructions back of page 3)

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.

DEALER Name: KISER CHEV CADILLAC OF W | Area Code - Phone #: 2623343858

Required Title Brand (See instructions back of page 3): ☐ Police ☐ Taxi ☐ Flood Damage ☐ MFR Buyback ☐ Hail Damaged | Dealer #: 2820

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

CHANDLER, NICKOLAS D

(Print Name of Selling Dealer's Authorized Agent)

X [redacted] 10/22/2005

(Signature of Selling Dealer's Authorized Agent) (Date)

Certification

All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.

COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X [redacted]

(Signature of Purchaser)

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949.

Priority Service processing (Mail-In) - Remit an extra $4 fee to: WI Dept of Transportation, PO Box 7308, Madison, WI 53707-7308

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue.

56562 CUSTOMER NUMBER [redacted] STOCK NUMBER

3 - PURCHASER

CONSUMER
4315 (4-03)
©Wisconsin Bankers Association 2004

MOTOR VEHICLE CONSUMER SIMPLE INTEREST INSTALLMENT SALE AND SECURITY AGREEMENT

1. CREDIT SALE AGREEMENT

6.10

Goods Sold and Credit Request. I purchased from the undersigned seller ("Seller") at the price and on the terms of a separate purchase agreement the following goods, and I acknowledge receipt of them, in satisfactory condition. I request that the sale be financed on the terms of this Agreement and agree that all terms and conditions of the purchase agreement, other than financial terms and conditions, survive the execution of this Agreement. I agree to pay to Seller the Amount Financed shown on line 2(h), plus interest, according to the Payment Schedule shown below. This Agreement bears interest at the rate of _____% per year on the unpaid balance until the scheduled date of the final installment and after that date at the default rate of 12.00 % per year until paid. I agree to pay the Late Charge shown below. I also agree to pay a charge of $ 15.00, as permitted under §422.202(1)(d), Wis. Stats., for each check presented for payment under this Agreement which is returned unsatisfied. Payments shall be applied (to the extent not prohibited by the Wisconsin Consumer Act) in such order as Seller elects to charges and amounts due under this Agreement. Amounts disclosed in Sections 2 and 3 are computed on the assumption that all installments will be paid when due.

NEW OR USED	YEAR	NO. CYL	MAKE-TRADE NAME	BODY STYLE (IF TRUCK, TONS CAPACITY)	MODEL	SERIAL NUMBER OR IDENTIFICATION NUMBER
NEW	2005		CHEVROLET	UT	TRAILBLAZER	1GNDT13S35[redacted]

If applicable, titled or to be titled in name of [redacted]

2. ITEMIZATION OF AMOUNT FINANCED AND OTHER CHARGES

(a)	Cash Price			(a) $ 27863.00
(b)	Trade-In: Year 1995 Make GMC Model SIERRA Allowance $ 3500.00 – Lien/Lease Payoff $ N/A Owed to N/A = Net Positive Trade-In Value of			(b) $ 3500.00
(c)	Total Cash Received $ 4600.00 (Includes factory or manufacturer rebate of $ 4500.00)			(c) $ 4600.00
(d)	Downpayment: Cash $ 4600.00 + Net Positive Trade In Value $ 3500.00 = Total Downpayment of			(d) $ 8100.00
(e)	Amount paid to Seller (a - d)			(e) $ 19763.00
(f)	Amounts paid to others on my behalf which are being financed:	Paid In Cash Not Financed	Being Financed	
(1)	To public officials for:			
	Sales Tax	$ N/A	$ 1339.42	
	Filing Fees (Notation and Release of Lien)	$ N/A	$ 4.00	
	Title Application, Transfer & Registration	$ N/A	$ 64.50	
(2)	To property insurance company for coverages checked below (actual cash value)	$ N/A	$ N/A	
	☐ $ N/A Deductible Comprehensive			
	☐ $ N/A Deductible Collision			
	☐ Fire, Theft and Combined Additional Coverage			
(3)	To liability insurance company	$ N/A	$ N/A	
(4)	To _____	$ N/A	$ N/A	
(5)	To _____	$ N/A	$ N/A	
(6)	To Gap Protection	$ N/A	$ 595.00	
	[Subtotal for computing credit insurance premium e + f(1) through (6)] $ 21755.92			
(7)	To credit life insurance company	$ N/A	$ N/A	
(8)	To credit accident and sickness insurance company	$ N/A	$ N/A	
	Total Amount Paid to Others Which is Being Financed (Seller may be retaining a portion of this amount)			(f) $ 2002.92
(g)	Prepaid Finance Charge (Do not finance)			(g) $ N/A
(h)	Amount Financed (e + f minus g)			(h) $ 21755.92
(i)	Finance Charge (including (g))			(i) $ 4343.36
(j)	Total of Payments (h + i)			(j) $ 26099.28
(k)	Total Sale Price (d + j)			(k) $ 34199.28

3. 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 $ 8100.00	("e" means an estimate)
6.10 %	$ 4343.36	$ 21755.92	$ 26099.28	$ 34199.28	

My payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	$ 362.49	MONTHLY BEGINNING 12/06/2005
	$ N/A	

Security. I am giving a security interest in the goods being purchased.

Late Charge. If a payment (other than the final payment) is not paid on or before the 10th day after its due date, I may be charged $ 10.00 or 5 % of the unpaid amount, whichever is less.

Prepayment. If I pay off early, I will not have to pay a penalty ☐ and I will not be entitled to a refund of the prepaid finance charge.

I should see my contract documents for any additional information about nonpayment, default and any required repayment in full before the scheduled date.

4. SECURITY AGREEMENT

I grant to Seller a security interest in the goods described above, and all accessions to and proceeds of such goods ("Collateral"). The Collateral secures performance of all my obligations in this Agreement and all extensions, modifications and renewals of them ("Obligations").

5. COVENANTS

(a) **Ownership and Purpose.** Acting alone, I may grant a security interest in the Collateral. The Obligations under this Agreement are incurred and the Collateral is acquired primarily for personal, family or household purposes.

(b) **Title.** Vehicle will be ☒ titled in Wisconsin ☐ titled in _____ ☐ not titled.

(c) **Location.** The Collateral will be kept at the address below Section 7, or if not, at: _____

(NO. AND STREET) (CITY OR TOWN) (STATE)

Such location shall not be changed without providing at least 30 days prior written notice of the change to Seller, but I intend that the Collateral, wherever located, is covered by this Agreement.

(d) **Marital Information.** For Wisconsin resident only: I am ☐ married ☐ unmarried ☐ legally separated. If I am married and my spouse is not signing below the name of my spouse is _____ and my spouse resides at ☐ the address shown below Section 7 or at ☐ _____

(e) **Marital Purpose.** If I am a married Wisconsin resident, the obligation evidenced by this Agreement is being incurred in the interest of my marriage or family.

X [redacted]

(f) **Name and Address.** My legal name is as set forth below Section 7. The address of my principal residence is as set forth below Section 7. I will not change my legal name or address without providing at least 30 days prior written notice of the change to Seller.

(g) **Additional Covenants.** I shall observe and comply with the Additional Provisions on the reverse side and shall not permit an event of default to occur.

6. INSURANCE

(a) **CREDIT LIFE AND CREDIT ACCIDENT AND SICKNESS INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS I SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I want the insurance at the cost(s) shown below for the term of the Agreement (or _____ months, whichever is less) subject to terms and conditions of separate policy or certificate of insurance.

Credit Life Insurance $ N/A Credit Accident & Sickness Insurance $ N/A

X _____ INSURED X _____ INSURED

X _____ JOINT INSURED X _____ JOINT INSURED

(c) **I MAY OBTAIN PROPERTY AND LIABILITY INSURANCE FROM ANYONE I WANT THAT IS REASONABLY ACCEPTABLE TO SELLER.** If I get the insurance from Seller, I will pay $ N/A for estimated term of N/A months.

(d) **WARNING:** Unless an amount appears on line (1)(3) of Section 2, insurance coverage hereunder is not public liability insurance and does not protect the driver of the vehicle from liability for damages resulting from negligent use of the vehicle.

(b) **DEBT CANCELLATION COVERAGE, SPECIFICALLY CALLED GUARANTEED AUTOMOBILE PROTECTION ("GAP"), IS NOT REQUIRED TO OBTAIN CREDIT AND GAP WILL NOT BE PROVIDED UNLESS I ELECT SUCH COVERAGE AND SIGN AND AGREE TO PAY THE ADDITIONAL COST.** I elect GAP for the cost shown below for the original term of this Agreement (or 72 months, whichever is less), subject to terms and conditions of the separate [redacted] GAP coverage cost is $ 595.00

[redacted] X [redacted] CUSTOMER

7. PERSONS BOUND

"I", "my", "me" and "mine" includes each customer who signs this Agreement and our obligations are joint and several, except that _____ (NAME) signs below solely to grant a security interest in the Collateral. This Agreement benefits Seller, its successors and assigns, and binds me and my heirs, personal representatives, successors and assigns. **This Agreement includes the Additional Provisions on the reverse side.** I have received a completed copy of this Agreement.

The Annual Percentage Rate may be negotiable with Seller. Seller may assign this Agreement and retain its right to receive a part of the Finance Charge.

NOTICE TO CUSTOMER	
(a)	**DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.**
(b)	**DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.**
(c)	**YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.**
(d)	**YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF FINANCE CHARGE.**

Dated 10/27/2015

HEISER CHEV CADILLAC OF WEST BEND

_____ (SEAL) X [redacted] (SEAL)

SELLER

By: _____

Seller's Address: 2620 WEST WISCONSIN AVENUE MILWAUKEE, WI 53211

X [redacted] (SEAL)

CUSTOMER

[redacted]

This AGREEMENT was assigned to ("Assignee"): _____

PO BOX 178

WAUKESHA 027719 WI 53187-0178

Customer's Address [redacted] SEE SECTION 6(c)

*Type or print name signed above.

For Clerical Use

Copy of this Agreement to Customer is required	☐ Delivered
If more than one Customer, copy of this Agreement or WDA-156 to other Customers is required	☐ Agreement Delivered; or ☐ 156 Delivered
If Customer is married and is the only spouse to sign copy of this Agreement or separate notice to other spouse is required	☐ Agreement Delivered; or ☐ Notice Delivered

PART 5 - DEBTOR'S COPY - NOT ASSIGNABLE.

document Index - [redacted]

Class - BRCSiebel Docs

RequestNum
[redacted]

MSXDocNum
0631400177

Last
[redacted]

First
[redacted]

Timestamp
2006-11-10-11.30.56.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
M

AttachNum

VIN

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: WI

Customer Name: [redacted] **Service Request:** [redacted] **GM Legal File No.: N/A**

Vehicle ID No.: 1GNDT13S35[redacted] **In Service Date:** 10/22/2005 **Vehicle is: New** **BAC Code:** 216654

Year, Make & Model: 2005 Chevrolet TrailBlazer

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC☐ Other☒: Landmark Credit Union

VEHICLE REPAIR HISTORY

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/16/05	[redacted]	1	1767	C/S INTERMITTENTLY HEADLIGHTS DIM/FLICKER WHILE DRIVING / **CUSTOMER CONCERN NOT DUPLICATED**
01/03/06		1	2354	C/S LIGHTS DIM, VOLT GUAGE DROPS / **CUSTOMER CONCERN NOT DUPLICATED**
03/01/06		1	4099	C/S LIGHTS DIM, VOLT GUAGE DROPS / **FOUND FAULTY ALTERNATOR – GENERATOR ASSEMBLY REPLACED**
10/02/06		1	10101	C/S HEADLIGHTS DIM AT TIMES / **CUSTOMER CONCERN NOT DUPLICATED 1-DAY RENTAL PROVIDED**

THE STATE LEMON LAW READS:

Days out of service: 30 or more days
Repairs: 4 or more
Time period: 12 months / unspecified
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period: N/A / N/A

Number of repair attempts in the presumption period: 3=Unable to duplicate
1=Alternator

Total days out of service during the presumption period: 4

Total days out of service during customer's ownership: 4

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

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.

REASON FOR REMOVAL

CRM FINAL OFFER: :

DATE:

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: :

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

November 24, 2006 **VIA FAX ONLY**

FAX: 612-672-3200

Paul Carver, Esq.
Bowman and Brooke, LLP
150 S 5th St Ste 2600
Minneapolis, MN 55402-4226

RE: [redacted]. **General Motors**
Service Reques[redacted]
GM Legal Staff Case: N/A
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Legal Research Specialist: Nita DeHoyos

Dear Mr. Carver:

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)
- BRC/Legal Case Assessment
- Related Files[redacted]
- BRC/ADR Assessment
- Over Allowance / Incentive / Negative Equity Form (SR#[redacted]

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, MS. URSELA SZUMSKI, PH: 1-800-248-0765, MAILBOX 8069 AND INFORM HER 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 216654.

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.

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER Cadillac

Sincerely,

General Motors Corporation

Cc: Jolene Peterson-Taylor (Via Fax 612-672-3200)

LG0002 V06302006

December 12, 2017

[redacted]
Alton, IL [redacted]

[redacted]
Customer Relationship Specialist: Robert Peyton

Dear Ms [redacted]

Thank you again for making us aware of the situation with 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, GMC believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a GMC customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the 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.** 900902978

50-937
213

VOID VOID VOID VOID VOID VOID VOID

DATE
02/01/07

**********459 DOLLARS

AMOUNT
****61 CENTS **********459.61

PAY TO THE ORDER OF

[redacted]
STONEWALL 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

VENDOR DUNS NO. BB 000000246 1

CHECK NO. 900902978

VENDOR NAME DANIEL BELL

PAYMENT DATE 02/01/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNES16S7[redacted]	01/31/07	VM 1-7RZF7B 71-445552769 1-7RZF7B	00.0000	459.61	.00	459.61

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

W5

TOTAL	459.61	.00	459.61

[redacted]
Stonewall, LA
[redacted]

SHREVEPORT LA 711
04 JAN 2007 PM 3 T



JAN 08 2008

Chevrolet
Attn: SR# 71-445552769
P O Box 33170
Detroit, Michigan 48232-5170

48232+5170

[redacted]

[redacted]

INVOICE

MANSFIELD AUTO WORLD, INC.
1121 Polk Street · P.O. Box 1309
Telephone 872-4646
MANSFIELD, LOUISIANA 71052

CHEVROLET BUICK Oldsmobile PONTIAC

MANSF[redacted] Stonewall LA [redacted] PAGE 1
HOME: [redacted] US:3[redacted]

SERVICE ADVISOR: 360 DEAN GRAHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	CHEVROLET TRAILBLAZE	1GNES16S746[redacted]		56389/56389	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07SEP04 IS			15:00 27NOV06		0.00	CASH	30NOV06

R.O. OPENED	READY	OPTIONS: STK:[redacted]
08:39 27NOV06	09:27 30NOV06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S HEADLAMPS INOPERATIVE ON DIM			
1450 INSPECT HEADLIGHT CONTROL,NO SIGNAL T HEADLAMP RELAY FROM BCM,REPLACE BCM,SETUP SDM/PASSLOCK,TEST OK,REPLACE OPEN RELAY,REPLACE PARTS LISTED			
205 CPT 2.50		200.00	200.00
1 15122670 BCM	164.32	164.32	164.32
1 15016745 RELAY	37.34	37.34	37.34
**********			
B LA STATE INSPECTION			
LSI LSI COMPLETE			
406 CPD 0.00		10.00	10.00
**********			
CUSTOMER PAY SERVICE FEE* FOR REPAIR ORDER			20.00

THANK YOU FOR CHOOSING MANSFIELD AUTO WORLD FOR YOUR SERVICE NEEDS! CUSTOMER SATISFACTION SURVEYS ARE AN IMPORTANT PART OF YOUR SERVICE EXPERIENCE. IF NOT COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER; LARRY LAWRENCE

ORIGINAL

[redacted]

1866-790-5600 Ext 2087

NOV 30 2096

BY: 1414

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	210.00
PARTS AMOUNT	201.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	431.66
LESS INSURANCE	0.00
SALES TAX	37.95
PLEASE PAY THIS AMOUNT	469.61

CUSTOMER COPY

our new address :

[redacted]

Stonewall, LA [redacted]

Louisiana Department of
Public Safety and Corrections
Office of Motor Vehicles
PO Box 64886
Baton Rouge, LA 70896

REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES

11 N TT/LICENSE CODE	[redacted] LICENSE PLATE	08/2006 EXPIRATION	1GNES16S74[redacted] VEHICLE IDENTIFICATION NUMBER			09/23/2004 DATE	1600 DOMICILE	29854.66 SALES PRICE OR VALUE
CHEV MAKE	MODEL/WEIGHT	LL BODY	SIL/ COLOR	2004 YEAR	000016 ODOMETER	5877370 DRIVER'S LICENSE/ID	OCL CITY LIMITS	60.00 LICENSE FEE
[redacted]	MARSHA A BELL OWNER'S NAME					1 INT		TOW FEE
[redacted] STREET						09/07/2004 TAX DATE	09/21/2004 EFFECTIVE DATE	LICENSE CREDIT
MANSFIELD LA CITY/STATE	[redacted] ZIP		EFT	2 SCD		1239.27 REMITTANCE	CITATION DATE	LICENSE PENALTY
NAME			STATUS		INT	15354.66 TAXABLE VALUE	9000.00 TRADE-IN VALUE	LICENSE PENALTY CREDIT
STREET		RRTO	5500.00 REBATE			609.58 STATE SALES TAX	537.41 PRN SALES TAX	LICENSE TRANSFER FEE
CITY/STATE	ZIP					STATE TAX PENALTY	PRN TAX PENALTY	60.00 NET LICENSE FEES
VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS				1 # OF LIENS		STATE INTEREST	PRN INTEREST	3.00 PARISH FEE
GMAC FIRST LIENHOLDER			09/21/2004 DATE			STATE TAX CREDIT	WHEELCHAIR LIFT	10.00 MORTGAGE FEE
POB 8104 STREET						STATE PENALTY CREDIT	PRN PENALTY CREDIT	MISCELLANEOUS FEE
COCKEYSVILLE MD CITY/STATE	21030 ZIP					6.71 STATE VENDOR'S COMP	5.37 PRN VENDOR'S COMP	SERVICE HANDLING FEE
SECOND LIENHOLDER			DATE			602.87 NET STATE TAX	532.04 NET PRN TAX	18.50 TITLE FEE
STREET						4.56 TOURISM		8.00 TITLE HANDLING FEE
CITY/STATE	ZIP							
MMQ DEALER CODE	0101 CLASS	SPECIAL CODES	PRIV AUTO USE	OLD EXPIRATION				ADMINISTRATIVE FEE
1L FLAGS			BATCH/SEQUENCE NUMBER					S.P. FEE
PREVIOUS TITLE	STATE	PREVIOUS LICENSE NUMBER	EXPIRATION	REPRINT	HOST	061 OFFICE NUMBER	1139.47 TOTAL TAXES	99.50 TOTAL FEES
N NEW	09/07/2004 DATE ACCEPTED	CURRENT LA TITLE	MICROFILM NUMBER		14 SER NUMBER	0611 714 OPERATOR/SCOPE	** 1238.97 TOTAL	

COPY

December 12, 2017

[redacted]
Stonewall, LA 71[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Sheena House

Dear Mr. [redacted]

We sincerely regret that you experienced a concern with your 2004 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 $459.61. 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.

Modify Image | View Front | View Back | [redacted] | Full Screen | Print | Close Window

111000038
12/04/2006
6418103015

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

12/01/2006

[redacted]

1414

Date 11-30-06

Pay to the Order of Mansfield Auto World $ 469.61

four hundred sixty nine and 61/100 Dollars

CARTER

For [redacted] Marsha Bell

[redacted] 1414

[redacted]

12/01/2006

[redacted]

For Deposit Only
Mansfield Auto World

12/04/2006

↓Do not endorse or write below this line.↓

SR# 71-445552769

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]Y	Heidi Stecker
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNDT13S0522[redacted]	**1GCEK19087Z5**[redacted]	**February 13, 2007**

TRADE REPURCHASE				
Replacement Veh.Cost ([redacted]	$31,042.65	G	231 $31,117.65 - DOC $75	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$1,867.06	N	6% on total selling price (includes DOC fee) $31,117.65	
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$23.00	R	Title $15; REG $8	
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (DOC fee)	$75.00	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$0.00	R		
Transportation Fees	$0.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$33,007.71**			
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	$3,883.28	M	12,879 miles at 1st incident / 100k X $30,152	
Damage	$0.00	E		
MSRP Upgrade	$3,035.00	R	New MSRP $35,305	
MSRP Downgrade (deducted)	$0.00		Old MSRP $32,270	
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$6,918.28**			
Trade Repurchase Amount	**$26,089.43**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$26,089.43**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$19,391.49			
Good Through (03-07-07)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$6,697.94**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$26,089.43**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$31,042.65
State Sales Tax	$1,867.06
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$23.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$75.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$33,007.71
Trade-In Allowance	$24,124.37
Loan Payoff	$19,391.49
Net Allowance	$4,732.88
Cash on Delivery (Paid by GM)	$1,965.06
Total Balance Due	$26,309.77
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1GCEK19087Z5[redacted]	
Form Rev 11/11/2005	

Superior Graphics, Inc. 231-526-4261

STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE
STATEMENT OF VEHICLE SALE

DEAL# 24236

DEPARTMENT OF STATE

Purchase Date 02/14/2007 Invoice/Stock No.

Delivery Date 02/20/2007 3783 Invoice/Stock No.

Dealer Dave Kring Chevrolet - Cadillac, Inc.

Address 1861 US 31 N.

City PETOSKEY

County	State	Zip Code
EMMET	MICHIGAN	49770

Dealer License	Sales Tax License	Phone Number
[redacted]	[redacted]	[redacted]

Vehicle Sold New ☐ XX Used ☐ Demo ☐ **Trade-in** Yes ☐ XX No ☐

Trade-in Year	Make	Vehicle No.
2005	CHEVROLET	1GNDT13S05[redacted]

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES
Expires 15 days after delivery date

Plate transferred from: Year	Make	Vehicle No.	Plate No.	Temp. Expiration Date
05	CHEVROLET	1GNDT13S05[redacted]		

VEHICLE USE AND HISTORY DISCLOSURE:

☐ A POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ A GOVERNMENT VEHICLE ☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ TAXI ☐

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

0 0 0 0 3 7 NO TENTHS

XX actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories XX Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser

SOLD "AS IS" VEHICLE
NO WARRANTY EXPRESSED OR IMPLIED

X _____
WHEN SIGNED BY PURCHASER VEHICLES SOLD "AS IS" ONLY

REMARKS:

Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser, any Warranties on this product are those made by the manufacturers. The Seller, DAVE KRING CHEV.-CAD., Inc. hereby expressly disclaims all warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and DAVE KRING CHEV. - CAD., Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY
"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I HEREBY WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

Dealer's Signature AGENT Title

Expires on Month	Day	Year	Months
1CJY13	08	27/2007	6

☐ NEW PLATE ☐ RENEWAL ☐ TRANSFER

Year	Make	Body Style	Code	County
2007	CHEVROLET	PICKUP	3	15

Vehicle No.	Fee Category/Weight	License Fee
1GCEK19087[redacted]	31	N/A

Driver [redacted] Lessees
1) 3)
2)

County of Residence CHARLEVOIX

Co[redacted]

[redacted]
BOYNE CITY, MI [redacted]

Complete Names and Addresses of All Lessees

Title	15.00
Title Late Fee	N/A
Tax	1867.06
Transfer Fee	8.00
Total-Trans. to #4	1890.06
Full Rights to Survivor	Yes XX No ☐

Insurance Company	Policy No. or Binder No.
STATE FARM INS	[redacted]

First Secured Interest GMAC — Filing Date 14 FEB 2007
Address PO BOX 8118
City-State Zip COCKEYSVILLE MD

Second Secured Interest — Filing Date
Address
City-State Zip

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		31042.65
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
3. TOTAL TAXABLE PRICE		31117.65
4. (Above total) SALES TAX - LICENSE - TITLE		1890.06
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		1640.00
6. TOTAL DELIVERED PRICE		34647.71
7. CASH ON DEPOSIT		N/A
8. CASH DUE ON DELIVERY		N/A
9. TRADE-IN	$ 24124.37	4732.88
10. LESS LIEN	$ 19391.49	
11. TOTAL DOWN PAYMENT		4732.88
12. UNPAID BALANCE TO BE FINANCED		29914.83
13. INSURANCE CHARGE *		N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT		29914.83

*** TYPE OF INSURANCE**

WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan law.

☐ CREDIT LIFE ☐ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐

Temporary Registration No. _____ Temporary Fee Charged Yes ☐ No ☐

Salesperson ATKINS, HARRY

PURCHASER WARNING: DO NOT SIGN BLANK FORM

[redacted] applying for registration. I certify that my driver license is not suspended,

2005 TRAILBLAZER LS 4WD CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HVZRWQ/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S0 52[redacted] VEHICLE INVOICE [redacted]
**********[redacted]**13*44545S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/04/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 02/04/05
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 02/11/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/11/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 02/04/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S141A S141A
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-F QTR OPT-1
			BANK: GMAC - 045
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00	CHG-TO 44-545
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4522
			HP: 32.1
* CRUISE CONTROL			GVWR: 5750
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	2165.00	1861.90	GAWR.FT: 2950
			GAWR.RR: 3200
* POWER SUNROOF			GMS: 28264.58
* BOSE PREMIUM SOUND SYSTEM			SUPPLR: 29533.11
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			MRM: 34170.00
			NTR: 1/2
			DAN: 1SB
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			MEMO 1504.25
* CUSTOM O/H CONSOLE			
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	
QTE P245/65R17 FOUR ON/OFF ROAD BLACKWALL TIRES	N/C	N/C	
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	1900.00-	1634.00-	

** CONTINUED ON PAGE 2 **

TALLBERG CHEVROLET OLDSMOBILE CADILL

2005 TRAILBLAZER LS 4WD CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HVZRWQ/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S0 52275947 VEHICLE INVOICE [redacted]
**********13*44545S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	31585.00	28452.13	ACT [redacted]
DESTINATION CHARGE	685.00	685.00	H/B 261 947.55
DEALER CO-OP ADVERTISING		315.85	ADV 261 315.85
TOTAL	32270.00	29452.98	PAY 310 29452.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 28075.75

****

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.

TALLBERG CHEVROLET OLDSMOBILE CADILL

REMIT TO GMAC NO. 045
VIN 1GNDT13S052[redacted]7
$ 29452.98 INV 1[redacted]
DUE 02/11/05 DEALER 44-545

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Lon Reader
Created Date: 12/18/2006

Vehicle Info

* VIN:	1GNDT13S05[redacted]	MSRP:	0.0		
Year:	2005	Make:	Chevrolet	Model:	Trail
* TAC Number:		Vehicle Comments & TAC Explanation:	Intermittent headlamo and instrument cluster failure		
* Date Reviewed with Customer :		* Repurchase Mileage:	23074		
Original Purchase Date:		* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	MI		
* Primary Owner:					
* Address:					
* City:	BOYNE CITY,	* State:	MI	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason:	iNTERMITTENT FAILURE OF THE headlights & iNTRUMENT cLUSTER first failure took place at 12879 miles

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

n1505

Vehicle Lien Holder

Type of Secured Interest:	Unknown	* Company Name:		Account #:	
Contact or Attention:					
Address:					
City:		State:	MI	ZIP Code:	
* Day Phone:		Fax:		E-mail/Web:	

Originial Selling Dealer

* **Dealer Number:**	115215	**Dealer Name:**	DAVE KRING CHEVROLET-CADILLAC, INC.	**Region:** 50	**Distr** 4251
* **Phone:**	(231) 347-2585	**Fax:**	(231) 347-6380		
* **Contact Name:**	Jim Hoehn	* **Contact Title:**	Service Director	**E-mail:**	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	Jim Hoehn	* **Contact Title:**	Service Director

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:		* **Disposition:**	Unselected Auction
* **Transaction State:**	MI	* **Transaction Type:**	Trade - New Finance
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:	1GNDT13S5[redacted]	Year 2007 Make: Chevrolet Model: TrailBlazer	
MSRP:	30390.0		

Repurchase

* **Processing Instructions:** TBD

Disposition

* **Disposition Instructions:** Tac review

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

STATE OF MICHIGAN

TEMPORARY TITLE

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	CHEVROLET	TRAILBLAZER	1GNDT13S052[redacted]

BODY STYLE	WEIGHT/FEE CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
STA-WAGON	25	000025 *ACTUAL MILEAGE*	03/31/2005	[redacted]

OWNER(S) NAME AND ADDRESS

[redacted]

BOYNE CITY MI [redacted]

First Secured Party	Filing Date
BAY WINDS FEDERAL CREDIT UNION	03-30-2005
PO BOX 185	
CHARLEVOIX MI 49720	

Release of First Lien

X _____

Signature of Agent Date

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens.

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: [ ][ ][ ][ ][ ][ ][X] and that to the best of my knowledge the odometer mileage is:
(No Tenths)

☐ actual mileage ☐ not actual mileage - WARNING ODOMETER DISCREPANCY ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s)	Printed Name of Seller(s)		
X			
Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)"

Signature of Purchaser(s)	Printed Name of Purchaser(s)
X	

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party	Address

The State of Michigan, Michigan Department of State certifies that the certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of issuance, the person listed below is owner of the vehicle interest(s) listed above.

MAILING ADDRESS

[redacted]

BOYNE CITY MI [redacted]

G53346998

NOTICE TO SELLERS

Sellers should keep a receipt or photocopy of the reassigned title for their records.

STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE
STATEMENT OF VEHICLE SALE

DEPARTMENT OF STATE

DEAL# 16831

Purchase Date 03/25/2005 — Invoice/Stock No.

Delivery Date 03/25/2005 — 9628 Invoice/Stock No.

Dealer: Tallberg Chevrolet-Cadillac, Inc.

Address: 1000 Bay View Road

City: PETOSKEY

County: EMMET | State: MICHIGAN | Zip Code: 49770

Dealer License: [redacted] | Sales Tax: [redacted] | Phone Number: 231-347-2505

Vehicle Sold: New [XX] Used [ ] Demo [ ] | Trade-In: Yes [XX] No [ ]

Trade-In Year: 2002 | Make: CHEVROLET | Vehicle No.: 1GNDT13S42[redacted]

[redacted]

VEHICLE USE AND HISTORY DISCLOSURE:

- [ ] A POLICE VEHICLE
- [ ] A GOVERNMENT VEHICLE
- [ ] TAXI
- [ ] VEHICLE HAS BEEN FLOOD-DAMAGED
- [ ] A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
- [ ]

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

0 0 0 0 2 6 NO TENTHS

[ ] actual mileage [ ] not actual mileage [ ] exceeds mechanical limits of odometer

Factory Installed Accessories [XX] Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser: SOLD "AS IS" VEHICLE NO WARRANTY EXPRESSED OR IMPLIED

$ _____

WHEN SIGNED BY PURCHASER VEHICLES SOLD "AS IS" ONLY

REMARKS:

[illegible]

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I HEREBY WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

Dealer's Signature: [signature] AGENT

Expires on Month	Day	Year	Months	
1GJY13	08	27 05		[ ] NEW PLATE [ ] RENEWAL [XX] TRANSFER

Year	Make	Body Style	Code	County
2005	CHEVROLET	STA-WAGON	1	15

Vehicle No.: 1GNDT13S05[redacted] | Fee Category/Weight: 28 | License Fee: N/A

Driver License No. (Pl/Co of Owners/Lessees): 1) [redacted] 3) | Title: 15.00

2) | County of Residence: CHARLEVOIX | Title Late Fee: N/A

Complete Names and Addresses of All Owners or Lessors: [redacted] BOYNE CITY, MI [redacted] | Tax: 1813.62

Transfer Fee: 8.00

Total Trans. to #4: 1836.62

Complete Names and Addresses of All Lessees:

Full Rights to Survivor: Yes [X] No [ ]

Insurance Company: STATE FARM | Policy No. or Binder No.: [redacted]

First Secured Interest: RAY WINDS FEDERAL CREDIT | Filing Date: 25 MAR 2005

Address: PO BOX 185

City-State Zip: CHARLEVOIX MI 49720

Second Secured Interest: | Filing Date:

Address:

City-State Zip:

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		30152.00
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
3. TOTAL TAXABLE PRICE		30227.00
4. (Above total) SALES TAX - LICENSE - TITLE		1836.62
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		1260.00
6. TOTAL DELIVERED PRICE		33323.62
7. CASH ON DEPOSIT		4512.91
8. CASH DUE ON DELIVERY		N/A
9. TRADE-IN	$ 12500.00	
10. LESS LIEN	$ 10882.49	1617.51
11. TOTAL DOWN PAYMENT		6130.42
12. UNPAID BALANCE TO BE FINANCED		27193.20
13. INSURANCE CHARGE *		394.00
14. TOTAL AMOUNT OF FINANCE CONTRACT		27587.20

* TYPE OF INSURANCE

WARNING: This insurance is not PL/PD No Fault insurance required by Michigan law.

- [ ] CREDIT LIFE
- [ ] HEALTH & ACCIDENT
- [XX] GAP INSURANCE PROTECTION
- [ ]

Temporary Registration No. _____ | Temporary Fee Charged Yes [ ] No [ ]

Salesperson: ETKINS HARRY

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for registration. I certify that my driver license is not suspended, revoked, or [redacted] after the vehicle. I further certify that if a tax exemption is shown above it is valid.

03/25/[redacted] Date | X Date

X Date | X Date

X Date | X Date

Purchaser(s)/Lessor's Signature(s) | Lessee's Signature(s)

PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-292-4204

Authority granted by P.A. 300 of 1949, as amended.

THIS FORM MUST BE TYPED ONLY

RD-108 12/02

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

February 14, 2007

DAVE KRING CHEVROLET-CADILLAC, INC.
Randy Burroughs
1861 US 31 NORTH
PETOSKEY, MI 49770

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Custome[redacted]

Vehicle: 2005 Chevrolet TrailBlazer
VIN: 1GNDT13S05[redacted]
Ref S[redacted]

Des[redacted]

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 $6,697.94 to DAVE KRING CHEVROLET-CADILLAC, INC.. *Once all of the final repurchase paperwork has been sent back to the Reacquired* Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $19,391.49 to Bay Winds Federal Credit Union.
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GCEK19087[redacted]
New Vehicle Sales Price:	**$31,042.65**
Used Vehicle Trade Value:	**$24,124.37**
Trade Difference:	**$6,918.28**
Taxes:	**$1,867.06**
Reg/Lic/Title Fees:	**$23.00**
Fees (DOC fee)	**$75.00**
Cash Paid on Delivery	**$1,965.06**
Dealer Processing Fee:	$ 200.00 (Warranty Credit on your Account)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

If shown above, Cash Paid on Delivery is included in the check to the dealership.

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 Friday February 16, 2007. If you have any questions you may reach me at 866-802-6625 ext1122.

2-14-07

DAVE KRING CHEVROLET-CADILLAC, INC. 115215 Management Agent's Signature and Title.

DAVE KRING CHEVROLET-CADILLAC, INC. 115215 Management Agent's Printed Name and Title.

[redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

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:

Lien Payoff	$19,391.49
Usage / depreciation	$3,883.28
Upgrade	$3,035.00
Total Customer Responsibility	$26,309.77

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

DAVE KRING CHEVROLET-CADILLAC, INC. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]*

[redacted] CHEVROLET

Wednesday, February 14, 2007

[redacted]

BOYNE CITY, MI [redacted]

Trade Settlement Letter

Subject: Repurchase of 2005 Chevrolet TrailBlazer
VIN: 1GNDT13S05[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S05[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet 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 Chevrolet customer. Chevrolet will assist you into a 2007 Chevrolet Silverado, VIN 1GCEK19087Z[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures.

Payoff of original vehicle good until 03-07-07	**$19,391.49**
Plus usage	**$3,883.28**
Plus upgrade	**$3,035.00**
Total Responsibility of Customer	**$26,309.77**

****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 ext1122 if you have any questions or concerns.

[redacted] 2-14-07

Customer(s) and Co-Customer(s) Signature(s) and Date

[redacted] 2/14/07

Customer and Co-Customer Printed Name(s)

[redacted]

2007 SILVERADO 1500 4WD EXT CAB LT2 GENERAL MOTORS CORPORATION
25U DARK BLUE METALLIC /VRG & SUBSIDIARIES
84C LIGHT TITANIUM/EBONY RENAISSANCE CENTER
ORDER NO. KNDVNK/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC EK19 08 7Z[redacted] VEHICLE INVOIC[redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10753 SILVERADO 1500 4WD EXT CA	31690.00	28996.35	INVOICE 12/11/06
C5W GVW RATING - 7000 LBS	N/C	N/C	SHIPPED 12/11/06
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 12/15/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	INT COM 12/15/06
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	PRC EFF 12/11/06
PCY TOWING PACKAGE:	675.00	560.25	KEYS G0128 G0128
* HD TRAILERING EQUIPMENT			WFP-F QTR OPT-1
* LOCKING REAR DIFFERENTIAL			BANK: GMAC - 045
PDB AUDIO PACKAGE:	990.00	821.70	CHG-TO 44-545
* AM/FM STEREO WITH 6-DISC CD			
* XM SATELLITE RADIO - SERVICE			SHIP WT: 5294
FEE EXTRA. 1ST 3 MONTHS INCL			HP: 45.7
* BOSE PREMIUM SOUND			GVWR: 7000
PDD LT2 CONVENIENCE PACKAGE:	595.00	493.85	GAWR.FT: 3950
* REMOTE VEHICLE STARTER			GAWR.RR: 3950
* HEATED WINDOW WASHING FLUID			GMS: 31267.65
* OSRV MIRROR W/DRIVER SIDE			SUPPLR: 32667.94
AUTO DIMMING, PWR FOLD & ADJ,			MRM: 35305.00
HEAT, TURN SIGNAL			NTR: 1/2
* UNIVERSAL HOME REMOTE			MEMO 1570.25
QJM P265/70R17 OOR WOL TIRES	180.00	149.40	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	
Z71 OFF ROAD SUSPENSION PACKAGE:	275.00	228.25	
* SKID PLATES			
2LT SILVERADO LT2 EQUIPMENT GROUP:	N/C	N/C	
* FRONT BUCKET SEATS W/POWER			
DRIVER/PASS SEAT ADJUSTERS			
* STEERING WHEEL RADIO CONTROLS			
* POWER LOCKS AND WINDOWS			
* ISRV MIRROR W/AUTO DIMMING,			
COMPASS, TEMPERATURE			
* DUAL PWR HEATED OSRV MIRRORS			
* REMOTE KEYLESS ENTRY			
* REAR ACCESS DOOR POWER WINDOW			
* AUTOTRAC TRANSFER CASE			

10/2

3783

TOTAL MODEL & OPTIONS	34405.00	31249.80	ACT 237 31117.65
DESTINATION CHARGE	900.00	900.00	H/B 261 1032.15
DEALER CO-OP ADVERTISING		344.05	ADV 261 344.05
TOTAL	35305.00	32493.85	PAY 310 32493.85

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 30986.35

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

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

DAVE KRING CHEVROLET-CADILLAC, INC.

