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

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: SEP 30, 2007 **VALID: 09/24/06**

PLATE: [redacted]
TITLE: 63022320001 [redacted]
VIN: 1GNDT13S252[redacted]
YR/MAKE: 2005 CHEVROLET
TYPE: SW
MID: 06267 2600 007466-002

[redacted]

[redacted]
NORTHUMBERLND PA
[redacted]

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



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

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107

Mailer

018H23510349
$00.870
03/30/2007
Mailed From 19107
US POSTAGE

First Class Mail

APR 09 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG†
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

NEW JERSEY OFFICE
100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

March 30, 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

RE: Our Client: [redacted]
Vehicle: **2005 Chevy Trail Blazer**
Vin #: **1GNDT13S** [redacted]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

3x defective electrical system resulting in dimming headlights

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

[redacted]

DJG/mk

Hawkins Chevrolet, Inc.

~~CHEVROLET~~

435 Mill St.
Danville, PA 17821
(570) 275-0710
Fax (570) 275-4231

03/15/2006

[redacted] PURCHASER'S NAME

STREET ADDRESS [redacted]

NORTHUMBERLAND CITY PA STATE

[redacted] RES. PHONE BUS. PHONE

SOCIAL SEC. NO. ☐☐☐ ☐☐ ☐☐☐☐

Please Enter My Order For The Following:

✓ NEW or ___ USED ✓ CAR or ___ TRUCK

Make OLDSMOBILE Model

CHEVROLET TRUCK TRAILBLAZER

Color Trim Serial No.

SUPERIOR BLUE LIGHT GRAY 1GNDT13S25[redacted]

Stock No. Salesman Delivered on or about

14827 MAR 15th 2006

INSURANCE INFORMATION

Company Name:

Policy Number:

Effective Date Expiration Date

REGISTRATION INFORMATION

Transfer ☐ New Plates ☐

Name(s) (from owner's card)

[redacted]

Address:

[redacted]

City State Zip

NORTHUMBERLAND PA [redacted]

Registration Number: Expiration Date:

Serial Number (from owner's card)

Title Number:

Driver License #

[redacted]

CASH PRICE OF CAR		25010 00
AFTERMARKETS		N/A
		N/A
SUBTOTAL		25010 00
REBATE		1000 00
		N/A
TRADE IN'S		17047 74
SUBTOTAL		6962 26
TOTAL TAXES		417 74
FEES (TITLE, TRANS. ETC)		120 00
SUBTOTAL		7500 00
		N/A
SUBTOTAL		7500 00
TOTAL CASH DOWN		7500 00
SUBTOTAL		N/A
TOTAL FINANCE CHARGES		N/A
		N/A
SUBTOTAL		N/A
N/A 1 MONTHS =		N/A

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement pertaining to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he/she is 21 years of age or older and acknowledges that he/she has read its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE DATE 03/15/2006 ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

BILL OF SALE

Hawkins Chevrolet, Inc.

435 Mill St.
Danville, PA 17821

(570) 275-0710
Fax (570) 275-4231

DATE 03/17/2006

PURCHASER'S NAME [redacted]

STREET ADDRESS [redacted]

CITY NORTHUMBERLAND STATE PA

RES. PHONE [redacted] BUS. PHONE

SOCIAL SEC. NO.

Please Enter My Order For The Following:

____ NEW or ____ USED ____ CAR or ____ TRUCK

Make	Model
CHEVROLET TRUCK	TRAILBLAZER

Color	Trim	Serial No.
SUPERIOR BLUE	LIGHT GRAY	1GNDT13S2522[redacted]

Stock No.	Salesman	Delivered on or about
4[redacted]	ROBERT P HUNTER	MAR 17th 2006

INSURANCE INFORMATION

Company Name: PROP & CAS INS CO OF HTFD

Policy Number: [redacted]

Effective Date	Expiration Date
01/31/2006	07/31/2006

REGISTRATION INFORMATION

Transfer ☐ New Plates ☐

Name(s) (from owner's card) [redacted]

Address: [redacted]

City	State	Zip
NORTHUMBERLAND	PA	Expir[redacted]

Registration Number:

Serial Number (from owner's card)

Title Number:

Driver License # [redacted]

CASH PRICE OF CAR	25010.00
AFTERMARKETS	N/A
	N/A
SUBTOTAL	25010.00
REBATE	1000.00
	N/A
TRADE IN'S	17047.74
SUBTOTAL	6962.26
TOTAL TAXES	417.74
FEES (TITLE, TRANS. ETC)	120.00
SUBTOTAL	7500.00
	N/A
SUBTOTAL	7500.00
TOTAL CASH DOWN	7500.00
SUBTOTAL	N/A
TOTAL FINANCE CHARGES	N/A
	N/A
SUBTOTAL	N/A
N/A 1 MONTHS =	N/A

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement pertaining to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he/she is 21 years of age or older and acknowledges that [redacted] and has received a true copy of this Order.

PUR[redacted] 3/17/06 DATE ACCEPTED BY: _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE

03/ BUYERS BILL OF SALE

1-800-423-4789

CAR INVOICE

HAWKINS CHEVROLET, INC.

435 Mill Street • Danville, PA 17821 (570) 275-0710 • (800) 690-0710

14827
15095

SOLD TO: [redacted]

ADDRESS: [redacted]

DATE: 03/17/2006

SALESMAN: ROBERT P HUNTER

NORTHUMBERLAND PA 17857 [redacted]

MAKE	MODEL	NEW OR USED	VEHICLE IDENTIFICATION NUMBER	KEY NO.
2005 CHEVROLET TRUCK	TRAILBLAZE	NEW	1GNDT13S2[redacted]	[redacted]

OPTIONAL EQUIPMENT and ACCESSORIES

GROUP	DESCRIPTION	PRICE
	N/A	

1000.00

8 BUYER [redacted] DATE 03/17/2006

9 COBUYER _____ DATE _____

10 DEALER _____ DATE 03/17/2006

Insurance Co. PROP & CAS INS CO OF HTFD

Policy No. 55PHJ4308583[redacted]

Cust. Phone No. [redacted]

Color SUPERIOR BLUE

Mileage 10

PRICE OF CAR	
OPTIONAL EQUIP. & ACCESS.	25010.00
	N/A
DOLS FEE	5.00
ONLINE SERVICE FEE	26.50
AUTO EXCISE TAX	5.00
PTA-TIRE TAX	
TEMPORARY TAX	N/A
NOTARY FEE	
COMMONWEALTH OF PA	
SALES TAX	28.50
DOCUMENTARY FEE	417.74
	55.00
TOTAL CASH PRICE	25547.74
FINANCING	N/A
INSURANCE	N/A
TOTAL TIME PRICE	25547.74
SETTLEMENT:	
REBATE	1000.00
DISCOUNT	N/A
DEPOSIT	N/A
CASH ON DELIVERY	7500.00
TRADE-IN 17047.74	
LESS LIEN N/A	17047.74
TYPE 2005 CHEVROLET TRUCK	
M.V.I. SW	
SER. NO. 2GNDL23F2561[redacted]	
PAYMENTS: 1 @ N/A	N/A
TOTAL	25547.74

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

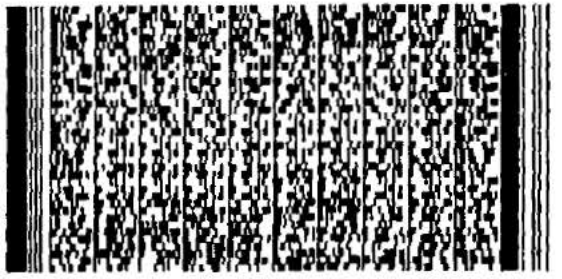
EXPIRY: SEP 30, 2007 VALID: 09/24/06

PLATE: [redacted]
TITLE: [redacted]
VIN: 1GNDT13S252[redacted]
YR/MAKE: 2005 CHEVROLET
TYPE: SW
WID: [redacted]

[redacted]

[redacted] PA

[redacted]



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

[redacted]

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

SUNBURY MOTORS

5TH & ARCH STREETS
SUNBURY, PA 17801
570-286-4921 FAX 570-286-4968
www.sunburymotors.com

[redacted] [redacted]

INVOICE

COPY

[redacted]
NORTHUMBERLND, PA [redacted]
HOME:5[redacted] BUS:

PAGE 1

SERVICE ADVISOR: 206 CHARLES HOUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET BLAZER	1GNDT13S25[redacted]		7508/7508	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			WAIT 28SEP06			CASH	28SEP06

R.O. OPENED	READY	OPTIONS: DLR:01426 ENG:4.2_Liter_MFI_DOHC
28SEP06	28SEP06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A DISMT/MT/BAL 4 TIRES			
WT109 DISMT/MT/BAL TIRE			
201 CF 0.00		24.00	24.00
4 MISCTIRE 235/75R16 DISC HT	95.32	95.32	381.28
8 CW CAR WEIGHT	0.50	0.45	3.60
CTT PA TIRE TAX			
54 CTT 0.00		4.00	4.00
RETUNED OLD TRES.			
**********			
B FRONT END ALIGNMENT/CENTER STEERING			
CH107 FRONT END ALIGNMENT/CENTER STEERING			
201 CF 0.00		48.95	48.95
SET CASTER, CAMBER, AND TOE. CENTER STEERING WHEEL.			
**********			

PREVENTIVE MAINTENANCE SAVES $$$$$
Following the factory's recommended service guidelines insures many years of service from your vehicle. Many costly repairs are the result of poor maintenance. Refer to the vehicle maintenance schedule in your owner's manual. www.sunburymotors.com

PAID CK 9-28-06 CHECK # 1 CARD

TIRE DUST FRAME & ALIGN

PARTS - SERVICE - QUICKLANE
943 N. 4TH ST. SUNBURY, PA 17801
570-286-7746 1-800-222-FORD FAX 570-286-6293

FRAME - ALIGNMENTS - WRECKERS - HEAVY DUTY BODY SHOP
5TH & ARCH STREETS SUNBURY, PA 17801
570-286-4921 FAX 570-286-4968

BODY SHOP
5TH & JEFFERSON STREETS SUNBURY, PA 17801
570-286-9702 FAX 570-286-9603

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	76.95
PARTS AMOUNT	384.88
PAINT & MATERIALS	0.00
SUBLET AMOUNT	0.00
TOW/DED/ENVIROFEE	0.00
TOTAL CHARGES	461.83
ADJUSTMENTS	0.00
SALES TAX	27.47
PLEASE PAY THIS AMOUNT	489.30

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

CUSTOMER SIGNATURE

CALL TOLL FREE 1-(800)-ADP-ADP TO REORDER CATALOG # 6001581

Customer Copy

[redacted]

NORTHUMBERLAND PA 17857

COPY

Fairfield Chevrolet Cadillac
400 North Derr Drive · P.O. Box 388
Lewisburg, PA 17837
(570) 524-2296
Fax: (570) 524-5598
fairfieldautogroup.com

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/08/06	05	CHEVROLET	TRAILBLAZE	1GNDT13S252[redacted]	[redacted]	9401	0	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	11/14/06	20	00/00/00 00:00	[redacted]	54.00	01	11/14/06

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		BLUE 1

========== REPAIR LINE 01 ==========
CUSTOMER STATES LIGHTS DIM WHEN COASTING, FOUND BULLETIN 02-06-03-008A
GENERATOR DEFECTIVE
REPLACE GENERATOR
BILL CODE - W COMPLAINT CODE - OE
J4100 GEN 46 M C 53.71
FAIL CODE - 6D
TOTAL LABOR 53.71
GM 10464468 *-GEN R 1 240.24
TOTAL PARTS 240.24
========== REPAIR LINE 02 ==========
PARTS OBTAINED LOCALLY
BILL CODE - W COMPLAINT CODE - MD
25000 LOCAL 46 M C .00
FAIL CODE - 93
YY PART LOCAL 1 25.74
TOTAL PARTS 25.74
PAYMENT TYPE - 1 .00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON 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 ITS ITEM/ITEMS

CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

Copyright 2000 ADP, Inc.