REMIT TO GMAC NO. 045
VIN 1GCEK19087[redacted]
$ 32493.85 INV [redacted]
DUE 12/15/06 DEALER 44-545

RECEIVED
12-20-06

December 12, 2017

[redacted]
Detroit, MI [redacted]

Service Request [redacted]
Customer Relationship Specialist: Richard Aleksandrowicz

Dear Ms [redacted]

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

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

PRIORITY MAIL

UNITED STATES POSTAL SERVICE®

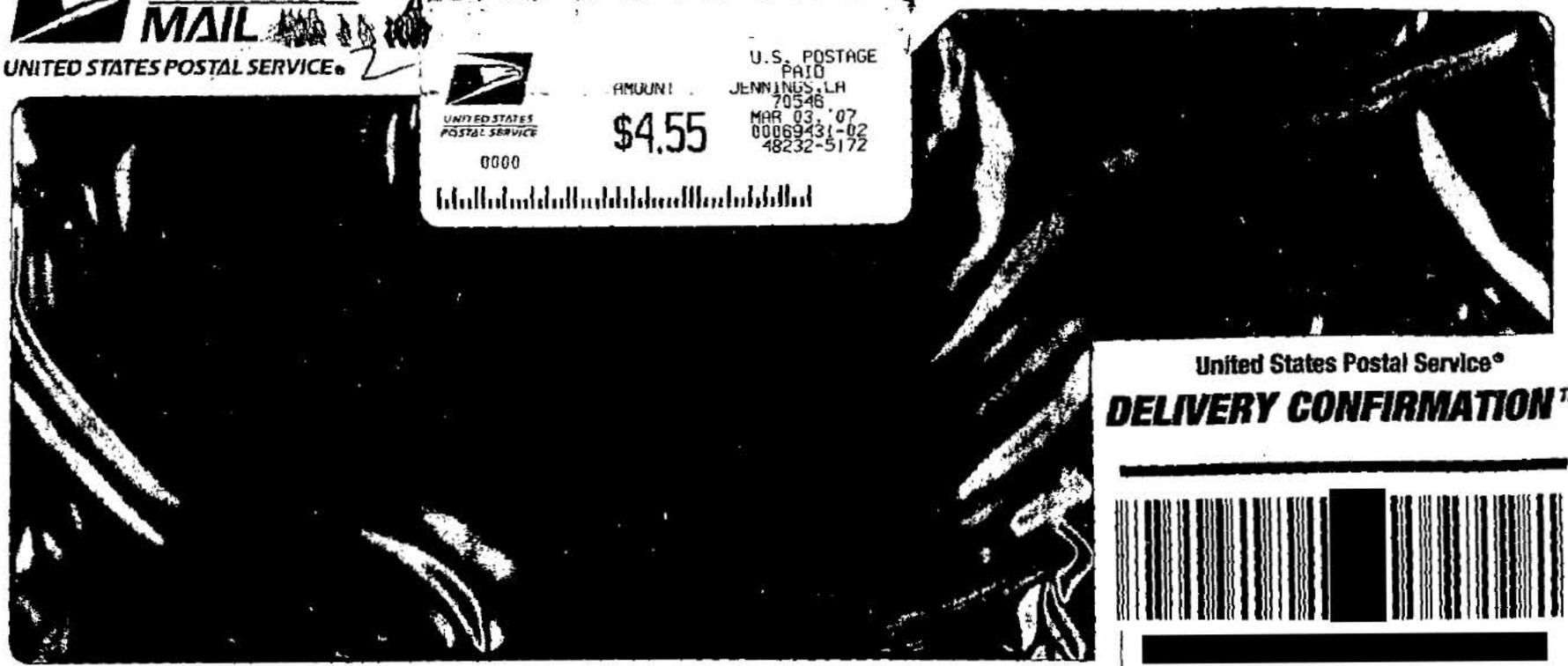
UNITED STATES POSTAL SERVICE

AMOUNT

$4.55

U.S. POSTAGE
PAID
JENNINGS, LA
70546
MAR 03, '07
00069431-02
48232-5172

0000



United States Postal Service®

DELIVERY CONFIRMATION™

[redacted]
Jennings, LA 70546-4611

2

MAR 15 2007

Mr. Rick Wagoner, CEO-GMC
P O Box 33172
Detroit, Michigan 48232-5172

[redacted] L L C
Stackhouse Properties
Alice E Stackhouse, Owner
◀◀◀
909 Cary Avenue ◀ Jennings, LA 70546-4611 ◀ USA
Phone Cell 337-288-3012 ◀ Phone/Fax 337-824-2567 ◀ Email aestack@bellsouth.net

March 03, 2007

Mr. Rick Wagoner, CEO GMC
P O Box 33172
Detroit, Michigan 48232-5172

RE: 2005 Envoy SLT headlight beam fluctuations
Irregular occasions
Please Help!

Dear Mr. Wagoner,

I am writing you in regard to my GMC Envoy SLT which was purchased July 2005 from Courtesy GMC in Lafayette, Louisiana. I did not experience any unusual problems with it until the night of Saturday, November 18th, 2006 upon returning from the last LSU football game. (Problem summary follows -Vin numbers on invoices)

My friend and I were frightened when the headlights started going in a steady cycle from regular beam, to dimming on and off basis all the way home to Jennings from Baton Rouge. LA. It was regular as a clock ticking changing from regular beam to one that had less coverage. Thus limited visibility and the question was "Were the headlights going to turn off?" on I-10 Interstate. The dashboard or anything else electrical was NOT affected.

After speaking many weeks with Mr. Craig Boyes, Ms. Huggins of GMC called me instead and provided me with your name and address. She said there was nothing more she could do to assist me in resolving this safety issue as GMC was closing my case. At least I consider it a safety issue and so do my friends. The ones (three) who have been with me when it has happened won't ride with me any more at night! I am also fearful and have avoided night travel in my Envoy. (I have missed my piano teacher meetings in Lake Charles as one of the consequences of no night travel.). It has not happened on regular basis-just the three times so far but.....

Courtesy GMC has NOT been helpful in resolving this problem. I was told if the computer does not indicate the problem to them , they cannot try to find it. Mechanics who have done work for me at other GM dealerships (including my Oldsmobile dealership) have indicated this must be an electrical short and would not be shown by computer tests.

We (my sister, brother in law , niece and nephew) have always been a General Motors family of vehicle owners. I have been purchasing Chevrolet Impalas, then Caprices since I graduated from LSU in 1952 (new one almost 2-3 years apart) and in 1982 started buying Olds about 3-4 years apart . My last Olds 98 Regency 1998 purchased in 1997 was sold to purchase the Envoy SLT in

2005. I hated to give up my Oldsmobile. but I knew that with over 90,000 miles and no longer in production it was the thing to do. My sister insisted that I make a change to SUV. She was driving a Yukon Denali XL (not her first) at the time and her husband a Cadillac. However, he purchased an Envoy Denali the same time I got my Envoy and has had no problems.

My Father always had a Chevrolet station wagon for his business and a Chevrolet for the family for as long as I can remember. My cousin in Jennings was general manager for the Chevrolet-Cadillac Agency -now Oustalet Chevrolet Cadillac) and my cousin now in Georgia was regional manager for General Motors for many years prior to his retirement. WE HAVE ALWAYS BEEN A GM FAMILY. What a disappointment I have experienced with the dealership in Lafayette LA! I was offered a better price from one in New Orleans when Ms DeVilbiss purchased her Buick in July 2005 but I went on to Courtesy GMC **expecting a quality service department that would back up the G M vehicles if a need arose.**

Now I am being told the problem is "characteristic of Envoys" yet it has happened only three times for me. I would never have purchased this vehicle if I had known they have headlight beam fluctuation problems. However, no other Envoy owners with whom I have spoken are aware of any such situation. Could you supply me with the number of those who have experienced my problem on Envoys? I have spoken with the Buick, Pontiac, GMC dealer in Jennings and they have not heard of any, nor have other companies with whom I have inquired.

I had requested that GMC/GM allow another dealership, other than Courtesy GMC, to troubleshoot this for me or else have a dealership work out something to get me into another vehicle that does not have a headlight defect. Another dealership mechanic suggested I try to contact the GM engineer department for help. Courtesy GMC has never been willing to look for a solution-just hid behind the "air pump" theory creating a power surge before I ever got an appointment to bring it into the service department. I have not added anything to the vehicle electrically. Even though I do have a trailer hitch for use, it has never been employed.

I am an active, self-supporting senior citizen but I am not retired. I am a state and nationally certified piano teacher , LSU graduate, operating my own piano studio. I am also associate broker with a real estate firm and manage my commercial properties in Jennings to support myself. **A safe vehicle is essential for me to being able to function with my business** and personal life. I cannot agree with Mr. Scott that I should contact a lawyer. I have never had problems with any dealership not caring for my vehicle and hopefully you at General Motors won't let me down now. I am pleased to say that Gulf Coast AutoPlex in Jennings has serviced my Envoy for its regular LOF last week. This agency was just opening when I was ready to purchase and did not have Envoy SLT's available to them at the time.

I will be awaiting your response and advice as to what steps can be taken to resolve my safety problem. I would like very much to continue with General Motors vehicles but cannot continue driving this one unless the problem is corrected. I have no way of knowing if it is occurring during the daytime. The uncertainty of the cycle of fluctuating headlight beams and degree of visibility is very unnerving and certainly I consider it a safety issue.

I am a very disappointed customer of Courtesy GMC, Pontiac, Buick and their sales and service department. I asked Mr. Scott, the GMC sales manager and my salesperson, Ms Tracey Franzel, to provide me with the names, phones numbers of owners or general managers of the company to

enable me to speak with them to get a solution for my envoy's safety issue. I was never provided with any name other than yours which was given to me by Ms. Huggins. **Is it possible that you will take time to restore my faith in General Motors and GMC?** I cannot continue to drive this Envoy with unsafe headlights! I must have a safe vehicle before my LSU football season starts in September!

For your information, due to varied business trips, I keep a daily travel log of mileage, etc. The Envoy was received with about 4 miles upon delivery to me and I am the sole driver. January 1, 2006 the reading was 5,226 and Jan. 1, 2007 it was 18,011. No headlight problem until 16,114 miles.

Sincerely,

[redacted]

Enc.:

Summary re problem
invoice copies (2)
Personal information

Auto Problem Record
November 18, 2006- March 3, 2007

Summary

First Time at 16,114 miles on Envoy

DOES NOT HAPPEN EVERY TIME

DOES HAPPEN WITHOUT WARNING.

ONCE THE FLUCTUATIONS OF HEADLIGHT BEAM STARTS, IT CONTINUES ON REGULAR CYCLE until I reach my destination.

December 7, 2006 I had taken Mr. Terry Scott's advise to report the safety issue with GMC at 1-800-462-8782. I was assigned the number [redacted] with Mr. Craig Boyes.

Recently it was assigned to Ms Barclee Huggins who informed me Thursday, February 28th that the service manager at Courtesy had been contacted by someone from GMC Tech department . She said he was told that it was the Envoy's air pump and GMC was dismissing my case effective February 28th. Stated that she was informed that the headlights fluctuating from regular to dimming lighting was characteristic of Envoys and nothing was to be done. **Please note, that the test done in my presence ruled out the air pump as the cause. Ms. DeVilbiss , a retired school teacher, was present also when that was told to me and we made note of it.**

In my opinion and others I have spoken with, we agree this is dangerous as it continues for varied amounts of time without warning. I have never encountered any Envoy owners who have had a similar experience with Envoys or other G M vehicles.

.....

Saturday, November 18th 2006 upon returning from LSU football game in Baton Rouge. Just a few miles west of the MS River bridge, the headlights started going from regular beam to "flickering or fluctuating" to less visible area of lighting. This continued on very regular basis -as if it was on a timer- to change. Safety was a big concern:

1. were they going to go out with all that traffic on I-10
2. very disconcerting with vision field less

[redacted] was with me in the vehicle. She did not feel safe either. We arrived in Jennings about 1:20 A M very uneasy. She spoke with Mr. Boyes directly too. **This off/on fluctuation of headlights continued from Baton Rouge to Jennings LA-a distance of 80 plus miles following LSU football game Odometer Mileage upon return at 16,373.2**

Auto Problem Record
November 18, 2006- March 3, 2007

Did not happen again until December 2nd, 2006

Monday, November 20th. Called dealership for Tracey Franzel, my saleslady. She was off for the day so called back the following day on Tuesday. Explained the problem and she said she would speak to service and arrange for them to check out the Envoy. Upon talking with service department, she said they felt sure it was the air pump drawing too much voltage for a second and nothing to worry about. They would check out the Envoy after Thanksgiving as they were booked until then. Dec.1st 2006 was time set for me to come in with my Envoy SLT.

Friday, Dec 1st --I made a trip to Lafayette, my sister met me and took me back later to get my Envoy. **Nothing was actually done**. **They had predetermined that the air pump was responsible and** .....Again said that a similar problem had been reported only once before to them. Odometer now 16740

Second time

December 2, 2006 - Headlights again had problem upon driving from Roanoke to Jennings a distance of 7 miles. Call made to Courtesy GMC and Mr. Terry Scott, the GMC sales manager, offered to drive my Envoy for a couple of days to see if the problem would be duplicated for him at night. It did not. (He provided me with a loaner on Dec. 5th and he advised me to call GMC, provided me with the GMC phone number and then told me to call a lawyer. He did not offer the name of a lawyer. I told him I did not understand why I would need to call a lawyer-I **just wanted the car fixed or if it could not be fixed to be safe transportation**, **then I needed the dealership make me an offer to get me into a safer vehicle.**

December 15, 2006 **Third time**

To Lake Charles LA (44 +/- miles one way) . With me were Mrs. Linda P Smith and Ms Nina DeVilbiss. Everything normal going, but about 15 miles from Jennings, the headlights started dimming, etc are regular basis. This continued all the way to Jennings. Mild, pretty evening and only headlights and dashboard were in service- no heated seats, no radio. Noted also was the fact that the dashboard lights did not change! Report was again made to Courtesy and Mr. Scott was to speak with the service manager again.

December 26th Mr. Granger called me and arranged for the test to be done on the air pump as they still assumed this was the problem.

December 27th. I took the Envoy in and Mr. Granger and mechanic had me wait in the Envoy with them while the test was being performed. The computer test ruled out the air pump as the cause. There was no change (in regard to headlights changing) during the test and everything electrical was turned on!
Odometer 17675 miles +/-

I left the vehicle for them to do further tests and drive the Envoy at night to try to get it to have the problem with mechanic in it. I returned as scheduled on December 29th. I was accompanied by Ms Nina DeVilbiss. We were told that it

was not the air pump but the computer tests did not indicate any thing else. They were not in a position to keep the vehicle and provide me with a loaner. **Said GM would not pay for anything further to try to find/correct the headlight, nor would a loaner be provided for me without cost.**

Mr. Scott again advised me that my recourse would be to call GMC and hire a lawyer. I asked if I could speak with anyone in a higher position of authority as options for me. I did not feel that a lawyer would be needed as I felt that G M would want to resolve this SAFETY problem.

I was never provided with phone numbers or contacts within the Courtesy Dealership to resolve this safety issue for me.

Since December 29th, 2006 I have avoided being out after dark , other than driving in Jennings. It has curtailed my real estate activity, piano teaching contacts and personal visiting with family and friends who live in Lafayette, LA.

I have been waiting for word from Mr. Boyes at GMC and hoping that he could arrange for another dealerships service department to be allowed to search for this headlight problem !

My wait ended on Feb. 28th, 2007 when Ms. Huggins informed me GMC had closed my case after talking with Courtesy Service Department Personnel.

Will this be the end for my family (and others) as GM owners? Or will our faith in GM be restored? I have appreciated the money back from my GM Mastercard toward new vehicles!

[redacted], NCTM
Stackhouse Piano Studio and Stackhouse Properties
909 Cary Avenue
Jennings, LA 70546-4611

Phone [redacted] **Fax** [redacted] **(6th ring)**
Cell Phone [redacted]
E Mail [redacted]

[redacted] DUPLICATE [redacted]

INVOICE

COURTESY
GMC TRUCK CENTER
4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]

JENNINGS, LA [redacted]
HOME: [redacted] BUS [redacted]

PAGE 1

SERVICE ADVISOR: 257 MICHAEL KLEINPETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S35[redacted]		16740/16740	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD			08:06 05DEC06		75.00	CASH	01DEC06

R.O. OPENED	READY	OPTIONS:
14:01 01DEC06	15:03 01DEC06	STK [redacted] 1) EASYCARE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LIGHTS FLICKER						

400 NO PROBLEMS WITH VEHICLE LIGHTS FLICKERED B/C THE AIR PUMP CAME ON AND CAUSED A MOMENTARY DROP IN SYSTEM VOLTAGE. NORMAL CHARACTERISTIC.
31 IGSP 0.00 (N/C)

Bulletin info - Request copy of bulletin # for number

****

B FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION ($10.00 VALUE)

WASH FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION ($10.00 VALUE)
31 IGSP 0.00 (N/C)

Not done

****

continued for 80 + miles!

COMPANY NAME EASYCARE
COMPANY PHONE
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE 0.00
MILEAGE LIMIT
BEGIN MILES
END MILES
COMPONENTS

COPY
YOUR TOP BOTTOM BUSINESS DEALER

YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL!! YOU'LL RECEIVE A SURVEY CONCERNING THIS VISIT ANY SCORE OTHER THAN COMPLETELY SATISFIED IS A FAILING GRADE. IF YOU CAN NOT GIVE COURTESY GMC A PASSING SCORE CALL OUR SERVICE MANAGER @ 337-984-1462. WE WILL CORRECT YOUR CONCERN!! COURTESY WANTS YOUR TRUST AND YOUR BUSINESS!!

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

**"You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order."

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

[redacted] [redacted]

DUPLICATE INVOICE*



4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]

JENNINGS, LA [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 257 MICHAEL KLEINPETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S352[redacted]		17717/17717	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD			14:36 01JAN07		75.00	CASH	29DEC06

R.O. OPENED	READY	OPTIONS:
10:43 27DEC06	11:08 29DEC06	STK [redacted]) EASYCARE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A HEAD LIGHT FLICKER CONTINOUS WHEN THEY START FLICKERING
CAUSE: NPF
N9995 TESTED AND INSPECTED ALL WIRES CALL TECH
LINE HAVE A CASE # [redacted] MATT COLEMAN
B3810 FOUND NO PROBLEMS
20 WG 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

COPY

****

B FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}
WASH FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION
{$10.00 VALUE}
20 IGSP 0.00 (N/C)
not done

****

C CUSTOMER REQUESTED RENTAL VEHICLE DURING REPAIRS
CAUSE: RENTAL
Z7902 2 DAYS RENTAL.
20 IGSP 0.00 (N/C)

****

COMPANY NAME EASYCARE
COMPANY PHONE
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE
DEDUCTIBLE 0.00
MILEAGE LIMIT
BEGIN MILES
END MILES
COMPONENTS

test for air pump was done — Air pump ruled out — 12/27/06
Stated to Alice E Stackhouse & Ms. Nora DeVillier 12-29-06.

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

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

[redacted]

JENNINGS, LA [redacted]
HOME: 3[redacted] BUS[redacted]

PAGE 2

COURTESY
GMC TRUCK CENTER
4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

SERVICE ADVISOR: 257 MICHAEL KLEINPETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
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LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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COPY

DUPLICATE

to shop
12-27-06
picked up
12-29-06

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MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER ASSISTANCE 800-462-8782

1-800-GMC-TRUCK

Subject: **Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #06-06-03-004 - (04/20/2006)**

rec'd on fax by ACS 12/7/06

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.

ACS note - does not happen consistently

Do This	Don't Do This
Do not perform any repairs unless a specific condition is identified.	Do not replace the generator.

2 BR TV CHANNELS LOST CSM GAME 4 (Nov. 18 2006)
1 SECRET TIMES HEAT SEATS + heater

Ag ain Dec 2 from Roanoke - home - Jenny

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.

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.

Service Satisfaction Survey

[redacted]
Jennings LA
[redacted]

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

Home telep[redacted]
~~Change to~~:

Please provide us with your preferred email address:

deblack@bellsouth.net

Dea[redacted]

Our records indicate that you had your **2005 Envoy serviced at Gulf Coast Autoplex Llc on January 8, 2007.** 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 Gulf Coast Autoplex Llc.

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 JANUARY 8, 2007, 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

1GKDS13S35[redacted]51222
025704012159 00000178383 143398 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 Gulf Coast Autoplex Llc?**	☐	☒	☐	☐	☐

	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?** ...see below...	☐	☐	☐	☐	☐

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 Gulf Coast Autoplex Llc?

My Envoy developed safety issue w/ headlights. Apparent short - computer doesn't find. Dealer courtesy GMC in Lafayette refuses to locate problem - said call GMC $ 9-1-1 a lawyer

0199

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

lawyer to date. I reported problem to GMC. Gulf Coast Autoplex willing to help when I get response from GMC Detroit Rep —

1GKDS18S352[redacted]51222
025704012159 3378248108 143398

0582

001216

0199

Needed a ride to dealership - rental not available - Day & Night Brother & Friend in area took me to work - Thursday

I was satisfied with the work done - I just wasn't necessary

Expressed condition

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

March 31, 2007 **VIA FAX ONLY**

Alex Simanovsky, Esq.
Alex Simanovsky & Associates, LLC
6 W Druid Hills Dr NE Ste 120
Atlanta, GA 30329-2138

RE: [redacted]
Service Request [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDT13S7422[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Simanovsky:

Does the customer have a Georgia Registration for the vehicle? The one that you sent is for California.

Sincerely,

Emily Butler
Paralegal
GM Legal Dept.

General Motors Corporation

LG0007
V06302006

[redacted]

THOMPSONS AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

E.A.R. #AC193708

EPA#CAL00027570 [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ045 09BUZ05R	45000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/09/06	[redacted]	43378	008	396	I	30BUZ	AUTO TRANSMISSION
				292	I	60BUZ	INTERIOR TRIM
				292	C	00BUZ01	ROTATE TIRES
				292	C	00BUZ	L.O.F TRUCK
				292	C	09BUZ	FUEL SYSTEM
				292	I	018UZ	RECOMMENDED MAINT

SALESPERSON NO. SERVICE STATE REG# [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD

VEHICLE I.D. NO. 1GKDT13S74 [redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 11/22/06

[redacted]

PLACERVILLE, CA [redacted]

Eryn

RESIDENCE PHONE 651-3105 | BUSINESS PHONE

TIME RECEIVED 08:41am | DATE/TIME PROMISED 11/22/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No [redacted]

LABOR RATE

COLOR WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	45,589	008	WILLIAM

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any added repairs that you deem necessary CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON R[redacted]

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

X _____

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

1 C 51BUZ **BODY ELECTRICAL**
CUSTOMER STATES, RATTLE UNDER VEHICLE.
ON TAKE OFF DRIVING STRAIGHT. LIKE A SPLASH PENEL IS LOOSE. INTERMITTANTLY. HAPPENED BEFORE WE WORKED ON.
(52)

2 C 11BUZ **ENGINE MINOR**
CUSTOMER STATES, SINCE LAST TIME IN THERE IS A FLUID LEAK.
(56)

3 C 51BUZ02 **BODY ELECTRICAL**
CUSTOMER STATES, DASH LIGHTS DIM AND ONE TIME WENT DEAD LOW BEAMS AND INTERIOR LIGHTS.
(56)

4 C 20BUZ **HEATING / COOLING**
CUSTOEMR STATS, AC SMELLS AFTER IT RAINS. ALSO TAKES A LONE TIME TO HEAT UP.

	TIME		DATE
②	CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
	NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
③	TIME		DATE
	CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
	NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
④	TIME		DATE
	CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
	NAME OF PERSON CONTACTED	REVISED ESTIMATE $	

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

(5) Or mirror shades. install sor

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WARRANTY PARTS
PO 91727
LINE S
TECH 358
DATE 11/22/06
TYPE _____
SIG. _____

[redacted]

PAGE 1 OF 1 HARD COPY PARTS Drivers side mirror 91727

Copyright © 1998 The Reynolds and Reynolds Company ENGAGE® 1.0/SP5.0 11/04

MAR-22-2007 08:39 From:THOMPSONS, MARKETING To:18662700204 Page:1/15

MECHANICS FAILURE INFORMATION: Rattle under vehicle

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 56 / OPER. NO.	.4	11.7 / 11.7

COMPLAINT: 1 (56) intermittent
inspected found hood latch noise
ajusted hood latch

CAUSE:

CORRECTION:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 56 / OPER. NO.	.2	11.0 / 11.0

2 (56) fluid leak

COMPLAINT: inspected - no leaks?
- checked all fluid (ok)

CAUSE:

CORRECTION:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 56 / OPER. NO.	.3	11.3 / 11.3

3 (56) dash lights dim and head lamps went out
- checked for codes - none
- checked program and for bulletins
could not duplicate

COMPLAINT:

CAUSE:

CORRECTION:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 56 / OPER. NO.	1.1	10.9 / 10.9

4 (56) takes long time to heat up and smells
- checked program
- checked for codes - none
- checked operation - ok - operating ok

COMPLAINT:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 56 / OPER. NO.	.9	10.6 / 11.7

CAUSE: Realibrated HVAC module with tech II

CORRECTION: could not duplicate concern

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 91727	TIME	OFF / ON
		EMP. NO. 358 / OPER. NO.	.6	13.3 / 14.7

5 (358) replace drivers side mirror, SOP

TOTALS

[redacted]

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[redacted]

EPA #CAL000275708

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ042 09BUZ05R	42000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/20/06	[redacted]	32923	008	379	W	45BUZ	STEERING/SUSPENSION
				379	I	47BUZ	AXLE/DIFFERENTIAL
				379	C	30BUZ03	AUTO TRANSMISSION
02/23/06		29768	302	128	W	30BUZ	AUTO TRANSMISSION
				128	W	52BUZ01	TRIM: ELECTRICAL
				379	C	46BUZ	WHEELS/TIRES

SALESPERSON NO. SERVICE STATE REG# [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO. 1GKDT13S7422[redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY

PRODUCTION DATE | STOCK NO. | LICENSE NO. | P.O. DATE 10/09/06

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO.

[redacted]

PLACERVILLE, CA [redacted]

From

COLOR 58U V63U | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 3264

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	43,378	008	WILLIAM

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 03:05pm | DATE/TIME PROMISED 10/09/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☐ No [redacted] | LABOR RATE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above. Unforeseen complications (not) withstanding, my automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL [redacted] SERVICES THAT ARE AT NO COST TO ME. I also authorize any [redacted] PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ BEFORE SIGNING. RECEIPT OF A COPY HEREOF SUBJECT TO CONDITIONS

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 400.00

X _____

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$400

C 01 01BUZ AUTO TRANSMISSION

CUSOTMER STATES, TRANS WILL SHIFT TOO MUCH GOING UP BASS HIL L GRADE. ONLY AT FREEWAY SPEEDS UPHILL. ALSO AT TIMES WHEN SHIFTING INTO REVERSE IT WILL JUMP EVEN WHEN FOOT IS ON BRAKE. LAST TIME WE PROGRAMED AND IT WAS BETTER FOR A WHILE.

C 02 01BUZ INTERIOR TRIM

CUSTOMER STATES, DRIVERS MIRROR VIBRATES ON FREEWAY SPEEDS. CAN NOT SEE BEHIND YOU.

292

C 03 01BUZ ROTATE TIRES

ROTATE 4 TIRES

292

C 04 01BUZ LOG TRUCK

292

TIME	②	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
TIME	③	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
TIME	④	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	

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

[redacted] HARD COPY

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[CONTINUED ON NEXT PAGE]

90315

MAR-22-2007 08:39 From:THOMPSONS, MARKETING To:18662700204 Page:3/15

INFORMATION:

TATES DRIVER MIRROR VIBRATES ON FREEWAY

NS THAT HOLD MIRROR ARE WORN

CORRECTION:

292 ORDERED NEW MIRROR

396 Checked trans fluid level + cond - normal. Scanned for DTC's - none stored. Road tested for trans shift business - could not duplicate. Checked for software updates - has latest

COMPLAINT:

CAUSE:

CORRECTION:

292 ROTATED 4 TIRES

COMPLAINT:

CAUSE:

CORRECTION:

292 PERF LOF + 27PT.

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD

EMP. No.	OPER. No.	COST	ELASPED TIME	TIME CLOCK
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 90315	TIME	OFF 15.6
		EMP. NO. 292 OPER. NO.	7	ON 15.9
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 90315	TIME	OFF 9.0
		EMP. NO. 292 OPER. NO.	6.6	ON 9.2
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 90315	TIME	OFF 11.0
	.6	EMP. NO. 396 OPER. NO.		ON 11.2
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
TOTALS				

90315

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EPA #CAL000275709

90315

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ042 09BUZ05R	42000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/20/06	[redacted]	32923	008	379	W	45BUZ	STEERING/SUSPENSION
				379	I	47BUZ	AXLE/DIFFERENTIAL
				379	C	30BUZ03	AUTO TRANSMISSION
02/23/06		29768	302	128	W	30BUZ	AUTO TRANSMISSION
				128	W	52BUZ01	TRIM ELECTRICAL
				379	C	46BUZ	WHEELS/TIRES

SALESPERSON NO.

SERVICE

STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GKDT13S74[redacted]	04/GMC/ENVOY/4 DOOR UTILITY			[redacted]	

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
19290					10/09/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				3264

TURBO	MAKE	AIR COND.	R.B.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	43,378	008	WILLIAM

[redacted]
PLACERVILLE, CA [redacted]

RE: [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
03:05pm	10/09/06 06:00pm	

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection, in the event of a breakdown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subsequent repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X_____

JOU

25 [illegible] 01BUZ042 [illegible] RECOMMENDED MAINTENANCE [illegible]

DO FUEL FILTER.

292

[illegible] 09BUZ05R RECOMMENDED MAINTENANCE [illegible]

CHECK AIR FITLER.

292

[illegible] 04BUZZJB [illegible] THROTTLE SERVICE [illegible]

JUSYICE BROTHERS THROTTLE BODY CLEANING

292

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

TIME ② DATE

CONTACTED BY PHONE ☐ IN PERSON ☐ BY

NAME OF PERSON CONTACTED REVISED ESTIMATE $

TIME ③ DATE

CONTACTED BY PHONE ☐ IN PERSON ☐ BY

NAME OF PERSON CONTACTED REVISED ESTIMATE $

TIME ④ DATE

CONTACTED BY PHONE ☐ IN PERSON ☐ BY

NAME OF PERSON CONTACTED REVISED ESTIMATE $

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[redacted]

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MAR-22-2007 08:40 From:THOMPSONS, MARKETING To:18662700204 Page:5/15

INFORMATION:	LABOR RECORD				
	EMP No.	OPER No.	COST	ELASPED TIME	TIME CLOCK
					OFF / ON
					OFF / ON
CORRECTION:					OFF / ON
(292) REPLACED FUEL FILTER					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
(292) CHECKED AIR FILTER - OKAY					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
(292) PERF JOB THROTTLE BODY SERVICE					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
	TOTALS				

[redacted]

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EPA #CAL000275709

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3227	04/21/06	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		32,923	/	
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	04/GMC/ENVOY/4 DOOR UTILITY			
	VEHICLE I.D. NO		SELLING DEALER NO.	PRODUCTION DATE
	1GKDT13S742 [redacted]			
	R.T.E. NO. / P.O. NO.		R.O. DATE	
			04/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		
				MO: 32923

JOB# 1 CHARGES

LABOR

J# 1 45BUZ STEERING/SUSPENSION TECH(S):379 WARRANTY

LAST TIME IN CVJ BOOT WAS ORDERED FOR BEING TORN
INSTALL SOP.
LEFT INNER TRI-POD BOOT IS TORN.
REPLACED BOOT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		26059675	BOOT KIT 6.061		WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	80137		04/21/06	RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 47BUZ AXLE/DIFFERENTIAL TECH(S):379 INTERNAL

CUSTOEMR STATES. SERVICE 4WD LIGHT ON IN DASH AND VEHICLE
WENT INTO 4WD HIGH ALL BY ITSELF.
COULD NOT DUPLICATE CONCERN.
SWITCH MAY HAVE BEEN HIT BY MISTAKE????

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+30BUZ03 AUTO TRANSMISSION TECH(S):379 0.00

CUSTOMER STATES. TRANS JERKS GOING INTO REVERSE.
NORMAL OPPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

STORE COPY

[CONTINUED ON NEXT PAGE] 04:15pm

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ERAINTINVE SF804217.0 (11/04)

MAR-22-2007 08:40 From:THOMPSONS, MARKETING To:18662700204 Page:7/15

[redacted]

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EPA #CAL000278709 [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ033 09BUZ05R	33000 MILE SERVICE RECALL 96070	MI CA		01BUZ036	36000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/23/06	[redacted]	29768	302	128	W	30BUZ	AUTO TRANSMISSION
				128	W	52BUZ01	TRIM ELECTRICAL
				379	C	46BUZ	WHEELS/TIRES
				128	W	45BUZ	STEERING/SUSPENSION
				128	W	46BUZ01	WHEELS/TIRES
				379	C	00BUZ	LUBE,OIL AND FILTER

SALESPERSON NO.

SERVICE

STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS STRICTLY CASH OR APPROVED CREDIT CARD

VEHICLE I.D. NO. 1GKDT13S742 [redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY

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

[redacted]

PLACERVILLE, CA [redacted]

CUSTOMER NO. 19290 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 04/20/06

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	32,923	008	WILLIAM

[redacted] BUSINESS PHONE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subtle repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE PAID [redacted] IS NOT INSURED OR PROTECTED AGAINST [redacted] SUBJECT TO CONDITIONS

TIME RECEIVED 11:21am | DATE/TIME PROMISED 04/20/06 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☑ No

LABOR RATE [redacted]

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

X _____

CUSTOMER INITIALS | ORIGINAL ESTIMATE $

C STEERING/SUSPENSION

LAST TIME IN CVJ BOOT WAS ORDERED FOR BEING TORN INSTALL SOP.

379

C AXLE/DIFFERENTIAL

CUSTOEMR STATES, SERVICE 4WD LIGHT ON IN DASH AND VEHICLE WENT INTO 4WD HIGH ALL BY ITSELF.

379

(3) Trans jerks in Reverse see file.

379

TIME | (2) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $
TIME | (3) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $
TIME | (4) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $

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[redacted] HARD COPY

84206

MAR-22-2007 08:40 From:THOMPSONS, MARKETING To:18662700204 Page:8/15

MAR-22-2007 08:41 From:THOMPSONS, MARKETING To:18662700204 Page:9/15

MECHANICS FAILURE INFORMATION:

LABOR RECORD

EMP. No.	OPER. No.	COST	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
TOTALS				

COMPLAINT: ~~Replace~~ ~~Cap~~ ~~CV~~ ~~Boot~~ left inner CV Boot leaking grease

CAUSE: Seal around Plung Joint was compramised

CORRECTION: Installed new CV Boot on left inner plung joint

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 84206	TIME
		EMP. NO. 579 OPER. NO.	

COMPLAINT: Service 4wd light on

CAUSE:

CORRECTION: Checked codes. No codes found

COMPLAINT: Jerks going into reverse

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

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B.A.R. #AC193708
EPA #CAL000275709

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: ANDREW JONES 302	TAG NO.: 2345	INVOICE DATE: 02/23/06	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 29,768	COLOR: /	STOCK NO.:
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE:	DELIVERY MILES:	
	VEHICLE I.D. NO.: 1GKDT13S742[redacted]		SELLING DEALER NO.:	PRODUCTION DATE:	
	R.T.E. NO.:	P.O.: [redacted]	R.O. DATE: 02/23/06		
[redacted]	BUSINESS PHONE	COMMENTS			MO: 29770

COULD NOT DUPLICATE CUSTOMER CONCERN. RAISED VEHICLE AND INS
PECTED FRONT END, FOUND LEFT INNER CV BOOT LEAKING GREASE. O
RDERED PART.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6 00BUZ LUBE,OIL AND FILTER TECH(S):379 12.00
PERFORMED LUBE,OIL AND FILTER

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	89017342	FILTER 1.836	7.98	7.98
5	6000IL	XXX	2.21	11.05
			TOTAL - PARTS	19.03

JOB# 6 TOTALS----------

LABOR	12.00
PARTS	19.03

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 31.03

JOB# 7 CHARGES----------

LABOR----------
J# 7 52BUZ02 TRIM ELECTRICAL TECH(S):128 WARRANTY
CUSTOMER STATES THAT LIGHTS DIM INTERMITTENLY
BLOWN FUSE/UPDATED PROGRAMMING
REPLACED BLOWN FUSE AND REPROGRAMMED BCM.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	ATC10	FUSE		WARRANTY
			TOTAL - PARTS	0.00

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------
J# 8 09BUZ FUEL SYSTEM TECH(S):379 49.50
REPLACE FUEL FILTER PER CUSTOMER
DUE MAINTENANCE
REMOVED AND REPLACED FUEL FILTER

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	88983068	FILTER 3.890	37.12	37.12
			TOTAL - PARTS	37.12

MISC CODE	DESCRIPTION	CONTROL NO	
ADVP	ADVERTISING PARTS		-9.00
		TOTAL - MISC	-9.00

[CONTINUED ON NEXT PAGE] 05:00pm

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ERAINTMVS 6P804217.0 (11/04)

MAR-22-2007 08:41 From:THOMPSONS, MARKETING To:18662700204 Page:10/15

[redacted]

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC
55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

B.A.R. #AC193708

EPA #CAL000275709

[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 29,768		COLOR /	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K D T 1 3 5 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 02/23/06	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			MO: 29770

JOB# 1 CHARGES

LABOR
J# 1 30BUZ AUTO TRANSMISSION TECH(S):128 WARRANTY
CUSTOMER STATES THAT TRANSMISSION JERKS FROM A STOP WHEN IN FORWARD GEARS OR REVERSE
UPDATED PROGRAMMING
ROAD TESTED FOR CUSTOMER CONCERN. SCANNED FOR CODES. FOUND NO CODES. PROGRAMMED POWERTRAIN CONTROL MODULE WITH LATEST UP DATES.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 52BUZ01 TRIM ELECTRICAL TECH(S):128 WARRANTY
CUSTOMER STATES THAT HEADLIGHTS ARE OUT OF ADJUSTMENT
CHECKED HEADLIGHT ADJUSTMENT. HEADLIGHTS ARE AT SPECS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 46BUZ WHEELS/TIRES TECH(S):379 39.95
BALANCE AND ROTATE TIRES
BALANCED AND ROTATED ALL 4 TIRES.

JOB# 3 TOTALS

LABOR 39.95

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 39.95

JOB# 4 CHARGES

LABOR
J# 4 45BUZ STEERING/SUSPENSION TECH(S):128 WARRANTY
CUSTOMER STATES THAT THERE IS A RATTLE COMING THE FRONT END ON ACCELERATION
COULD NOT DUPLICATE NOISE. RECOMMEND CUSTOMER TO ROAD TEST WITH TECHNICIAN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5 46BUZ01 WHEELS/TIRES TECH(S):128 WARRANTY
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM THE FRONT WHELL WELL WHEN TURNING ON INCLINES AND DECLINES

STORE COPY

[CONTINUED ON NEXT PAGE] 05:00pm

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ERAINTRIVE BP604217 Q (11/04)

MAR-22-2007 08:41 From:THOMPSONS, MARKETING To:18662700204 Page:11/15

[redacted]

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC
55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

B.A.R. #AC193708

EPA #CAL000275709

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ03Q 02BUZZJB	30000 MILE SERVICE COOLANT SYSTEM SERVI	MI MI		01BUZZJB 09BUZ05R	TRANSMISSION FLUSH RECALL 96070	MI CA	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **S E R V I C E** STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO. 1GKDT13S742[redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY

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

[redacted]

CUSTOMER NO. 19290 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | 02/23/06

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	M/MC	AIR COND.	P.B.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	29,768	302	ANDREW JONES

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 07:34am | DATE/TIME PROMISED 02/23/06 06:00pm | PRIORITY

APPOINTMENT ☒ Yes ☐ No | LABOR RATE

Aaron

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any outlet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 78.00

X _____

CUSTOMER INITIALS | ORIGINAL ESTIMATE $

AUTO TRANSMISSION

CUSTOMER STATES THAT TRANSMISSION JERKS FROM A STOP WHEN IN FORWARD GEARS OR REVERSE

J6354 .7

TIME 3:00 | ② | DATE 2/23/06

CONTACTED BY PHONE ☐ IN PERSON ☐ | BY Andrew

NAME OF PERSON CONTACTED Aaron | REVISED ESTIMATE $78.00

TIME | ③ | DATE

CONTACTED BY PHONE ☐ IN PERSON ☐ | BY

NAME OF PERSON CONTACTED | REVISED ESTIMATE $

TIME | ④ | DATE

CONTACTED BY PHONE ☐ IN PERSON ☐ | BY

NAME OF PERSON CONTACTED | REVISED ESTIMATE

TRIM/ELECTRICAL

CUSTOMER STATES THAT HEADLIGHTS ARE OUT OF ADJUSTMENT

B7280 .3

WHEELS/TIRES

BALANCE AND ROTATE TIRES

18 329

STEERING/SUSPENSION

CUSTOMER STATES THAT THERE IS A RATTLE COMING THE FRONT END ON ACCELERATION

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

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC
55 PLACERVILLE DRIVE
PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

[redacted]

 HARD COPY [CONTINUED ON NEXT PAGE] 82006

MAR-22-2007 08:41 From:THOMPSONS, MARKETING To:18662700204 Page:12/13

MECHANICS FAILURE INFORMATION:	LABOR RECORD				
	EMP. No.	OPER. No.	COST	ELASPED TIME	TIME CLOCK
COMPLAINT: Test Drove scanned no codes, Flood Full SI 2000					OFF / ON
CAUSE: Found Programing For TCM & PCM. Reprogramend					OFF / ON
CORRECTION:					OFF
					ON
COMPLAINT: AT Factory Spec For Head light Ajustment					OFF / ON
CAUSE:					OFF / ON
CORRECTION: Rotate & Balance 4 Tires					OFF / ON
					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION: Rec Test Drive With costomer To Dupl. noise					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
	TOTALS				

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 82006	TIME	OFF 7
	1.8	EMP. NO. 128 / OPER. NO.		ON Feb 16

[redacted]

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

B.A.R. #AC193708

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ030 02BUZZJB	30000 MILE SERVICE COOLANT SYSTEM SERVI	MI MI		01BUZZJB 09BUZ05R	TRANSMISSION FLUSH RECALL 96070	MI CA	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **S E R V I C E** STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE ☐ DISCARD ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO. 1GKDT13S742 [redacted]

YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 8 [redacted]

[redacted]

CUSTOMER NO. 1 [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 02/23/06

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	29,768	302	ANDREW JONES

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 07:34am | DATE/TIME PROMISED 02/23/06 06:00pm | PRIORITY

APPOINTMENT ☒ Yes ☐ No | LABOR RATE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above. Unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subject repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X

JOB

[redacted]

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM THE FRONT WHELL WELL WHEN TURNING ON INCLINES AND DECLINES

126
SOPP

[redacted]

15 379

[redacted]

PERFORM 27 POINT VEHICLE MAINTENANCE INSPECTION $29.95

779

[redacted]

CUSTOMER STATES THAT LIGH[redacted]

N1720.2 0

9 Replace F/Filter 8

379

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

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

TIME | (2) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $

TIME | (3) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $

TIME | (4) | DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ | BY
NAME OF PERSON CONTACTED | REVISED ESTIMATE $

THOMPSONS
AUTO & TRUCK CENTER

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530-295-5700, 1800-965-CARS

[redacted]

 HARD COPY

82006

MAR-22-2007 08:42 From:THOMPSONS, MARKETING To:18662700204 Page:14/15

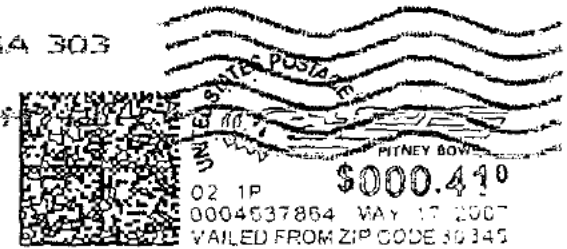
MECHANICS FAILURE INFORMATION:	LABOR RECORD				
	EMP No.	OPER. No.	COST	ELASPED TIME	TIME CLOCK
COMPLAINT: Found LF Inner CV Boot Leaking					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
					OFF / ON
COMPLAINT: LOF					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
					OFF / ON
COMPLAINT: Programmend module BCM & Replaced Fuse					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
COMPLAINT:					OFF / ON
CAUSE:					OFF / ON
CORRECTION:					OFF / ON
	TOTALS				

MAR-22-2007 08:42 From:THOMPSONS, MARKETING To:18662700204 Page:15/15

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, Georgia 30345

ATLANTA GA 303

18 MAY 2007 PM



General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

MAY 21 2007

4803146013 C037

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ADAM LOTKIN, ESQ., OF COUNSEL
LICENSED IN CALIFORNIA, THE DISTRICT OF COLUMBIA & VIRGINIA

713 GREENSBORO AVE.
VIRGINIA BEACH, VA 23451
(757) 513-5429 FACSIMILE: (800) 304-5348

May 17, 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: Kevin Doerffler v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:	[redacted]
Vehicle:	2006 GMC Envoy
VIN:	1GKDT13S742[redacted]
Date of purchase:	12/05/2004
State:	California
Our File No.:	[redacted]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Steering/Suspension;**
2. **Front End;**
3. **Electrical;**
4. **Transmission;**
5. **Fluid Leak;**
6. **HVAC System;**
7. **Vehicle Noise.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Adam Lotkin, Esq.
Attorney at Law

CC: [redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 11, 2007

Alex Simanovsky, Esq.
Alex Simanovsky & Associates, LLC
6 W Druid Hills Dr NE Ste 120
Atlanta, GA 30329-2138

RE: [redacted]
Service Request [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDT13S742[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Simanovsky:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

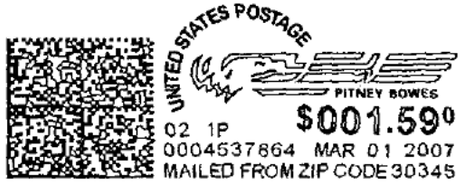
General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

LG0007
V06292006



Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd. Suite 300
Atlanta, GA 30345

MAR 0 8 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

February 26, 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: Doerffler Kevin v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [redacted]
Vehicle: 2006 GMC Envoy
VIN: 1GKDT13S74[redacted]
Date of purchase: 12/05/2004
Our File No.: [redacted]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Steering/Suspension;**
2. **Front End;**
3. **Electrical;**
4. **Transmission;**
5. **Fluid Leak;**
6. **HVAC System;**
7. **Vehicle Noise.**

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My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

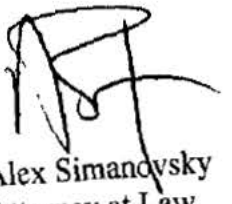
HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC



Alex Simanovsky
Attorney at Law

AS/mbc

CC: [redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number 818 R.O.S. Number _____ Stock Number [redacted]

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] PLACERVILLE CA [redacted] EL DORADO	FOLSOM BUICK PONTIAC GMC INC 12640 AUTO MALL CIRCLE FOLSOM CA 95630

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	GMC ENVOY	181	1GKDT13S742[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00
0.00 %	$ 0.00 (e)	$ 39760.44	$ 39760.44 (e)	$ 39760.44 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	552.22	Monthly, Beginning 01/19/2005
One Final Payment	552.82	DUE ON 12/19/2010

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 36180.53 (A)
     - 1. Cash Price Vehicle $ 35941.53
     - 2. Cash Price Accessories $ 239.00
     - 3. Other (Nontaxable) Describe N/A $ N/A
     - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 2716.91 (D)
   - E. Optional DMV Electronic Filing Fee* $ 28.00 (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* AHIS $ 495.00 (I)
   - J. Other (to whom paid)* N/A $ N/A (J)
     For N/A

   Total Cash Price (A through J) $ 39465.44 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 290.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer x N/A
Co-Buyer x N/A
Seller x

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

Application for Optional Credit Insurance

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

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

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

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

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. Smog Certification Fee Paid to State $ N/A (4)

5. Subtotal (1 through 4) $ 39760.44 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr ____ Make ____ $ N/A (A)
Model ____ Odom ____
VIN ____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ N/A (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) $ 39760.44 (7)

*Seller may keep part of these amounts.

DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

X N/A
Date Buyer Signature Age

X N/A
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.
Term 72 Mos AHIS
Name of Gap Contract
Yo[redacted]
Bu[redacted]

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

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

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

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A
Term N/A Mos. or N/A Miles
1.G Company N/A
Term N/A Mos. or N/A Miles
Buyer X

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

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

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

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

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

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

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

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

Buyer Signat[redacted] 2/05/04 Co-Buyer Signature[redacted] Date 12/05/04
[redacted]ible for paying the entire debt. An other[redacted]title to the vehicle but

[redacted]

REGISTRATION CARD VALID FROM: 12/08/2006 TO: 12/08/2007

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2004	2004	KF	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	MZ	1GKDT13S74[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	12/13/06	09	12/08/06	8	J2168490

PR EXP DATE: 12/08/2006

REGISTERED OWNER

[redacted]

AMOUNT PAID
$ 250.00

AMOUNT DUE
$ 250.00

AMOUNT RECVD
CASH :
CHCK :
CRDT :

PLACERVILLE
CA [redacted]

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 179 06 0025000 0019 PS H00 121306 11 5JNV034 396

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 :	1GKDT13S742[redacted]

VEHICLE INFORMATION

Merchandising Model :	TT15506 -2004 ENVOY SLT 4WD (4-DOOR)	**Warranty Start Date :**	12/05/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	FOLSOM BUICK-PONTIAC-GMC, INC. 12640 AUTO MALL CIR FOLSOM , CA *95630-8099* (916) 355-1414	**Selling Source :**	48 - GMC TRUCK
		Site Code :	08178
		Business Associate Code :	164615

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

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[redacted]	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

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.			
XM Equipped	Yes	**XM Radio ID**	VL3T20MB	**XM Status**	Inactive	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http:// xmradio.ca or (877) 438-9677.	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	12/05/2004	181 miles	12/05/2007	36181 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	12/05/2004	181 miles	12/05/2010	100181 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/05/2004	181 miles	12/05/2012	80181 miles

36/50000 CALIFORNIA EMISSIONS	12/05/2004	181 miles	12/05/2007	50181 miles
84/70000 CALIFORNIA SELECT COMPONENT	12/05/2004	181 miles	12/05/2011	70181 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/22/2006	[redacted]	#	B1500 - HOOD AND/OR LATCH ASSEMBLY - ALIGN/ADJUST	45589 miles
11/22/2006		#	B4156 - MIRROR, OUTSIDE REARVIEW - LEFT - REPLACE	45589 miles
04/20/2006		#	F1501 - HALFSHAFT, FRONT DRIVE - FRONT - LEFT - R&R	32923 miles
04/20/2006		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	32923 miles
02/23/2006		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	29768 miles
02/23/2006		#	B7280 - HEADLAMP - AIM	29768 miles
02/23/2006		#	N1720 - FUSE - REPLACE	29768 miles
09/15/2005		#	V1388 - 05044 - REPLACE FLASHER RELAY	19581 miles
09/15/2005		#	R9995 - CUSTOMER CONCERN NOT DUPLICATED	19581 miles
09/15/2005		#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	19581 miles
09/15/2005		#	D4707 - HVAC CONTROL HEAD MODULE OR ASSEMBLY REPROGRAMMING WITH SP	19581 miles
09/15/2005		#	N9502 - GROUND REPAIR	19581 miles
11/03/2003		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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THOMPSONS AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

B.A.R. #AC193708

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ042 09BUZ05R	42000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/20/06	[redacted]	32923	008	379	W	45BUZ	STEERING/SUSPENSION
				379	I	47BUZ	AXLE/DIFFERENTIAL
				379	C	30BUZ03	AUTO TRANSMISSION
02/23/06		29768	302	128	W	30BUZ	AUTO TRANSMISSION
				128	W	52BUZ01	TRIM ELECTRICAL
				379	C	46BUZ	WHEELS/TIRES

SALESPERSON NO.

S E R V I C E

STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
☐ DISCARD
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO.: 1GKDT13S74[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/4 DOOR UTILITY
PRODUCTION DATE:
STOCK NO.:
LICENSE NO.: [redacted]
R.O. NO.:

[redacted]
PLACERVILLE, CA [redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE:
DELIVERY MILES:
SELLING DEALER NO.:
R.O. DATE: 10/09/06

COLOR:
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 3264

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	43,378	008	WILLIAM

RESIDENCE PHONE: [redacted]
BUSINESS PHONE:

TIME RECEIVED: 03:05pm
DATE/TIME PROMISED: 10/09/06 06:00pm
PRIORITY:

APPOINTMENT
☒ Yes
☐ No

LABOR RATE:

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X _____

JCB

5 C 09BUZ **FUEL SYSTEM**
DO FUEL FILTER.

6 C 01BUZ **RECOMMENDED MAINT**
CHECK AIR FITLER.

7 C 00BUZ20 **JB THROTTLE SERV.**
JUSYICE BROTHERS THROTTLE BODY CLEANING

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

TIME ② DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ BY
NAME OF PERSON CONTACTED REVISED ESTIMATE $

TIME ③ DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ BY
NAME OF PERSON CONTACTED REVISED ESTIMATE $

TIME ④ DATE
CONTACTED BY PHONE ☐ IN PERSON ☐ BY
NAME OF PERSON CONTACTED REVISED ESTIMATE $

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

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CUSTOMER COPY

90315

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530-295-5700, 1800-965-CARS

EPA #CAL000275709

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ042 09BUZ05R	42000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/20/06	[redacted]	32923	008	379	W	45BUZ	STEERING/SUSPENSION
				379	I	47BUZ	AXLE/DIFFERENTIAL
				379	C	30BUZ03	AUTO TRANSMISSION
02/23/06		29768	302	128	W	30BUZ	AUTO TRANSMISSION
				128	W	52BUZ01	TRIM ELECTRICAL
				379	C	46BUZ	WHEELS/TIRES

SALESPERSON NO.

SERVICE

STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
☐ DISCARD
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS STRICTLY CASH OR APPROVED CREDIT CARD

VEHICLE I.D. NO. 1GKDT13S7[redacted]
YEAR/MAKE/MODEL 04/GMC/ENVOY/4 DOOR UTILITY
PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO. [redacted]
CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 10/09/06
[redacted]
PLACERVILLE, CA [redacted]
COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 3264

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	43,378	008	WILLIAM

RESIDENCE PHONE [redacted] | BUSINESS PHONE
TIME PROMISED 03:05pm | 10/09/06 | 06:00pm | PRIORITY
APPOINTMENT ☒ Yes ☐ No | LABOR RATE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any outlet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 400.00

X _____

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

1 C 30BUZ AUTO TRANSMISSION
CUSOTMER STATES, TRANS WILL SHIFT TOO MUCH GOING UP BASS HIL L GRADE. ONLY AT FREEWAY SPEEDS UPHILL.
ALSO AT TIMES WHEN SHIFTING INTO REVERSE IT WILL JUMP EVEN WHEN FOOT IS ON BRAKE. LAST TIME WE PROGRAMED AND IT WAS BETTER FOR A WHILE.

2 C 60BUZ INTERIOR TRIM
CUSTOMER STATES, DRIVERS MIRROR VIBRATES ON FREEWAY SPEEDS. CAN NOT SEE BEHIND YOU.

3 C 00BUZ01 ROTATE TIRES
ROTATE 4 TIRES

4 C 00BUZ L.O.F TRUCK

TIME ② DATE | CONTACTED BY PHONE ☐ IN PERSON ☐ | BY | NAME OF PERSON CONTACTED | REVISED ESTIMATE $
TIME ③ DATE | CONTACTED BY PHONE ☐ IN PERSON ☐ | BY | NAME OF PERSON CONTACTED | REVISED ESTIMATE $
TIME ④ DATE | CONTACTED BY PHONE ☐ IN PERSON ☐ | BY | NAME OF PERSON CONTACTED | REVISED ESTIMATE $

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

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CONDITIONS ON REVERSE SIDE ARE A PART OF THIS CONTRACT

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

90315

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

B.A.R. #AC193706

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3227	04/21/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 32,923		COLOR: /	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 32923

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 04/20/2006 / 32979 MI 01BUZ033 33000 MILE SERVICE *
****

****
* *
* [ ] CASH [ ] CHECK GM GOODWRENCH [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS CHECK#[ ] [ ] 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**

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU "COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM THE MANUFACTURER ON OUR PERFORMANCE.IF YOU CAN NOT ANSWER "COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU. PLEASE ASK FOR YOUR SERVICE ADVISOR.THANK YOU.

_____
CUSTOMER SIGNATURE

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[END OF INVOICE] 04:15pm

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AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

B.A.R. #AC193708

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 008	TAG NO. 3227	INVOICE DATE 04/21/06	[redacted]	
[redacted] PLACERVILLE, CA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,923	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. N[redacted]		R.O. DATE 04/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 32923

JOB# 1 CHARGES

LABOR

J# 1 45BUZ STEERING/SUSPENSION TECH(S):379 : WARRANTY

LAST TIME IN CVJ BOOT WAS ORDERED FOR BEING TORN
INSTALL SOP.
LEFT INNER TRI-POD BOOT IS TORN.
REPLACED BOOT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	26059675	BOOT KIT 6.061		WARRANTY
			TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	80137		04/21/06	RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 47BUZ AXLE/DIFFERENTIAL TECH(S):379 INTERNAL

CUSTOEMR STATES. SERVICE 4WD LIGHT ON IN DASH AND VEHICLE
WENT INTO 4WD HIGH ALL BY ITSELF.
COULD NOT DUPLICATE CONCERN.
SWITCH MAY HAVE BEEN HIT BY MISTAKE????

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3+30BUZ03 AUTO TRANSMISSION TECH(S):379 0.00

CUSTOMER STATES. TRANS JERKS GOING INTO REVERSE.
NORMAL OPPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR AM 202782
EPA CAL 000105391

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZOCC 01BUZOCCD	OIL CHANGE CLUB OIL CHANGE C DIESEL	MI MI		01BUZOCCR 01BUZOCCDR	OIL CHANGE CLUB RENT OIL CHG C DIESEL REN	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/03/05	[redacted]	4594	340	320	W	18BUZ	BODY INTERIOR
				320	W	18BUZ-BODY1	BODY INTERIOR
10/07/04		2	373	320	W	50BUZ	PDI
				373	I	70BUZ-NCD	NEW VEHICLE DETAIL

SALESPERSON NO. 200 CHARLES REID ROOT **S E R V I C E** STATE REG# [redacted]

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE

VEHICLE I.D. NO. 1GTCS14855[redacted] | YEAR/MAKE/MODEL 05/GMC/CANYON/PK | PRODUCTION DATE [redacted] | STOCK NO. | LICENSE NO. | R. O. NO. [redacted]

[redacted]
PLACERVILLE, CA [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 12/26/04 | DELIVERY MILES 25 | SELLING DEALER NO. | P. O. DATE 02/28/05

COLOR SILVER BIRCH/DK P | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				6,418	382	JONATHAN FREELAND

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 03:00pm | DATE/TIME PROMISED 02/28/05 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☑ No

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Pontiac Buick GMC is 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 by the supplier or transporter. I hereby grant Folsom Pontiac Buick GMC 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. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 19BUZ *BODY EXTERIOR*
CUST STATES THAT THE PASSANGER DOOR IS HARD TO CLOSE, DOOR IS RUBBING STRIKER. TRIED TO ADJUST, SUBLET TO BODY SHOP.

2 W 19BUZ-BODY1 *BODY EXTERIOR*
CUST STATES THAT THE DRIVERS DOOR IS HARD TO CLOSE, NOT AS NOTICABLE AS PASSANGER SIDE. CHECK AND ADVISE.

GG500436 (05/01)

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FOR YOUR CONVENIENCE
TERMS: STRICTLY CASH, CHECK OR APPROVED CREDIT CARD
WE HONOR THE FOLLOWING CREDIT CARDS:
VISA • MASTERCARD • AMERICAN EXPRESS

0

SERVICE DEPARTMENT HOURS
MON-FRI 7:30 A.M. to 5:30 P.M.
WE REGRET THAT WE CANNOT GUARANTEE RELEASE OF YOUR VEHICLE AFTER 5:30 P.M.

0

SERVICE WORK AND NEW GM PARTS HAVE A LIMITED WARRANTY OF 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST

0

IMPORTANT PLEASE DO NOT LEAVE PERSONAL EFFECTS IN YOUR CAR.

0

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE. WHEN CALLING ABOUT YOUR VEHICLE, PLEASE REFER TO THE DISPATCH NUMBER AS INDICATED ABOVE.

Thank You

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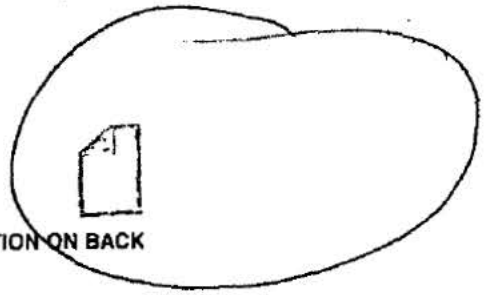

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 000105391**

CUSTOMER NO. [redacted]	ADVISOR: DENNIS VELLA 340	TAG NO.: 5568	INVOICE DATE: 09/15/05	INVOICE NO. [redacted]
[redacted]	LICENSE NO.	MILEAGE: 19,581	COLOR: WHITE/	STOCK NO. [redacted]
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/UT		DELIVERY DATE: 12/05/04	DELIVERY MILES: 181
	VEHICLE I.D. NO.: 1GKDT13S742 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 09/15/05	
[redacted]	COMMENTS: E# 4.2 LITER MFI DOH			

JOB# 1 CHARGES

LABOR

J# 1 08BUZ CAMPAIGN/RECALL TECH(S):321 WARRANTY
PERFORM RECALL 05044,INTERMITTENT INCORRECT TURN
SIGNAL OPERATION
MA/96 RECALL
REPLACED FLASHER ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15231201	FLASHER 2.575		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 16BUZ ELECTRICAL INTERIOR TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THE CD PLAYER MAKES ODD NOISES
COULD NOT DUPLICATE CONCERN
CHECKED MULTIPULE TIMES,OKAY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 23BUZ FRONT SUSPENSION TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THERE IS A NOISE FROM FRONT END WHEN
MAKING TURNS ON AN INCLINE
COULD NOT DUPLICATE
ROAD TESTED AND INSPECTED OKAY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 20BUZ AIR CONDITIONING TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT AFTER IR RAINS THE AC HAS A MELDEW
TYPE ODOR WHEN FIRST TURNED ON

JOB# 4 TOTALS REPROGRAM AFTER BLOWER SO IT WOULD WORK

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 16BUZ-ELECT1 ELECTRICAL INTERIOR TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THE HEADLIGHTS INTERMITTENTLY GO
DIM WHILE DRIVING AND DASH LIGHTS WILL FLICKER AT RANDOM

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[CONTINUED ON NEXT PAGE] 04:50pm

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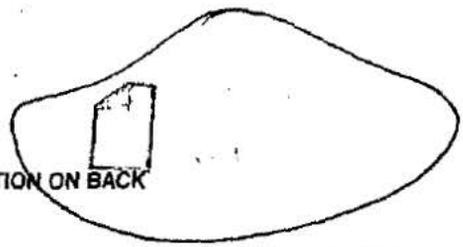

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 000105391**

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DENNIS VELLA 340	5568	09/15/05	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	ST [redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181
	VEHICLE I.D. NO. 1GKDT13S742[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/15/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# 4.2 LITER MFI DOH		

COULD NOT DUPLICAE
ROAD TESTED OKAY,CHECKED GROUND CONNECTIONS,FOUND 1
GROUND DISCOLORED,CLEANED AND SECURED CONNECTION

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL. 0.00

TOTALS----------

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (if applicable)

E.P.A. CAL000249198
B.A.R. AD221342

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 APPRECIATE YOUR BUSINESS!! THANK YOU!

_____
CUSTOMER SIGNATURE

GC5000436 (06/01)

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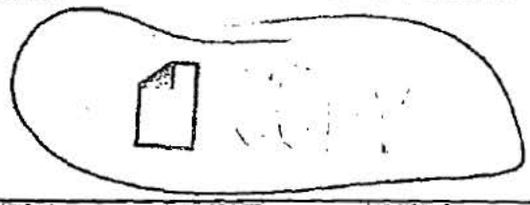
EPA #CAL000275709



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			29,768	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
PLACERVILLE, CA[redacted]	04/GMC/ENVOY/4 DOOR UTILITY		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	1 G K D T 1 3 S 7 4 2 [redacted]		

	F. T. E. NO.	P. O. NO.	R. O. DATE	
			02/23/06	

[redacted]	BUSINESS PHONE	COMMENTS	MO: 29770

COULD NOT DUPLICATE CUSTOMER CONCERN. RAISED VEHICLE AND INS
PECTED FRONT END. FOUND LEFT INNER CV BOOT LEAKING GREASE. O
RDERED PART.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 00BUZ LUBE,OIL AND FILTER TECH(S):379 12.00
PERFORMED LUBE,OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836	7.98	7.98
	5		6000IL	XXX	2.21	11.05
					TOTAL - PARTS	19.03

JOB# 6 TOTALS----------

LABOR	12.00
PARTS	19.03

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 31.03

JOB# 7 CHARGES----------

LABOR----------

J# 7 52BUZ02 TRIM ELECTRICAL TECH(S):128 WARRANTY
CUSTOMER STATES THAT LIGHTS DIM INTERMITTENLY
BLOWN FUSE/UPDATED PROGRAMMING
REPLACED BLOWN FUSE AND REPROGRAMMED BCM.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		ATC10	FUSE		WARRANTY
					TOTAL - PARTS	0.00

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------

J# 8+09BUZ FUEL SYSTEM TECH(S):379 49.50
REPLACE FUEL FILTER PER CUSTOMER
DUE MAINTENANCE
REMOVED AND REPLACED FUEL FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		88983068	FILTER 3.890	37.12	37.12
					TOTAL - PARTS	37.12

MISC	CODE	DESCRIPTION	CONTROL NO	
	ADVP	ADVERTISING PARTS		-9.00
			TOTAL - MISC	-9.00

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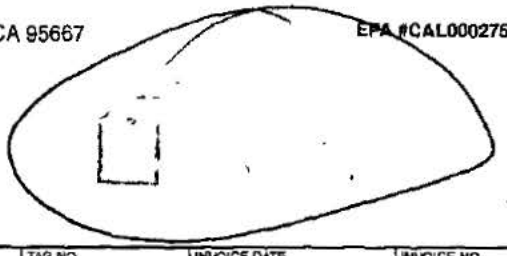

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] PLACERVILLE, CA [redacted]			29,768	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/GMC/ENVOY/4 DOOR UTILITY		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 7 4 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/23/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 29770

JOB# 1 CHARGES

LABOR

J# 1 30BUZ AUTO TRANSMISSION TECH(S):128 WARRANTY

CUSTOMER STATES THAT TRANSMISSION JERKS FROM A STOP WHEN IN FORWARD GEARS OR REVERSE
UPDATED PROGRAMMING
ROAD TESTED FOR CUSTOMER CONCERN. SCANNED FOR CODES. FOUND N O CODES. PROGRAMMED POWERTRAIN CONTROL MODULE WITH LATEST UP DATES.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 52BUZ01 TRIM ELECTRICAL TECH(S):128 WARRANTY

CUSTOMER STATES THAT HEADLIGHTS ARE OUT OF ADJUSTMENT
CHECKED HEADLIGHT ADJUSTMENT. HEADLIGHTS ARE AT SPECS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 46BUZ WHEELS/TIRES TECH(S):379 39.95

BALANCE AND ROTATE TIRES
BALANCED AND ROTATED ALL 4 TIRES.

JOB# 3 TOTALS

LABOR 39.95

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 39.95

JOB# 4 CHARGES

LABOR

J# 4 45BUZ STEERING/SUSPENSION TECH(S):128 WARRANTY

CUSTOMER STATES THAT THERE IS A RATTLE COMING THE FRONT END ON ACCELERATION
COULD NOT DUPLICATE NOISE. RECOMMEND CUSTOMER TO ROAD TEST W ITH TECHNICIAN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 46BUZ01 WHEELS/TIRES TECH(S):128 WARRANTY

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM THE FRONT WHELL WELL WHEN TURNING ON INCLINES AND DECLINES

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[CONTINUED ON NEXT PAGE] 05:00pm

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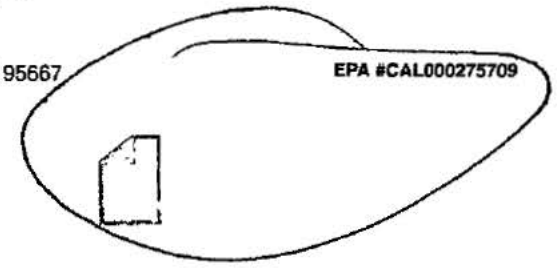

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 29,768	COLOR /	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/23/06	
R [redacted]	BUSINESS PHONE	COMMENTS		MO: 29770

JOB# 8 TOTALS----------

LABOR	49.50
PARTS	37.12
MISC	-9.00
JOB# 8 JOURNAL PREFIX GCCS JOB# 8 TOTAL	77.62

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	HAZ	SHOP & DISPOSAL FEES	1.00
		TOTAL - MISC	1.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $78.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $154.00 (+TAX) ON 02/23/06 AT 03:00pm
BY AARON COMMENTS FUEL FILTER
COMMENTS----------
DELETED OPERATION(S)----------
00BUZ27 27 POINT INSPECTION

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/02/2006 / 30000 MI 01BUZ030 30000 MILE SERVICE *
****

****
* *
* [ ] CASH [ ] CHECK GM GOODWRENCH [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS CHECK#[ ] [ ] CHARGE *
* *
****

TOTAL LABOR....	101.45
TOTAL PARTS....	56.15
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	-9.00
TOTAL TAX.....	3.62
TOTAL INVOICE $	**153.22**

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU
"COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM
THE MANUFACTURER ON OUR PERFORMANCE,IF YOU CAN NOT ANSWER
"COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR YOUR SERVICE ADVISOR.THANK YOU.

_____
CUSTOMER SIGNATURE

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{ END OF INVOICE } 05:00pm

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B.A.R. #AC193708

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530-295-5700, 1800-965-CARS

EPA #CAL000275709

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ045 09BUZ05R	45000 MILE SERVICE RECALL 96070	MI CA		04BUZZJB	ENGINE OIL FLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/09/06	[redacted]	43378	008	396	I	30BUZ	AUTO TRANSMISSION
				292	I	60BUZ	INTERIOR TRIM
				292	C	00BUZ01	ROTATE TIRES
				292	C	00BUZ	L.O.F TRUCK
				292	C	09BUZ	FUEL SYSTEM
				292	I	01BUZ	RECOMMENDED MAINT

SALESPERSON NO.

SERVICE

STATE REG# AG148435

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
☐ DISCARD
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS STRICTLY CASH OR APPROVED CREDIT CARD.

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GKDT13S74[redacted]	04/GMC/ENVOY/4 DOOR UTILITY			[redacted]	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					11/22/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
WHITE/				[redacted]

[redacted]
PLACERVILLE, CA [redacted]

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	45,589	008	WILLIAM

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
08:41am	11/22/06 06:00pm	

APPOINTMENT ☐ Yes ☑ No

LABOR RATE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made if I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

X _____

JOB I

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

X _____

CUSTOMER INITIALS	ORIGINAL ESTIMATE
	$

1 C 51BUZ **BODY ELECTRICAL**
CUSTOMER STATES, RATTLE UNDER VEHICLE.
ON TAKE OFF DRIVING STRAIGHT. LIKE A SPLASH PENEL IS LOOSE. INTERMITTANTLY. HAPPENED BEFORE WE WORKED ON.

2 C 11BUZ **ENGINE,MINOR**
CUSTOMER STATES, SINCE LAST TIME IN THERE IS A FLUID LEAK.

3 C 51BUZ02 **BODY ELECTRICAL**
CUSTOMER STATES, DASH LIGHTS DIM AND ONE TIME WENT DEAD LOW BEAMS AND INTERIOR LIGHTS.

4 C 20BUZ **HEATING/COOLING**
CUSTOEMR STATS, AC SMELLS AFTER IT RAINS. ALSO TAKES A LONE TIME TO HEAT UP.

TIME	②	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
TIME	③	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	
TIME	④	DATE
CONTACTED BY PHONE ☐ IN PERSON ☐	BY	
NAME OF PERSON CONTACTED	REVISED ESTIMATE $	

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

THOMPSONS AUTO & TRUCK CENTER

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PLACERVILLE, CA 95667
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EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3264	10/11/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		[redacted]	43,378	WHITE/	
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 7 4 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 10/09/06	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 43378

JOB# 1 CHARGES

LABOR

J# 1 30BUZ AUTO TRANSMISSION TECH(S):396 INTERNAL

CUSOTMER STATES, TRANS WILL SHIFT TOO MUCH GOING UP BASS HIL
L GRADE. ONLY AT FREEWAY SPEEDS UPHILL.
ALSO AT TIMES WHEN SHIFTING INTO REVERSE IT WILL
JUMP EVEN WHEN FOOT IS ON BRAKE. LAST TIME
WE PROGRAMED AND IT WAS BETTER FOR A WHILE.
NO PROBLEM FOUND. CHECK PROGRAMING AND HAS UPDATED
PROGRAMING.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60BUZ INTERIOR TRIM TECH(S):292 INTERNAL

CUSTOMER STATES, DRIVERS MIRROR VIBRATES ON FREEWAY SPEEDS.
CAN NOT SEE BEHIND YOU.
ORDERED MIRROR.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00BUZ01 ROTATE TIRES TECH(S):292 14.95

ROTATE 4 TIRES
ROTATE 4 TIRES

JOB# 3 TOTALS

LABOR 14.95

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 14.95

JOB# 4 CHARGES

LABOR

J# 4 00BUZ L.O.F TRUCK TECH(S):292 9.74

LUBE OIL AND FILTER.
PERFORMED LUBE,OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836	7.98	7.98
	7		6000IL	XXX	2.21	15.47
					TOTAL - PARTS	23.45

JOB# 4 TOTALS

LABOR	9.74
PARTS	23.45

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 33.19

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EPA #CAL000275709

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 008	TAG NO. 3264	INVOICE DATE 10/11/06	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 43,378	COLOR WHITE/	
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/09/06		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS MO: 43378			

JOB# 5 CHARGES

LABOR

J# 5 09BUZ FUEL SYSTEM TECH(S):292 49.50
DO FUEL FILTER.
REPLACED FUEL FILTER.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	88983068	FILTER 3.890	37.12	37.12
			TOTAL - PARTS	37.12

JOB# 5 TOTALS

LABOR	49.50
PARTS	37.12
JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL	86.62

JOB# 6 CHARGES

LABOR

J# 6 01BUZ RECOMMENDED MAINT. TECH(S):292 INTERNAL
CHECK AIR FITLER.
AIR FITLER WAS OK.

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR

J# 7 00BUZ20 JB THROTTLE SERV. TECH(S):292 49.95
JUSYICE BROTHERS THROTTLE BODY CLEANING
INSPECT FUEL AIR INTAKE SYSTEM. CLEAN AIR INTAKE SYSTEM AND
LUBRICATE.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	AISC89	THROTTLE	26.32	26.32
			TOTAL - PARTS	26.32

JOB# 7 TOTALS

LABOR	49.95
PARTS	26.32
JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL	76.27

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ SHOP & DISPOSAL FEES		4.34
		TOTAL - MISC	4.34

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $400.00 (+TAX)

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EPA #CAL000275709

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 008	TAG NO. 3264	INVOICE DATE 10/11/06	INVOICE NO. [redacted]	
[redacted] PLACERVILLE, CA [redacted]	LABOR RATE	LICENSE NO. 5JNV634	MILEAGE 43,378	COLOR WHITE/	
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GKDT13S74[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/09/06		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 43378	

TOTALS----------

TOTAL LABOR....	124.14
TOTAL PARTS....	86.89
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.34
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.85
TOTAL INVOICE $	**222.22**

****
* *
* [ ] CASH [ ] CHECK GM GOODWRENCH [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS CHECK#[ ] [ ] CHARGE *
* *
****

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU
"COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM
THE MANUFACTURER ON OUR PERFORMANCE,IF YOU CAN NOT ANSWER
"COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR DAVE WELLER IF YOU HAVE ANY CONCERNS.

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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[END OF INVOICE] 10:50am

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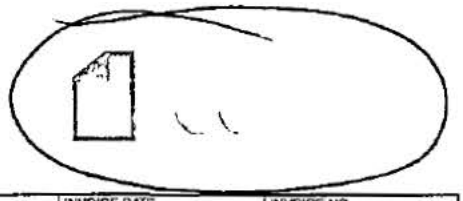

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 29,768		COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. / P. O. NO.		R. O. DATE 02/23/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 29770

JOB# 1 CHARGES

LABOR

J# 1 30BUZ AUTO TRANSMISSION TECH(S):128 WARRANTY
CUSTOMER STATES THAT TRANSMISSION JERKS FROM A STOP WHEN IN FORWARD GEARS OR REVERSE
UPDATED PROGRAMMING
ROAD TESTED FOR CUSTOMER CONCERN. SCANNED FOR CODES. FOUND N O CODES. PROGRAMMED POWERTRAIN CONTROL MODULE WITH LATEST UP DATES.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 52BUZ01 TRIM ELECTRICAL TECH(S):128 WARRANTY
CUSTOMER STATES THAT HEADLIGHTS ARE OUT OF ADJUSTMENT
CHECKED HEADLIGHT ADJUSTMENT. HEADLIGHTS ARE AT SPECS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 46BUZ WHEELS/TIRES TECH(S):379 39.95
BALANCE AND ROTATE TIRES
BALANCED AND ROTATED ALL 4 TIRES.

JOB# 3 TOTALS

LABOR 39.95

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 39.95

JOB# 4 CHARGES

LABOR

J# 4 45BUZ STEERING/SUSPENSION TECH(S):128 WARRANTY
CUSTOMER STATES THAT THERE IS A RATTLE COMING THE FRONT END ON ACCELERATION
COULD NOT DUPLICATE NOISE. RECOMMEND CUSTOMER TO ROAD TEST W ITH TECHNICIAN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 46BUZ01 WHEELS/TIRES TECH(S):128 WARRANTY
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM THE FRONT WHELL WELL WHEN TURNING ON INCLINES AND DECLINES

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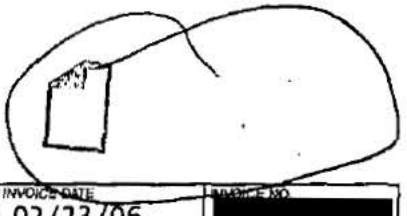

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 29,768		COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKDT13S742[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 02/23/06	
RESIDENCE PHONE 651-3105	BUSINESS PHONE	COMMENTS		MO: 29770

COULD NOT DUPLICATE CUSTOMER CONCERN. RAISED VEHICLE AND INS
PECTED FRONT END. FOUND LEFT INNER CV BOOT LEAKING GREASE. O
RDERED PART.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

J# 6 00BUZ L.O.F TRUCK TECH(S):379 12.00
PERFORMED LUBE,OIL AND FILTER

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	89017342	FILTER 1.836	7.98	7.98
5	6000IL	XXX	2.21	11.05
		TOTAL - PARTS		19.03

JOB# 6 TOTALS

LABOR	12.00
PARTS	19.03

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 31.03

JOB# 7 CHARGES

LABOR

J# 7 52BUZ02 TRIM ELECTRICAL TECH(S):128 WARRANTY
CUSTOMER STATES THAT LIGHTS DIM INTERMITTENLY
BLOWN FUSE/UPDATED PROGRAMMING
REPLACED BLOWN FUSE AND REPROGRAMMED BCM.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	ATC10	FUSE		WARRANTY
		TOTAL - PARTS		0.00

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES

LABOR

J# 8+09BUZ FUEL SYSTEM TECH(S):379 49.50
REPLACE FUEL FILTER PER CUSTOMER
DUE MAINTENANCE
REMOVED AND REPLACED FUEL FILTER

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	88983068	FILTER 3.890	37.12	37.12
		TOTAL - PARTS		37.12

MISC CODE	DESCRIPTION	CONTROL NO	
ADVP	ADVERTISING PARTS		-9.00
		TOTAL - MISC	-9.00

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ANDREW JONES 302	2345	02/23/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 29,768		COLOR WHITE/	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKDT13S742[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 02/23/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 29770

JOB# 8 TOTALS----------

LABOR	49.50
PARTS	37.12
MISC	-9.00
JOB# 8 JOURNAL PREFIX GCCS JOB# 8 TOTAL	77.62

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	HAZ SHOP & DISPOSAL FEES	1.00
	TOTAL - MISC	1.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $78.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $154.00 (+TAX) ON 02/23/06 AT 03:00pm
BY AARON COMMENTS FUEL FILTER
COMMENTS----------
DELETED OPERATION(S)----------
00BUZ27

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/02/2006 / 30000 MI 01BUZ030 30000 MILE SERVICE *
****

****
* [ ] CASH [ ] CHECK GM GOODWRENCH [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS CHECK#[ ] [ ] CHARGE *
****

TOTAL LABOR....	101.45
TOTAL PARTS....	56.15
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	-9.00
TOTAL TAX.....	3.62
TOTAL INVOICE $	**153.22**

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU
"COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM
THE MANUFACTURER ON OUR PERFORMANCE.IF YOU CAN NOT ANSWER
"COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR DAVE WELLER IF YOU HAVE ANY CONCERNS.