[redacted]

NORTHUMBERLAND PA 17857

CHEVROLET Cadillac

Fairfield
400 North
Lew
Fax
fairf

DATE	YEAR	MAKE	MODEL	VIN	STK/CU
11/08/06	05	CHEVROLET	TRAILBLAZE	1GNDT13S252[redacted]	57560

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RAT
00/00/00	11/08/06	20	00/00/00 00:00	[redacted]	54

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE
[redacted]		[redacted]	

COPY

========== REPAIR LINE 01 ==========
SERVICE,OIL,AND FILTER
BILL CODE - C
CHANGED OIL AND FILTER AND LUBED, CHECKED ALL FLUIDS, BELTS AND HOSES

01	SERVICE,OIL,FILTER 04	M A		14.42
			TOTAL LABOR	14.42
GM	89032612 -FILTER		1	4.28
YY	OIL3 7 GM		1	16.50
			TOTAL PARTS	20.78

========== REPAIR LINE 02 ==========
PA STATE INSPECTION
TD=10/32 LF=11B RR=9B
BILL CODE - C
INSURANCE INFORMATION:PROP & CASUALTY INS CO OF HTFD 55
PHJ430858-323704 01-31-07

20	PA STATE INSPECT 04	M C		22.98
			TOTAL LABOR	22.98

PAYMENT TYPE - 1 62.42

PQ
VISA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON 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.

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	37.40
PARTS AMOUNT	20.78
MISC. SALES	.00
MATERIALS	.75
TOTAL CHARGE	58.93
DEDUCTIBLE	.00
SALES TAX	3.49
OTHER PAY	.00
CUSTOMER PAY	62.42

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[redacted]

NORTHUMBERLAND PA [redacted]

Fairfield Chevrolet Cadillac
400 North Derr Drive · P.O. Box 388
Lewisburg, PA 17837
(570) 524-2296
Fax: (570) 524-5598
fairfieldautogroup.com

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/18/06	05	CHEVROLET	TRAILBLAZE	1GNDT13S252[redacted]	[redacted]	10651	0	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	12/18/06	20	00/00/00 00:00	[redacted]	54.00	01	12/18/06

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		BLUE 1

========== REPAIR LINE 01 ==========
CUSTOMER STATES LIGHTS DIM WHEN OFF ACCEL, CHECK ELECTRICAL SYSTEM
REPLACE BATTERY, BULLETIN 02-06-03-008A
BILL CODE - W APPROVAL CODE - E
COMPLAINT CODE - 07
N0110 BATTERY 46 M C 91.31
FAIL CODE - 93
TOTAL LABOR 91.31
YY 786YR BATTERY 1 94.71
TOTAL PARTS 94.71
========== REPAIR LINE 02 ==========
CUSTOMER STATES CAR RUNNING ROUGH
COULD NOT DUPLICATE, NO DTC'S SET
BILL CODE - W
99 W 07 M C .00
TOTAL LABOR .00
PAYMENT TYPE - 1 .00

COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON 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)

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00

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Fairfield Chevrolet Cadillac
400 North Derr Drive • P.O. Box 388
Lewisburg, PA 17837
Phone (570) 524-2296
Fairfieldautogroup.com

COPY

CUSTOMER NO. [redacted]	ADVISOR ERIC MILLER 155	TAG NO.	INVOICE DATE 03/01/07	INV [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 0	COLOR BLUE/	STOCK NO.
NORTHUMBERLAND, PA [redacted]	YEAR/MAKE/MODEL US/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 2 5 2 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R/O DATE 03/01/07	
RE [redacted] BUSINESS PHONE	COMMENTS			MO: 12440

LABOR & PARTS

J# 1 13CVZ01 EXPRESS SERVICE UNITS: TECH(S):107 14.42
COMPLETE 21 POINT CHECK, CHANGE OIL, FILTER AND LUBE
RESET OIL REMINDER IF SO EQUIPPED
COMPLETED ALL EXPRESS LUBE SERVICE, CK ALL BELTS AND HOSES.
CHECK ALL FLUID LEVELS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89032612	FILTER 1.836	4.28	4.28
JOB # 1	1	OIL	5-30 OIL	8.27	8.27
JOB # 1	2	GMOIL	5-30 OIL	2.58	5.16
			JOB # 1 TOTAL PARTS		17.71
			JOB # 1 TOTAL LABOR & PARTS		32.13

J# 2 13CVZ02 TIRE ROTATION UNITS: 0.50 TECH(S):107 15.60
CUSTOMER REQUESTS TIRE ROTATION
Rotate Tires All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		15.60

J# 3 10CVZE30 START&CHRG SYS DIAG UNITS: TECH(S):107 WARRANTY
CUSTOMER STATES BATTERY LIGHT COMES ON INT
COULD NOT DUPLICATE PROBLEM. RUN DAIG AND LOAD TEST=OK
CHECK FOR BULLETINS= NONE FOUND
CHECK FOR PROGRAM UPDATES= HAS CURRENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	M1	HAZARDOUS WASTE REMOVAL FEE		0.35
JOB # 1	C1	COUPON DISCOUNT SERVICE		-30.00
			TOTAL - MISC	-29.65