CUSTOMER SIGNATURE

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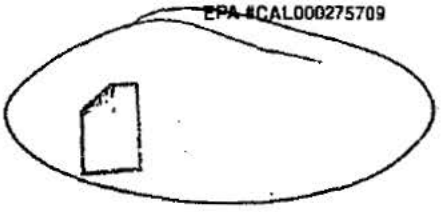
EPA #CAL000275709



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3227	04/21/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. 5JNV634 / MILEAGE 32,923		COLOR WHITE/	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 04/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 32923

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

LABOR----------
J# 1 45BUZ STEERING/SUSPENSION TECH(S):379 [redacted] WARRANTY
LAST TIME IN CVJ BOOT WAS ORDERED FOR BEING TORN
INSTALL SOP.
LEFT INNER TRI-POD BOOT IS TORN.
REPLACED BOOT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		26059675	BOOT KIT 6.061		WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	80137		04/21/06	RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 47BUZ AXLE/DIFFERENTIAL TECH(S):379 [redacted] INTERNAL
CUSTOEMR STATES, SERVICE 4WD LIGHT ON IN DASH AND VEHICLE
WENT INTO 4WD HIGH ALL BY ITSELF.
COULD NOT DUPLICATE CONCERN.
SWITCH MAY HAVE BEEN HIT BY MISTAKE????

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3+30BUZ03 AUTO TRANSMISSION TECH(S):379 [redacted] 0.00
CUSTOMER STATES, TRANS JERKS GOING INTO REVERSE.
NORMAL OPPERATION.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

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EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3227	04/21/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 32,923		COLOR WHITE/	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P.O. NO.		R. O. DATE 04/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 32923