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $46.54 (+TAX)

DISCLAIMER OF WARRANTIES

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

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Excellent" please contact your service manager.
Thank You,
Fairfield Auto Group

[CONTINUED ON NEXT PAGE] 04:12pm

Reproduced and Reproduced BRAINTSHAE CC614281 Q (10/02)
SF636028 Q (10/06)

Fairfield Chevrolet Cadillac
400 North Derr Drive • P.O. Box 388
Lewisburg, PA 17837
Phone (570) 524-2296
Fairfieldautogroup.com

COPY

CUSTOMER NO. [redacted]	ADVISOR ERIC MILLER 155	TAG NO.	INVOICE DATE 03/01/07	IN [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 0	COLOR BLUE/	STOCK NO.
NORTHUMBERLAND, PA [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 2 5 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	RO 03/01/07	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 12440

TOTALS

$$$

RELEASE OF LIEN INFORMATION

[redacted] (Client's Name) [redacted] (Client's Social Security Number),

hereby authorize CKFCU
(Lien holder Name)

1000 MARKET ST, SUNBURY PA 17801 (Lien holder Address) [redacted] (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]

with CKFCU
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 3/12/07

VEHICLE INFORMATION

The current vehicle mileage is 13649 Date mileage read: 3/12/07.

Signature [redacted] Signature [redacted]

LG0006
V6302006

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER OLDSMOBILE SAAB

s Featured Below are Included at NO EXTRA CHARGE In the Standard Vehicle Price Shown at Right

*** MECHANICAL ***

- IRTEC 4200 SFI I6
- ITO TRAC FOUR WHEEL DRIVE
- SPD AUTOMATIC TRANSMISSION
- NG LIFE COOLANT
- ONT & REAR STABILIZER BARS
- EMIUM RIDE SUSPENSION PKG
- DEPENDENT FRONT SUSPENSION
- INK REAR SUSPENSION
- CK & PINION POWER STEERING
- ECIAL TUNED SHOCK/SPRINGS
- DROFORMED FRAME STRUCTURE

SAFETY & SECURITY ***

- YTIME RUNNING LAMPS
- AL STAGE FRONT AIR BAGS
- 'HEEL ANTILOCK DISC BRAKES
- AR CHILD SECURITY DR LOCKS
- TTERY RUN DOWN PROTECTION
- TOMATIC DOOR LOCKS
- SLOCK THEFT DETERRENT SYS

** EXTERIOR ***

- 16 INCH BRIGHT ALUMINUM WHLS
- ALL-SEASON TIRES
- AUTO HEADLAMP, FLASH TO PASS
- FRONT AND REAR 5 MPH BUMPERS
- SOLAR RAY GLASS

*** INTERIOR ***

- AIR CONDITIONING, DUAL ZONE
- AM/FM STEREO RADIO/CD PLAYER
- TACHOMETER
- LIFTGATE AJAR WARNING
- HEADLAMPS ON WARNING CHIME
- FRT BUCKET STS & FLR CONSOLE
- 65/35 FOLDING 2ND ROW SEAT
- REAR CARGO TIE DOWN HOOKS
- CUPHOLDERS & PWR OUTLETS
- FULL CARPET - COLOR KEYED
- ENTRY / MAP LAMPS
- UNDERFLR STORAGE/CARGO AREA

Visit us at www.chevy.com

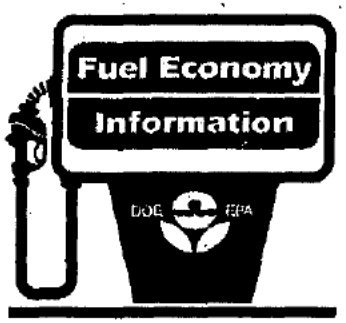
re this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

15

HIGHWAY MPG

20



L MILEAGE

Y WITH OPTIONS, DRIVING
NS, DRIVING HABITS AND
S CONDITION. RESULTS
D TO EPA INDICATE THAT THE
OF VEHICLES WITH THESE
S WILL ACHIEVE BETWEEN

18 MPG IN THE CITY
AND BETWEEN
23 MPG ON THE
HIGHWAY.

2005 TRAILBLAZER 4WD
4.2 LITER L6 ENGINE
FUEL INJECTION,AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: $1,588

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

SPECIAL PURPOSE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

11 TO 36 MPG CITY
AND
14 TO 31 MPG
HIGHWAY.

TSA

www.fueleconomy.gov

Options & Pricing

	MANUFACTURER'S SUGGESTED RETAIL PRICE
STANDARD VEHICLE PRICE	$28,645.00
Options Installed by the Manufacturer (may replace standard equipment shown at left)	
LS PREFERRED EQUIPMENT GROUP 2	1,225.00
• 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	
ONSTAR PLUS PACKAGE	970.00
• ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND	
• CRUISE CONTROL	
HEAD CURTAIN SIDE IMPACT AIR BAGS	495.00
P235/75R16 FOUR ALL SEASON WOL TIRES	140.00
GVW RATING - 5750 LBS	INC.
REAR AXLE 3.42 RATIO	INC.
LICENSE PLATE FRAME, FRONT	INC.
• EXT-SUPERIOR BLUE METALLIC	INC.
• INT-LIGHT GRAY	INC.
TOTAL OPTIONS	$2,830.00

TOTAL VEHICLE & OPTIONS	$31,475.00
DESTINATION CHARGE	685.00
TOTAL BEFORE SAVINGS	$32,160.00
PREFERRED EQUIPMENT SAVINGS	-900.00

CHEVROLET

2005 TRAILBLAZER LS 4WD

Standard Equipment

eatured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

MECHANICAL *

- 'EC 4200 SFI I6
-) TRAC FOUR WHEEL DRIVE
-) AUTOMATIC TRANSMISSION
- ; LIFE COOLANT
- IT & REAR STABILIZER BARS
- IIUM RIDE SUSPENSION PKG
- PENDENT FRONT SUSPENSION
- K REAR SUSPENSION
- (& PINION POWER STEERING
- IAL TUNED SHOCK/SPRINGS
- IOFORMED FRAME STRUCTURE

AFETY & SECURITY *

- 'IME RUNNING LAMPS
- . STAGE FRONT AIR BAGS
- EEL ANTILOCK DISC BRAKES
- R CHILD SECURITY DR LOCKS
- 'ERY RUN DOWN PROTECTION
-)MATIC DOOR LOCKS
- SLOCK THEFT DETERRENT SYS

EXTERIOR *

- 16 INCH BRIGHT ALUMINUM WHLS
- ALL-SEASON TIRES
- AUTO HEADLAMP, FLASH TO PASS
- FRONT AND REAR 5 MPH BUMPERS
- SOLAR RAY GLASS

***** INTERIOR *****

- AIR CONDITIONING, DUAL ZONE
- AM/FM STEREO RADIO/CD PLAYER
- TACHOMETER
- LIFTGATE AJAR WARNING
- HEADLAMPS ON WARNING CHIME
- FRT BUCKET STS & FLR CONSOLE
- 65/35 FOLDING 2ND ROW SEAT
- REAR CARGO TIE DOWN HOOKS
- CUPHOLDERS & PWR OUTLETS
- FULL CARPET - COLOR KEYED
- ENTRY / MAP LAMPS
- UNDERFLR STORAGE/CARGO AREA

Options & Pricing

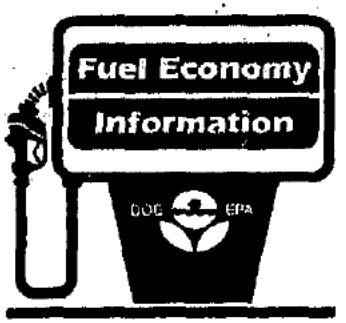
	MANUFACTURER'S SUGGESTED RETAIL PRICE
STANDARD VEHICLE PRICE	**$28,645.00**
Options Installed by the Manufacturer (may replace standard equipment shown at left)	
LS PREFERRED EQUIPMENT GROUP 2 • POWER MIRRORS, HEATED • FLOOR MATS, FRONT & REAR • REAR WINDOW DEFOGGER • DEEP TINTED GLASS • BODY SIDE MOLDING • TOW HOOKS • LUGGAGE RACK CROSS BARS • TRAILER WIRING CONNECTOR • REMOTE KEYLESS ENTRY • THEFT DETERRENT SYSTEM	1,225.00
ONSTAR PLUS PACKAGE • ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND • CRUISE CONTROL	970.00
HEAD CURTAIN SIDE IMPACT AIR BAGS	495.00
P235/75R16 FOUR ALL SEASON WOL TIRES	140.00
GVW RATING 6750 LBS	INC.
REAR AXLE 3.42 RATIO	INC.
LICENSE PLATE FRAME, FRONT	INC.
• EXT-SUPERIOR BLUE METALLIC	INC.
• INT-LIGHT GRAY	INC.
TOTAL OPTIONS	$2,830.00

Visit us at www.chevy.com

e this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

15



HIGHWAY MPG

20

AL MILEAGE

LY WITH OPTIONS, DRIVING ONS, DRIVING HABITS AND S CONDITION. RESULTS ED TO EPA INDICATE THAT THE Y OF VEHICLES WITH THESE ES WILL ACHIEVE BETWEEN

-) 18 MPG IN THE CITY AND BETWEEN
-) 23 MPG ON THE HIGHWAY.

2005 TRAILBLAZER 4WD
4.2 LITER L6 ENGINE
FUEL INJECTION,AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: $1,588

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

SPECIAL PURPOSE

HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM

11 TO 38 MPG CITY AND
14 TO 31 MPG HIGHWAY.

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: [redacted]

☐ **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 06/18/07	$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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

April 16, 2007 **VIA FAX ONLY**

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S2[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

This is to advise that General Motors is in receipt of the above referenced case dated March 30, 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 registration
☐ Other:
☐ 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

December 12, 2017

[redacted]
Northumberland, PA [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Christy Anderson-Vargas

Dear Ms. [redacted]

Thank you for your recent comments regarding your 2005 Chevrolet TrailBlazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

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

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 16, 2007

Jim Starusser, Service Manager
Hawkins Chevrolet
435 Mill St.
Danville, PA 17821

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S25[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Jim:

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 866-398-3254. 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 ext. 21381 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

Used Pricing 2005 Chevrolet Trailblazer-1/2 Ton-I6 Utility 4D LS (4WD)

May 21, 2007

print this page email a friend

Standard Features
Specs & Performance
Photos & 360 Views
Reviews
Safety

More Photos

PRICING

	Clean Trade-In	Clean Retail Value
Base Price	$14,600	$17,250
Mileage - 13,598 miles	$875	$875
Options		
Add Luggage Rack	$75	$100
Add Trailer Towing/Camper Pkg.	$175	$200
Theft Recovery System	$100	$125
TOTAL PRICE	$15,825	$18,550*

* This Retail price is based on a clean vehicle history report. Don't make a $18,550 mistake. Get a Vehicle History Report today.