TOTALS

```
**************************************************************************
* NEXT RECOMMENDED SERVICE:                                              *
* 04/20/2006 /  32979 MI 01BUZ033       33000 MILE SERVICE               *
**************************************************************************

************************************************
*                                              *
*  [ ] CASH    [ ] CHECK   GM GOODWRENCH [ ]   *
*                                              *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER   *
*                                              *
*  [ ] AMER XPRESS   CHECK#[     ] [ ] 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**

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU
"COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM
THE MANUFACTURER ON OUR PERFORMANCE.IF YOU CAN NOT ANSWER
"COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR DAVE WELLER IF YOU HAVE ANY CONCERNS.

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

CUSTOMER COPY

[END OF INVOICE] 10:50am

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ERAINTINVE SF604217.0 (11/04)

THOMPSONS
AUTO & TRUCK CENTER

BUICK • PONTIAC • GMC

B.A.R. #AC193708

55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3707	11/24/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] PLACERVILLE, CA [redacted]		[redacted]	45,589	WHITE/	
	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 7 4 2 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.		R.O. DATE: 11/22/06	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 45589

JOB# 1 CHARGES

LABOR

J# 1 51BUZ BODY ELECTRICAL TECH(S):56 WARRANTY
CUSTOMER STATES, RATTLE UNDER VEHICLE.
ON TAKE OFF DRIVING STRAIGHT. LIKE A SPLASH PENEL IS
LOOSE. INTERMITTANTLY. HAPPENED BEFORE WE WORKED ON.
HOOD IS OUT OF ADJUSTMENT.
ADJUSTED HOOD AND CONCERN RESOLVED.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 11BUZ ENGINE MINOR TECH(S):56 INTERNAL
CUSTOMER STATES, SINCE LAST TIME IN THERE IS A FLUID LEAK.
NO LEAKS FOUND.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 51BUZ02 BODY ELECTRICAL TECH(S):56 INTERNAL
CUSTOMER STATES, DASH LIGHTS DIM AND ONE TIME WENT DEAD
LOW BEAMS AND INTERIOR LIGHTS.
COULD NOT CUPLICATE CONCERN. ALTERNATOR AND BATTERY
ARE GOOD.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 20BUZ HEATING / COOLING TECH(S):56 INTERNAL
CUSTOEMR STATS, AC SMELLS AFTER IT RAINS. ALSO TAKES
A LONE TIME TO HEAT UP.
PERFORMED REPAIR PER GM BULLETIN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5+51BUZ01 BODY ELECTRICAL TECH(S):358 WARRANTY
CUSTOMER STATES, DRIVERS MIRROR VIBRATES WHEN DRIVING
AND CAN NOT SEE BEHIND YOU.
VIBRATES WILL NOT STAY IN POLACE
REPLACED MIRROR UNDER TERMS OF GOODWILL.

[CONTINUED ON NEXT PAGE] 10:50am

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530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO. [redacted]	ADVISOR WILLIAM 008	TAG NO. 3707	INVOICE DATE 11/24/06	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 45,589	COLOR WHITE/	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/22/06	REPRINT# 1	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 45589	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15136308	MIRROR 16.068		
			TOTAL - PARTS		0.00

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

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 GM GOODWRENCH [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS CHECK#[ ] [ ] CHARGE

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU "COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM THE MANUFACTURER ON OUR PERFORMANCE,IF YOU CAN NOT ANSWER "COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU.
PLEASE ASK FOR DAVE WELLER IF YOU HAVE ANY CONCERNS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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[END OF INVOICE] 10:50am

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55 PLACERVILLE DRIVE • PLACERVILLE, CA 95667
530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3264	10/11/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		[redacted]	43,378	WHITE/	

PLACERVILLE, CA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/GMC/ENVOY/4 DOOR UTILITY		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 7 4 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		10/09/06	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 43378

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 10/05/2009 / 108682 MI 04BUZZJB ENGINE OIL FLUSH *
****

****
* *
* [ ] CASH [✓] CHECK 3164 GM GOODWRENCH [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS CHECK#[ ] [ ] CHARGE *
* *
****

TOTAL LABOR....	124.14
TOTAL PARTS....	86.89
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.34
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.85
TOTAL INVOICE $	**222.22**

HERE AT THOMPSONS SERVICE DEPARTMENT WE WANT YOU "COMPLETLY SATISFIED"YOU MAY BE GETTING A SURVEY FROM THE MANUFACTURER ON OUR PERFORMANCE.IF YOU CAN NOT ANSWER "COMPLETLY SATISFIED" WE NEED TO HEAR FROM YOU. PLEASE ASK FOR YOUR SERVICE ADVISOR.THANK YOU.

_____
CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 11:24am

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530-295-5700, 1800-965-CARS

EPA #CAL000275709

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	WILLIAM 008	3264	10/11/06	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 43,378		COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 10/09/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 43378

JOB# 5 CHARGES

LABOR

J# 5 09BUZ FUEL SYSTEM TECH(S):292 49.50
DO FUEL FILTER.
REPLACED FUEL FILTER.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	88983068	FILTER 3.890	37.12	37.12
			TOTAL - PARTS	37.12

JOB# 5 TOTALS

LABOR	49.50
PARTS	37.12

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 86.62

JOB# 6 CHARGES

LABOR

J# 6 01BUZ RECOMMENDED MAINT TECH(S):292 INTERNAL
CHECK AIR FITLER.
AIR FITLER WAS OK.

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR

J# 7 00BUZ20 JB THROTTLE SERV. TECH(S):292 49.95
JUSYICE BROTHERS THROTTLE BODY CLEANING
INSPECT FUEL AIR INTAKE SYSTEM, CLEAN AIR INTAKE SYSTEM AND
LUBRICATE.

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	AISC89	THROTTLE	26.32	26.32
			TOTAL - PARTS	26.32

JOB# 7 TOTALS

LABOR	49.95
PARTS	26.32

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 76.27

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZ SHOP & DISPOSAL FEES		4.34
		TOTAL - MISC	4.34

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $400.00 (+TAX)

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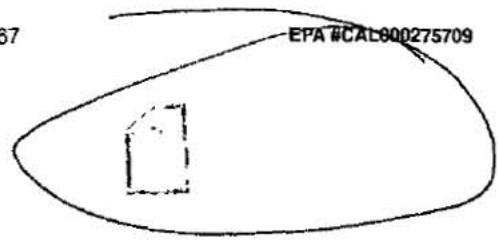
530-295-5700, 1800-965-CARS

EPA #CAL000275709



CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	WILLIAM 008	3264	10/11/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 43,378	COLOR WHITE/	STOCK NO.
PLACERVILLE, CA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P.O.	O. DATE 10/09/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 43378

JOB# 1 CHARGES

LABOR

J# 1 30BUZ AUTO TRANSMISSION TECH(S):396 INTERNAL

CUSOTMER STATES, TRANS WILL SHIFT TOO MUCH GOING UP BASS HIL
L GRADE. ONLY AT FREEWAY SPEEDS UPHILL.
ALSO AT TIMES WHEN SHIFTING INTO REVERSE IT WILL
JUMP EVEN WHEN FOOT IS ON BRAKE. LAST TIME
WE PROGRAMED AND IT WAS BETTER FOR A WHILE.
NO PROBLEM FOUND. CHECK PROGRAMING AND HAS UPDATED
PROGRAMING.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60BUZ INTERIOR TRIM TECH(S):292 INTERNAL

CUSTOMER STATES. DRIVERS MIRROR VIBRATES ON FREEWAY SPEEDS.
CAN NOT SEE BEHIND YOU.
ORDERED MIRROR.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00BUZ01 ROTATE TIRES TECH(S):292 14.95

ROTATE 4 TIRES
ROTATE 4 TIRES

JOB# 3 TOTALS

LABOR 14.95

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 14.95

JOB# 4 CHARGES

LABOR

J# 4 00BUZ L.O.F TRUCK TECH(S):292 9.74

LUBE OIL AND FILTER.
PERFORMED LUBE,OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836	7.98	7.98
	7		6000IL	XXX	2.21	15.47
				TOTAL - PARTS		23.45

JOB# 4 TOTALS

LABOR 9.74
PARTS 23.45

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 33.19

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General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

March 12, 2007 **VIA FAX ONLY**

Alex Simanovsky, Esq.
Alex Simanovsky & Associates, LLC
6 W Druid Hills Dr NE Ste 120
Atlanta, GA 30329-2138

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDT13S7[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Simanovsky:

This is to advise that General Motors is in receipt of the above referenced case dated February 26, 2007. 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
- ☒ Release of Lien
- ☐ Finance agreement
- ☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

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
V6302006

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Emily Butler	FROM: Alex Simanovsky
COMPANY: General Motors Corporation	DATE: 3/15/2007
FAX NUMBER: (866)270-0204	TOTAL NO. OF PAGES: 1

RE: **Kevin Doerffler v. General Motors Corporation**

Our Client:	[redacted]
Vehicle:	2006 GMC Envoy
VIN:	1GKDT13S742[redacted]
Date of purchase:	12/05/2004
Our File No.:	[redacted]

This vehicle is finance through GMAC. The account numbers is 085906858194.

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

March 12, 2007

Chelsea Smith
Folsom Buick-Pontiac
12640 Auto Mall Cir.
Folsom, CA 95630

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDT13S74[redacted]
Customer Relationship Specialist: Emily Butler

Dear Ms. Smith:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have 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.

Sincerely,

General Motors Corporation

LG0040
V6302006

FOLSOM

BUICK PONTIAC GMC

FACSIMILE TRANSMITTAL SHEET

TO: Emily Butler

FROM: Becca

FAX NUMBER: (866) 270-0204

DATE: 3/15/07

COMPANY:

TOTAL NO. OF PAGES: 21

PHONE NUMBER:

SENDER'S PHONE NUMBER: (916) 355-1414

[redacted]

YOUR REFERENCE NUMBER: (If Applicable)

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

12640 AUTO MALL CIRCLE • FOLSOM, CA 95630
PHONE: (916) 355-1414 EXT. 238 • FAX: (916) 608-1464

SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number [redacted] R.O.S. Number [redacted] Stock Number [redacted]

Buyer [redacted] Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
PLACERVILLE CA [redacted] EL DORADO	FOLSOM BUICK PONTIAC GMC INC 12640 AUTO MALL CIRCLE FOLSOM CA 95630

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2009	GMC CANYON	25	1GTCS14E55[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 222.96
4.90 %	$ 2007.96(e)	$ 18837.00	$ 21181.56(e)	$ 22004.76(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	303.04	Monthly, Beginning 01/26/2009
One Final Payment	303.04	DUE ON 12/26/2010

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 17021.60 (A)
     - 1. Cash Price Vehicle $ 17021.60
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 1237.33 (D)
   - E. Optional DMV Electronic Filing Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* ARIS $ 595.00 (I)
   - J. Other (to whom paid)* N/A $ N/A (J)
     For N/A

   Total Cash Price (A through J) $ 18898.93 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 190.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer X N/A
Co-Buyer X N/A
Seller X

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	___	$ N/A
Credit Disability	N/A Mos.	___	$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

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

2. Cash Price Accessories $ N/A

3. Other (Nontaxable)
Describe N/A $ N/A
Describe N/A $ N/A

B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
C. Smog Fee Paid to Seller $ N/A (C)
D. Sales Tax (on taxable items in A+B+C) $ 1237.30 (D)
E. Optional DMV Electronic Filing Fee* $ N/A (E)
F. (Optional) Service Contract* $ N/A (F)
G. (Optional) Service Contract* $ N/A (G)
H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
(see downpayment and trade-in calculation)
I. (Optional) Gap Contract (to whom paid)* AHIS $ 595.00 (I)
J. Other (to whom paid)* N/A $ N/A (J)
For N/A

Total Cash Price (A through J) $ 18898.93 (1)

2. Amounts Paid to Public Officials
A. License Fees ESTIMATED $ 190.00 (A)
B. Registration/Transfer/Titling Fees $ N/A (B)
C. California Tire Fees* $ 5.00 (C)
D. Other N/A $ N/A (D)
E. Other N/A $ N/A (E)
Total Official Fees (A through E) $ 195.00 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. Smog Certification Fee Paid to State $ N/A (4)

5. Subtotal (1 through 4) $ 19093.93 (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr 2011 Make HONDA $ 6800.00 (A)
Model CIVIC Odom 80,010
VIN [redacted]
B. Less Prior Credit or Lease Balance $ 7777.10 (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ -977.10 (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 1500.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ N/A (G)
Total Downpayment (C through G) $ 522.90 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) $ 18571.03 (7)

*Seller may keep part of these amounts.

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

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

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

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.
Buyer X _____ Co-Buyer X _____

The Annual Percentage Rate May be Negotiable With the Dealer.

☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	___	$ N/A
Credit Disability	N/A Mos.	___	$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date X N/A Buyer Signature Age

Date X N/A Co-Buyer Signature Age

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

You want to buy a gap contract.

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A
Term N/A Mos. or N/A Miles
1.G Company N/A
Term N/A Mos. or N/A Miles
Buyer X _____

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

X _____ Buyer Initials X _____ Co-Buyer Initials

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

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

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

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

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

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

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

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A
Term N/A Mos. or N/A Miles
1.G Company N/A
Term N/A Mos. or N/A Miles
Buyer X

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

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

X _____ Buyer Initials X _____ Co-Buyer Initials

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X _____

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

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

Buyer Signature X _____ **Co-Buyer Signature X** _____

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

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

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

Buyer Signature X _____ Date 12/26/04 Co-Buyer Signature X _____ Date 12/26/04

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

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

FORSON BUICK PONTIAC GMC INC 12/26/04 MGR

Seller Signature X _____ Date _____ By _____ Title _____

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE **ALL SIGNATURES MUST BE IN INK** **PHOTOCOPIES NOT ACCEPTED**

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1GTCS14855[redacted]	2005 CANYON	GMC		

Bill of Sale

SECTION 2: Bill of Sale

I/We FOLSOM BUICK PONTIAC GMC INC (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel

to KEVIN BOERFELLER / ERYN K BOERFELLER (PRINT BUYER'S NAME[S]) on 12 26 2004 (MO DAY YR) for the amount of $ _____ (SELLING PRICE)

If this was a gift, indicate relationship: _____ *(e.g., parents, spouse, friend, etc.)* $ _____ (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement *(Void if Mileage is Altered or Erased)*

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

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

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
[redacted]	X [redacted]	12/26/04	D3122659
[redacted]	X [redacted]	12/26/04	B4728107
[redacted]	X [redacted]		

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
PO BOX 50 PLACERVILLE CA 95667				(209)931-6815

Seller

SELLER

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

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
FOLSOM BUICK PONTIAC GMC INC	X	12/26/04	36454
	X		
	X		

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
12640 AUTO MALL CIRCLE FOLSOM CA 95630				(916)355-1414

Power of Attorney

SECTION 5: Power of Attorney

I/We [redacted] (PRINT NAME[S]) appoint FOLSOM BUICK PONTIAC GMC IN (PRINT NAME[S])

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

	DATE
[redacted]	12/26/2004
	12/26/2004

REG 262 (REV 3/2003)

GM

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMEN

CUSTOMER NAME: [redacted]

VIN: 1 G T C S 1 4 8 5 [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 availabl customer incentive(s) be applied: **(a)** XX to the down payment of this vehicle, **(b)** ___ where permissible b law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price wit rebate applied), or **(c)** ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
05-31AD	$ 1500.00	MAA
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 1500.00	

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 Rate and/or

b. I elect to receive 4.9% 72 mos.

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 tool delivery of this vehicle on 12/26/04 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 Signat[redacted]e: 12/26/2004

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

Authorized Dealer Signature: _____ Date: 12/26/2004

Dealership Name: FOLSOM BUICK PONTIAC GMC INC Dealer Code: _____

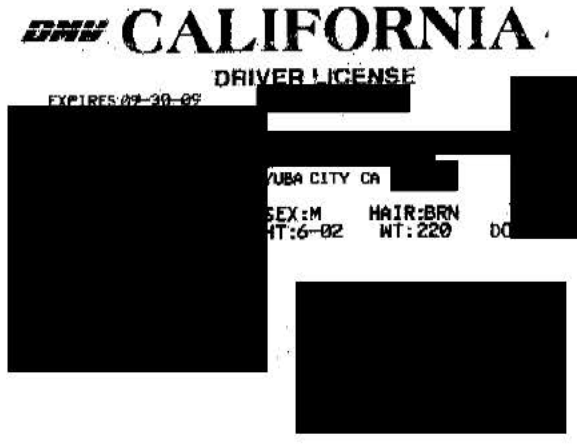
*List must include VIN, Delivery Date and Program Reference

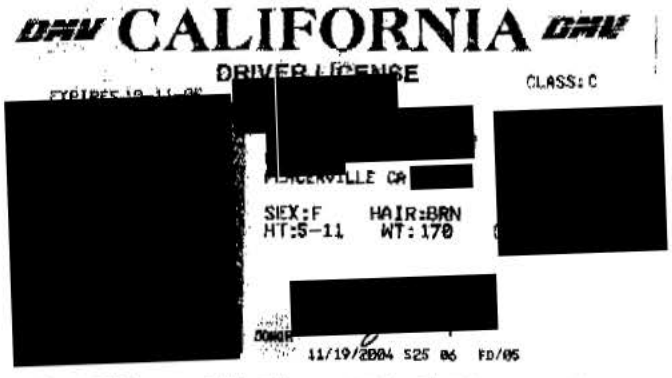
Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

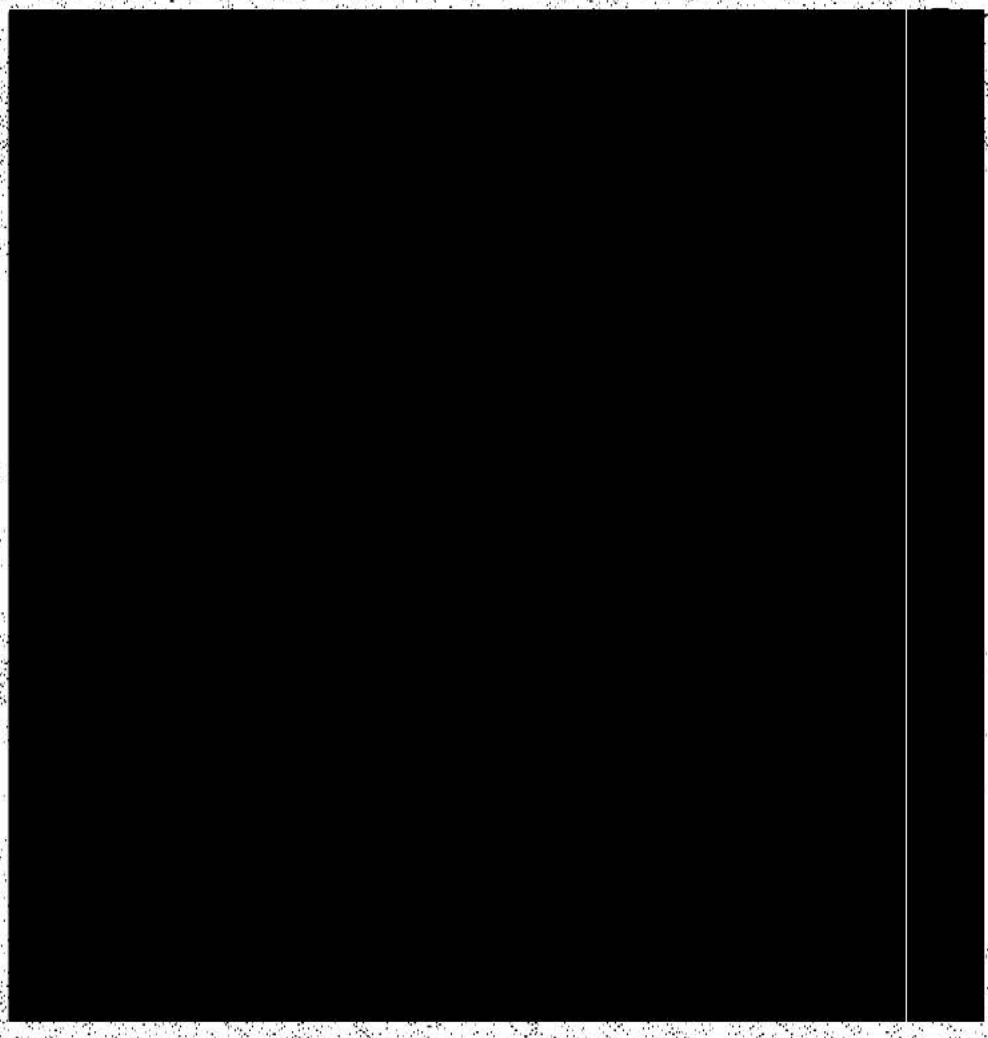
Copy #1 - Dealer Copy Copy #2 - Customer

GENERAL MOTORS CORPORATION GM3795 (02

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996, fax 1-800-53


DMV CALIFORNIA
DRIVER LICENSE
EXPIRES 09-30-09
[redacted]
VUBA CITY CA
SEX:M HAIR:BRN
HT:6-02 WT:220
[redacted]


DMV CALIFORNIA DMV
DRIVER LICENSE
CLASS: C
[redacted]
SEX:F HAIR:BRN
HT:5-11 WT:170
[redacted]
11/19/2004 S25 B6 FD/05



PAYOFF SHEET

Date 12/28/04

Lending Institution AMERICAN HONDA FINANCE Att'N: CASH MINGMT CENTER Phone ~~800 708 0555~~ 800 532 808

Complete Address PO BOX 165007 IRVING TX 75016

Registered Owner _____ Phone _____

Address _____

Vehicle Make & Model HONDA CIVIC Year 03

Payoff Amount Due $ 7,781.54 Date Payoff Good To JAN 7th 05

Per Diem _____ Last Pmt. Received _____ Payoff Quoted By AMANDA

Contract Number [redacted] Advice Taken By JZ

Office Use Only
Deal # _____ Check # _____
Date Paid _____ Receipt # _____
Paid By _____ Initials _____

FOLSOM
BUICK • PONTIAC • GMC

1999

FORM# 20532 BILL'S INC. 334-3030

TRADE/PURCHASE DISCLOSURE FORM

Customer Name: [redacted]

Vehicle Description: Year 03 Make Honda Model Civic - LX

Vehicle Identification Number: 1 HGES15533 [redacted] Stock #

As the prior registered owner or lessee of the above described vehicle, I hereby declare, under **PENALTY OF PERJURY** the following:

1. The vehicle has **NOT**, to my knowledge, been in an accident which has caused any **FRAME DAMAGE** or caused the vehicle t be classified **"SALVAGE."** (A salvage vehicle is a vehicle which has been previously damaged to such an extent that the vehicl was determined by an insurance company to be a "total loss vehicle" because the cost of repairing the vehicle exceeded the valu of the vehicle.)

2. The vehicle has **NOT**, to my knowledge, been classified as **"LEMON-LAW BUYBACK"** or **"WARRANTY RETURN"** by it manufacturer or any prior selling dealer. (A warranty return vehicle is a vehicle wherein the manufacturer or dealer accepted return of the vehicle due to a claimed defect which existed in the condition or performance of the vehicle, which defect cause the vehicle to be returnable because of state or federal warranty laws.)

3. The vehicle's **ODOMETER** reading, has **NOT** been **ALTERED**, **CHANGED**, or otherwise **MODIFIED** in any way so that th odometer reading is anything other than accurate mileage on the vehicle.

4. This vehicle was originally equipped with a supplemental restraints system "airbag(s)." To the best of my knowledge thes **AIRBAGS HAVE NEVER BEEN DEPLOYED** and are fully functional at this time.

5. This vehicle is to the best of my knowledge free of government lien for **PARKING CITATIONS** or any other governmental fin or penalty. In the event such lien exists which shall prevent or delay sale and registration transfer, I shall reimburse dealer for an and all costs associated with satisfaction of this lien.

6. The Vehicle's **EMISSIONS CONTROL** system has **NOT**, to the best of my knowledge, been tampered with or removed in an way. The vehicle has **NOT** been previously tested and/or designated as a **"GROSS POLLUTER"** by the State of California an such a designation does not appear on the vehicle's registration, title or license renewal form. I understand that the vehicle wil be tested prior to resale and in the event it is designated as a **GROSS POLLUTER**, I shall reimburse the dealership for th diminished fair market value resulting from such designation or in the alternative repurchase this vehicle from the dealership fo the value designated on my purchase order, lease contract and/or conditional sales contract.

The undersigned customer understands and agrees Dealer is relying on these representations in both agreeing to acquire the vehicl and in establishing a value for its acquisition.

In the event these representations shall prove to be untruthful, then customer understands it shall be liable to Dealer, upon demand, a the minimum for the value actually realized by Dealer against the value allowed by Dealer in purchasing or accepting the vehicle i trade. Further, the customer understands that an intentional misrepresentation of the above facts will entitle Dealer to all damages including punitive damages, which may be imposed. Finally, in the event Dealer is required to defend any claims relating to or arisin from the failure to make a truthful disclosure of the above facts, then the undersigned customer agrees to indemnify Dealer for an expenses, including reasonable attorney's fees, which may be incurred by Dealer in defending such claims.

I declare under the laws of the State of California the foregoing is true and correct.

[redacted] [redacted]

Customer's Signature

Authorized Dealer's Signature

hit piece of metal on road

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1HGES15533L [redacted]	2003 CIVIC	HONDA	5BHJ896	

Bill of Sale

I/We [redacted] (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vess

to FOLSOM BUICK PONTIAC GMC INC (PRINT BUYER'S NAME[S]) on 12 (MO) 26 (DAY) 2004 (YR) for the amount of $ (SELLING PRICE)

If this was a gift, indicate relationship: _____ *(e.g., parents, spouse, friend, etc.)* $ (GIFT VALUE)

Odometer

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

The odometer now reads [ ] 8 0 , 8 1 0 [redacted] (no tenths) miles, and to the best of my knowledg reflects the actual mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: _____

Buyer

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the law of the State of California that the information I [redacted] and correct.

PRINT NAME		DATE	DL, ID OR DEALER #
FOLSOM BUICK PONTIAC GMC INC	X [redacted]	12/26/04	3 6 4 5 4
PRINT NAME	X	DATE	DL, ID OR DEALER #
PRINT NAME	X	DATE	DL, ID OR DEALER #

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
12640 AUTO MALL CIRCLE	FOLSOM	CA	95630	(916)355-1414

Seller

SELLER

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

PRINT NAME		DATE	DL, ID OR DEALER #
[redacted]	[redacted]	12/26/04	D 3 1 2 2 6 5
PRINT NAME	X	DATE 12/26/04	DL, ID OR DEALER # B 4 7 2 8 1 0
PRINT NAME	X	DATE	DL, ID OR DEALER #

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
PO BOX 50	PLACERVILLE	CA	95667	(209)931-6815

Attorney

I/We [redacted] (PRINT NAME[S]) appoint FOLSOM BUICK PONTIAC GMC (PRINT NAME[S]) as needed, to transfer ownership as required by law.

[redacted]

	DATE
	12/26/2004
	DATE 12/26/2004

FOLSOM
BUICK • PONTIAC • GMC
"We do business a little differently"

12640 Auto Mall Circle
Folsom, CA 95630
(916) 355-1414
www.folsombpg.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 0001053**

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DENNIS VELLA 340	5568	09/19/05	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	[redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181
	VEHICLE I.D. NO 1GKDT13S74[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	F.[redacted]	R.O. DATE 09/15/05	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS E# 4.2 LITER MFI DOH		

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

DCS DATA FILE: GMGMWF.255
09/19/2005 WARRANTY NEW CLAIM
1121

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
021187	09/15/2005	1GKDT13S742[redacted]	8	08178	19581	XXX-XX-8174

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MA	1	15231201	29.13	96	V1388	.2			18.27
LN-TOT:		47.40	TECH SSN: XXX-XX-0765		AUTH CODE:			AUTH. AUTHOR.:				
2	02		NV				9Z	R9995	.3			27.40
LN-TOT:		27.40	TECH SSN: XXX-XX-0765		AUTH CODE:			AUTH. AUTHOR.:				
3	03		NE				9Z	K9995	.3			27.40
LN-TOT:		27.40	TECH SSN: XXX-XX-0765		AUTH CODE:			AUTH. AUTHOR.:				
4	04		MH				93	D4707	.4			36.53
LN-TOT:		36.53	TECH SSN: XXX-XX-0765		AUTH CODE:			AUTH. AUTHOR.:				
5	05		MH				93	N9502	.5			45.67
LN-TOT:		45.67	TECH SSN: XXX-XX-0765		AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 184.40

SERVICE FILE COPY-W

[END OF INVOICE] 11:21am

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 00010539**

CUSTOMER NO. [redacted]	ADVISOR DENNIS VELLA 340	TAG NO. 5568	INVOICE DATE 09/19/05	INVOICE NO. [redacted]
[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	[redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181
	VEHICLE I.D. NO. 1 G K D T 1 3 S 7 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/05	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS E# 4.2 LITER MFI DOH		

JOB# 5 CHARGES

LABOR

J# 5 16BUZ-ELECT1 ELECTRICAL INTERIOR HOURS: 0.50 TECH(S):321 45.67
CUSTOMER CONCERN THAT THE HEADLIGHTS INTERMITTENTLY GO
DIM WHILE DRIVING AND DASH LIGHTS WILL FLICKER AT RANDOM
COULD NOT DUPLICAE
ROAD TESTED OKAY,CHECKED GROUND CONNECTIONS,FOUND 1
GROUND DISCOLORED,CLEANED AND SECURED CONNECTION

JOB# 5 TOTALS

	LABOR	45.67
JOB# 5 JOURNAL PREFIX GCWS	JOB# 5 TOTAL	45.67
	R/O TAX	0.00
	R/O TOTALS	184.40

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
21187	184.40
CLAIM TOTALS	184.40

APPROVED BY SIGNATURE

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 11:21am

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 00010539**

CUSTOMER NO. [redacted]	ADVISOR DENNIS VELLA 340	TAG NO. 5568	INVOICE DATE 09/19/05	INVOICE NO. [redacted]	
[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	STOCK NO. [redacted]	
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181	
	VEHICLE I.D. NO. 1GKDT13S742[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/05		
[redacted]	BUSINESS PHONE [redacted]	COMMENTS E# 4.2 LITER MFI DOH			

JOB# 1 CHARGES

LABOR

J# 1 08BUZ CAMPAIGN/RECALL HOURS: 0.20 TECH(S):321 18.27
PERFORM RECALL 05044,INTERMITTENT INCORRECT TURN
SIGNAL OPERATION
MA/96 RECALL
REPLACED FLASHER ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15231201	FLASHER 2.575	20.81	20.81	29.13	29.13
			COST TOTAL		20.81		
					TOTAL - PARTS		29.13

JOB# 1 TOTALS

LABOR	18.27
PARTS	29.13
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	47.40

JOB# 2 CHARGES

LABOR

J# 2 [redacted]BUZ ELECTRICAL INTERIOR HOURS: 0.30 TECH(S):321 27.40
CUSTOMER CONCERN THAT THE CD PLAYER MAKES ODD NOISES
COULD NOT DUPLICATE CONCERN
CHECKED MULTIPULE TIMES,OKAY

JOB# 2 TOTALS

LABOR	27.40
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	27.40

JOB# 3 CHARGES

LABOR

J# 3 20BUZ FRONT SUSPENSION HOURS: 0.30 TECH(S):321 27.40
CUSTOMER CONCERN THAT THERE IS A NOISE FROM FRONT END WHEN
MAKING TURNS ON AN INCLINE
COULD NOT DUPLICATE
ROAD TESTED AND INSPECTED OKAY

JOB# 3 TOTALS

LABOR	27.40
JOB# 3 JOURNAL PREFIX GCWS JOB# 3 TOTAL	27.40

JOB# 4 CHARGES

LABOR

J# 4 20BUZ AIR CONDITIONING HOURS: 0.40 TECH(S):321 36.53
CUSTOMER CONCERN THAT AFTER IR RAINS THE AC HAS A MELDEW
TYPE ODOR WHEN FIRST TURNED ON

JOB# 4 TOTALS

LABOR	36.53
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	36.53

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[CONTINUED ON NEXT PAGE] 11:21am

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BAR # AM 202782 — 184.40 — EPA # CAL 0001053!

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	DENNIS VELLA 340	5568	09/15/05	[redacted]
K[redacted] F[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	[redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181
	VEHICLE I.D. NO. 1GKDT13S742 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 09/15/05	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS E# 4.2 LITER MFI DOH			

JOB# 1 CHARGES

LABOR
J# 1 08BUZ CAMPAIGN/RECALL TECH(S):321 WARRANTY
PERFORM RECALL 05044,INTERMITTENT INCORRECT TURN
SIGNAL OPERATION
MA/96 RECALL
REPLACED FLASHER ASSEMBLY

MA 96
V1388 .2

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15231201	FLASHER 2.575		
				TOTAL · PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 16BUZ ELECTRICAL INTERIOR TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THE CD PLAYER MAKES ODD NOISES
COULD NOT DUPLICATE CONCERN
CHECKED MULTIPULE TIMES,OKAY

NPF

NV 92
R9995 .3

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 23BUZ FRONT SUSPENSION TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THERE IS A NOISE FROM FRONT END WHEN
MAKING TURNS ON AN INCLINE
COULD NOT DUPLICATE
ROAD TESTED AND INSPECTED OKAY

NPF

NE 92
K9993 .3

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 20BUZ AIR CONDITIONING TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT AFTER IR RAINS THE AC HAS A MELDEW
TYPE ODOR WHEN FIRST TURNED ON

MH 93
D4707 .4

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5 16BUZ-ELECT1 ELECTRICAL INTERIOR TECH(S):321 WARRANTY
CUSTOMER CONCERN THAT THE HEADLIGHTS INTERMITTENTLY GO
DIM WHILE DRIVING AND DASH LIGHTS WILL FLICKER AT RANDOM

MH 93
N9502 .2
.3

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 04:50pm

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

BAR # AM 202782 **EPA # CAL 0001053**

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DENNIS VELLA 340	5568	09/15/05	[redacted]
[redacted] PLACERVILLE, CA [redacted]	LICENSE NO.	MILEAGE 19,581	COLOR WHITE/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 04/GMC/ENVOY/UT		DELIVERY DATE 12/05/04	DELIVERY MILES 181
	VEHICLE I.D. NO. 1GKDT13S742240396		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/05	
RESIDENCE PHONE 530-651-3105	BUSINESS PHONE 209-931-6815	COMMENTS E# 4.2 LITER MFI DOH		

COULD NOT DUPLICAE
ROAD TESTED OKAY,CHECKED GROUND CONNECTIONS.FOUND 1
GROUND DISCOLORED.CLEANED AND SECURED CONNECTION

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

TOTALS----------

I HEREBY CERTIFY THAT I TOOK POSSESSION OF THE ABOVE MENTIONED VEHICLE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (If applicable)

E.P.A. CAL000249198
B.A.R. AD221342

[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**

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[END OF INVOICE] 04:50pm

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[redacted]

400

BAR AM 202782
EPA CAL 000105391

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
11/20/03	85085C	6	411	314	I	PDIBU	
				99	I	ADMINBU	
				99	I	DETAILBU	
				99	I	99998U	

SALESPERSON NO. 323 — SERVICE — STATE REG# AM202782

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO: 1GKDT13S742[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/UT
PRODUCTION DATE:
STOCK NO: [redacted]
LICENSE NO:
R.O. NO: [redacted]
CUSTOMER NO: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 12/05/04
DELIVERY MILES: 181
SELLING DEALER NO: 09/15
COLOR: WHITE/
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO: 556
TURBO:
M/MC: BUZZ
AIR COND:
P.S.:
TRANS:
MILEAGE: 19,581
ADVISOR NO.: 340
ADVISOR: DENNIS VELLA

[redacted]
PLACERVILLE, CA

TIME: 07:31am 09/15/05 06:00pm
APPOINTMENT ☒ Yes ☐ No
OH
E# 4.2 LITER MFI D

I hereby authorize the repair work herein set forth to be done along with the necessary materiel and agree that Folsom Pontiac Buick GMC is 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 by the supplier or transporter. I hereby grant Folsom Pontiac Buick GMC 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. By law, you may choose another licensed facility to perform any needed repairs or adjustments with the smog check test if/if/es are necessary

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X (C5) Early Dup

1 W 08BUZ (32) ***CAMPAIGN/RECALL***
PERFORM RECALL 05044,INTERMITTENT INCORRECT TURN SIGNAL OPERATION

2 W 16BUZ (32) ***ELECTRICAL INTERIOR***
CUSTOMER CONCERN THAT THE CD PLAYER MAKES ODD NOISES

3 W 23BUZ (32) ***FRONT SUSPENSION***
CUSTOMER CONCERN THAT THERE IS A NOISE FROM FRONT END WHEN MAKING TURNS ON AN INCLINE

4 W 20BUZ (32) ***AIR CONDITIONING***
CUSTOMER CONCERN THAT AFTER IR RAINS THE AC HAS A MELDEW TYPE ODOR WHEN FIRST TURNED ON

ORIGINAL ESTIMATE $
HAZARDOUS WASTE REMOVAL EST.

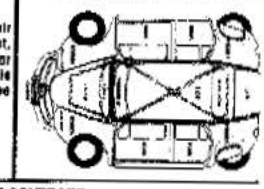
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date show above. If I choose not to authorize the services recommended.

1st REV. EST.	ADD.COST	PERSON CONTACTED	
DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHO
2nd REV. EST.	ADD. COST	PERSON CONTACTED	
DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHO

"PARTIAL REPAIR" ACKNOWLEDGEMENT
I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

400

[redacted]

SERVICE FILE COPY

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2118

[redacted]

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BAR AM 202782
EPA CAL 000105391

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
11/20/03	85085C	6	411	314	I	PDIBU	
				99	I	ADMINBU	
				99	I	DETAILBU	
				99	I	9999BU	

SALESPERSON NO. 323 — SERVICE — STATE REG# AM202782

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE
☐ SAVE
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO.: 1GKDT13S742[redacted]
YEAR/MAKE/MODEL: 04/GMC/ENVOY/UT
PRODUCTION DATE:
STOCK NO: [redacted]
LICENSE NO:
R. O. NO: [redacted]

[redacted]
PLACERVILLE, CA [redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 12/05/04
DELIVERY MILES: 181
SELLING DEALER NO:
R. O. DAT: 09/15

COLOR: WHITE/
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 55[redacted]

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				19,581	340	DENNIS VELLA

RESIDENCE PHONE: [redacted]
BUSINESS PHONE:

TIME RECEIVED: 07:31am
DATE/TIME PROMISED: 09/15/05 06:00pm
PRIORITY:

APPOINTMENT ☒ YES ☐ NO

OH

E# 4.2 LITER MFI D

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Folsom Pontiac Buick GMC I 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 ca by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant Folsom Pontiac Buick GMC and/or your emplc permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An ex mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. By law, you may choose another licensed facil perform any needed repairs or adjustments with this smog check test indicates are necessary.

SIGNED X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

5 W 16BUZ-ELECT (32) ***ELECTRICAL INTERIOR***
CUSTOMER CONCERN THAT THE HEADLIGHTS INTERMITTENTLY GO DIM WHILE DRIVING AND DASH LIGHTS WILL FLICKER AT RANDOM

ORIGINAL ESTIMATE $
HAZARDOUS WASTE REMOVAL EST.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassem within _____ days of the date show above. If I choose not to authc the services recommended.

1st REV. EST.	ADD.COST	PERSON CONTACTED

DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHC

2nd REV. EST.	ADD. COST	PERSON CONTACTED

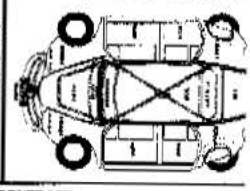
DATE	TIME	CONTACTED AT	HOW CONTACTED IN PERSON ☐ VIA PHC

"PARTIAL REPAIR" ACKNOWLEDGEMENT

I hereby acknowledge that this partial repair has been performed at my specific request, and that the repairer IS NOT responsible for any related failure occurring after this incomplete job, and that the guarantee applies only to work performed.

CUSTOMER SIGNATURE X

PRIOR BODY DAMAGE



SERVICE CONTRACT

LABOR TOTAL _____
PARTS TOTAL _____
TAX (IF PAID) _____
DEDUCT _____
TOTAL _____ TIME: _____
AUTH # _____ DATE: _____
PERSON CONTACTED _____

0201J21187

SERVICE FILE COPY

211[redacted]

CAUSE: Lights Flicker @ times.

A

CORRECTION: Road tested, couldn't verify concern; CKD main ground, 901 found ground discolored. Cleaned

COMPLAINT: Ground, reinstalled ground,

CAUSE: and center console/carpet.

B

Road tested, (OK).

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ___

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

RF ___/32 ___ %	LF ___/32 ___ %		
RR ___/32 ___ %	LR ___/32 ___ %		

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____ ASM _____

FOREMAN'S SIG. X _____

Reynolds + Reynolds

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 21187	8	TIME	OFF
W-5	N9502 .2	OPER. NO. EMP. NO. 321		.2	ON

FLAG SHEET ON

FLAG SHEET OFF 6 ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 21187	9	TIME	OFF
W-5	N9502 3	OPER. NO. EMP. NO. 321		.2	ON

15.
14.8

FLAG SHEET ON

FLAG SHEET OFF 5 ON

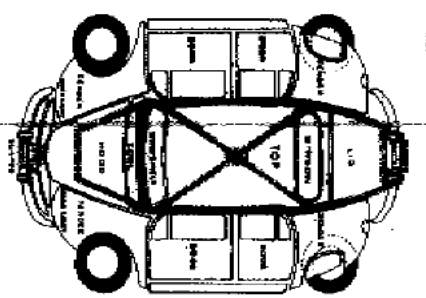
FLAG SHEET OFF 4 ON

FLAG SHEET OFF 3 ON

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CAUSE:

A

CORRECTION: Replaced Flasher Relay
Relay # 05044

COMPLAINT: CD player makes odd noises.

CAUSE: Ckd all options, couldn't verify

B

Concern. Tech 325 couldn't verify.

CORRECTION: Rec operate with customer to verify 325 PKB

COMPLAINT: Noise from front end when making

CAUSE: Turns on incline.

C

Road tested, couldn't verify any

CORRECTION: Abnormal noise, 2 TSB's, but need to hear noise. Tech 325 couldn't verify. Rec. Ride with customer to verify

COMPLAINT: Mildew smell from A/C when it rains.

CAUSE: Ckd A/C; couldn't

D

Duplicate (Hot weather).

CORRECTION: Reprogrammed HVAC control module to

COMPLAINT: Enable afterblow

CAUSE: Feature.

E

CORRECTION:

ENGINE: A/C CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ___

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ___

BRAKE CONDITION

RF ___/32 ___% LF ___/32 ___%

RR ___/32 ___% LR ___/32 ___%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ___ ASM ___

FOREMAN'S SIG. X ___

Reynolds + Reynolds

W-1	V1588	.2	OPER. NO. / EMP. NO. 321	.1	ON	
					OFF	9

FLAG SHEET

ON

OFF 8

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 21187	10	TIME	OFF
W-2	R9995	.3	OPER. NO. / EMP. NO. 321	.3	ON

ON

OFF 6

FLAG SHEET

ON

OFF 5

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 21187	1	TIME	OFF
W-3	R9995	.3	OPER. NO. / EMP. NO. 321	.3	ON

ON

OFF 3

FLAG SHEET 325 PKB

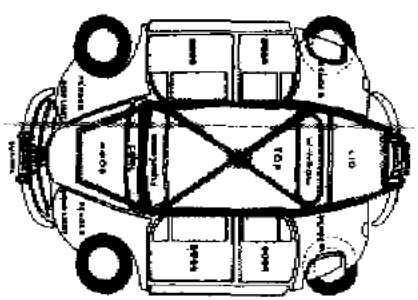
STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 21187	7	TIME	OFF
W-4	D4707	.4	OPER. NO. / EMP. NO. 321	.2	ON

OFF 1

FLAG SHEET

ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Revised 6/1/2006

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CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Robin/Robin State: CA

Customer Name: [redacted]

Service Request: **71-451304258**

GM Legal File No.:

Vehicle ID No.: 1GKDT13S74[redacted] In Service Date: 12/05/2004

Vehicle is: New BAC Code: 164615

Year, Make & Model: 2004 ENVOY SLT 4WD (4-DOOR)

Vehicle Purchased Used on: at odometer

Lien holder: GMAC☐ Other☐:

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/22/06	[redacted]	*	45589	C/S since last time in there is fluid leak – **no leaks found**

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/06	[redacted]	1	29768	C/S trans jerks from stop when in forward gears or reverse – **scanned for codes. Found none. Programmed power train control module with latest updates**
4/20/06		*	32923	C/S trans jerks going into reverse – **normal operation**
10/9/06		3	43378	C/S trans will shift too much going up hill, only at freeway speeds uphill. Also at times when shifting into reverse, it will jump even when foot is on brake – **no prob found, checked programming and has updated programming**

☐ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/20/06	[redacted]	*	32923	C/S 4WD light on and veh went into 4WD high all by itself – **could not dup, switch may have been hit by mistake**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/28/05	[redacted]	1	6418	C/S pass and driver door hard to close, rubbing striker – **tried to adjust, sublet to body shop**
2/23/06		*	29768	C/S headlights out of adjustment – **checked headlight, headlights are at specs.**
10/9/06		*	43378	C/S driver mirror vibrates on freeway speeds – **ordered mirror**
11/22/06		*	45589	**Replaced mirror previously ordered under terms of goodwill**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/15/05	[redacted]	*	19581	C/S CD player makes odd noises – **could not dup, checked multiple times, ok**
		*		C/S headlights intermittently go dim while driving and dash lights will flicker at random – **road tested ok, checked ground connections, found 1 ground discolored, cleaned and secured connection**
2/23/06		*	29768	C/S lights dim intermittently – **blown fuse/updated programming. Replaced blown fuse and reprogrammed BCM**
11/22/06		3	45589	C/S rattle under veh on take off driving straight – **adjusted hood and concern resolved**
		*		C/S dash lights dim and one tine went dead, low beams and interior lights – **could not dup, alternator and battery are good**

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/15/05	[redacted]	*	19581	C/S after it rains, the AC has mildew odor when first turned on – **reprogrammed HVAC control module to enable after blow feature**
11/22/06		*	45589	C/S AC smells after rain. Also takes long time to heat up – **performed repair per GM bulletin**

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/15/05	[redacted]	*	19581	C/S noise from frt end when making turns on an incline – **road tested and inspected ok, could not duplicate**
2/23/06		*	29768	C/S rattle coming from frt end on acceleration – **could not dup. recommend cust to rod test with tech**
4/20/06		2	32923	**Install SOP – left inner Tri-POD boot torn. Replaced boot**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/06	[redacted]	*	29768	C/S noise coming from frt wheel well when turning on inclines and declines – **could not dup – raised veh and inspected frt end. Found left inner CV boot leaking grease. Ordered part**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/15/05	[redacted]	1	19581	**RECALL 05044 – intermittent incorrect turn signal operation – replaced flasher assy**

THE STATE LEMON LAW READS:

Days out of service: 30 business days
Repairs 4
Time period 18/18K
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs
Safety-related time period /

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	1
Total days out of service during customer's ownership:	11

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

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.

REASON FOR REMOVAL

CRM FINAL OFFER: : DATE:

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: : DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 4, 2007

Adam Lotkin, Esq.
Alex Simanovsky & Associates, LLC
713 Greensboro Ave
Virginia Beach, VA 23451-4728

RE: [redacted]
Service Request: [redacted]
2004 GMC Envoy
Vehicle Identification Number: 1GKDT13S742[redacted]
Customer Relationship Specialist: Emily Butler

Dear Mr. Lotkin:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.
- General Motors has reviewed the additional information you have provided and our position remains the same.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

LG0007
V06292006

SPITZER CHEVROLET COMPANY
7111 Sunset Strip, NW
North Canton, Ohio 44720
www.spitzer.com

RETAIL LEASE AGREEMENT

Date 08/15/2005

[redacted] | [redacted] | [redacted] | [redacted]
LESSEE | HOME PHONE | WORK PHONE | E-MAIL

[redacted] | 10/13/1978 | [redacted]
SOCIAL SECURITY NO. | DATE OF BIRTH | DRIVER'S LICENSE NO.

[redacted] | NORTH CANTON | OH | [redacted] | STARK
STREET ADDRESS | CITY | STATE | ZIP CODE | COUNTY

2005 | CHEVROLET TRAILBLAZER | ☐ NEW ☐ USED ☐ RENTAL ☐ DEMO
STOCK NO. | YEAR | MAKE | MODEL | BODY

1GNDT13S152[redacted] | 11 | ☐ ACCURATE ☐ NOT ACCURATE
SERIAL NUMBER | ODOMETER MILEAGE

DESCRIPTION OF TRADE

YEAR 2004 VIN 1GCEK19T84[redacted]
MAKE CHEVROLET MODEL TRUCK SILVERADO 15
ODOMETER MILEAGE 31400
☐ ACCURATE ☐ NOT ACCURATE
(SALVAGE VEHICLE ☐YES ☐NO)
BALANCE OWED 27275.00 OWED TO
GOOD TILL VERIFIED BY
ACCOUNT NUMBER
WHAT BROUGHT BUYER TO SPITZER

CUSTOMER MUST EXECUTE RETAIL LEASE CONTRACT

INSURANCE MOTORISTS MUTUAL
AGENT AA HAMMERSMITH PHONE

CUSTOMER UNDERSTANDS THAT IF PAYOFF IS MORE THAN _____, HE AGREES TO PAY THE DIFFERENCE. IF PAYOFF IS LESS THAN _____, WE WILL REFUND THE DIFFERENCE.

DEPOSIT RECEIPT:
Lessee hereby provides to the Dealer the sum of $_____ as a Non-Refundable Deposit / Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.
X

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

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. THE NUMBER OF MONTHS THIS CLOSED END LEASE IS FOR:	4
2. THE NUMBER OF MILES YOU MAY DRIVE PER YEAR	12000
3. THE TOTAL NUMBER OF MILES ALLOWED OVER THE ENTIRE LEASE WITHOUT ADDITIONAL CHARGE:	48000
4. CHARGE YOU WILL PAY FOR EACH MILE OVER THE AMOUNT LISTED	0.20
5. YOUR MONTHLY PAYMENT WILL BE:	487.5
6. YOUR CAPITALIZED COST WILL BE:	36940.4

A. BASE PRICE OF VEHICLE $ 36221.9

B. DUE AT DELIVERY
1. CAPITALIZED COST REDUCTION
a. DOWN PAYMENT $ 312.50
b. TRADE EQUITY $ N/A
c. REBATES $ 2000.00
d. TOTAL CAPITALIZED COST REDUCTION $ 2312.50

2. FIRST MONTH PAYMENT $ 487.5
3. REFUNDABLE SECURITY DEPOSIT $ N/A
4. TITLE FEES $ N/A
5. LICENSE FEES $ N/A
6. TAX ON CAP COST REDUCTION (____%) $ N/A
7. LUXURY TAX $ N/A
8. OTHER $ N/A
9. OTHER $ N/A

C. TOTAL DUE AT DELIVERY $ 2800.0
D. CAPITALIZED COST $ 38324.75

ARBITRATION I agree that any controversy, dispute or claim arising out of or relating to this contract or breach thereof, including any claims asserted in tort, fraud, violations of the Ohio Consumer Sales Practices Act, or otherwise, shall be settled by arbitration in accordance with the rules of the American Arbitration Association. I further agree and understand that I am giving up my right to a trial by jury by agreeing to arbitration; that the costs associated with arbitration shall be assessed against the party requesting arbitration; I further agree that I was given the right and opportunity to discuss this provision with a manager or my attorney; I further acknowledge that arbitration is not required for the purchase or financing of my vehicle and that I have received a copy of the contract containing the arbitration provision.