NEXT STEPS

Loan rates as low as 6.65% APR
FREE Credit Report & Score
Get DMV Forms to transfer title
Donate Your Vehicle
Find this Vehicle
Sell Your Car
Save Hundreds on Insurance
Payment Calculator

Note: Vehicles with low mileage that are in exceptionally good condition and/or include a manufacturer certification can be worth a significantly higher value than the Retail price shown.

Disclosure statement

Vehicle History Report
Check the history of a vehicle
Press GO or Enter VIN
Search Listings
Chevrolet
ZIP 78741
Estimated Payment
$374.67/Month
Apply for a loan now
Insurance Quote
Free GEICO insurance quote
Trusted Partners
- Find a Dealer
- Check Your Credit
- Donate Your Vehicle
- DMV Forms

Sell Your Car

Sell It Now

Free Dealer Price Quote

New Car Dealer Quote

Auto Resources

Articles

- Appraising Your Car
- Selling Tips
- Buying a Used Car
- Financing 101

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LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 562-8738

www.MyLemon.com

DAVID J. GORBERG†
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

NEW JERSEY OFFICE
100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

VIA FAX ONLY

May 22, 2007

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S2[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2005 Chevrolet TrailBlazer for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 25,010.00
License/Title/Registration	$ 120.00
Sales or use tax	$ 417.74
Finance Charges	$ 1,571.55
DOLS Fee	$ 5.00

Documentary Fee	$ 55.00
Online Service Fee	$ 26.50
Subtotal:	$ 27,205.79

Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 940.10
Subtotal	$ 1,940.10

* Minus Payoff to lien holder (good through 06/11/07) $ 24,390.88
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$ 24,390.88

Total due to customer	$ 874.81
Attorney's Fees	$ 1,750.00
Total due to attorney and client:	$ 2,624.81

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.
If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE

LG0074
V7042006

Attach.

CURRENT VEHICLE MILEAGE: 14479

[redacted]

X
Client's Signature

[redacted]

X
Date

X
Date

RELEASE OF CLAIM

1. [redacted] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2005 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDT13S2[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 27,015.69, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of $ 24,390.88, made payable to Central Keystone Federal Credit Union; the second in the amount of $ 874.81, made payable to Ruth A. Trego; the third in the amount of $ 1,750.00, made payable to David J. Gorberg & Associates.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 27,015.69, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 27,015.69, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2005 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed **{enter current odometer here}** plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby forherself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 24 DAY OF MAY, 2007.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE: 14479
DATE SIGNED: 5/24/07

WITNESS: [redacted]

[redacted]

X _____
Claimant's Signature

Claimant's Signature

[redacted]
Address

Address

X NORTHUMBERLAND PA [redacted]
City, State, Zip Code

City, State, Zip Code

STATE OF PA

COUNTY OF SNYDER

Sworn to (or affirmed) and subscribed before me this 24 day of MAY, 2007, by Ruth A. Trego.

Heidi Hare
Signature of Notary Public

HEIDI J. HARE
Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification

PA DL
Type of identification

My commission expires:

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Heidi J. Hare, Notary Public
Monroe Twp., Snyder County
My Commission Expires July 13, 2010
Member, Pennsylvania Association of Notaries

CC: File
LG0025-T
Rev 05/01/07

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Grace Moody State: Pennsylvania

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

Vehicle ID No.: 1GNDT13S252[redacted] In Service Date: 03/17/2006 Vehicle is: {New/Used} BAC Code: 1[redacted]

Year, Make & Model: 2005 TRAILBLAZER LS 4WD Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/18/06	[redacted]	1	10651	C/S car running rough – **Could not duplicate, no DTCs set**
03/20/07		1	12882	IN GMVIS - **SHIELD LOOSE UNDER VEHICLE DEFECTIVE SHIDL REPLACE OIL PAN FILTER SHIELD. SHIELD, ENGINE - REPLACE**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/24/06	[redacted]	1	333	C/S wind noise from both rear doors – **Adjusted both rear doors**
6/9/06		1	3359	C/S weather strip on left rear door is loose – **Repaired weather strip at left rear lower rear edge of door**
				C/S for On Star module is loose **– Needs new On Star VCIM bracket**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/8/06	[redacted]	1	9401	C/S lights dim when coasting – **Found Bulletin 02-06-03-008A, defective generator. Replaced generator**
12/18/06		*	10651	C/S lights dim when off accelerator – **Check electrical system, replace battery, Bulletin 02-06-03-008A**
3/1/07		1	12000	C/S battery light comes on intermittently – **Could not duplicate problem. Check for bulletins, none found. Check for program updates, has current**
03/20/07		*	12882	IN GMVIS - **HEADLIGHTS WENT OUT WHILE DRIVING, INTERMITTENT CHECK CONN AT BCM UNDER FUSE BLOCK CHECK VARIOUS GROUNDS RELATED TO HL OPERATION, CHECK CONN BULK HEAD CONN UNDER STEERING COLUMN, SWAP SOLID STATE HL RELAY W SOLID STATE FAN RELAY. WIRING AND/OR CONNECTOR - EXTERIOR LIGHTING - REPAIR OR RE**
04/16/07		1	13598.	IN GMVIS - **LIGHTS GO ON AND OFF REV LIGHT BLINK WHEN HATACH SHUTS DRIVER DOOR LOCKS BCM DEFEECTIVE, RELPLACE BCM**

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 12 / 12000
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	**4**
Total days out of service during the presumption period:	**4**
Total days out of service during customer's ownership:	**7**

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER APPROVING: {Name} Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

CHEVROLET

Service Satisfaction Survey

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

_____

_____

_____

Home telephone:

Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer

[redacted]

Northumberland PA

[redacted]

Dea[redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Hawkins Chevrolet on June 9, 2006.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Hawkins Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 9, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

Please complete other side →

1GNDT13S25[redacted] 15281

021624153637 00000113879 093372 0581 CSI 020200

About Your Service Consultant/Advisor - continued

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

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☒ Other (please specify) Because The Vehicle WAS out of Alignment. 7,200 miles
- ☐ 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 Hawkins Chevrolet?**	☐	☐	☐	☐	☒

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

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

19. Are you ... ☒ Male ☐ Female

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

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

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

Josh Hawkins, implyed THAT [redacted] I did Check Tire Pressure, I did!
MC And He Vehicle out of Alignment. Tire Wore, They didn't WANT To Fix IT.
I Have A Bill From Another Garage, For Alignment And Tires, See you in Court!

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

I Called The BBB - And Chev. - About This. I Am going to Fairfield
Thank You!!
0299
The Chev Rep. WAS Know Help And He Should Be Replaced

Your opinions will help us serve you better.

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

1GNDT13S252255571 15281
021624153637 5702754231 093372 0582 015364

RVDC Case# 112029

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNDT13S[redacted]
[redacted]	1[redacted]4
Dealership Name	FAIRFIELD CHEVROLET-CADILLAC
Dealer Contact/Title	Denny Spotts, Sls. Mgr.
Dealer Phone	5705242296
Dealer Fax	5705245598
Delivery Date	2006-03-17
Buyback Mileage	9401
Transmission	A
UCC Code(s)	N1502
MSRP	31260.00
Est. Auction Value	11710.50
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	CRS Lita Sanchez
Reason for Repurchase: 4 repairs for lights dimming	

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: PA	Repurchased Under Laws of State: PA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2007-06-08	Established on: 2007-05-30	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 24390.88	Lien Payoff Expires on: 2007-06-18	Per Diem: 3.33
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	874.81			Check Amt:	1750.00
Payee1:	[redacted]	Payee1:	Central Keystone Federal	Payee1:	Tammy Schmitt
Payee2:		Payee2:	Credit Union	Payee2:	
Address1:	[redacted] St.	Address1:	100 Market Street	Address1:	1234 Market Street
Address2:		Address2:		Address2:	Suite 2040
City:	Northumberland	City:	Sunbury	City:	Philadelphia
State:	PA	State:	PA	State:	PA
Zip	[redacted]	Zip	17801	Zip	19107
Phone #:	5[redacted]	Phone #:	57028658739	Phone #:	2155637210
Fax #:		Fax #:	5702865738	Fax #:	2155638738
		Attention:	Loan Dept.	Attention:	David J. Gorberg
		Account #:	[redacted]8	Fed Tax ID:	743097153

				Firm Name:	Gorberg & Associates

Case ID: [redacted]	Initiator: sancheli

To: <Lita_Sanchez@gmexpert.com>
cc:

Subject: [redacted]

Hey Lita - I conveyed the $4,500 inclusive offer to the above client. I have been authorized to counter with a repurchase demand. The problem with the vehicle is on-going, and definitely a safety concern. Essentially what is happening is that the headlights are dimming - and sometimes temporarily going out and flashing - while driving down the road. This obviousy presents problems in the dark, and as a result, my clients do not drive the vehicle at night anymore. They have completely lost faith in the vehicle, and use their other vehicle as often as possible. The vehicle is financed through a local credit union, so I have asked my client to get the necessary finance information and have the credit union fax it to me. Once I receive this, I will forward it to you. Please let me know what you can do with this when you have a moment to review. Thanks!

Tammy J. Schmitt, Esquire
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 Market Street, Suite 2040
Philadelphia, PA 19107
1-215-563-7210
1-800-MYLEMON
1-215-563-4020 (Fax)

Please respond to "David J. Gorberg" <david@mylemon.com>
To: <Lita_Sanchez@gmexpert.com>
cc:

Subject: your emails

lista, please see your emails...you put ruth trego on both offers.
Please correct and resend.

David J. Gorberg, Esquire
David J. Gorberg & Associates, PC
PA and NJ's Premier Lemon Law Firm
1234 Market Street
Suite 2040
Philadelphia, PA 19107
1-215-563-7210 1-215-563-8738 (Fax)
1-800-MY-LEMON (1-800-695-3666)
Web: www.mylemon.com
Email: david@mylemon.com
----- Message from Lita_Sanchez@gmexpert.com on Tue, 22 May 2007 11:42:26
-0400 -----
To: david@mylemon.com
cc: tschmitt@mylemon.com
Subject: [redacted]

Hi David,

Attached is one of the repurchase offers that I am sending you. As I
stated to your receptionist my last day with General Motors is June 1 so I
would like to settle these repurchases before then. Let me know if you
have any questions. I do not have the current registration for your
client. I need the registration so the release matches it.

Lita
----- Message from Lita_Sanchez@gmexpert.com on Tue, 22 May 2007 11:55:18
-0400 -----
To: david@mylemon.com
cc: tschmitt@mylemon.com
Subject: Deborah Kist

David,

Attached is the second repurchase offer. I also need the current
registration. Let me know if you have any questions.

Lita

Please respond to "David J. Gorberg" <david@mylemon.com>
To: <Lita_Sanchez@gmexpert.com>
cc:

Subject: [redacted]

received
----- Original Message -----
From: Lita_Sanchez@gmexpert.com
To: David J. Gorberg
Sent: Wednesday, May 23, 2007 11:27 AM
Subject: Re: [redacted]

David,

Attached is the corrected repur offer. I apologize. I confused myself too.