SELLER AND/OR LESSOR SHALL ALSO HAVE A SECURITY INTEREST IN THE PROCEEDS OF ANY INSURANCE POLICY REQUIRED OR PURCHASED IN CONJUNCTION WITH THIS AGREEMENT AND/OR ANY UNEARNED PREMIUMS OF SUCH POLICIES. IF THE PURCHASE OF THE MOTOR VEHICLE DESCRIBED HEREON IS TO BE FINANCED ALL DISCLOSURES REQUIRED BY REVISED REGULATION Z, TRUTH-IN-LENDING SIMPLIFICATION ACT, WILL BE MADE BY THE LENDING INSTITUTION (CREDITOR) TO THE PURCHASER AT THE TIME PURCHASER IS TO BE CONTRACTUALLY OBLIGATED ON THE CREDIT TRANSACTION. NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER AND ALL TERMS OF THE AGREEMENT ARE PRINTED OR WRITTEN FRONT AND BACK. I UNDERSTAND THIS ORDER REQUIRES THE ACCEPTANCE OF THE DEALER OR HIS AUTHORIZED AGENT. THE UNDERSIGNED PURCHASER AGREES TO THE TERMS AND CONDITIONS OF THIS CONTRACT AND HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THE ORDER. I REPRESENT THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER.
THE INFORMATION YOU SEE ON THE WINDOW FORM OF THIS VEHICLE IS PART OF THIS CONTRACT AND OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
THIS DOCUMENT IS NOT A RECEIPT. A SEPERATE RECEIPT IS REQUIRED FOR ANY PAYMENT BY BUYER TO SELLER.
I HAVE READ, REVIEWED AND AGREED TO THE TERMS ON THE FRONT AND REVERSE SIDES OF THIS CONTRACT, INCLUDING THE ABRITRATION PROVISION.
THIS MOTOR VEHICLE CONTRACT IS EXECUTED THIS _____ DAY OF _____, 2005.
I AGREE AND UNDERSTAND THAT ANY DISPUTE, CLAIM OR CONTROVERSY ARISING OUT OF OR RELATING TO THIS CONTRACT OR A BREACH THEREOF SHALL BE RESOLVED BY ARBITRATION PURSUAI[redacted]

✓ SCOTT BEAL
SALESPERSON

LESSEE(S) ✓ [redacted]

ACCEPTED BY _____

✓ _____

2005 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. JFHFXM/TRE STOCK NO.
VIN 1GN DT13 S1 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]6
**********13*28438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31365.00	28385.33	INVOICE 06/14/05
AP9 CARGO CONVENIENCE NET	30.00	25.80	SHIPPED 06/14/05
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 06/24/05
CE1 RAIN SENSING WIPERS	70.00	60.20	INT COM 06/24/05
C5N GVW RATING - 5750 LBS	N/C	N/C	PRC EFF 06/14/05
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S107B S107B
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	WFP-S QTR OPT-1
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 010
LL8 VORTEC 4200 SFI I6	0.00	0.00	CHG-TO 28-438
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4655
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	HP: 32.1
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	1865.00	1603.90	GVWR: 5750
* POWER SUNROOF			GAWR.FT: 2950
* BOSE PREMIUM SOUND SYSTEM			GAWR.RR: 3200
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC			GMS: 31516.08
			SUPPLR: 32930.93
			MRM: 37790.00
			NTR: 1/2
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)			DAN: LTLDD
			MEMO 1692.75
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	
RYJ CARGO SHADE	70.00	60.20	
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	1750.00-	1505.00-	

** CONTINUED ON PAGE 2 **

SPITZER AUTOWORLD LORDSTOWN,LLC

2005 TRAILBLAZER LT 4WD CHEVROLET MOTOR DIVISION
41U BLACK/SILVERSTONE METALLIC /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. JFHFXM/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S1 52[redacted] VEHICLE INVOICE [redacted]
**********13*28438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	35355.00	31816.73	ACT 237 31441.08
DESTINATION CHARGE	685.00	685.00	H/B 261 1060.65
DEALER CO-OP ADVERTISING		353.55	ADV 261 353.55
TOTAL	36040.00	32855.28	PAY 310 32855.28

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31324.15

****

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.

SPITZER AUTOWORLD LORDSTOWN,LLC

REMIT TO GMAC NO. 010
VIN 1GNDT13S15[redacted]
$ 32855.28 INV 1[redacted]
DUE 06/24/05 DEALER 28-438

Voluntary/ Mandatory Repurchase

✓ **BBB Case** **Trade**

OR **Straight X**

☐ **State Case** **Lease X**

COMPLIANCE DATE ____April 23 2007

ADR REQUEST NUMBER- [redacted]

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRM ___Retta Reaume_____ EXT. 11563

AVM PHONE

DATE ACCEPTANCE RECEIVED ___Feb 23 2007_____

NUMBER OF DAYS FOR COMPLIANCE _60 Days

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.

GM RVDC Reacquired Vehicle Disclosure Center

Case Number: 27036

Originator Name: Rhetta Reaume
Created Date: 02/27/2007

Vehicle Info

* VIN:	1GNDT13S1[redacted]	MSRP:	36040.0		
Year:	2005	Make:	Chevrolet	Model:	Traill
* TAC Number:	[redacted]	Vehicle Comments & TAC Explanation:	commance air pump		
* Date Reviewed with Customer :	02/23/2007	* Repurchase Mileage:	20776		
Original Purchase Date:	08/01/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	OH		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	North Canton	* State:	OH	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason: Headlight flicker (Electrical)

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

R1002

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company Name:	GMAC	Account #:	
Contact or Attention:					
Address:					

City:		**State:**	OH	**ZIP Code:**	
*** Day Phone:**	800-200-4622	**Fax:**		**E-mail/Web:**	

Originial Selling Dealer

*** Dealer Number:**	113607	**Dealer Name:**	SPITZER CHEVROLET COMPANY	**Region:** 50	**Distr** 3553
*** Phone:**	(330) 499-3353	**Fax:**	(330) 499-1421		
*** Contact Name:**	James	*** Contact Title:**	Service Manager	**E-mail:**	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

*** Contact Name:**	James	*** Contact Title:**	Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	71-451717898	*** Disposition:**	Unselected Auction
*** Transaction State:**	OH	*** Transaction Type:**	Straight Repurchase
*** Transaction Source:**	ADR BBB Mediated		
Replacement VIN:			
MSRP:	0.0		

Repurchase

*** Processing Instructions:** GM is reimburse cust all payments and downpayment CUst pays NE and usage 20776 * .10 any amounts due to GM willbe taxed.. Any fees payed by cust will be reimbursed to the cust

Disposition

*** Disposition Instructions:** Nothing special

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	[redacted]	.10 per mile	2077.60
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	5975.00
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

Print Close

p 018/200
MAR-01-2007(THU) 11:20

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 (from BARS)-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 #

Voluntary/ Mandatory Repurchase

✓ **BBB Case** **Trade**

OR **Straight X**

☐ **State Case** **Lease X**

COMPLIANCE DATE ____April 23 2007

ADR REQUEST NUMBER [redacted]

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRM ___Retta Reaume_____ EXT. 11563

AVM PHONE

DATE ACCEPTANCE RECEIVED ___Feb 23 2007_____

NUMBER OF DAYS FOR COMPLIANCE _60 Days

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.

02/27/07

2005 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. JFHFXM/TRE STOCK NO.
VIN 1GN DT13 S1 52[redacted]

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

**********13*28438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	31365.00	28385.33
AP9 CARGO CONVENIENCE NET	30.00	25.80
BVE RUNNING BOARDS	375.00	322.50
CE1 RAIN SENSING WIPERS	70.00	60.20
C5N GVW RATING - 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
G80 LOCKING DIFFERENTIAL	270.00	232.20
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	1865.00	1603.90
* 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 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
RYJ CARGO SHADE	70.00	60.20
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	1750.00-	1505.00-

RETAIL - STOCK	
INVOICE	06/14/05
SHIPPED	06/14/05
EXP I/T	06/24/05
INT COM	06/24/05
PRC EFF	06/14/05
KEYS	S107B S107B
WFP-S QTR	OPT-1
BANK: GMAC - 010	
CHG-TO	28-438
SHIP WT:	4655
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	31516.08
SUPPLR:	32930.93
MRM:	37790.00
NTR: 1/2	
DAN:	LTLDD
MEMO	1692.75

** CONTINUED ON PAGE 2 **

SPITZER AUTOWORLD LORDSTOWN,LLC

2005 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. JFHFXM/TRE STOCK NO.
VIN 1GN DT13 S1 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********13*28438S

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

TOTAL MODEL & OPTIONS	35355.00	31816.73	ACT 237	31441.08
DESTINATION CHARGE	685.00	685.00	H/B 261	1060.65
DEALER CO-OP ADVERTISING		353.55	ADV 261	353.55
TOTAL	36040.00	32855.28	PAY 310	32855.28
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31324.15		

****
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.

SPITZER AUTOWORLD LORDSTOWN,LLC

REMIT TO GMAC NO. 010
VIN 1GNDT13S152[redacted]
$ 32855.28 INV [redacted]
DUE 06/24/05 DEALER 28-438

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

CUSTOMER NAME: [redacted]

VIN: [redacted] (or see attached list*)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
	$ N/A	
BONUS	$ 2000.00	CGN
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2000.00	

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 8/15. [redacted] d in Item ____ and release the GM Division from any future claim or oblig

Purchaser/Lessee Signature: [redacted] Date: 08 15 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: _____ Date: 08 15 05

Dealership Name: SPITZER CHEVROLET COMPANY Dealer Code: 28015

* List must include VIN, Delivery Date and Program Reference

SPITZER CHEVROLET COMPANY
7111 Sunset Strip, NW
North Canton, Ohio 44720
www.spitzer.com

RETAIL LEASE AGREEMENT

Date 08/15/2006

LESSEE	HOME PHONE	WORK PHONE	E-MAIL
[redacted]	[redacted]		

SOCIAL SECURITY NO.	DATE OF BIRTH	DRIVER'S LICENSE NO.
[redacted]	10/13/1978	[redacted]

STREET ADDRESS	CITY	STATE	ZIP CODE	COUNTY
[redacted]	NORTH CANTON	OH	[redacted]	STARK

STOCK NO.	YEAR	MAKE	MODEL	BODY	
	2005	CHEVROLET	TRAILBLAZER		☐ NEW ☐ USED ☐ RENTAL ☐ DEMO

SERIAL NUMBER: 1GNDT13S15[redacted] — ODOMETER MILEAGE: 11 — ☐ ACCURATE ☐ NOT ACCURATE

DESCRIPTION OF TRADE

YEAR 2004 VIN 1GCEK19T84[redacted]
MAKE CHEVROLET MODEL TRUCK SILVERADO 15
ODOMETER MILEAGE 31400
☐ ACCURATE ☐ NOT ACCURATE
(SALVAGE VEHICLE ☐YES ☐NO)
BALANCE OWED 27275.00 OWED TO
GOOD TILL VERIFIED BY
ACCOUNT NUMBER
WHAT BROUGHT BUYER TO SPITZER

CUSTOMER MUST EXECUTE RETAIL LEASE CONTRACT

INSURANCE MOTORISTS MUTUAL
AGENT AA HAMMERSMITH PHONE

CUSTOMER UNDERSTANDS THAT IF PAYOFF IS MORE THAN _____, HE AGREES TO PAY THE DIFFERENCE. IF PAYOFF IS LESS THAN _____, WE WILL REFUND THE DIFFERENCE.

DEPOSIT RECEIPT:
Lessee hereby provides to the Dealer the sum of $_____ as a Non-Refundable Deposit / Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.
X

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

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. THE NUMBER OF MONTHS THIS CLOSED END LEASE IS FOR:	4
2. THE NUMBER OF MILES YOU MAY DRIVE PER YEAR	12000
3. THE TOTAL NUMBER OF MILES ALLOWED OVER THE ENTIRE LEASE WITHOUT ADDITIONAL CHARGE:	48000
4. CHARGE YOU WILL PAY FOR EACH MILE OVER THE AMOUNT LISTED	0.20
5. YOUR MONTHLY PAYMENT WILL BE:	487.5
6. YOUR CAPITALIZED COST WILL BE:	36940.4

A. BASE PRICE OF VEHICLE		$ 36221.9
B. DUE AT DELIVERY		
1. CAPITALIZED COST REDUCTION		
a. DOWN PAYMENT	$ 312.50	
b. TRADE EQUITY	$ N/A	
c. REBATES	$ 2000.00	
d. TOTAL CAPITALIZED COST REDUCTION	$ 2312.50	
2. FIRST MONTH PAYMENT		$ 487.5
3. REFUNDABLE SECURITY DEPOSIT		$ N/.
4. TITLE FEES		$ N/.
5. LICENSE FEES		$ N/.
6. TAX ON CAP COST REDUCTION (___%)		$ N/.
7. LUXURY TAX		$ N/.
8. OTHER		$ N/.
9. OTHER		$ N/.
C. TOTAL DUE AT DELIVERY		$ 2800.0
D. CAPITALIZED COST		$ 39324.75

ARBITRATION I agree that any controversy, dispute or claim arising out of or relating to this contract or breach thereof, including any claims asserted in tort, fraud, violations of the Ohio Consumer Sales Practices Act, or otherwise, shall be settled by arbitration in accordance with the rules of the American Arbitration Association. I further agree and understand that I am giving up my right to a trial by jury by agreeing to arbitration; that the costs associated with arbitration shall be assessed against the party requesting arbitration; I further agree that I was given the right and opportunity to discuss this provision with a manager or my attorney; I further acknowledge that arbitration is not required for the purchase or financing of my vehicle and that I have received a copy of the contract containing the arbitration provision.

SELLER AND/OR LESSOR SHALL ALSO HAVE A SECURITY INTEREST IN THE PROCEEDS OF ANY INSURANCE POLICY REQUIRED OR PURCHASED IN CONJUNCTION WITH THIS AGREEMENT AND/OR ANY UNEARNED PREMIUMS OF SUCH POLICIES. IF THE PURCHASE OF THE MOTOR VEHICLE DESCRIBED HEREON IS TO BE FINANCED ALL DISCLOSURES REQUIRED BY REVISED REGULATION Z, TRUTH-IN-LENDING SIMPLIFICATION ACT, WILL BE MADE BY THE LENDING INSTITUTION (CREDITOR) TO THE PURCHASER AT THE TIME PURCHASER IS TO BE CONTRACTUALLY OBLIGATED ON THE CREDIT TRANSACTION. NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER AND ALL TERMS OF THE AGREEMENT ARE PRINTED OR WRITTEN FRONT AND BACK. I UNDERSTAND THIS ORDER REQUIRES THE ACCEPTANCE OF THE DEALER OR HIS AUTHORIZED AGENT. THE UNDERSIGNED PURCHASER AGREES TO THE TERMS AND CONDITIONS OF THIS CONTRACT AND HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THE ORDER. I REPRESENT THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER.
THE INFORMATION YOU SEE ON THE WINDOW FORM OF THIS VEHICLE IS PART OF THIS CONTRACT AND OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
THIS DOCUMENT IS NOT A RECEIPT. A SEPERATE RECEIPT IS REQUIRED FOR ANY PAYMENT BY BUYER TO SELLER.
I HAVE READ, REVIEWED AND AGREED TO THE TERMS ON THE FRONT AND REVERSE SIDES OF THIS CONTRACT, INCLUDING THE ABRITRATION PROVISION.
THIS MOTOR VEHICLE CONTRACT IS EXECUTED THIS _____ DAY OF _____, AUGUST, 2006

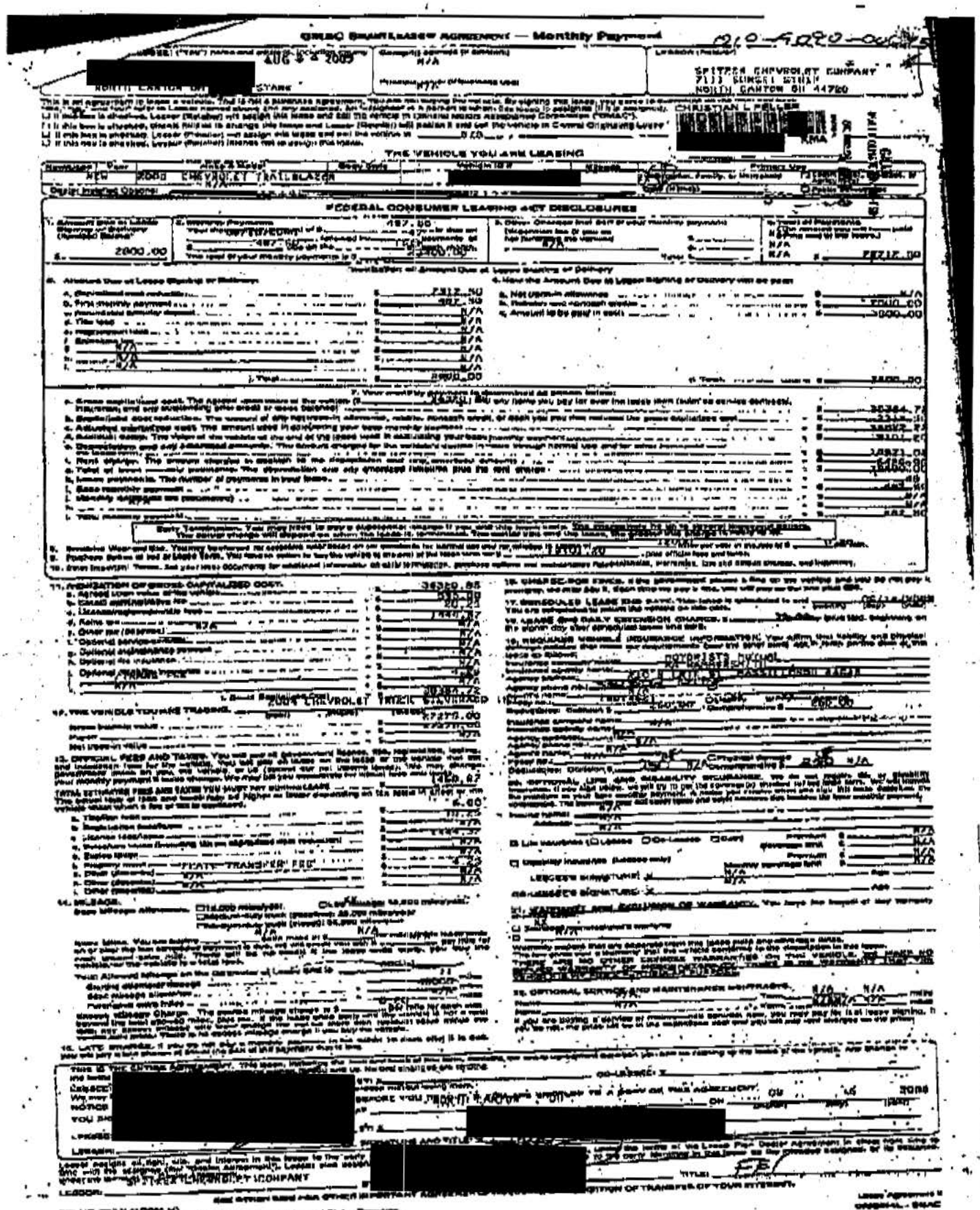
I AGREE AND UNDERSTAND THAT ANY DISPUTE, CLAIM OR CONTROVERSY ARISING OUT OF THIS CONTRACT OR A BREACH THEREOF SHALL BE RESOLVED BY ARBITRATION PURSUANT

✓ SCOTT BEAL
SALESPERSON

ACCEPTED BY _____

LESSEE(S) ✓ [redacted]

✓ _____



GMAC SMARTLEASE® AGREEMENT — Monthly Payment

SPITZER CHEVROLET COMPANY
7133 SUNSET AVENUE
NORTH CANTON OH 44720

CHRISTIAN L FELLER

NEW 2008 CHEVROLET TRAILBLAZER

FEDERAL CONSUMER LEASING ACT DISCLOSURES

2000.00

487.50

N/A

N/A

FEES DUE AT LEASE SIGNING OR DELIVERY

A. Capitalized cost reduction	$ 7312.50
B. First monthly payment	$ 487.50
C. Refundable security deposit	$ N/A
D. Title fee	$ N/A
E. Registration fees	$ N/A
F. Extended warranty	$ N/A
G.	$ N/A
H.	$ N/A
I.	$ N/A
J. Total	$ 7800.00

AMOUNT DUE AT LEASE SIGNING OR DELIVERY WILL BE PAID

A. Net trade-in allowance	$ N/A
B. Rebates and noncash credits	$ 2000.00
C. Amount to be paid in cash	$ 3000.00
J. Total	$ 5000.00

A. Gross capitalized cost	$ 30364.75
B. Capitalized cost reduction	$ 7312.50
C. Adjusted capitalized cost	$ 23052.25
D. Residual value	$ 13101.00
E. Depreciation and any amortized amounts	$ 10821.00
F. Rent charge	$ 1368.00
G. Total of base monthly payments	$ 17568.00
H. Lease payments	36
I. Base monthly payment	$ 487.50
J. Monthly taxes (if not included)	$ N/A
K.	$ N/A
L. Total monthly payment	$ 487.50

Early Termination. You may have to pay a substantial charge if you end this lease early. The amount may be up to several thousand dollars. The earlier you end this lease, the greater this charge is likely to be.

M. Security deposit	$ N/A
N. Purchase option at end of Lease Term	$ 17101.00 plus official fees and taxes

A. CAPITALIZED COST	$ 30364.75
B. Agreed upon value of the vehicle	$ 23052.25
C. Total acquisition fee	$ 595.00
D. Taxes on acquisition fee	$ 41.65
E. Lease application fee	$ 350.00
F. Refundable security deposit	$ N/A
G. Other fee (describe)	$ N/A
H. Optional service contract	$ N/A
I. Optional maintenance package	$ N/A
J. Optional gap insurance	$ N/A
K. Optional credit life insurance	$ N/A
L. Optional credit disability insurance	$ N/A
M. Other optional insurance	$ N/A
N. Optional [illegible]	$ 350.00
O.	$ N/A
P. Total	$ 30364.75

2008 CHEVROLET TRAIL BLAZER

Gross trade-in value	$ 27270.00
Payoff	$ 27270.00
Equity	$ N/A
Net trade-in value	$ N/A

A. Title fee	$ 111.45
B. Registration fee/taxes	$ N/A
C. Plate transfer fee	$ 13.00
D. Emissions testing fee (if applicable)	$ N/A
E. Electronic title fee	$ N/A
F. Dealer fee	$ 350.00
G. Other (describe)	$ N/A
H. Other (describe)	$ N/A
I. Other (describe)	$ N/A

PLATE TRANSFER FEE

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY WITHOUT LEASE	$ 1450.67
TOTAL ESTIMATED FEES AND TAXES YOU MAY PAY OVER LEASE TERM	$ 6.00

A. Total of base monthly payments	$ 17568.00
B. Total of all other charges	$ 1450.67
C. Total of payments	$ 19018.67

A. Base mileage allowance	12,000 miles/year
B. Excess-use charge	$0.20 per mile

Your Allowed Mileage on the 1st Year of Lease End is 12000 miles.
During subsequent years 12000 miles.
Total Allowed Mileage on the 36 months of Lease is 36000 miles.

Excessive Mileage Charge. The excess mileage charge is $ 0.20 per mile. If you have driven more than the allowed miles, you must pay us this charge multiplied by the total excess miles. (See par. E of the Lease Agreement.) This charge is not a penalty, but an estimate agreed upon between you and us because it is hard to know now what, if any, actual damages we will incur if you have excessive mileage. You will not be charged for mileage overages if you buy the vehicle.

A. Life insurance	☐ Lessee ☐ Co-Lessee ☐ Joint
	Premium $ N/A
B. Disability insurance (Lessee only)	Monthly coverage limit $ N/A
	Premium $ N/A

LESSEE'S SIGNATURE: N/A

CO-LESSEE'S SIGNATURE: X

WARRANTIES AND SERVICE CONTRACTS. You have the benefit of any warranty [illegible]

☐ Extended warranty ☐ N/A

☐ Service contract ☐ N/A

Warranty coverage that are separate from this lease may be available.

This lease gives you a warranty that is not contingent on the completion of the lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THIS VEHICLE, and there are no implied warranties that apply to this vehicle after the end of the manufacturer's warranty period.

OPTIONAL SERVICE AND MAINTENANCE AGREEMENT. N/A N/A

Name N/A

If you are buying a service or maintenance agreement now, you may pay for it at lease signing. It will be listed in the agreement and you will not have to pay for it later.

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 $ 10.00 or 5% of the payment due, whichever is less.

This is the Entire Agreement. This lease, including the [illegible] and us. No one else may change it.

SIGNATURES: [illegible]

CO-LESSEE: X

DATE: [illegible] 2008

NOTICE [illegible]

YOU SHOULD KNOW THAT [illegible]

PLEASE [illegible]

Lessee assigns all right, title, and interest in this lease to the party identified as Lessor. Lessee also assigns to Lessor all rights under any service contract and any insurance policy that Lessee purchased from Lessor in connection with this lease. Lessee makes no warranties about the vehicle. Lessee's assignment of rights to Lessor is subject to the terms of this lease.

LESSOR: SPITZER CHEVROLET COMPANY

BY: [illegible]

TITLE: [illegible]

[illegible] MONTHLY 11/2001 HD

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: DQD9879 REG. DATE: 03/20/2006 EXP. DATE: 03/20/2007 ISSUE DATE: 03/25/2006
VALIDATION NO.: 7030808621
ELECTRONIC POA
LESSEE NAME: [redacted]

VEHICLE OWNERSHIP: LEASE
LESSOR: GENERAL MOTORS ACCEPTANCE

APP NO.: [redacted]
AGENCY: 7635
USER ID: JS
OLD APP NO.:
OLD PLATE: [redacted]

LESSEE ADDR: 1291 LIPTON AVE SW
CITY: NORTH CANTON
STATE OH ZIP: 44720-4119
TAX DISTRICT: NORTH CANTON
COUNTY: STARK
INSIDE CORP LIMIT: YES
VEHICLE YEAR: 2005
BODY TYPE: SW

LESSOR ADDR: [redacted]
ADD. CITY: N OLMSTED
ADD. STATE: OH ADD. ZIP: [redacted]

VEHICLE CLASS: PASSENGER
ODOMETER READING: 11
MAKE: CHEV

CERTIFICATE TITLE NO.: 7602468119
VEH. SERIAL NO.: 1GNDT13S[redacted]
PURCHASE DATE: 08/11/2005
NEW

PLATE TYPE: SUNBURST
REG TYPE: RENEWAL

SUSPENSION/REVOCATION: NO
PRIOR OPERATION: YES
FEES PAID: YES

STATE FEES:	$31.00
LOCAL TAX:	$5.00
REFL/CO. FEE:	$0.00
DEPUTY FEE:	$3.50
TOTAL FEES:	$39.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of $75.00 on first offense, $250.00 for second offense, and $500.00 on any additional offense*Pay a $50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least $12,500 bodily injury per person, $25,000 injury two or more persons, and $7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF $30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least $60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of $30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate.

X *SIGNATURE ON FILE*
SIGNATURE OF OWNER(S) DATE

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

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05 CUSTOMER COPY

01/27/2007 14:21 330--4389811 HUMAN RESOURCES PAGE 05
P 010/018

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: 02/12/07 Case Number [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 OH 1GNDT13S1[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:

* headlights flicker intermittently

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

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

February 23, 2007
Re: Feller vs Chevrolet Motor Division [redacted] VIN: 1GNDT13S15[redacted]

[redacted]
NORTH CANTON OH [redacted]

Dear M[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:

Retta Reaume of General Motors and customer Christian Feller have reached an agreement regarding the customer's 2005 Chevy Trailblazer.

GM will provide the customer with a straight repurchase of his vehicle; the customer will receive back all 18 montly car payments he's made and will be reimbursed his $800 down payment; the customer will be responsible for the $6000 of negative equity and a usage deduction of $2077.60, which is based on the current mileage at $.10 per mile. Any amounts due to the manufacturer, including the usage, will be taxed; also, any additional fees paid by the customer will be reimbursed.

This repurchase will be fully processed within 60 days from this letter's date.

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,

Scott Estep at Extension 515
cc: Retta Reaume

FROM

SPITZER CHEVROLET COMPANY
7111 SUNSET STRIP N.W.
NORTH CANTON, OH 44720
PH: 330-499-3353
FAX: 330-433-9176

To: BETTA Fax: 866-883-7513

From: Date: 2-15-07

Re: [redacted] Pages:

CC:

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

ACV OF TRADE

21300

(revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:**

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)	$36320.88
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$36040.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$280.88

Trade Allowance (from dealer Bill of Sale)	$27275.00
Actual Cash Value Statement	$21300
Difference (if positive, this is the overallowance)	$5975.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$27275.00
Actual Cash Value Statement	$00
Difference (if positive, this is the negative equity)	$21300.00

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.)	$36320.88
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2000.00
Overallowance and/or Negative Equity minus	$5975.00
Actual price of Vehicle that should be presented to BBB for ATA	$28345.88

Case Assessment By: Retta Reaume		Siebel/CARS Request #[redacted]	
Customer Name[redacted]			
Veh year:2005	Make:Chevrolet	Model:Trailblazer	Current mileage:20610
Veh ID #:1GNDT13S[redacted]	In Service Date:08/01/05	Purchased: New	If used:
What is the customer seeking?would like GM to buy the veh back			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
11/20/06	[redacted]	18375	1	C/S batt gages go back and fourth while drving, and headlight go bright and then dim * check chargeing system , all looked OK found bullentin and stated normal condition, batt test code 8DOR6-9U tested goodAlternator output at batt 14.58 TAC number 9314668 eberthing normal at this time
11/30/06		18919	1	C/S headlights flicker while driving at night* scaned no codes found found bullentin 04/08/45-010 clean and tighten gound splice pack repalced alternator
12/19/06		19735	3	C/S headlights will flicker while going down the road * commance air pump on per TAC and monitor act. found headlights would dim and flicker replaced air pump assembly and command on found headlights would still dim but shorter then before
01/08/07		20485	3	C/S lights will flash going down the raod * talked to Gm about the concern Filed Rep adv to install power wire straight off batt with inline fuse installed wire and rechocked found draw was less then before wire was installed
01/23/07		20776	1	C/S headlights dim when driving also the volt gauge will drop below 13 volts *Test drove veh on Thurs, Fri and Mon morning at 6:30 - 7:15 volts did not drop below 14 voltss, did not duplicate concern of headlights dim. veh was in auto headlamp mode put a total of 20 miles on veh could not duplicate cust concern at this time

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Total Days Out of Service: 9 ____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** **NO:X**

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

Cust meets requirements for Program Summary only

DVM and/or DEALER RECOMMENDATION(s):it is fix and it is as good as it is going to get.. The dlr has drove the veh several times. the light do not go out this is a normal char. ... there is a AG file as well.. her ex is--11216 x-
looking really close to the lease he might be getting close
but this is what I feel is going on with this call the SM and get the sales docs and ro's

CRS RECOMMENDATION & RATIONALE (EXPLAIN): ____

Decision reached by CRS: **Arbitrate case: x** **Settle case:** ☐

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

Magoo's

Inspection Report

Assignment Information

021209148 Call Received 2/12/2007 9:11 AM
Date Inspected 2/15/2007

Claim Information

Claim/File # [redacted]
Contract Holder [redacted]
Yr/Mk/Md 2005 Chevrolet Trailblazer
Mileage: 20610 VIN-Last 6 375197

Verified Information

Complete VIN 1GNDT13S152[redacted]
Mileage 21557 When Sold
License Tag [redacted] Mfg Date 06/05

Client

BBB Auto Line
Adjuster Jim xt 521
Verbal Report Given To Magoo's
Date Of the verbal report 2/15/2007 7:02 AM

Inspection Location

Residence
1291 Lipton Avenue S W
North Canton, OH
Christian Feller (330) 363-5875

Verified Torn Down With Labor Rate $0.00
Christian Date 2/15/2007 7:45 AM

BODY Model Trailblazer # Doors 4 Body Type SUV Options A/C, P/B, P/S

ENGINE TYPE 4.2 Dual Overhead Cam, 24 Valves, EFI, Straight 6 cylinder

TRANSMISSION TYPE Automatic, 4x4

CONDITION OF VEHICLE General Condition Very good

Signs of Abuse No signs of abuse
Modifications No visible modifications
Tow Package Class 3 Receiver type

Signs of Collision No signs of collision
Commercial Use No evidence of commercial use
Tires No oversize tires

TECHNICAL INSPECTION REQUEST / INSPECTOR PROFILE

Problem/ Symptom: Headlights flicker intermittently.
Does the problem/symptom exist? Yes
What examinations or tests did you perform? The vehicle was started and ran to reach normal operating temperature. The vehicle was parked in a parking facility where is was dark. The lights would flicker at approximately 2 second internals. The inspector turned on all the accessories and the light then would dim severely. The voltage gauge would jump whenever the light would flicker and dim
If the problem/symptom exists what is the likely cause? There is an internal electrical concern.
Please explain how you reached this conclusion. The vehicle was started and ran to reach normal operating temperature. The vehicle was parked in a parking facility where is was dark. The lights would flicker at approximately 2 second internals. The inspector turned on all the accessories and the light then would dim severely. The voltage gauge would jump whenever the light would flicker and dim.

Inspector: David Pesta
12/3/2003: Rec'd ASE Certificate
Master Automobile Tech
Engine Repair, exp. 6/30/09
Auto Trans/Transaxle, exp. 6/30/09
Manual Drive Train & Axles, exp. 6/30/09
Suspension & Steering, exp. 6/30/09
Brakes, exp. 6/30/09
Electrical/Electronic Systems, exp. 6/30/09
Heating & Air Conditioning, exp. 6/30/09
Engine Performance, exp. 6/30/09

This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the constraints, and the lack of diagnostic tools, the inspector, and or Magoo's Automotive Consultants Inc. cannot accept liability for failures which may occur after the inspection is completed.

2005 TRAILBLAZER LT 4WD — CHEVROLET MOTOR DIVISION
41U BLACK/SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
282 LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. JFHFXM/T[redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S1 52[redacted] — VEHICLE INVOICE [redacted]13*28438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	31365.00	28385.33	INVOICE 06/14/05
AP9 CARGO CONVENIENCE NET	30.00	25.80	SHIPPED 06/14/05
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 06/24/05
CE1 RAIN SENSING WIPERS	70.00	60.20	INT COM 06/24/05
C5N GVW RATING - 5750 LBS	N/C	N/C	PRC EFF 06/14/05
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S107B S107B
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	WFP-S QTR OPT-1
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 010
LL8 VORTEC 4200 SFI I6	0.00	0.00	CHG-TO 28-438
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4655
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	HP: 32.1
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE * 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 CD/CASSETTE RADIO)	1865.00	1603.90	GVWR: 5750 GAWR.FT: 2950 GAWR.RR: 3200 GMS: 31516.08 SUPPLR: 32930.93 MRM: 37790.00 NTR: 1/2 DAN: LTLDD MEMO 1692.75
PDB LUXURY PACKAGE * 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	1805.00	1552.30	
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES	140.00	120.40	
RYJ CARGO SHADE	70.00	60.20	
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	
YC6 LT PACKAGE 2 * 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)	915.00	786.90	
ZY7 TWO-TONE EXTERIOR APPEARANCE	150.00	129.00	
1SZ PREFERRED EQUIPMENT SAVINGS	1750.00-	1505.00-	

** CONTINUED ON PAGE 2 **

SPITZER AUTOWORLD LORDSTOWN,LLC

2005 TRAILBLAZER LT 4WD
41U BLACK/SILVERSTONE METALLIC /L6G
282 LIGHT GRAY
ORDER NO. JFHFXM/TRE STOCK NO.
VIN 1GN DT13 S1 523[redacted]

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

**********13*28438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	35355.00	31816.73	ACT 237	31441.08
DESTINATION CHARGE	685.00	685.00	H/B 261	1060.65
DEALER CO-OP ADVERTISING		353.55	ADV 261	353.55
TOTAL	36040.00	32855.28	PAY 310	32855.28

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31324.15

****

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.

SPITZER AUTOWORLD LORDSTOWN,LLC

REMIT TO GMAC NO. 010
VIN 1GNDT13S152[redacted]
$ 32855.28 INV [redacted]
DUE 06/24/05 DEALER 28-438

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

January 11, 2007

State of Ohio
Office of the Attorney General
Consumer Protection Division
Attention: David Strawser, Lemon Law Administrator

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Patricia Easley

Dear Lemon Law Administrator Strawser:

Thank you for your recent correspondence regarding Mr. [redacted] We are sorry he is dissatisfied with his 2005 Chevrolet TrailBlazer. 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. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Mr [redacted] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Chevrolet Customer Assistance Center

OHIO CERTIFICATE OF TITLE

ISSUING CNTY STARK
RESIDENT CNTY CUYAHOGA

STATE OF OHIO No. [redacted]

ORIGINAL

ISSUE DATE
08/25/2005

IDENTIFICATION NUMBER
1GNDT13S1[redacted]

YEAR 2005 | MAKE CHEV | MAKE DESCRIPTION CHEVROLET

COMMENTS

PURCHASE PRICE $36,221.92 | BODY TYPE UC | MODEL TRL | MODEL DESCRIPTION –

CONVERSION

EXEMPT RL | MILEAGE 11 | EVIDENCE OH MCO - IN STATE

MLG BRAND ACTUAL

ERA/ID(S)

OWNER
GENERAL MOTORS ACCEPTANCE CORPORATION

184329[redacted] LD001917

25000 GRT NRTHN CORP
N OLMSTED, OH 44070-0000

PREVIOUS OWNER
SPITZER CHEV CO

7111 SUNSET STRIP
N CANTON, OH 44720-0000

DQD9879

[redacted]

VOID IF ALTERED

VOID IF ALTERED

LIEN DISCHARGE

Lienholder _____

by: _____
Authorized signature date

CLERK OF COURTS LIEN CANCELLATION

by: _____
Deputy Clerk date

LIEN DISCHARGE

Lienholder _____

by: _____
Authorized signature date

CLERK OF COURTS LIEN CANCELLATION

by: _____
Deputy Clerk date

WITNESS MY HAND AND OFFICIAL SEAL THIS 25th DAY OF AUGUST, 2005
(SEAL)

[redacted]

PHIL GIAVASIS
CLERK OF COURTS

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 7/02

[redacted]
Canton, OH [redacted]

CANTON OH 447

27 DEC 2006 PM 3 T

DEC 27 '05

OH

H METER 60 70

DEC 29 2006

Bob Lange
Executive Director,
Structure and Safety Integration
General Motors Corporation
P.O. Box 33176
Detroit, MI 48232-5176

48232$5176

[redacted]
North Canton, Ohi[redacted]
Home
Work [redacted]

December 26, 2006

Bob Lange
Executive Director, Structure and Safety Integration
General Motors Corporation
P.O. Box 33176
Detroit, MI 48232-5176

RE: Headlight Failure (GM Customer Service Case #[redacted]

Dear Mr. Bob Lange,

As the current owner of a 2005 Chevrolet Trailblazer I feel it is my responsibility to bring to your attention a current safety issue with regards to the headlight operation on the vehicle. Starting on November, 23, 2006 I began to notice an intermittent flickering of the front headlights on my vehicle. This problem has continued to plague my 2005 Chevrolet Trailblazer on a regular basis with little to no support coming from my local Chevrolet service department, the Chevrolet Area Service Manager or Chevrolet Customer Service. Every time the vehicle is operated this condition is apparent. This is a safety issue to me, my family and other motorists on the roadway. At the current time my local Chevrolet Service Department and Area Service Manager are indicating that their no repair for this condition and that it should be accepted as a normal operating condition. This is unacceptable and a safety hazard to all parties operating the vehicle. To date full my local Chevrolet Service Department under the guidance of the Area Service Manager has serviced an electrical ground, replaced the alternator/generator and the air pump. These changes have yielded no change in headlight operation. The level of customer service I have received with regards to this issue has been poor at best from all levels. For a company such as General Motors to so blatantly ignore a failure in a safety equipment, while the vehicle is under warranty, and continue to test various replacement parts while the occupants and other motorists put themselves at risk is a true testament to the value at which big business places on the lives of their customers and their families. I have taken it upon myself to report this issue to the National Highway Transportation Safety Administration as well as the State of Ohio Attorney General's Office. I will continue to pursue a solution to this issue until my personal safety and that of my family's is no longer in question. Myself and family have been a General Motors' customers for years and are willing to continue to do so if I can find resolution in this issue.

Sincerely,

[redacted]

SPITZER CHEVROLET COMPANY

7111 SUNSET STRIP NW
NORTH CANTON, OH 44720
NORTH CANTON (330) 499-3353 AKRON (330) 434-7129
www.spitzer.com

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BLAISE CLARK 348	5197	12/21/06	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 19,735	COLOR BLK/SILVER	STOCK NO. 5NC687
NORTH CANTON, OH [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 08/15/05	DELIVERY MILES 11
	VEHICLE I.D. NO. 1 G N D T 1 3 S 1 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/19/06	
F [redacted]	BUSINESS PHONE	COMMENTS		MO: 19735

JOB# 1 CHARGES

LABOR

J#			WARRANTY
1	51CVZZ1	BODY ELECT CONCERN TECH(S):509	
		C/S HEADLIGHTS WILL FLICKER GOING DOWN THE ROAD	
		COMMAND AIR PUMP ON PER TAC AND MONITOR ACTIVITY FOUND	
		HEADLIGHTS WOULD DIM AND FLICKER	
		REPLACE AIR PUMP ASSEMBLY AND COMMAND ON FOUND HEADLIGHTS	
		WOULD STILL DIM BUT SHORTER THAN PREVIOUS AIR PUMP	
		J6050 8	
		E	

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12574379	PUMP 3.660 A		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#			WARRANTY
2	70CVZ03	RENTAL TECH(S):642	
		RENTAL	
		2G1WB55KX69 [redacted]	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	8405	404909	12/20/06	RENTAL	
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 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 CK NO. [ ]
[ ] VISA [ ] MASTER CARD
[ ] OTHER [ ] CHARGE
REC'D BY ..... REC'D DATE ..../...../....

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

***

SPITZER CHEVROLET COMPANY
7111 SUNSET STRIP NW
NORTH CANTON, OH 44720
NORTH CANTON (330) 499-3353 AKRON (330) 434-7129
www.spitzer.com

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CASEY WARTMAN 654	5197	11/30/06	[redacted]
[redacted]	LABOR RATE / LIC [redacted]	MILEAGE 18,919	COLOR BLK/SILVER	STOCK NO. [redacted]
NORTH CANTON, OH [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 08/15/05	DELIVERY MILES 11
	VEHICLE I.D. NO. 1GNDT13S152 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/30/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 18919

JOB# 1 CHARGES

LABOR

J# 1 51CVZ05	HEADLIGHTS	TECH(S):509	WARRANTY

CUSTOMER STATES HEADLIGHTS FLICKER AT NIGHT WHILE DRIVING
1800 - 2200 RPM
SCANNED - NO CODES FOUND. FOUND BULLETIN 04-08-45-010 CLEAN AND TIGHTEN G201 - GROUND SPLICE PACK.
N9502 5 // CAN CASE 9314668 - REPLACE ALTERNATOR
J4100 1.0.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	10464468	GEN REM * 2.275 A		WARRANTY
	-1	10464468	CORE RETURN		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 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 CK NO [ ]
[ ] VISA [ ] MASTER CARD
[ ] OTHER [ ] CHARGE
REC'D BY REC'D DATE / /

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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 you are not completely satisfied with our repairs, please contact me directly.

JAMES STROSNIDER

Service Manager

CUSTOMER COPY

[END OF INVOICE] 03:31pm

SPITZER CHEVROLET COMPANY
7111 SUNSET STRIP NW
NORTH CANTON, OH 44720
NORTH CANTON (330) 499-3353 AKRON (330) 434-7129
www.spitzer.com

COPY

CUSTOMER NO. [redacted]	ADVISOR CASEY WARTMAN 654	TAG NO. 5197	INVOICE DATE 11/20/06	INVOICE NO. [redacted]	
[redacted]	LABOR RATE [redacted]	MILEAGE 18,375	COLOR BLK/SILVER	STOCK NO. [redacted]	
NORTH CANTON, OH [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 08/15/05	DELIVERY MILES 11	
	VEHICLE I.D. NO. 1GNDT13S15 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/20/06		
[redacted]	BUSINESS PHONE	COMMENTS		MO: 18375	

JOB# 1 CHARGES

LABOR

OP# 1 51CVZ	BODY ELECTRICAL	TECH(S):397	WARRANTY

CUSTOMER STATES BATTERY GAUGES GO BACK AND FOURTH WHILE
DRIVING, AND HEADLIGHTS GO BRIGHT THEN DIM.
INSPECT. CHECKED CHARGING SYSTEM. FOUND EVERYTHING IS OKAY.
FOUND BULLETIN AND IS NORMAL.
#02.06.03.008A / BATTERY TEST CODE 8DOR6-9U / TESTED GOOD
12.36 VOLTS / 642 CCA / ALTERNATOR OUTPUT AT BATTERY 14.58
TAC CASE # 9314668
EVERYTHING IS NORMAL AT THIS TIME
N9995 3

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

OP# 2+70CVZ03	RENTAL	TECH(S):642	WARRANTY

RENTAL
Z7901
5GADT13S362 [redacted]

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
	82078	2548999	11/20/06	RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

COMMENTS
DELETED OPERATION(S)
DDCVZ QUICK SERVICE

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 you are not completely satisfied with our repairs, please contact me directly.

JAMES STROSNIDER

Service Manager

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:31pm

www.nhtsa.dot.gov
nhtsa
people saving people

Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: [redacted]

Your Complaint Information

Consumer Information

Name : [redacted]
Org. Name :
Address : [redacted]
City, State, Zip : North Canton, OH [redacted]
USA
Daytime Phone : [redacted] **Ext :**
Evening Phone : **Fax :**
Email :

top

Complaint Information

Description : 2005 Chevrolet Trailblazer - Vehicle headlights intermittently flicker while operating. Condition exists everytime the vehicle is operated resulting in a safety hazard to both the driver, occupants and other motorists. Chevrolet representatives have replaced the alternor/generator, air pump and fixed a potential electrical ground with negative results. At this point Chevrolet representatives are stating that this issue can not be fixed and should be accepted as a normal driving characteristic of the vehicle. This is a safety concern.

Incident Date :	11/23/2006	**Fire :**	No
Num. Failures :	30	**Property Damage :**	No
Num. Deaths :	0	**Crash :**	No
Num. Injured :	0	**Police Report :**	No
Referral Source :	N/A		

top

Vehicle Information

VIN :	1GNDT13S15[redacted]	**Purchase Date :**	8/15/2005
Manufacturer :	GENERAL MOTORS CORP.		
Year, Make and Model :	2005/CHEVROLET/TRAILBLAZER	**Original Owner :**	Yes

# of Cylinders :	6	**Trans. Type :**	AUTOMATIC
Engine Size :		**VehicleDetails Usage :**	LIGHT TRUCK
Cruise Control :	Yes	**Antilock Brakes :**	Yes
Current Mileage :	19800	**Speed :**	
Failure Mileage :	18375	**Powertrain :**	4 WHEEL DRIVE
Body Style :	SUV	**Fuel System :**	FUEL INJECTION
Fuel Type :	GAS	**Vehicle Type :**	PASSENGER CAR

Vehicle Component Information

Component 1: EXTERIOR LIGHTING:HEADLIGHTS **OEM:** Yes

Vehicle Dealer Information

Dealer : 1

Name : Spitzer Chevrolet **Dealer Type :** SALES DEALER

Address : 7111 Sunset Strip NW

North Canton
OH 44720

Dealer Phone: 330-499-3353 **Dealer Fax:**

Email:

top



ATTORNEY GENERAL JIM PETRO

FOR MORE INFORMATION:

CONSUMER PROTECTION
SECTION
30 E. BROAD ST., 14TH FL.
COLUMBUS, OHIO 43215-3400

THE TOLL-FREE
CONSUMER PROTECTION LINE:
(800) 282-0515 (OHIO ONLY)

FOR TTY USERS, PLEASE CALL
995-7147 (COLUMBUS) OR
(888) 567-6881

www.ag.state.oh.us

The Attorney General does not serve as a private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices.

JIM PETRO
ATTORNEY GENERAL
STATE OF OHIO

PLACE
STAMP
HERE

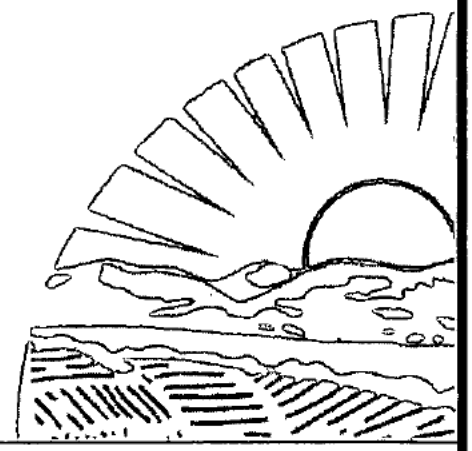
Tape Only – Do Not Staple

Consumer Protection Section
30 E. Broad St., 14th Fl.
Columbus, OH 43215-3400

JIM PETRO
ATTORNEY GENERAL
STATE OF OHIO
6100

Ohio Attorney General Jim Petro's Office
Consumer Protection Section
30 E. Broad St., 14th Fl.
Columbus, OH 43215-3400

CONSUMER PROTECTION SECTION



CONSUMER COMPLAINT FORM

JIM PETRO
ATTORNEY GENERAL
STATE OF OHIO

JIM PETRO
ATTORNEY GENERAL
STATE OF OHIO

Consumer Protection Section
30 E. Broad St., 14th Fl.
Columbus, OH 43215-3400

(800) 282-0515 (Ohio only)
(614) 466-4986
TTY (888) 567-6881
or (614) 995-7147 (local)

CONSUMER COMPLAINT FORM

Also available on-line at **www.ag.state.oh.us**
Please type or print (use dark ink)

Office Use Only
Complaint #:

PLEASE NOTE: This complaint form, all documents you send us, and any document received by our office as a result of handling your complaint, may be a public record, subject to Ohio's Public Records Act. This law requires all public records to be available for inspection by anyone, upon request. **WARNING: All original documentation sent will be imaged and then destroyed within six months of receipt.**

Consumer Information

Name [redacted] [redacted]
Last First MI

Address [redacted] North Canton Ohio [redacted] Stark
Street City State Zip Code County

Daytime telephone# [redacted] Alternate telephone# [redacted]

E-mail address [redacted]

In order to help our office better serve Ohio consumers, please circle any/all categories that apply to you (optional):

Over the age of 60	Yes	(No)	Family income below $20,000	Yes	(No)
Person with disability	Yes	(No)	Disaster victim	Yes	(No)
Non-English speaking	Yes	(No)			

About the Company

Company name General Motors (Chevrolet)

Address Chevrolet PO Box 33170 Detroit, Michigan 48232
Street City State Zip Code County

Telephone # (800) 222-1020 Fax # (____) _____

E-mail address _____ Business owner/salesperson _____

About the Transaction

Product/service involved Chevy Trailblazer Transaction date _____

Cost of product/service $ _____ Amount paid so far $ _____

Did you sign a contract? (Yes) No Is product/service under warranty? (Yes) No

Monthly payment $ 487.50 Are you making payments? (Yes) No

About the Transaction

How did this transaction occur?

☐ E-mail	☐ Internet banner/web site	☐ Telephone call
☐ Fax	☐ Magazine/newspaper	☐ Television
☐ Home visit	☐ Mail	☐ Other
☐ Infomercial	☐ Radio	
☐ Internet auction	☒ Store visit	

Motor Vehicle Complaints

Year 2005 Make/Model Chevy Trailblazer Purchased/leased: (New) Used
(Circle one)

Date of Purchase/lease 8/15/05 Mileage at Purchase/lease 0

Current Mileage 19800 Purchase/lease amount $ 23400/19100

Vehicle Identification # (**Not** your license plate #) 1GNDT13S15[redacted]

Briefly describe your complaint: (Use additional paper if necessary — Please do not write on back of forms.)

Vehicle headlights flicker intermittently while driving. Problem occurs everytime vehicle is driven resulting in a safety concern for myself, family and other motorists on the roadway. Vehicle has been serviced by Spitzer Chevrolet on 3 occasions, none of which yielded in a fix. Grounds have been corrected, alternators/connections have been replaced and the air pump has been replaced. Both the service department at Spitzer Chevrolet and the Chevrolet area service manager have indicated there is not a fix for this issue. This is a safety concern. Please see attached service documents

Have you contacted any other agencies? (Yes) No

If yes, please list: _____

Have you retained an attorney? Yes (No) Have you filed a lawsuit? Yes (No)

IMPORTANT: Return this form and legible copies (**do not send originals**) of all documents relevant to your complaint i.e. advertisements, contracts, warranties, receipts, cancelled checks, bank account or credit card statements, etc.

What would you consider a reasonable resolution to your complaint?

Lease buyout w/the agreement I will purchase/lease another GM vehicle

The information given above is true to the best of my knowledge and belief. I understand a copy of this form and all documents relating to my complaint will be forwarded to [redacted] I have filed this complaint.

Signature [redacted] Date 12/26/06

Reacquired Vehicle Disclosure Center

Case Number: 27036

Originator Name: Rhetta Reaume
Created Date: 02/27/2007

Vehicle Info

* VIN:	1GNDT13S[redacted]	MSRP:	36040.0		
Year:	2005	Make:	Chevrolet	Model:	Trail
* TAC Number:	[redacted]	Vehicle Comments & TAC Explanation:	commance air pump		
* Date Reviewed with Customer :	02/23/2007	* Repurchase Mileage:	20776		
Original Purchase Date:	08/01/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	OH		
* Primary Owner:	[redacted]				
* Address:					
* City:	North Canton	* State:	OH	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	[redacted]
E-mail:		Fax Phone:			

Repurchase

* Reason: Headlight flicker (Electrical)

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
R1002				

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company Name:	GMAC	Account #:	
Contact or Attention:					
Address:					

City:		**State:**	OH	**ZIP Code:**	
* **Day Phone:**	800-200-4622	**Fax:**		**E-mail/Web:**	

Originial Selling Dealer

* **Dealer Number:**	113607	**Dealer Name:**	SPITZER CHEVROLET COMPANY	**Region:** 50	**Distr** 3553
* **Phone:**	(330) 499-3353	**Fax:**	(330) 499-1421		
* **Contact Name:**	James	* **Contact Title:**	Service Manager	**E-mail:**	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	James	* **Contact Title:**	Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	[redacted]	* **Disposition:**	Unselected Auction
* **Transaction State:**	OH	* **Transaction Type:**	Straight Repurchase
* **Transaction Source:**	ADR BBB Mediated		
Replacement VIN:			
MSRP:	0.0		

Repurchase

* **Processing Instructions:**	GM is reimburse cust all payments and downpayment CUst pays NE and usage 20776 * .10 any amounts due to GM willbe taxed.. Any fees payed by cust will be reimbursed to the cust

Disposition

* **Disposition Instructions:**	Nothing special

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	20776*.10	.10 per mile	2077.60
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	5975.00
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

Print Close

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

March 8, 2007
DOUG CHEVROLET
3281 S ARLINGTON RD
AKRON, OH 44312

Dealer Confirmation Letter-Straight

Subject: 2005 Chevrolet TrailBlazer
Customer [redacted]
VIN: 1GNDT13S15[redacted]
Ref SR: [redacted]

Dear Ted Patranik:

General Motors will issue a check in the amount of $1,561.90 made payable to [redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $29,963.98 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday March 9, 2007. If you have any questions you may reach me at 866-802-6625866-802-6625.

Ted Patranik Adm. Manager
DOUG CHEVROLET 113556 Management Agent's Signature and Title.

Ted Patranik Adm. Manager
DOUG CHEVROLET 113556 Management Agent's Printed Name and Title.

[redacted]

FROM

SPITZER CHECROLET COMPANY
7111 SUNSET STRIP N.W.
NORTH CANTON, OH 44720
PH: 330-499-3353
FAX: 330-433-9176

facsimile transmittal

To: RETTA Fax: 866-893-7513

From: [redacted] Date: 2-15-07

Re: [redacted] Pages:

CC:

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

Notes:

ACV OF TRADE

21300

SPITZER CHEVROLET COMPANY
7111 Sunset Strip, NW
North Canton, Ohio 44720
www.spitzer.com

RETAIL LEASE AGREEMENT

Date 08/15/2005

[redacted] | [redacted] | [redacted]
LESSEE | HOME PHONE | WORK PHONE | E-MAIL

[redacted] | 10/13/1978 | [redacted]
SOCIAL SECURITY NO | DATE OF BIRTH | DRIVER'S LICENSE NO.

[redacted] | NORTH CANTON | OH | [redacted] | STARK
STREET ADDRESS | CITY | STATE | ZIP CODE | COUNTY

2005 | CHEVROLET | TRAILBLAZER | ☐ NEW ☐ USED ☐ RENTAL ☐ DEMO
STOCK NO. | YEAR | MAKE | MODEL | BODY

1GNDT13S1523[redacted] | 11 | ☐ ACCURATE ☐ NOT ACCURATE
SERIAL NUMBER | ODOMETER MILEAGE

DESCRIPTION OF TRADE

YEAR 2004 VIN 1GCEK19T84[redacted]
MAKE CHEVROLET MODEL TRUCK SILVERADO 15
ODOMETER MILEAGE 31400
☐ ACCURATE ☐ NOT ACCURATE
(SALVAGE VEHICLE ☐YES ☐NO)
BALANCE OWED 27275.00 OWED TO
GOOD TILL VERIFIED BY
ACCOUNT NUMBER
WHAT BROUGHT BUYER TO SPITZER

CUSTOMER MUST EXECUTE RETAIL LEASE CONTRACT

INSURANCE MOTORISTS MUTUAL
AGENT AA HAMMERSMITH PHONE

CUSTOMER UNDERSTANDS THAT IF PAYOFF IS MORE THAN _____, HE AGREES TO PAY THE DIFFERENCE. IF PAYOFF IS LESS THAN _____, WE WILL REFUND THE DIFFERENCE.

DEPOSIT RECEIPT:
Lessee hereby provides to the Dealer the sum of $_____ as a Non-Refundable Deposit / Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days from the date of Deposit.
X

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

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. THE NUMBER OF MONTHS THIS CLOSED END LEASE IS FOR:	4
2. THE NUMBER OF MILES YOU MAY DRIVE PER YEAR	12000
3. THE TOTAL NUMBER OF MILES ALLOWED OVER THE ENTIRE LEASE WITHOUT ADDITIONAL CHARGE:	48000
4. CHARGE YOU WILL PAY FOR EACH MILE OVER THE AMOUNT LISTED	0.20
5. YOUR MONTHLY PAYMENT WILL BE:	487.5
6. YOUR CAPITALIZED COST WILL BE:	36940.4

A. BASE PRICE OF VEHICLE $ 36221.9

B. DUE AT DELIVERY
1. CAPITALIZED COST REDUCTION
a. DOWN PAYMENT $ 312.50
b. TRADE EQUITY $ N/A
c. REBATES $ 2000.00
d. TOTAL CAPITALIZED COST REDUCTION $ 2312.50

2. FIRST MONTH PAYMENT $ 487.5
3. REFUNDABLE SECURITY DEPOSIT $ N/
4. TITLE FEES $ N/
5. LICENSE FEES $ N/
6. TAX ON CAP COST REDUCTION (____%) $ N/
7. LUXURY TAX $ N/
8. OTHER $ N/
9. OTHER $ N/

C. TOTAL DUE AT DELIVERY $ 2800.0
D. CAPITALIZED COST $ 38384.7

ARBITRATION I agree that any controversy, dispute or claim arising out of or relating to this contract or breach thereof, including any claims asserted in tort, fraud, violations of the Ohio Consumer Sales Practices Act, or otherwise, shall be settled by arbitration in accordance with the rules of the American Arbitration Association. I further agree and understand that I am giving up my right to a trial by jury by agreeing to arbitration; that the costs associated with arbitration shall be assessed against the party requesting arbitration; I further agree that I was given the right and opportunity to discuss this provision with a manager or my attorney; I further acknowledge that arbitration is not required for the purchase or financing of my vehicle and that I have received a copy of the contract containing the arbitration provision.

SELLER AND/OR LESSOR SHALL ALSO HAVE A SECURITY INTEREST IN THE PROCEEDS OF ANY INSURANCE POLICY REQUIRED OR PURCHASED IN CONJUNCTION WITH THIS AGREEMENT AND/OR ANY UNEARNED PREMIUMS OF SUCH POLICIES. IF THE PURCHASE OF THE MOTOR VEHICLE DESCRIBED HEREON IS TO BE FINANCED ALL DISCLOSURES REQUIRED BY REVISED REGULATION Z, TRUTH-IN-LENDING SIMPLIFICATION ACT, WILL BE MADE BY THE LENDING INSTITUTION (CREDITOR) TO THE PURCHASER AT THE TIME PURCHASER IS TO BE CONTRACTUALLY OBLIGATED ON THE CREDIT TRANSACTION. NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER AND ALL TERMS OF THE AGREEMENT ARE PRINTED OR WRITTEN FRONT AND BACK. I UNDERSTAND THIS ORDER REQUIRES THE ACCEPTANCE OF THE DEALER OR HIS AUTHORIZED AGENT. THE UNDERSIGNED PURCHASER AGREES TO THE TERMS AND CONDITIONS OF THIS CONTRACT AND HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THE ORDER. I REPRESENT THAT I AM EIGHTEEN (18) YEARS OF AGE OR OVER.
THE INFORMATION YOU SEE ON THE WINDOW FORM OF THIS VEHICLE IS PART OF THIS CONTRACT AND OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.
THIS DOCUMENT IS NOT A RECEIPT. A SEPERATE RECEIPT IS REQUIRED FOR ANY PAYMENT BY BUYER TO SELLER.
I HAVE READ, REVIEWED AND AGREED TO THE TERMS ON THE FRONT AND REVERSE SIDES OF THIS CONTRACT, INCLUDING THE ABRITRATION PROVISION.
THIS MOTOR VEHICLE CONTRACT IS EXECUTED THIS _____ DAY OF _____, 05

I AGREE AND UNDERSTAND THAT ANY DISPUTE, CLAIM OR CONTROVERSY ARIS[redacted]TRACT OR A BREACH THEREOF SHALL BE RESOLVED BY ARBITRATION PURS

✓ SCOTT BEAL
SALESPERSON

LESSEE(S) ✓ X [redacted]

ACCEPTED BY _____

✓ _____

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

CUSTOMER NAME: [redacted]

VIN: [redacted] (or see attached list*)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
	$ N/A	
BONUS	$ 2000.00	CGN
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 2000.00	

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

a. I elect to receive _____

In lieu of _____

and/or

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 08 15 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: 08 15 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: _____ Date: 08 15 05

Dealership Name: SPITZER CHEVROLET COMPANY Dealer Code: 28015

* List must include VIN, Delivery Date and Program Reference

Revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:**

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)	$36320.88
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$36040.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$280.88

Trade Allowance (from dealer Bill of Sale)	$27275.00
Actual Cash Value Statement	$21300
Difference (if positive, this is the overallowance)	$5975.00

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$27275.00
Actual Cash Value Statement	$00
Difference (if positive, this is the negative equity)	$21300.00

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.)	$36320.88
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2000.00
Overallowance and/or Negative Equity minus	$5975.00
Actual price of Vehicle that should be presented to BBB for ATA	$28345.88

STATE OF OHIO
OFFICE OF THE ATTORNEY GENERAL
JIM PETRO, ATTORNEY GENERAL

Consumer Protection Section
30 E. Broad St.
14th Fl., Dept 066
Columbus, OH 43215-3400
Telephone: (800) 282-0515
(614) 466-4986
Facsimile: (614) 728-7583
www.ag.state.oh.us

January 5, 2007

GENERAL MOTORS CHEVROLET DIV
PO BOX 33170
DETROIT, MI 48232

Re: [redacted]
Complaint #[redacted]

Dear Sir/Madam:

Enclosed please find a copy of a complaint against your company that Attorney General Jim Petro has received from the above-named consumer. A preliminary review of the complaint indicates the consumer may have a "lemon" vehicle as defined by R.C. 1345.71 et seq.

I would like to work with you on this case in an effort to mediate a resolution, which would save both the consumer and your company the expense of litigation.

Please provide us with your written response to this complaint within ten (10) days of the receipt of this request.

In the event this complaint has been satisfactorily resolved, please advise me of the terms of the resolution so I can confirm with the consumer that the resolution offered is acceptable and close the file.

Thank you for your prompt attention to this matter.

Sincerely,

JIM PETRO
Attorney General

David Strawser
Lemon Law Administrator
Consumer Protection Section
(614) 995-1578
DStrawser@ag.state.oh.us
(614) 728-7583 (Fax)

Enclosure
2238

NOTE: Please send all communication electronically when possible.

32411?

JIM PETRO
ATTORNEY GENERAL
STATE OF OHIO

RECEIVED
DEC 2 8 2005
ATTORNEY GENERAL
CONSUMER PROTECTION

Consumer Protection Section
30 E. Broad St., 14th Fl.
Columbus, OH 43215-3400
(800) 282-0515 (Ohio only)
(614) 466-4986
TTY (888) 567-6881
or (614) 995-7147 (local)

CONSUMER COMPLAINT FORM

Also available on-line at **www.ag.state.oh.us**
Please type or print (use dark ink)

Office Use Only
Complaint #:

PLEASE NOTE: This complaint form, all documents you send us, and any document received by our office as a result of handling your complaint, may be a public record, subject to Ohio's Public Records Act. This law requires all public records to be available for inspection by anyone, upon request. **WARNING: All original documentation sent will be imaged and then destroyed within six months of receipt.**

Consumer Information

Name [redacted]
Last First MI

Addres[redacted] North Canton Ohio [redacted] Stark
Street City State Zip Code County

Daytime telephon[redacted] Alternate telephone# [redacted]

E-mail address [redacted]

In order to help our office better serve Ohio consumers, please circle any/all categories that apply to you (optional):

Over the age of 60	Yes	(No)	Family income below $20,000	Yes	(No)
Person with disability	Yes	(No)	Disaster victim	Yes	(No)
Non-English speaking	Yes	(No)			

About the Company

Company name General Motors (Chevrolet)

Address Chevrolet PO Box 33170 Detroit, Michigan 48232
Street City State Zip Code County

Telephone # (800) 222-1020 Fax # (___) _____

E-mail address _____ Business owner/salesperson _____

About the Transaction

Product/service involved Chevy Trailblazer Transaction date _____

Cost of product/service $ _____ Amount paid so far $ _____

Did you sign a contract? (Yes) No Is product/service under warranty? (Yes) No

Monthly payment $ 487.50 Are you making payments? (Yes) No

About the Transaction

How did this transaction occur?

☐ E-mail	☐ Internet banner/web site	☐ Telephone call
☐ Fax	☐ Magazine/newspaper	☐ Television
☐ Home visit	☐ Mail	☐ Other
☐ Infomercial	☐ Radio	
☐ Internet auction	☒ Store visit	

Motor Vehicle Complaints

Year 2005 Make/Model Chevy Trailblazer Purchased/leased: (New) Used
(Circle one)

Date of Purchase/lease 8/15/05 Mileage at Purchase/lease 0

Current Mileage 19800 Purchase/lease amount $ 23400/19100

Vehicle Identification # (**Not** your license plate #) 1GNDT13S[redacted]

Briefly describe your complaint: (Use additional paper if necessary — Please do not write on back of forms.)

Vehicle headlights flicker intermittently while driving. Problem occurs everytime vehicle is driven resulting in a safety concern for myself, family and other motorists on the roadway. Vehicle has been serviced by Spitzer Chevrolet on 3 occassions, none of which yielded in a fix. Grounds have been corrected, alternators/generators have been replaced and the air pump has been replaced. Both the service department at Spitzer Chevrolet and the Chevrolet area service manager have indicated there is not a fix for this issue. This is a safety concern. Please see attached service documents.

Have you contacted any other agencies? (Yes) No

If yes, please list:

Have you retained an attorney? Yes (No) Have you filed a lawsuit? Yes (No)

IMPORTANT: Return this form and legible copies (**do not send originals**) of all documents relevant to your complaint i.e. advertisements, contracts, warranties, receipts, cancelled checks, bank account or credit card statements, etc.

What would you consider a reasonable resolution to your complaint?

Lease buyout w/the agreement I will purchase/lease another GM vehicle.

The information given above is true to the best of my knowledge and belief. I understand a copy of this form and all documents relating to my complaint will be forwarded to the company about which I have filed this complaint.

Signatu[redacted] Date 12/26/05

[redacted] CHEVROLET

Thursday, March 08, 2007

[redacted]
North Canton, OH [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase of 2005 Chevrolet *TrailBlazer*
VIN: 1GNDT13S1[redacted]
Ref SR[redacted]

[redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S152[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet 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, Chevrolet will repurchase your vehicle for **$31,525.88**. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$31,525.88
Down Payment (includes 1st payment)	$800.00
Payments (18 @ $487.50)	$8,775.00
Reg/Lic/Title Fees	$39.50
Less Usage	$2,077.60
Less Over-allowance	$5,975.00
Less Payoff of Original Vehicle-Good until 4/14/07	$29,963.98
Total Amount to Customer	**$1,561.90**

****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 address listed below. I will contact you to set up a signing date, at which time you will be required to complete the [redacted]**66-802-6625** if you have any questions or concerns.

[redacted] 03/08/2007

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:

[redacted]



- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ **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 Friday March 9, 2007

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

27036

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

February 23, 2007
Re: [redacted]s Chevrolet Motor Division [redacted] VIN: 1GNDT13S1[redacted]

[redacted]
NORTH CANTON OH[redacted]

Dear Mr[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:

Retta Reaume of General Motors and customer Christian Feller have reached an agreement regarding the customer's 2005 Chevy Trailblazer.

GM will provide the customer with a straight repurchase of his vehicle; the customer will receive back all 18 montly car payments he's made and will be reimbursed his $800 down payment; the customer will be responsible for the $6000 of negative equity and a usage deduction of $2077.60, which is based on the current mileage at $.10 per mile. Any amounts due to the manufacturer, including the usage, will be taxed; also, any additional fees paid by the customer will be reimbursed.

This repurchase will be fully processed within 60 days from this letter's date.

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,

Scott Estep at Extension 515

cc: Retta Reaume

Revised 6/9/2006

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 (from BARS)-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 #

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [redacted] **REG. DATE:** 03/20/2006 **EXP. DATE:** 03/20/2007 **ISSUE DATE:** 03/25/2006 **APP NO.:** [redacted]
VALIDATION NO.: [redacted] **ELECTRONIC POA** **AGENCY:** 7635
LESSEE NAME: [redacted] **VEHICLE OWNERSHIP:** LEASE **USER ID:** JS
LESSOR: GENERAL MOTORS ACCEPTANCE **OLD APP NO.:**
LESSEE ADDR: [redacted] **OLD PLATE:** [redacted]
CITY: NORTH CANTON **LESSOR ADDR:** [redacted]
STATE OH **ZIP:** [redacted] **ADD. CITY:** N OLMSTED
TAX DISTRICT: NORTH CANTON **ADD. STATE:** OH **ADD. ZIP:** 44070
COUNTY: STARK
INSIDE CORP LIMIT: YES **VEHICLE CLASS:** PASSENGER
VEHICLE YEAR: 2005 **ODOMETER READING:** 11
BODY TYPE: SW **MAKE:** CHEV

STATE FEES:	$31.00
LOCAL TAX:	$5.00
REFL./CO. FEE:	$0.00
DEPUTY FEE:	$3.50
TOTAL FEES:	$39.50

CERTIFICATE TITLE NO [redacted]
VEH. SERIAL NO.: 1GNDT13S15[redacted] **PLATE TYPE:** SUNBURST
PURCHASE DATE: 08/11/2005 **REG TYPE:** RENEWAL
NEW

SUSPENSION/REVOCATION: NO
PRIOR OPERATION: YES
FEES PAID: YES

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of $75.00 on first offense, $250.00 for second offense, and $500.00 on any additional offense*Pay a $50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least $12,500 bodily injury per person, $25,000 injury two or more persons, and $7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF $30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least $60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of $30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X ***SIGNATURE ON FILE***

SIGNATURE OF OWNER(S) DATE

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

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05 Printed on: 3/25/2006 9:48:06 AM **CUSTOMER COPY**

PAGE 05 HUMAN RESOURCES 330--4389811 01/27/2007 14:21

December 12, 2017

[redacted]
North Canton, OH 4[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Patricia Easley

Dear Mr. [redacted]

Thank you again for making us aware of the situation with 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, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

Case Assessment By: Retta Reaume		Siebel/CARS Request [redacted]	
Customer Name: [redacted]			
Veh year:2005	Make:Chevrolet	Model:Trailblazer	Current mileage:20610
Veh ID #:1GNDT13S152[redacted]	In Service Date:08/01/05	Purchased: New	If used:
What is the customer seeking?would like GM to buy the veh back			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
11/20/06	[redacted]	18375	1	C/S batt gages go back and fourth while drving, and headlight go bright and then dim * check chargeing system , all looked OK found bullentin and stated normal condition, batt test code 8DOR6-9U tested goodAlternator output at batt 14.58 TAC number 9314668 eberthing normal at this time
11/30/06	[redacted]	18919	1	C/S headlights flicker while driving at night* scaned no codes found found bullentin 04/08/45-010 clean and tighten gound splice pack repalced alternator
12/19/06[redacted]		19735	3	C/S headlights will flicker while going down the road * commance air pump on per TAC and monitor act. found headlights would dim and flicker replaced air pump assembly and command on found headlights would still dim but shorter then before
01/08/07	[redacted]	20485	3	C/S lights will flash going down the raod * talked to Gm about the concern Filed Rep adv to install power wire straight off batt with inline fuse installed wire and rechecked found draw was less then before wire was installed
01/23/07	[redacted]	20776	1	C/S headlights dim when driving also the volt gauge will drop below 13 volts *Test drove veh on Thurs, Fri and Mon morning at 6:30 - 7:15 volts did not drop below 14 voltss, did not duplicate concern of headlights dim. veh was in auto headlamp mode put a total of 20 miles on veh could not duplicate cust concern at this time

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Total Days Out of Service: **9** ____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** **NO:X**

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

Cust meets requirements for Program Summary only

DVM and/or DEALER RECOMMENDATION(s): **it is fix and it is as good as it is going to get.. The dlr has drove the veh several times. the light do not go out this is a normal char. ... there is a AG file as well.. her ex is--11216 x-**
looking really close to the lease he might be getting close
but this is what i feel is going on with this call the SM and get the sales docs and ro's

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRS: **Arbitrate case: x** **Settle case:** ☐

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Stephanie Wise

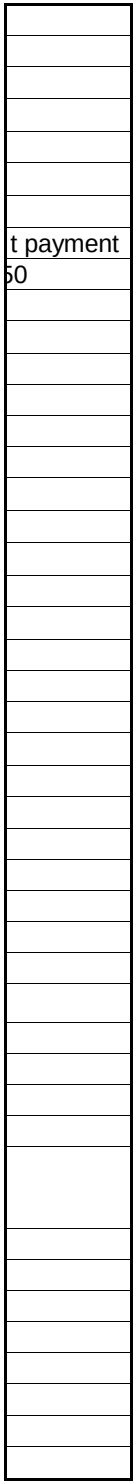
☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GNDT13S152[redacted]

Date: March 6, 2007

	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	$800.00	Includes 1s
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)	$8,775.00	18 @ 487.5
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$39.50	
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**	**$9,614.50**	
11	**B. USAGE - NEGOTIATED**	$0.00	11			11			
12			12	*** Usage/Depreciation**	**$2,077.60**	12	*** Usage/Depreciation**	**$2,077.60**	
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	20,776	15	Over-Allowance	$0.00	15	Over-Allowance	$5,975.00	
16	Cents per mile	$0.100	16	Negative Equity	$0.00	16	Negative Equity	$0.00	
17	**Usage**	**$2,077.60**	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**	**$2,077.60**	22	**Total Deductions**	**$8,052.60**	
23	Mileage	0	23			23			
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$2,077.60**	24	**Total Refund to Customer**	**$1,561.90**	
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$29,963.98	
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$2,077.60**	26	(GMAC=DL quote) good thru 4/14/07		
27	**"Actual Price Paid" (Pmt/Lease)**	**$39,538.98**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00	
28	Mileage	0	28	**Total Repurchase**	**-$2,077.60**	28	**Total Repurchase**	**$31,525.88**	
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**	**-$2,077.60**	31	**Projected Loss**	**$31,525.88**	

	PURCHASE PRICE (before t/t/t)	$36,221.90		TRADE ALLOWANCE	$ 27,275.00		PURCHASE PRICE	$36,221.90
	MSRP (FROM BARS INVOICE)	$ 36,040.00		PAYOFF OF TRADE	$ 27,275.00		INCENTIVE* (from BARS)	$ 2,000.00
	DIFFERENCE	$ 181.90		DIFFERENCE	$ -		OVERALLOWANCE	$ 5,975.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 28,246.90
				TRADE ALLOWANCE	$ 27,275.00			
				ACV OF TRADE	$ 21,300.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 5,975.00		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	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2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
41U BLACK /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HVWCVF/TDC STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S3 522[redacted] — VEHICLE INVOICE 1[redacted]1
**********13*44465S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/04/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 02/03/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/06/05
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	INT COM 02/07/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 02/02/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S599G S599G WFP-S QTR OPT-1
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00	BANK: GMAC - 045
PCK ONSTAR PLUS PACKAGE	970.00	834.20	CHG-TO 44-465
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4466
* CRUISE CONTROL			HP: 32.1
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	GVWR: 5750
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES	140.00	120.40	GAWR.FT: 2950
			GAWR.RR: 3200
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00	GMS: 27554.93
			SUPPLR: 28791.53
			MRM: 32315.00
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	NTR: 1/2
* POWER MIRRORS, HEATED			MEMO 1461.50
* 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	900.00-	774.00-	

TOTAL MODEL & OPTIONS	30730.00	27716.83	ACT 237 27479.93
DESTINATION CHARGE	685.00	685.00	H/B 261 921.90
DEALER CO-OP ADVERTISING		153.65	ADV 261 153.65
TOTAL	31415.00	28555.48	PAY 310 28555.48

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27203.90

****

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.

FERNELIUS CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1GNDT13S3522[redacted]
$ 28555.48 INV [redacted]
DUE 02/07/05 DEALER 44-465



STATE OF MICHIGAN

CERTIFICATE OF TITLE

2005	[illegible]	TRAILBLAZER	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]
STA-WAGON	[illegible]	[illegible]	[illegible]

ACTUAL MILEAGE

[illegible]

[illegible]

First Owned Date		Filing Date
2005		
PO BOX 6115		05-01-2005
SOCKEYSVILLE	MD	21810

Passed at Title Lab

X

Signature of Agent | Date

Title Assignment by Seller

[illegible]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]1

Customer Name [redacted]

Worksheet Filled Out By: Scott Fugate

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

Vehicle VIN: 1GNDT13S3522[redacted]

Date: January 23, 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	$24,301.66
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$24,301.66**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$24,301.66**
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**	**$24,301.66**

	PURCHASE PRICE (before t/t/t)	$ 31,108.10		TRADE ALLOWANCE	N/A		PURCHASE PRICE	$ 31,108.10
	MSRP (FROM BARS INVOICE)	$ 31,415.00		PAYOFF OF TRADE	N/A		INCENTIVE* (from BARS)	$ 1,750.00
	DIFFERENCE	$ (306.90)		DIFFERENCE	#VALUE!		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 29,358.10
				TRADE ALLOWANCE	N/A			
				ACV OF TRADE	N/A		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	#VALUE!		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

Reacquired Vehicle Disclosure Center

Case Numbe[redacted]

Originator Name: Lon Reader
Created Date: 01/22/2007

Vehicle Info

* VIN:	1GNDT13S3[redacted]	MSRP:	0.0		
Year:	2005	Make:	Chevrolet	Model:	Trail
* TAC Number:		Vehicle Comments & TAC Explanation:	TaC Case was Generated		
* Date Reviewed with Customer :		* Repurchase Mileage:	15505		
Original Purchase Date:		* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	MI		
* Primary Owner:					
* Address:					
* City:	East Tawas	* State:	MI	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason:	Multiple Electrical concerns that we have been able to repair. Intermittent Headlight failure.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

NI505

Vehicle Lien Holder

Type of Secured Interest:	Unknown	* Company Name:		Account #:	
Contact or Attention:					
Address:					
City:		State:	AL	ZIP Code:	
* Day Phone:		Fax:		E-mail/Web:	

Originial Selling Dealer

* Dealer Number:	115224	Dealer Name:	FERNELIUS CHEVROLET, INC.	Region: 50	Distr 4251
* Phone:	(989) 685-2401	Fax:	(989) 685-3070		
* Contact Name:	Steve Eberlin	* Contact Title:	Service Manager	E-mail:	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* Contact Name:		* Contact Title:	

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	[redacted]	* Disposition:	Unselected Auction
* Transaction State:	MI	* Transaction Type:	Straight Repurchase
* Transaction Source:	AVM Voluntary		
Replacement VIN:			
MSRP:	0.0		

Repurchase

* Processing Instructions:	Lease repurchase, No usage charges

Disposition

* Disposition Instructions:	Hold For Tac Review

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Other see Description	Waived	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

FAX

To: [redacted]
Company
Fax: 8800908619899841006
Phone:

From: **Scott Fugate**
Fax: 866-802-6668
Phone:
E-mail:

NOTES:

Date and time of transmission: Wednesday, January 24, 2007 1:31:32 PM
Number of pages including this cover sheet: 03

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

Wednesday, January 24, 2007

[redacted]

East Tawas, M[redacted]

Straight Settlement Letter

Subject: Repurchase of 2005 Chevrolet TrailBlazer
VIN: 1GNDT13S352[redacted]
Ref SF[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 Chevrolet TrailBlazer, VIN 1GNDT13S[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet 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 Chevrolet customer. Chevrolet will repurchase your vehicle for **$24,301.66** This offer was calculated by using the following figures:

Total Repurchase Amount	$24,301.66
Less Payoff of Original Vehicle-Good until 02/25/07	$24,301.66
Total Amount to Customer	**$0.00**

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 [redacted] you have any questions or concerns.

1/24/07

1/24/07

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory Installed equipment** – needs to be intact and functional.

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

⇒ 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 Friday January 26, 2007

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

Twenty-third Judicial Circuit Court of Michigan

FOR THE COUNTIES OF:
ALCONA * ARENAC * IOSCO * OSCODA

RONALD M. BERGERON
CIRCUIT JUDGE
120 N. Grove Street
P.O. Box 609
Standish, MI 48658
Phone: (989) 846-6131
Fax: (989) 846-6757

WILLIAM F. MYLES
CIRCUIT JUDGE
422 W. Lake Street
P.O. Box 658
Tawas City, MI 48764
Phone: (989) 362-3485
Fax: (989) 984-1006

FACSIMILE COVER SHEET

To: General Motors
Attn: Scott

Fax No: 866-802-6668

From: [redacted]

Re: Case [redacted]

Date: January 24, 2007

Attached is a copy of my driver's license and Michigan Registration that you requested.

If you have any questions please feel free to contact me at [redacted] work or [redacted] home.

Thank You,

[redacted]

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [redacted] Expires: 12/06/2007
RENEWAL OF VUW371
2005 CHEVROLET STA WGN
Vehicle No.: 1GNDT13S3522[redacted]
[redacted]

Fee Cat. or Wt 000028
County: IOSCO

VAUL TRUST - LSR
[redacted]
EAST TAWAS MI [redacted]

[redacted]

License Fee: 137.00

TR-1L

MICHIGAN
OPERATOR LICENSE
[redacted]
EAST TAWAS, MI [redacted]
Height 605 Eyes BRO Lic Type D Endorsements NONE
Restrictions: NONE
[redacted]
R956366

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 19, 2007

New Car Sales Mgr.
Vacaville Pontiac Buick GMC
Vacaville, CA

Re: [redacted]
Siebel Request: [redacted]
2004 GMC Envoy
VIN # 1GKET16PX46[redacted]

To Whom It May Concern:

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 documents regarding this vehicle. The specific documents needed are:

- Bill of Sale
- The Incentives Acknowledgement Form
- The Actual Cash Value Statement of Any Trade

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,

Michelle Mock
BRC Customer Relationship Specialist
Ph# 866-790-5700 Ext. 21169
FAX# 866-398-3257

Revised 11/8/06

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)	$41,610.53
MSRP (from BARS Invoice)	$43,365.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-1,754.47

Trade Allowance (from dealer Bill of Sale)	$0.00
Actual Cash Value Statement	$0.00
Difference (if positive, this is the overallowance)	$0.00

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

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Lead before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$41,610.53
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$0.00
Overallowance and/or Negative Equity minus	$0.00
Actual price of Vehicle that should be presented to BBB for ATA	$41,610.53

Case Assessment By: Michelle Mock		Siebel/CARS Request #: 7[redacted]	
Customer Name: [redacted]			
Veh year: 2004	Make: GMC	Model: Envoy	Current mileage: 36,125
Veh ID #: 1GKET16PX461[redacted]	In Service Date: **12/30/2004**	Purchased: New	If used:
What is the customer seeking? Customer wants the vehicle repurchased.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
1/12/07	[redacted]	**36,517**	**8/1 Actual**	**Customer states both headlights when out while driving. Customer replaced fuse and bulbs, still did not work. Unable to verify concern. Could not duplicate.**
1/31/07		**36,925**	**6**	**Customer reports headlamps are not working. Verified. BCM ordered. Installed BCM and Reprogrammed. Headlamps operating.**
5/22/06		**27,670**	**2**	**Customer states speedometer works intermittently. Cause: Found software update available to correct. Update software. All OK at this time.**
6/26/06		**27,813**	**4**	**Customer states speedometer is inop, sticks at times. Cause: Internal cluster failure. Replaced instrument cluster assembly.**
5/17/06		**26,103**	**3**	**Customer states when changing radio stations the driver's seat will move. Found no codes set, changed radio stations and no seat movement. Found software updates for seat module, reprogrammed module and checked operations. OK at this time.**
5/17/06		**26,103**	*****	**Customer states the seat heater came on when using the AC. Unable to duplicate Customer's concern at this time. Changed memory seat system components. Updated software as per update.**
5/22/06		**27,670**	*****	**Customer reports both side seats do not work correctly, system has been updated, customer will demo for tech. Cause: Logic problem in seat memory module. Replaced driver side seat memory module.**
5/23/05		**7,167**	**3**	**Customer states the radio won't save settings-tapes get hot, comes on by itself….Inspected, ordered part, will call when in.**
7/18/05		**9,518**	**3**	**Customer states has a ghost…goes on and off by itself…Replaced Radio and Reprogrammed. Did not duplicate "cutting out".**

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
5/23/05	[redacted]	7,167	*	Customer states the seat around the license plate is loose. Warped. Replaced license plate seal.
5/23/05		7,167	*	Customer states the door seal on RT FF door is loose. Align and secure right rear door weather strip.
7/18/05		9,518	*	Customer requested that the dlr replace the driver side window molding. Emblem name plate replaced.
7/18/05		9,518	*	Customer requested that the dlr replace passenger door boding side molding. Replaced right front door molding.
7/18/05		9,518	*	Customer states AC takes a long time to cool down. Checked with other like models. AC Operation OK. Unable to make AC more efficient.
7/18/05		9,518	*	Customer states phone cannot understand the numbers that are being spoken, Cust cannot dial out even if she yells the numbers. Checked OnStar. Did not always understand. Checked microphone wiring-OK. Will try new microphone. Ordered microphone and left many messages for customer. Customer never called back.
5/22/06		27,670	*	Customer states rear latch is hard to shut at times. Cause: Dry latch. Aligned Tailgate/Midgate.

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)?
This customer is eligible under the BBB Program Eligibility Guidelines, but does not appear to meet presumption.

DVM and/or DEALER RECOMMENDATION(s): No Replacement, No Repurchase

CRS RECOMMENDATION & RATIONALE (EXPLAIN): CRS does not recommend repurchasing this vehicle. CRS offered the customer a $4,000 OLC, but she has declined the offer.

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

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

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

350 Orange Drive
Vacaville CA 95687
707-453-1137
707-471-8862 fax

facsimile transmittal

To:	Michelle Mock	Fax:	866-398-3257
From:	Lynn Swords	Date:	02/28/07
Re:	[redacted]	Pages:	4 including cover

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

Notes: Here is the information you requested on Jody Ballard.

RO 107586 vehicle was done the same day May 23, 2005.

[redacted] vehicle was here May 22 and parts were ordered. Came back in on June 20 and parts were installed on same day.

[redacted] vehicle in shop on Jan 12th. I notified customer that we could not duplicate concern with headlamps at that time. Headlamps were working the entire time it was in shop that day and no codes were stored…all bulbs and sockets tested good. Customer was in a loaner vehicle (one of our company vehicles) so Mrs. Ballard said she didn't want her vehicle anymore and wanted me to drive her vehicle over the weekend and see if anything happened. She spoke with the dealer principle and said she did not want to pick her vehicle up even though we told her it was okay to drive-no problem found at that time. She left her vehicle her for 7 days by her own choice.

[redacted]

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

FAIRFIELD, CA [redacted]
HOME: [redacted] BUS [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 150 MICHAEL DURRENBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		7167/7167	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 23MAY05			WAR	25MAY05

R.O. OPENED	READY	OPTIONS:
23MAY05	25MAY05	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE DOOR SEAL ON RT RR DOOR IS LOOSE , CK AND ADVISE											
CAUSE: LOOSE											
	C1080 RIGHT REAR DOOR WEATHERSTRIP- ALIGN AND SECURE										
		299	WG94	0.40	0.30	806	2950			29.50	29.50
	FC: 2W PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	ON										
						0	0	TPARTS			
						806	2950	TLABOR			
B CUSTOMER STATES THE SEAL AROUND THE LISCENSE PLATE IS LOOSE											
CAUSE: WARPED											
	B8990 REMOVED - REPLACED , SEAL LISCENSE PLATE TRIM										
		299	WG94	0.50	0.60	1611	5900			59.00	59.00
	1 15170981 SEAL					584	818	0	9.90	8.18	8.18
	FC: 93										
	PART#: 15170981										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	MH										
						584	818	TPARTS			
						1611	5900	TLABOR			
C CUSTOMER STATES THE RADIO											
CAUSE: INTENAL											
	PO INSPECTED , ORDERD PART , WILL CALL WHEN IN										
		299	WG94	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 150,23MAY05 14:16): ORDERD NEW RADIO, INTERNAL FAILURE, ORDERD NEW LEFT REAR DOOR APPLIQUE, AND LISC PLATE TRIM SE AL											

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

X_____

	ORIGINAL ESTIMATE	AUTHORIZED BY

	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:						
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X_____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicle coolants contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, repair or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates.

2-4

[redacted]

CUSTOMER #[redacted]

WORKORDER

PAGE 1

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

FAIRFIELD, CA 9[redacted]
HOME: [redacted] BUS[redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 150 DURRENBERG, MICHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		7167/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 23MAY05			WAR	

R.O. OPENED	READY	OPTIONS:
23MAY2005 08:42		STK:40491 AXL:2

LINE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	299	WG94	CUSTOMER STATES THE DOOR SEAL ON RT RR DOOR IS LOOSE , CK AND ADVISE
			c 1080
# B 38990 6	299	WG94	CUSTOMER STATES THE SEAL AROUND THE LISCENSE PLATE IS LOOSE
# C	299	WG94	CUSTOMER STATES THE RADIO

Hour to call customer

Radio wont save settings - Tapes get real hot chow of

CUSTOMER REQUEST

1 WAY SHUTTLE ..... play, comes on by itself on

2 WAY SHUTTLE unlock + start ups

15094272

Door

molding LF Black Area / Right body side

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ 0.00

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
[redacted]			

[redacted] ORAL APPROVAL

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and events and materials used to maintain vehicles, including

TECHNICIAN'S COMMENTS

CAUSE: 299

CORRECTION: Reglued ~~left~~ R/R door front edge w/strip

CAUSE: 299

CORRECTION: replace license plate pocket seal - note new seal damage in shipping Re-ordered

CAUSE: 299 order Radio

CORRECTION: 299 order L/R door applique.

CAUSE:

CORRECTION:

PART

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	TIME	REPAIR ORDER TIME	
107586	662		.3		.4	OFF 6
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON

PART #

SIGN:

DATE

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	TIME	REPAIR ORDER TIME	
107586	662		.6		.5	OFF 5
						ON
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON

PART #

SIGN:

DATE

PART #

SIGN:

DATE

PART #

SIGN:

DATE

COMPLETE ASSEMBLY APPROVED BY	TEST RESULTS		
	LINE	TEST	READING
		BLACK LAMP	
COST TO REPAIR $		INITIAL EEC	
EXCEEDS COST TO REPLACE $		AUTO TRANS	
ORIGINAL ASSEMBLY UNREPAIRABLE		RAD. P/TEST	

LABOR TRANSFERRED

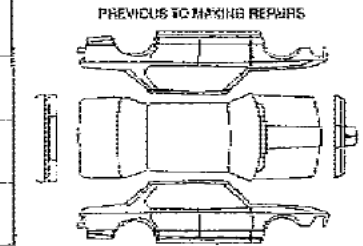
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAG

RF RI

F

LF LF

FORM LIT-59 (07/03) Reynolds and Reynolds

350 Orange Dr
Vacaville CA 95687
707-453-1137
707-471-8862 (fax)

facsimile transmittal

To:	Michelle Mock	**Fax:**	866-398-3257
From:	Lynn Swords	**Date:**	02/12/07
Re:	Ballard 04 Envoy	**Pages:**	32

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

Notes: Here is the service file fo[redacted]s 2004 Envoy VIN #1GKET16PX[redacted]ber your request. Please call me if you should need any further assistance.

Lynn Swords

Service Manager

Vacaville Pontiac Buick GMC

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]

FAIRFIELD, CA[redacted]

HOME [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 150 MICHAEL DURRENBERG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX[redacted]		7167/7167	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	[redacted]	PAYMENT	INV. DATE
30DEC04 IS			18:00 23MAY05		CASH	23MAY05

R.O. OPENED	READY	OPTIONS:
23MAY05	23MAY05	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PERFORM 6K SERVICE CHANGE OIL & FILTER, CHECK ALL FLUID LEVELS,INSP DRIVE BELTS,HOSES,CABLES,LIGHTS,HORNS INSPECT BRAKES,ROTATE TIRES,INSP EXHAUST SHIELDS & THROTTLE LINKAGES,LUBE SUSPENSION AND CONTACT POINTS,TORQUE THROTTLE BODY MOUNTING											
6K PERFORM 6K SERVICE CHANGE OIL & FILTER, CHECK ALL FLUID LEVELS,INSP DRIVE BELTS,HOSES,CABLES,LIGHTS,HORNS INSPECT BRAKES,ROTATE TIRES,INSP EXHAUST SHIELDS & THROTTLE LINKAGES,LUBE SUSPENSION AND CONTACT POINTS,TORQUE THROTTLE BODY MOUNTING											
	299	CPC		0.80	0.90	2417	7795			77.95	77.95
1	88984215	FILTER				366	695	0	6.95	6.95	6.95
1	3536966	SEAL				68	150	0	1.50	1.50	1.50
LUBE OIL											
		CLUB				840	1080			10.80	10.80
FC:											
B											
BK7 REMAINING BRAKE LINING IS 7MM OR GREATER											
	299	CPC		0.00	0.00	0	0			0.00	0.00
TIRE8 REMAINING TIRE TREAD DEPTH IS 8/32" OR GREATER (GREEN)											
	299	CPC		0.00	0.00	0	0			0.00	0.00

EST: 99.00 23MAY05 08:38 SA: 150

THANK YOU FOR DOING BUSINESS WITH US.
IF WE CAN ASSIST YOU WITH ANY ADDITIONAL
PROBLEMS THAT YOU MAY INCUR WITH YOUR VEHICLE
PLEASE FEEL FREE TO CALL.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	7795	2417		46700	845	434	
49100	1080	840		32400	142	0	
22500	9862	*******					

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

X _____

ORIGINAL ESTIMATE	AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to remove vehicles, including [illegible]

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

FAIR[redacted]

HOME[redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 318 PAMELA BARRINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		9518/9518	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	PAYMENT	INV. DATE
30DEC04 JS			18:00 28JUL05		WAR	30SEP05

R.O. OPENED	READY	OPTIONS:
18JUL05	30SEP05	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES HAS A GHOST...GOES ON AND OFF BY ITSELF..INSTALL SOP RADIO											
CAUSE: INSPECT RADIO AND CONNECTIONS REPLACE RADIO AND REPROGRAM											
R0760 RADIO EXCHANGE REPLACE											
35 KUCINSKI,GREGORY LIC#: EA134804											
	WG94			1.30	1.30	4420	12784			127.84	127.84
FC: 6F PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
OL											
						0	0	TPARTS			
						4420	12784	TLABOR			
B CUSTOMER REQUEST WE REPLACE SOP DRIVER SIDE WINDOW MOLDING..SEE PAM..AS PER DUE BILL											
CAUSE: REGLUED EMBLEM											
B7010 EMBLEM NAME PLATE REPLACE											
299	WG94			0.20	0.20	537	1967			19.67	19.67
FC: 2P PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
ON											
						0	0	TPARTS			
						537	1967	TLABOR			
C CUSTOMER REQEUST WE REPLACE SOP PASSENGER DOOR BODING SIDE MOLDING AS PER DUE BILL											
CAUSE: REPALCED MOLDING											
B7866 MOLDING, FRONT DOOR - R&R OR REPLACE RIGHT SIDE											
280	WG94			0.70	0.70	1128	6884			68.84	68.84
1 88944348 MOLDING						9850	13790	0	166.94	137.90	137.90
FC: 2P											
PART#: 88944348											
COUNT: 1											
CLAIM TYPE:											

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

X _____

ORIGINAL ESTIMATE

AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, lead-containing parts, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

SCRAP

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

FAIRFIELD, CA 9[redacted]
HOME [redacted]

PAGE 2

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 318 PAMELA BARRINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		9518/9518	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 28JUL05			WAR	30SEP05

R.O. OPENED	READY	OPTIONS:
18JUL05	30SEP05	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	AUTH CODE: E										
	ON										
						9850	13790	TPARTS			
						1128	6884	TLABOR			
SUBL	SUBLET PAINT MLDG - R&D INV #1904										
			IOPEN			11480	13202			132.02	132.02
D** CUST STATES AC TAKES A LONG TIME TO COOL DOWN, CHECK AND ADVISE											
CAUSE: INSPECTED CASE AND BLEND DOORS FOR POOR PERFORMANCE OF AC											
	CHECKED WITH OTHER LIKE MODELS UNABLE TO MAKE AC MORE EFFICENT										
	D2109	HEATING AND AC AIR DISTRIBUTION CASE									
	280	WG94		0.60	0.60	967	5900			59.00	59.00
	299	WG94		1.30	1.30	3491	12785			127.85	127.85
				1.90	1.90	4458	18685	**		186.85	186.85
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OK										
						0	0	TPARTS			
						4458	18685	TLABOR			
E** CUST STATES PHONE CANNOT UNDERSTAND THE NUMBERS THAT ARE BEING SPOKEN, CUST CANNOT DIAL OUT EVEN IF SHE YELLS THE NUMBERS, CHECK AND ADVISE											
CAUSE: C											
	MISC ORDERD MICROPHONE AND LEFT MANY MESSAGES FOR CUSTOMER....CUSTOMER NEVER CALLED BACK										
	99	WG94		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	THANK YOU FOR DOING BUSINESS WITH US.										
	IF WE CAN ASSIST YOU WITH ANY ADDITIONAL PROBLEMS THAT YOU MAY INCUR WITH YOUR VEHICLE PLEASE FEEL FREE TO CALL.										
	ALL PARTS ARE NEW UNLESS OTHERWISE NOTED										

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

X _____

ORIGINAL ESTIMATE

AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

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SCRAP

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]

FAIRFIELD, CA [redacted]

HOME [redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 318 PAMELA BARRINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		9518/9518	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	PAYMENT	INV. DATE
30DEC04 IS			18:00 28JUL05		WAR	30SEP05

R.O. OPENED	READY	OPTIONS:
18JUL05	30SEP05	STK:40491 AXL:2

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	40320	10543		48000	13790	9850	
46600	13202	11480		26300	54110	*******	
30004	13202	*******					

COST, SALE, & COMP TOTALS 31873 67312 0

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

X _____

	ORIGINAL ESTIMATE	AUTHORIZED BY

	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:						
REVISED ESTIMATE:						

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

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SCRAP

VACAVILLE PONTIAC

02/12/2007 14:19 FAX 7074718864

R+D 7/28
AM

[redacted]

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

CUSTOMER #[redacted]

WIP 7/05

WORKORDER
REPRINT
PAGE 1

[redacted]
FAIRFIELD, CA [redacted]
HOME [redacted] BUS [redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 318 BARRINGER, PAMELA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX[redacted]		9518/	17

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 28JUL05			WAR	

R.O. OPENED	READY	OPTIONS:
18JUL2005 17:28		STK:40491 AXL:2

SDAC Case #
8/1 [redacted]

LINE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A MISC		WG94	CUSTOMER STATES HAS A GHOST...GOES ON AND OFF BY ITSELF..INSTALL SOP RADIO problem still exists need to install FUSE radio after problem corrected
# B MISC	DONE	IOPEN	CUSTOMER REQUEST WE REPLACE SOP DRIVER SIDE WINDOW MOLDING..SEE PAM..AS PER DUE BILL
# C MISC		IOPEN	CUSTOMER REQEUST WE REPLACE SOP PASSENGER DOOR BODING SIDE MOLDING AS PER DUE BILL ~~Remove molding for R+D to match paint~~
# D *	DONE	WG94	CUST STATES AC TAKES A LONG TIME TO COOL DOWN, CHECK AND ADVISE
# E *		WG94	CUST STATES PHONE CANNOT UNDERSTAND THE NUMBERS THAT ARE BEING SPOKEN, CUST CANNOT DIAL OUT EVEN IF SHE YELLS THE NUMBERS, CHECK AND ADVISE

Rotted .5
Diag .3
Setup .1
.9
35

280

1 Radio

35

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

02/12/2007 14:20 FAX 7074718864 VACAVILLE PONTIAC 006

CUSTOMER # [redacted]

[redacted]

FAIRFIELD, CA [redacted]

HOME [redacted]

[redacted]

WORKORDER

PAGE 1

vacaville
pontiac buick gmc

350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 318 BARRINGER, PAMELA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		9518/ 9521	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 18JUL05			WAR	

R.O. OPENED	READY	OPTIONS:
18JUL2005 17:28		STK:40491 AXL:2

17

LINE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A MISC	~~RD76D 5~~ ~~DIAG 3~~ ~~SETUP 1~~ 9	WG94	CUSTOMER STATES HAS A GHOST...GOES ON AND OFF BY ITSELF..INSTALL SOP RADIO

Problem still there ① Radio

WG94 280

B MISC IOPEN CUSTOMER REQUEST WE REPLACE SOP DRIVER SIDE WINDOW MOLDING..SEE PAM..AS PER DUE BILL

299 - Pull molding + send to R+D

WG94 Per Pay ordered 7/20/05

C MISC 299 - IOPEN CUSTOMER REQEUST WE REPLACE SOP PASSENGER DOOR BODING SIDE MOLDING AS PER DUE BILL

B7866

CUSTOMER REQUEST
1 WAY SHUTTLE.....
..
2 WAY SHUTTLE

D) 299 Cust. States AC takes along time to cool down ① Trim piece

E) Cust states phone can't understand the numbers being spoken to it

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $

AUTHORIZED BY [redacted]			
REVISED ESTIMATE (1)			BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including

02/12/2007 14:20 FAX 7074718864 VACAVILLE PONTIAC 007

TECHNICIAN'S COMMENTS

CAUSE: Replace radio & reprogram

CORRECTION: check harness – OK
Did not duplicate
"cutting out"

CAUSE:

CORRECTION: Removed molding
Installed molding

CAUSE:

CORRECTION:

CAUSE:

CORRECTION: Check OnStar –
did not always understand
check mike wiring & checks OK
No codes – will try new mike

PARTS RETURNED

PART #
SIGN:
DATE
PART #
SIGN:
DATE
PART #
SIGN:
DATE

LABOR RECORD

EMP NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
109076	35		1.3		1.3	OFF 3
						ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
109076	28	.4			.4	OFF 1
						ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
109076	28	.3			.3	OFF 4
						ON

				OFF
				ON
				OFF 1.3
			35	ON .7
				OFF
			28	ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

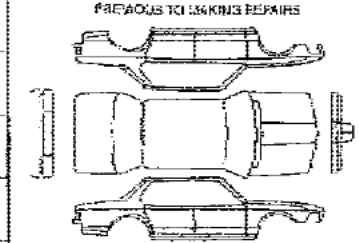
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAI

RF R

F

LF L

FORM LIT-59 (07/03) Reynolds and Reynolds

TECHNICIAN'S COMMENTS

CAUSE: 299-? Re-ordered

CORRECTION:

CAUSE: 299 applique wrinkled.

CORRECTION: Replace L/R door front applique + SLT emblem.

CAUSE: 299-? order R/F body side molding

CORRECTION: It is Paint to Match

CAUSE: 299 ✓ A/c operation, ✓ pressures

CORRECTION: ✓ vent temp + Road test 58° at 91° ambient temp, vent temp 63° spec. ~ A/c operation in OK. 50% humidity

PARTS RETURNED

PART #

SIGN

DATE

PART #

SIGN

DATE

PART #

SIGN

DATE

PART #

SIGN

DATE

LABOR RECORD

EMPL NO.	LINE NO.	OPN	ELAPSED TIME	TIME CLOCK
				OFF / ON / OFF / ON / OFF / ON / OFF

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	
109076	299		.3		.3	OFF / ON
107076	299		.5		.5	OFF / ON
109076	299		0		.7	OFF / ON
109076	299				.6	OFF / ON

COMPLETE ASSEMBLY APPROVED BY

Replaced

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
Radio	BLACK OUT	programed
	INITIAL ELC	
	AUTO TRANS	
	RAD P/TEST	

LABOR TRANSFERRED

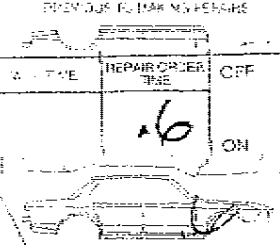
TO RO #

FROM RO #

TECH #

PUNCH DATE

MANAGER SIGN



SUBTOTAL THIS RO

TOTAL THIS RO

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PRIOR TO MAKING REPAIRS

RF RR LF LR

21

TECHNICIAN'S COMMENTS

CAUSE

CORRECTION

Replace radio & reprogram
check harness - OK
Did not duplicate
"cutting out"

CAUSE

CORRECTION

Removed molding

Installed molding

CAUSE

CORRECTION

CAUSE

CORRECTION

Check OnStar -
did not always understand
check mike wiring & checks OK
No codes - will try new mike

PARTS RETURNED

PART #

SIGN

DATE

PART #

SIGN

DATE

PART #

SIGN

DATE

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
109076	35		1.3		1.3

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
109076	28	.4			.4

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
109076	28	.3			.3

SUP. NO.	LINE NO.	OPS	ELAPSED TIME

TIME CLOCK

OFF
ON
OFF
OFF 2
ON
OFF
ON
OFF
ON
OFF
OFF 1
ON
OFF 4
ON
OFF
ON
OFF 1.3
35 ON .7
OFF
28 ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

COMPLETE ASSEMBLY APPROVED BY	TEST RESULTS		
	LINE	TEST	READING
		BLACK LAMP	
COST TO REPAIR $		INITIAL ESC	
EXCEEDS COST TO REPLACE $		AUTO TRANS	
ORIGINAL ASSEMBLY UNREPAIRABLE		RAD. P-TEST	

LABOR TRANSFERRED

TO RO # ..... SUBTOTAL THIS RO .....

FROM RO # ..... AMT TRANSFERRED .....

TECH # ..... TOTAL THIS RO .....

PUNCH DATE ..... MANAGER SIGN .....

SLOCATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAG

RF R

F

LF L

FORM UH-59 (9/06) Reusable and Recycle

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]

FAIRFIELD, CA [redacted]

HOME [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 332 CARLOS A LEMUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		26103/26103	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 17MAY06			CASH	19MAY06

R.O. OPENED	READY	OPTIONS:
17MAY06	19MAY06	STK:40491 AXL:2

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

A CUST STATES WHEN CHANGING RADIO STATIONS THE DRIVER'S SEAT WILL MOVE,
CHECK AND ADVISE
CAUSE: FOUND NO CODES SET, CHANGED RADIO STATIONS AND NO SEAT MOVEMENT.
NC NO CHARGE
65 WG94 0.30 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
VERSION 1 (EMP# 332,18MAY06 15:01): FOUND SOFTWARE UPDATES FOR SEAT
MODULE, REPROGR AMMED MODULE AND CHECKED OPERATIONS OK AT THIS TIME.
CUSTOMER WILL HAVE TO REPROGRAM DRIVER S ETTINGS.
B CUST STATES THE SEAT HEATER CAME ON WHEN USING THE AC, CHECK AND
ADVISE
CAUSE: UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
N5510 MEMORY SEAT SYSTEM COMPONENTS - REPLACE
MODULE
65 WG94 0.60 0.70 2090 7147 71.47 71.47
FC: 3L PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ
0 0 TPARTS
2090 7147 TLABOR
VERSION 1 (EMP# 332,18MAY06 15:02): UPDATED SOFTWARE AS PER UPDATE
C LOANER TRAILBLAZER FOR CUST.
CAUSE: LOANER
MISC LOANER VEHICLE
99 WG94 0.00 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
VERSION 1 (EMP# 332,18MAY06 15:03): PROVIDED LOANER VEHICLE

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

X _____

ORIGINAL ESTIMATE	AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, includ

011 VACAVILLE PONTIAC 02/12/2007 14:21 FAX 7074718864

TECHNICIAN'S COMMENTS

CAUSE
Checked for Codes none found
Changed Radio Stations no seat movement
no problem found
found Soft ware updates for the Seat module
reprogramed module
Re check ok

CORRECTION

CAUSE
Same as line 4

CORRECTION

CAUSE

CORRECTION

CAUSE

CORRECTION

PARTS RETURNED

PART #
SIGN:
DATE

PART #
SIGN:
DATE

PART #
SIGN:
DATE

PART #
SIGN:
DATE

PART #
SIGN:
DATE

LABOR RECORD

EMP NO.	LINE NO.	OPN	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON

R.O. OR W.O. NO.	EVPL NO.	MECH. PAY $	FLAT RATE TYPE	W - TIME	REPAIR ORDER TIME	
116740	65	Out	.30		.30	OFF
						ON
						OFF

R.O. OR W.O. NO.	EVPL NO.	MECH. PAY $	FLAT RATE TYPE	W - TIME	REPAIR ORDER TIME	
116740	65	program	.40		.30	OFF
						ON

	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	
	OFF	
	ON	

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

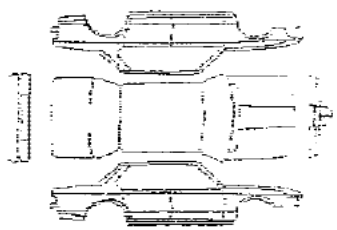
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE DUE/OVER — AS ON VEHICLE PRIOR TO MAKING REPAIRS



PRIOR DAMAGE

RF RI

F

LF LI

FORM 1-PR-Rivera and Reynolds

[redacted]

CUSTOMER #[redacted]

[redacted]

FAIRFIELD, CA [redacted]

HOM[redacted]

WORKORDER

PAGE 1

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 332 LEMUS, CARLOS A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX461[redacted]		26103/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 17MAY06			CASH	

R.O. OPENED	READY	OPTIONS:
17MAY2006 10:51		STK:40491 AXL:2

LINE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	65	WG94	CUST STATES WHEN CHANGING RADIO STATIONS THE DRIVER'S SEAT WILL MOVE, CHECK AND ADVISE
# B	65	WG94	CUST STATES THE SEAT HEATER CAME ON WHEN USING THE AC, CHECK AND ADVISE
# C		WG94	LOANER TRAILBLAZER FOR CUST. Has crack in windshield

N 5510

4
3
7

OUR GOAL:
THAT ALL CUSTOMERS ARE..
"COMPLETELY SATISFIED!!"
REVIEW ANY CONCERN WITH
YOUR SERVICE ADVISOR !

D WG94 Seat memory wont hold after stopping and restarting.

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED [redacted]

REVISED ESTIMATE (1)				
REVISED ESTIMATE (2)				
REVISED ESTIMATE (3)				

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

[illegible] in the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including [illegible]

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
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Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]

FAIRFIELD, CA [redacted]
HOME [redacted] BU [redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 322 RODNEY L SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		27670/27673	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
30DEC04 IS			18:00 22JUN06		CASH	26JUN06

R.O. OPENED	READY	OPTIONS:
22MAY06	26JUN06	[redacted] AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERSION 1 (EMP# 322,20JUN06 15:16): VERIFIED, FOUOND REAR HATCH LATCH DRY. CLEANED, LUBED LATCH, REAR HATCH IS NOW WORKING AS DESIGNED.											
C** CUSTOMER STATES SPEEDOMETER WORKS INTERMITTENTLY; CHECK AND ADVISE.											
CAUSE: UOPDATE SOFTWARE											
N4199 MODULE,INSTRUMENT PANEL CLUSTER-PROGRAM											
35 KUCINSKI,GREGORY LIC#: EA134804											
	WG94			0.50	0.70	2450	7147			71.47	71.47
FC: 3L PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
AV											
							0	0	TPARTS		
							2450	7147	TLABOR		
VERSION 1 (EMP# 322,20JUN06 15:24): FOUND SOFTWARE UPDATE AVAILABLE TO CORRECT. PERFORMED SOFTWARE UPDATE. ALL O.K. AT THIS TIME.											
D** LOANER											
CAUSE: LOANER											
MISC SHOP LOANER TRAILBLAZER											
99	WG94			0.00	0.00	0	0			0.00	0.00
							0	0	TPARTS		
							0	0	TLABOR		
VERSION 1 (EMP# 322,20JUN06 15:25): TRAILBLAZER											
THANK YOU FOR DOING BUSINESS WITH US TODAY.											
OUR GOAL:											
THAT ALL OF OUR SERVICE CUSTOMER'S ARE											
"COMPLETELY SATISFIED"											
IF FOR ANY REASON YOU CAN NOT GRADE OUR DEPT. "COMPLETELY SATISFIED" PLEASE LET US KNOW!!!											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	23483	7741		48000	16309	11649	
26300	39792	*******					
COST, SALE, & COMP TOTALS			19390	39792	0		

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

X _____

ORIGINAL ESTIMATE

AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates.

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc

350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

FAIRFIELD, CA [redacted]
HOME [redacted] BUS [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 322 RODNEY L SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		27670/27673	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 22JUN06			CASH	26JUN06

R.O. OPENED	READY	OPTIONS:
22MAY06	26JUN06	STK[redacted]AXL:2

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

A CUSTOM REPORTS BOTH SIDE SEATS DO NOT WORK CORRECTLY, SYSTEM HAS BEEN
UPDATED, CUSTOMER WILL DEMO FOR TECH CHECK AND ADVISE
CAUSE: LOGIC PROBLEM IN SEAT MEMORY MODULE
N5510 MEMORY SEAT SYSTEM COMPONENTS - REPLACE
MODULE
35 KUCINSKI,GREGORY LIC#: EA134804
WG94 0.70 0.70 2450 7147 71.47 71.47
65 WG94 0.60 0.60 1791 6126 61.26 61.26
1.30 1.30 4241 13273 ** 132.73 132.73
1 15135076 MODULE 11649 16309 0 204.37 163.09 163.09
FC: 6F
PART#: 15135076
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ
11649 16309 TPARTS
4241 13273 TLABOR
VERSION 1 (EMP# 322,20JUN06 15:23): FOUND DRIVER SIDE SEAT MODULE
HAS LOGIC PROBLEM. CALLED TAC AND HAVE BEEN ADVISED TO REPLACE DRIVER
SIDE SEAT MEMORY MODULE. REPLACED DRIVER SIDE SEAT MEMORY MODULE.
PROGRAMMED AS NEEDED, ALL O.K. AT THIS TIME...
B** CUSTOMER STATES REAR HATCH IS HARD TO SHUT AT TIMES CHECK AND
ADVISE.
CAUSE: DRY LATCH
B5701 TAILGATE/MIDGATE ALIGN
35 KUCINSKI,GREGORY LIC#: EA134804
WG94 0.50 0.30 1050 3063 30.63 30.63
FC: 2N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OA
0 0 TPARTS
1050 3063 TLABOR

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

ORIGINAL ESTIMATE	AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in every vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, broken, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, ammo, touch-up paint, certain replacement parts, and particulates.

TECHNICIAN'S COMMENTS

CAUSE / CORRECTION

ops checked the system the seat heater for both front seats are normal the back comes on when the back button is pushed the bottom comes on when that button is pushed both Driver and passanger

op checked steering wheel controls seat Dose not move

Both seats operate normal Had Dave R. ops check system, & system works fine

talked with Rodney sounds like the Customer may not under stand how the preset seats work

CAUSE / CORRECTION

Called Tech no cases on this problem Sugested Customer duplicate problem stated possible internal seat module problem could be the problem

orded module

CAUSE / CORRECTION

Replace memory seat module + reprogram for vehicle

(B) Check speedo operation - update software for speedo calibration Reprogram instrument cluster w/ latest software

PARTS RETURNED

PART #

SIGN:

DATE

PART #

SIGN:

DATE

PART #

SIGN:

DATE

PART #

SIGN:

DATE

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W.O. TIME	REPAIR ORDER TIME
116822	65	✓	.60		.60

Talked to Tech

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W.O. TIME	REPAIR ORDER TIME
116822	35		.7		.7

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W.O. TIME	REPAIR ORDER TIME
116822	35	✓	.5		.5

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W.O. TIME	REPAIR ORDER TIME
116822	35	✓	.5		.5

COMPLETE ASSEMBLY APPROVED BY

(C) check rear hatch operation hard to close - latch binding

COST TO REPAIR $ Clean + adjust + lube rear

EXCEEDS COST TO REPLACE $ latch assy - check operation

ORIGINAL ASSEMBLY UNREPAIRABLE OK

TEST RESULTS

LINE	TEST	READING
	HEAD LAMP	
	INITIAL FEC	
	AUTO TRANS	
	RAD. PRTEST	

LABOR TRANSFERRED

TO RO # ..... SUBTOTAL THIS RO

FROM RO # ..... AMT TRANSFERRED

TECH # .....

PUNCH DATE 116822 35

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS

PRIOR DAMAGE

RR

LF LR

USTOMER [redacted]

[redacted]

AIRFIELD, CA [redacted]

OME [redacted] BUS [redacted]

[redacted]

WORKORDER

PAGE 1

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350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 322 SMITH, RODNEY L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		27670 / 27673 26274	282 ~~T854~~

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
0DEC04 IS			18:00 22MAY06			CASH	

R.O. OPENED	READY	OPTIONS:
2MAY2006 07:37		STK: [redacted] AXL:2

INE OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A 8	65	WG94	CUSTOM REPORTS BOTH SIDE SEATS DO NOT WORK CORRECTLY, SYSTEM HAS BEEN UPDATED, CUSTOMER WILL DEMO FOR TECH CHECK AND ADVISE

35

OUR GOAL:
THAT ALL CUSTOMERS ARE..
"COMPLETELY SATISFIED!!"
REVIEW ANY CONCERN WITH
YOUR SERVICE ADVISOR !

WARRANTY PARTS TURNED IN

B. 35 0694 Speedo insp at time 60550

4. 35 WG94 Rear hatch hard to shut at time waiting a few minutes helps.

BACK ONLY INP SEAT HEATER POWER SEAT AFTER PRESSING RADIO PRE SET

(35)

C.M. 4/31

372-1414

MILES OUT

5/22/06 1:20pm LEFT MESSAGE SP ETH WED

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			

[redacted]

ED & GAVE ORAL APPROVAL

ARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grease, touch up paint, certain replacement parts, and particulates om component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, ontaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle mponents. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oakhs.org/prop65.html

SERVICE WORKORDER #2 XRWDC

017

TECHNICIAN COPY

VACAVILLE PONTIAC

02/12/2007 14:24 FAX 7074718864

[redacted]

[redacted]

ACCOUNTING

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]
FAIRFIELD, CA [redacted]
HOME: [redacted] BUS [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 322 RODNEY L SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		27813/27815	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 26JUN06			CASH	29JUN06

R.O. OPENED	READY	OPTIONS:
26JUN06	29JUN06	STK:40491 AXL:2

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

A CUSTOMER STATES SPEEDOMETER IS INOP; STICKS AT TIMES; CHECK AND ADVISE.

CAUSE: INTERNAL CLUSTER FAILURE

N4180 INSTRUMENT PANEL CLUSTER COMPONENTS
(DIGITAL/ELECTRO MECHANICAL) - R&R OR
REPLACE INSTRUMENT PANEL CLUSTER ASSEMBLY
35 KUCINSKI,GREGORY LIC#: EA134804
WB94 0.90 1.10 3850 15273 152.73 152.73
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

Z7902 OVERNIGHT LOANER-TWO DAYS
99 WB94 0.00 0.00 0 0 0.00 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

0 0 TPARTS
3850 15273 TLABOR

VERSION 1 (EMP# 322,27JUN06 12:53): VERIFIED, REPLACED INSTRUMENT CLUSTER WITH EXCHANGE UNIT, PROGRAMMED, ALL O.K. AT THIS TIME...

SUBL ENTERPRISE RENTAL P.O.#8093 (D055433)
WG94 8400 8400 84.00 84.00

THANK YOU FOR DOING BUSINESS WITH US TODAY.

OUR GOAL:
THAT ALL OF OUR SERVICE CUSTOMER'S ARE .....
"COMPLETELTY SATISFIED"
IF FOR ANY REASON YOU CAN NOT GRADE OUR DEPT.
"COMPLETELY SATISFIED" PLEASE LET US KNOW!!!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X

ORIGINAL ESTIMATE	AUTHORIZED BY

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to fluid chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulate

02/12/2007 14:25 FAX 7074718864 VACAVILLE PONTIAC 018

CUSTOMER #[redacted]

[redacted]

WORKORDER

PAGE 1

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[redacted]
FAIRFIELD, CA [redacted]
HOME: [redacted] BUS [redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 332 ~~LEMUS, CARLOS A~~ 322 Sui

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX4[redacted]		27813/ 27815	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 26JUN06			CASH	

R.O. OPENED	READY	OPTIONS:
26JUN2006 07:52		STK:40491 AXL:2

LINE OP CODE	FLAT TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 8	WB94	CUSTOMER STATES SPEEDOMETER IS INOP; STICKS AT TIMES; CHECK AND ADVISE.

35

OUR GOAL:
THAT ALL CUSTOMERS ARE..
"COMPLETELY SATISFIED!!"
REVIEW ANY CONCERN WITH
YOUR SERVICE ADVISOR !

15115883
code 60550

Closed

Enter Prise #
8093

WARRANTY PARTS
TURNED IN

E.O.D. 6/29/06
D055433
2 Pages

Called 1:30
372 1414

MILES OUT

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $

AUTHORIZED BY X J Ballard

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including

TECHNICIAN'S COMMENTS

CAUSE

Scanner check - no codes
Road test to verify -
IPC has latest software update
s/o new IPC

CORRECTION

CAUSE

Replace cluster & reprogram
for vehicle - OK

CORRECTION

CAUSE

CORRECTION

CAUSE

CORRECTION

PARTS RETURNED

PART # _____

SIGN: _____

DATE

PART # _____

SIGN: _____

DATE

PART # _____

SIGN: _____

DATE

PART # _____

SIGN: _____

DATE

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
117675	35	3	.3	OFF 2 ON
				OFF
				ON
				OFF
117675	35	8	.6	OFF 8 ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $ _____

EXCEEDS COST TO REPLACE $ _____

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

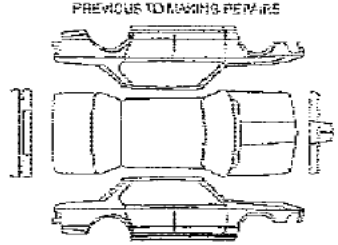
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAG

RF RI

F

LF LI

LBYTCDP-01 Reproduction not licensed to 3D ORDER www.systemone.com 1-800-631-6996 (or 1-800-631-6996)

02/12/2007 14:26 FAX 7074718884 VACAVILLE PONTIAC 020

10967 [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

vacaville
pontiac buick gmc

350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

BAR # AL 213853 EPA # CAD 981445711

[redacted]
FAIRFIELD, CA [redacted]
HOME [redacted] BUS [redacted]

SERVICE ADVISOR: 307 LYNN SWORDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		36517/56566	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 12JAN07			WAR	19JAN07

R.O. OPENED	READY	OPTIONS:
12JAN07	19JAN07	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES BOTH HEADLIGHTS WENT OUT WHILE DRIVING, REPLACED FUSE AND BULBS, STILL DID NOT WORK, CHECK AND ADVISE											
CAUSE: UNABLE TO VERIFY CONCERN CND COULD NOT DUPLICATE											
	99	WG94		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 307,16JAN07 16:41): INSPECTED WITH TECH 354. VERIFIED HEADLMAPS OPE RATING AS DESIGNED. NECESSARY TO SHIFT VEHICLE OUT OF PARK FOR HEADLAMPS TO COME ON WHEN SWITC H IS SET TO AUTOMATIC HEADLIGHTS. ALSO, IF HEAD LAMP SWITCH IS OVERRIDDEN IT IS NECESSARY TO CY CLE THE KEY OR TURN THE SWITCH TO HEADLAMP TO M AKE THE HEADLAMPS COME BACK ON. VERIFIED ALL EX TERIOR LIGHTING TO BE OPERATING AS DESIGNED AT THIS TIME.

THANK YOU FOR DOING BUSINESS WITH US TODAY.

OUR GOAL:
THAT ALL OF OUR SERVICE CUSTOMER'S ARE .....
"COMPLETELTY SATISFIED"
IF FOR ANY REASON YOU CAN NOT GRADE OUR DEPT.
"COMPLETELY SATISFIED" PLEASE LET US KNOW!!!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	0	0		26300	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

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

X _____

	ORIGINAL ESTIMATE	AUTHORIZED BY

	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:						
REVISED ESTIMATE:						

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

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

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fuels, grease, glues, touch-up paint, certain replacement parts, and particulates from brake linings. To minimize your exposure, wash hands after handling or coming in contact with used motor oil, waste oil, or other contaminated fluids

TECHNICIAN'S COMMENTS		PARTS RETURNED	LABOR RECORD: EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
CAUSE		PART #					OFF
							ON
CORRECTION							OFF
							ON
							OFF
							ON
		SIGN:					OFF
		DATE					ON
CAUSE		PART #					OFF
							ON
CORRECTION							OFF
							ON
							OFF
		SIGN:					ON
		DATE					OFF
CAUSE		PART #					ON
							OFF
CORRECTION							ON
							OFF
							ON
		SIGN:					OFF
		DATE					ON
CAUSE		PART #					OFF
							ON
CORRECTION							OFF
							ON
							OFF
		SIGN:					ON
		DATE					OFF
							ON

COMPLETE ASSEMBLY APPROVED BY	TEST RESULTS: LINE	TEST	READING
		BLACK LAMP	
COST TO REPAIR $		INITIAL EEC	
EXCEEDS COST TO REPLACE $		AUTO TRANS	
ORIGINAL ASSEMBLY UNREPAIRABLE		RAD. P/TEST	

LABOR TRANSFERRED

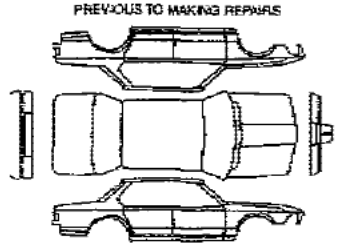
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

LB1TCDP-01 Keysoft and Keysoft 10 ORDER: www.keysource.com 1-800-344-0006 fax 1-800-531-9065

vacaville
pontiac buick gmc

350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

CUSTOMER #: [redacted]

[redacted]

FAIRFIELD, CA [redacted]

HOME: [redacted] BUS [redacted]

WORKORDER [redacted]

PAGE 1

BAR # AL 213853 EPA # CAD 981448711

SERVICE ADVISOR: 307 SWORDS, LYNN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		36517/ 36526	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC04 IS			18:00 12JAN07			WAR	

R.O. OPENED	READY	OPTIONS: STK: [redacted] AXL:2
12JAN2007 11:45		

LINE	OP CODE	FLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A			WG94	CUST STATES BOTH HEADLIGHTS WENT OUT WHILE DRIVING, REPLACED FUSE AND BULBS, STILL DID NOT WORK, CHECK AND ADVISE

OUR GOAL:
THAT ALL CUSTOMERS ARE .
"COMPLETELY SATISFIED!!"
REVIEW ANY CONCERN WITH
YOUR SERVICE ADVISOR !

- Seat
- Mirror
- HVAC
- RADIO

- NEW YEARS EVE [redacted] fuse changed
- NEW YEARS DAY [redacted] Bulbs

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, used and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates

02/12/2007 14:27 FAX 7074718864 VACAVILLE PONTIAC 023

vacaville
pontiac buick
350 Orange D
Vacaville, CA 9
(707) 453-1137 Fax: (
www.VacavilleGM

CUSTOMER # [redacted]

[redacted]

WORKORDER

PAGE 1

[redacted]

FAIRFIELD, CA [redacted]
HOME: [redacted] BUS [redacted]

BAR # AL 213853 EPA

SERVICE ADVISOR: 307 SWORDS, LYNN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		36925/

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30DEC04 IS			18:00 31JAN07			CASH

R.O. OPENED	READY	OPTIONS:
31JAN2007 08:53		STK:40491 AXL:2

995

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

LINE	OP CODE	FLAT TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8		WG94	CUSTOMER REPORTS HEADLAMPS ARE NOT WORKIN CHECK AND ADVISE (SEE HISTORY)
# B	WRENT		WG94	WARRANTY CAR RENTAL

N4800
.8
.3
1.1
354

MOE - See Lynn

ENTERPRISE RENTAL PO# 10302

OUR GOAL:
THAT ALL CUSTOMERS ARE..
"COMPLETELY SATISFIED!!"
REVIEW ANY CONCERN WITH
YOUR SERVICE ADVISOR !

2. 354 WG94 O/S Drivers heater vents blow softly, passenger side blowshard

WARRANTY PARTS

TURNED IN

Check Seat Warmer

372-1414

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.

AUTHORIZATION FOR REPAIRS

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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZE[redacted]			
REVISED ESTIMATE[redacted]			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will assume used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 525243.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

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024

TECHNICIAN COPY

VACAVILLE PONTIAC

02/12/2007 14:28 FAX 7074718864

TECHNICIAN'S COMMENTS

CAUSE: Verif. Concern found
CORRECTION: Low Beams Inop. Checked.
Lamps & fuses, All Good.
Checked wire Harness at
CAUSE: Head Lamps All Good. Checked
CORRECTION: for Bulletins No Bulletins
following Diag. Chart found
Signal from BCM.
CAUSE: Ordered. BCM. Installed
CORRECTION: BCM and Reprogrammed.
Preformed Theft Deterrent
Reprogram. Checked Head
CAUSE: lamp oper. Head Lamp.
CORRECTION: Oper. to factory.
Tested To Verif. Concern.
Preformed Diag on HVAC, Preformed

PARTS RETURNED

PART #
SIGN:
DATE
PA

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
123 282	354		.2	W	.2

OFF JAN 31 10.0
ON JAN 31 9.8

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
123 282	354		.1	W	.2

OFF JAN 31 11.3
ON JAN 31 11.1

SIGN:
DATE
PART #

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
123 282	354		.8	W	2.0

OFF FEB 1 10.0
ON FEB 1 8.0

SIGN:
DATE
PART #
SIGN: Recall Bunker
DATE Checked for Bulletins

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

TO RO # SUBTOTAL THIS RO

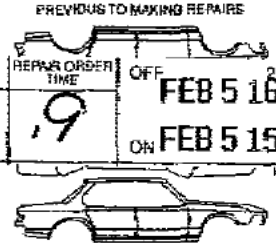
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME
123 282	354	HVAC	.9	W	.9

OFF FEB 5 16.5
ON FEB 5 15.6

TECH # TOTAL THIS RO

PUNCH DATE MANAGER SIGN

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE
RF RR
LF LR

[redacted]

[redacted]

FAIRFIELD, CA
HOME: [redacted] BUS: [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1

Vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

BAR # AL 213863 EPA # CAD 981445711

SERVICE ADVISOR: 307 LYNN SWORDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		36925/36925	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 31JAN07			CASH	05FEB07

R.O. OPENED	READY	OPTIONS:
31JAN07	05FEB07	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1 CUSTOMER REPORTS HEADLAMPS ARE NOT WORKING, CHECK AND ADVISE (SEE HISTORY)											
CAUSE: BCM SHORTING INTERMITTENTLY											
N4800 COMPUTER (CONTROL), BODY - REPLACE MODULE											
	354	WG94		2.80	1.10	3119	11650			116.50	116.50
	1	15122670	BCM			6923	9692	0	138.47	96.92	96.92
	1	15016745	RELAY			1850	2590	0	32.47	25.90	25.90
FC: 6F											
PART#: 15122670											
COUNT: 2											
CLAIM TYPE:											
AUTH CODE:											
OJ											
						8773	12282	TPARTS			
						3119	11650	TLABOR			
VERSION 1 (EMP# 307,01FEB07 17:32): CHECKED LAMPS AND FUSES-OKAY. CHECKED WIRING HA RNESS AT HEADLAMPS-OKAY. NO BULLETINS FOUND. FO LLOWED DIAGNOSTIC CHECKS AND TRACED TO INTERMIT TENT SHORT IN BCM. REPLACED BCM AND REPROGRAMED . REPROGRAMMED THEFT DETERRENT SYSTEM. RECHECKE D SEVERAL TIMES THROUGH OUT DAY. OKAY AT THIS T IME.											
3 WARRANTY CAR RENTAL											
CAUSE: RENTAL											
WRENT WARRANTY CAR RENTAL											
	99	WG94		0.00	0.00	0	0			0.00	0.00
FC: 98 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MJ											
MISC REPROGRAMMED BCM FOR UPDATED PROGRAM											
	354	WG94		0.00	0.00	0	0			0.00	0.00
FC: 3L PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
OJ											

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

X _____

ORIGINAL ESTIMATE	AUTHORIZED BY
	J

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

REVISED ESTIMATE:	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

NOTICE TO CONSUMER: PLEASE READ

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

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, lubricants, brakes, rust inhibitors, paints, metals, glass, plastics contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When you service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

FILE COPY

VACAVILLE PONTIAC

02/12/2007 14:29 FAX 7074718864

026

10967 [redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2

vacaville
pontiac buick gmc
350 Orange Drive
Vacaville, CA 95687
(707) 453-1137 Fax: (707) 453-1138
www.VacavilleGMC.com

[redacted]
FAIRFIELD, CA
HOME: 7[redacted] BUS [redacted]

BAR # AL 213853 EPA # CAD 981445711

SERVICE ADVISOR: 307 LYNN SWORDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	04	GMC ENVOY XL	1GKET16PX46[redacted]		36925/36925	[redacted]

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.		PAYMENT	INV. DATE
30DEC04 IS			18:00 31JAN07			CASH	05FEB07

R.O. OPENED	READY	OPTIONS:
31JAN07	05FEB07	STK:40491 AXL:2

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 307,05FEB07 17:08): UPDATED BCM WITH HVAC PROGRAMING 3 TIMES. RECHE CKED WITH LIKE VEHICLE. DRIVER'S SIDE CENTER V ENT BLOWS SLIGHTLY SOFTER DUE TO SHAPE OF VENTI NG.

THANK YOU FOR DOING BUSINESS WITH US TODAY.

OUR GOAL:
THAT ALL OF OUR SERVICE CUSTOMER'S ARE .....
"COMPLETELTY SATISFIED"
IF FOR ANY REASON YOU CAN NOT GRADE OUR DEPT.
"COMPLETELY SATISFIED" PLEASE LET US KNOW!!!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	11650	3119		48000	12282	8773	
26300	23932	*******					

COST, SALE, & COMP TOTALS 11892 23932 0

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

X _____

	ORIGINAL ESTIMATE	AUTHORIZED BY

	REASON:	ADDITIONAL COST:	AUTHORIZED BY:	IN PERSON PHONE #	DATE	TIME
REVISED ESTIMATE:						
REVISED ESTIMATE:						

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

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS INVOICE.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and petrol and materials used to maintain vehicles, including

02/22/07

MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: [redacted] Vehicle: 2004 GMC Envoy

Customer Name: [redacted] VIN: 1GKET16PX4[redacted]

Manufacturer's Position:

General Motors regrets that [redacted] is dissatisfied with her 2004 Envoy. We have reviewed this case and strongly feel that this vehicle does not meet presumption under the California Lemon Law.

There have been no same nonconformities subject to repair four or more times and the vehicle has not been out of service for more than 30 calendar days. The vehicle was taken to a GM dealership two times for repairs during the first 18 months/18,000 miles. Those visits took place on May 23, 2005 at 7,167 miles and on July 18, 2005 at 9,518 miles. The customer did not return to the dealership for any other repairs until May 17, 2006 at 26,103 miles. Four additional trips were made after the May 17th visit. Of those four visits there was no more than two repairs to any one nonconformity. At this time, to the best of our knowledge, the vehicle is repaired and operating as designed.

Again, we apologize for any inconvenience that Mrs. Ballard has endured due to her Envoy, but we ask that her request for repurchase be denied.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other:

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☒ By phone ☐ In person ☐ In writing

Form completed by: Michelle Mock Date: February 22, 2007

Future Contact: Michelle Mock

Phone: 866-790-5700 Ext. 21169 Fax: 866-398-3257

02/22/07

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

vacaville
pontiac buick gmc

"We are committed to providing exceptional quality services and products in an environment which provides for total satisfaction with those we do business with; we will carry out this objective by treating all of those we come in contact with in the exact manner in which we would like to be treated."

FAX COVER SHEET

DATE: 2/22/07

OF PAGES: 6

(INCLUDING COVER LETTER)

TO: BEC Customer Relationship

ATTN: Michelle Mack

MESSAGE: _____

PLEASE CALL IF YOU DID NOT RECEIVE ALL THE PAGES!!!!!! HAVE A NICE DAY!

THANK YOU,

Heather Graham

350 Orange Drive Vacaville, CA 95687 (707) 453-1137 Fax: (707) 453-1138 www.VacavilleGMC.com

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 19, 2007

New Car Sales Mgr.
Vacaville Pontiac Buick GMC
Vacaville, CA

Re: [redacted]
Siebel Reques[redacted]
2004 GMC Envoy
VIN # 1GKET16PX46[redacted]

To Whom It May Concern:

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 documents regarding this vehicle. The specific documents needed are:

- Bill of Sale
- The Incentives Acknowledgement Form
- The Actual Cash Value Statement of Any Trade

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,

Michelle Mock
BRC Customer Relationship Specialist
Ph# 866-790-5700 Ext. 21169
FAX# 866-398-3257

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number 26853 Contract Number _____ R.O.S. Number 12078091 Stock Number 40491

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] FAIRFIELD CA 94[redacted]	VACAVILLE PONTIAC BUICK GMC 350 ORANGE DRIVE VACAVILLE, CA 95687

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	GMC ENVOY XL	23	1GKET16PX[redacted]	[X] personal, family or household [ ] business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00
0.00 %	$ 0.00 (e)	$ 45061.63	$ 45061.63 (e)	$ 45061.63 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	625.85	Monthly, Beginning 02/13/2005
One Final Payment	626.28	01/13/2011

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 41610.53 (A)
     - 1. Cash Price Vehicle $ 40810.53
     - 2. Cash Price Accessories $ 800.00
     - 3. Other (Nontaxable)
       - Describe _____ $ N/A
       - Describe _____ $ _____
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 3072.10 (D)
   - E. Optional DMV Electronic Filing Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)
   - J. Other (to whom paid)* _____ $ N/A (J)
     For _____
   - **Total Cash Price** (A through J) $ 44727.63 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees $ 329.00 (A)
   - B. Registration/Transfer/Titling Fees $ INCL. (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other _____ $ N/A (D)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer X N/A
Co-Buyer X N/A
Seller X VACAVILLE PONTIAC BUICK G

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

Application for Optional Credit Insurance

[ ] Credit Life: [ ] Buyer [ ] Co-Buyer [ ] Both
[ ] Credit Disability (Buyer Only)

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

Insurance Company Name N/A

Home Office Address _____

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

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

G. (Optional) Service Contract* $ N/A (G)

H. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (H)
(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)

J. Other (to whom paid)* _____ $ N/A (J)
For _____

Total Cash Price (A through J) $ 44727.63 (1)

2. **Amounts Paid to Public Officials**
A. License Fees $ 329.00 (A)
B. Registration/Transfer/Titling Fees $ INCL (B)
C. California Tire Fees* $ 5.00 (C)
D. Other _____ $ N/A (D)
E. Other _____ $ N/A (E)
Total Official Fees (A through E) $ 334.00 (2)

3. ***Amount Paid to Insurance Companies***
(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. **Smog Certification Fee Paid to State** $ 45061.63 (4)

5. **Subtotal** (1 through 4) $ _____ (5)

6. **Total Downpayment** N/A N/A N/A
A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)
Model _____ Odom _____
VIN _____
B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ N/A (E)
F. Other _____ $ N/A (F)
G. Cash $ _____ (G)
Total Downpayment (C through G) $ 0.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above) 45061.63

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

*Seller may keep part of these amounts.

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

12/30/04 X N/A
Date Buyer Signature Age

X N/A
Date Co-Buyer Signature Age

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

Term _____ Mos _____
Name of Gap Contract

You want to buy a gap contract.

Buyer X _____

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

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

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

☐ **Name of autobroker receiving fee, if applicable:**

_____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

N/A
1.F Company N/A _____ N/A
Term _____ Mos or N/A _____ Miles
1.G Company N/A _____ N/A
Term [redacted]
Buyer

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is [redacted] to a financial institution will apply.

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

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

[redacted] X _____
X _____ Co-Buyer Initials

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this contract before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled

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

N/A

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ Payable in N/A

installments of $ $

from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

N/A

1.F Company N/A N/A

Term N/A Mos or Miles

1.G Company N/A N/A

Term [redacted]

Buyer X [redacted]

NOTICE OF RESCISSION RIGHTS

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

Buyer X [redacted] Co-Buyer X

The Annual Percentage Rate May be Negotiable With the Dealer.

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

X [redacted] X

Buyer Initials Co-Buyer Initials

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE [redacted]VLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X

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

Buyer X Co-Buyer X

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

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

Buyer Signature X [redacted] Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS. 12/30/2004

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

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

Other Owner Signature X Address

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. 12/30/2004 MGR.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X Date Guarantor X Date

Address Address

Seller Signature X Date By Title

©2004 Reynolds and Reynolds TO ORDER: www.roysource.com; 1-800-344-0699, fax 1-800-531-0055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR

DEALER COPY

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GKET16PX4[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
	$	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$	

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

a. I elect to receive 0.0% 72 months
in lieu of Rebate

or

b. I elect to receive _____

—— CUSTOMER AND DEALER ACKNOWLEDGMENT ——

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

Purchaser/Lessee Signature: _____ Date: 2/30/04

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

Authorized Dealer Signature: _____ Date: 12/30/04
Dealership Name: Vacaville GMC Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference

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

Customer Claim Form

Contact Date: 01/31/07 Start Date: 01/31/07 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]

FAIRFIELD, CA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: [redacted] 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 registered in California by vehicle owner/lessee: 1
Make: Pontiac/GMC Model: Envoy Model Year: 2004 Current Mileage: 36250
Vehicle Identification Number: 1GKET16PX4[redacted]
Servicing Dealer/City/State : VACAVILLE PONTIC,
Selling Dealer/City/State : VACAVILLE PONTIC, VACAVILLE, CA
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:12/30/04 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: _____
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)*

Customer wants the vehicle repurchased.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [redacted]

Case Number: [redacted]

First Repair Attempt (any reported problem) Date: 05/23/05 Mileage: 7167
Last Repair Attempt (last reported problem) Date: _____ Mileage: _____
Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. headlights inoperable intermittently	yes				
2. speedometer malfunctions intermittently	no				
3. driver's seat moves while driving	no				
4. radio comes on when turning the seat warmer	yes				
5. radio comes on when starting the car	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 12, 2007

New Car Sales Mgr.
Vacaville Pontiac Buick GMC
Vacaville, CA

Re: [redacted]
Siebel Request: [redacted]
2004 GMC Envoy
VIN # 1GKET16PX4[redacted]

To Whom It May Concern:

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 documents regarding this vehicle. The specific documents needed are:

- Bill of Sale
- The Incentives Acknowledgement Form
- The Actual Cash Value Statement of Any Trade

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,

Michelle Mock
BRC Customer Relationship Specialist
Ph# 866-790-5700 Ext. 21169
FAX# 866-398-3257

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 12, 2007

Lynn, Service Mgr.
Vacaville Pontiac Buick GMC
Vacaville, CA

Re: [redacted]
Siebel Request: [redacted]
2004 GMC Envoy
VIN # 1GKET16PX[redacted]

Dear Lynn:

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 service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Michelle Mock
BRC Customer Relationship Specialist
Ph# 866-790-5700 Ext. 21169
FAX# 866-398-3257

December 12, 2017

[redacted]
Churubusco, IN 4[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Lee Bennett

Dear Mr. [redacted]

Thank you for your support of Buick. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Buick Rainier CXL, Vehicle Identification Number 5GADT13S452[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 27, 2007 and ending on January 27, 2008, and begins with 19,638 and ends with 31,638 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 Buick customer.

If you have any future questions, please feel free to contact our Buick Customer Assistance Center at 1-800-521-7300 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your 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,

Buick 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.

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name L[redacted]

Worksheet Filled Out By: Ruth Trego

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

Vehicle VIN: 1GNDT13S25[redacted]

Date: May 21, 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$25,010.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	DOLS Fee	$5.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$120.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	Documentary Fee	$55.00	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	$417.74	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$1,571.55	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	Online Service Fee	$26.50	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$27,205.79**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$940.10**	12	*** Usage/Depreciation**	**$940.10**
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	9,401	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.100	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$940.10**	17	Incentives	$1,000.00	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)**	**$26,205.79**	22	**Total Deductions**	**$1,940.10**	22	**Total Deductions**	**$940.10**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$25,265.69**	24	**Total Refund to Customer**	**-$940.10**
25	**OR**		25	Loan Payoff good thru 06/11/07	$24,390.88	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$874.81**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$1,750.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$27,015.69**	28	**Total Repurchase**	**-$940.10**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$15,825.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$11,710.50**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$15,305.19**	31	**Projected Loss**	**-$940.10**

	PURCHASE PRICE (before t/t/t)	$ 25,010.00		TRADE ALLOWANCE	$ 17,047.74		PURCHASE PRICE	$ -
	MSRP (FROM BARS INVOICE)	$ 31,260.00		PAYOFF OF TRADE	$ 17,047.74		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (6,250.00)		DIFFERENCE	$ -		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ 17,047.74			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 17,047.74		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