Lita

December 12, 2017

[redacted]
New Brighton, PA 1[redacted]

Service Request [redacted]
Customer Relationship Specialist: Mary Hall

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S342[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 30, 2007 and ending on January 30, 2008, and begins with 16,640 and ends with 28,640 odometer miles
- A $0.00 deductible

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

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

[redacted]

FOLCROFT PA [redacted]

UNITED STATES POSTAL SERVICE

AMOUNT $1.35

U.S. POSTAGE PAID FOLCROFT,PA 19032 MAR 20,'07 00081500-04 48232

0000

First Class Mail

First Class Mail

MAR 2 2 2007

GENERAL MOTORS CORPORATION
P.O.BOX 33170
DETROIT MI 48232-5170
ATT: RICK WAGONER CEO

discover that nothing had been done to my vehicle. I proceeded back to the service desk and requested to speak with a supervisor or manger. Spoke to Ron the service director who reviewed my invoice and began to ask the technician questions. He returned to say that parts had to be ordered I then stated why I wasn't told of this. They stated that there was a miscommunication between there department. He stated that I needed a relay switch that operated the headlights to give illumination which was ordered with the compact disk and rear passenger window switch. Remind you that it is now after 5:00pm and in the mist of darkness he sent me home with no headlights. They stated that I would receive a postcard in the mail within 1 or 2 weeks depending on arrival of the parts. Once I finally got home driving with my fog lights the only illumination to navigate through the night. Making matters worst I had to pick my son up form work that very night at 11:00pm this is our only vehicle. I then contacted the general manager around 6:00pm or so to ask him why I was allowed to leave his dealership with no headlights. It's not my fault that this vehicle had a faulty relay switch I should have been given a loaner for my safety and the other drivers as well. 2.3.07 I received a call from Ron stating his general manager called him and demanded he locate a relay switch which they did and I was schedule at 1:00pm. It took a complaint to the general manager to receive satisfaction when they could have done that from the beginning there's a GMC dealership across the street. 2.10.07 the compact disk player was installed I was told the wrong part was ordered instead of the rear window switch and they had to reorder one. 2.23.07 I scheduled another appointment at 10:00am for the rear window switch only to be told the reordered switch was defective and again another had to be ordered. I then contact my GM representative Brock 1.866.790.5600ext10632 to inform him on the current dilemma.

This has been a nightmare I have been very patient in the entire ordeal and felt very dissatisfied with the service and the vehicle. I wrote a complaint to the Better Business Bureau which contacts the dealership on my behalf. This is my first and last GM vehicle never have I experienced anything like this concerning a new vehicle or dealership. 3.3.07 I received a postcard regarding the rear window switch and scheduled another appointment for 3.8.07 which the dealership is open late. Pervious I was taking time off from work and using my Saturdays which where wasted because of the service I received. Making matter worst they stated that GM sent them faulty parts and they could not be held accountable for that. They even ask me to give them a good rating on a survey I would receive to add insult to injury I would receive a free oil change. After all I have gone through with this dealership I wouldn't take my vehicle to them. There is another Chevrolet dealership near which is a blessing I was going to purchase a 08 Tahoe or Denali once my lease was up. There is no way I'd ever consider nor refer anyone to that dealership or General Motors this may not have an effect on your corporation. I understand now why Toyota is taking America autos share of the market they give you excellent service and quality vehicles. I use to only drive foreign vehicles and decided to give the trailblazer a try because of the design that was a bad mistake. I have attached every invoice for you to review.

Sincerely,

[redacted]

Better Business Bureau® Serving Metropolitan Washington, DC and Eastern Pennsylvania

Home Page | About the BBB | Consumer Services | Business Services | BBB Foundation

Your complaint has been submitted and has been assigned tracking number

[redacted]

An email will arrive shortly confirming your complaint.
We suggest you print a copy of this page for your records

Contact Us

For quick solutions, please refer to the Frequently Asked Questions, or select a contact option below.

Frequently Asked Questions

- Service and Warranty
- Parts and Repair
- Purchasing a GM vehicle
- Vehicle Codes
- My Vehicle Questions
- Privacy
- Stockholder
- Miscellaneous

More Frequently Asked Questions

Contact GM Automotive Brands

To contact a GM brand by email, phone, or mail with comments or questions regarding dealers, vehicle repairs or parts, please click on the appropriate logo below.

BUICK CADILLAC CHEVROLET GMC

HOLDEN HUMMER PONTIAC

SAAB SATURN VAUXHALL

Contact GM Products & Services

ACDelco
GM Cardmember Services
GMAC
GMAC Bank
GMAC Insurance
GM Fleet
GM Goodwrench
OnStar
Powertrain

Postal Address

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

Contact GM Corporation

To email GM, please choose a topic and click Go. For vehicle inquiries, please click a brand logo to the left.

--- Select Email Topic ---

Go »

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Select a Brand

Enter Zip Code

Locate »

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- Corporate Profile
- Camaro
- E85 Ethanol
- Parts and Accessories
- Scholarships

Have an Idea?

GM welcomes your ideas, inventions and suggestions Submit yours today.

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[redacted] - Re:Bad Service and defective parts

From: [redacted]
Subject: Re:Bad Service and defective parts

Hello: My name is [redacted] and I purchased a 04 trailblazer 8.16.04 from rothrock chevy 780 Baltimore pike p.o.box 309 Springfield pa 19064-0309. I recently had to have my cd player replaced three time file[redacted] however I recent a two other issue with my suv the relay switch and passenger rear window switch are defective. 2.1.07 I called rothrock and schedule an appointment for 2.2.07 @ 11:00am after dropping the suv off at the service dept. I arrive @4:35 to find that nothing had been done to my suv after talking to management they stated part had to be ordered. I had no headlight as I stated the rely switch was defective they sent me out in the night with no headlights. 2.3.07 after reporting them file[redacted] to GM and contacting the general manager I received a call stating to come in they located a relay switch. 2.10.07 they called to replace the cd player however they stated that the wrong part was order for the p/r window. Finally the p/r window switch arrive and on 2.23.07 I scheduled to have it replaced only to find out that the switch was broken and had to be reordered. This has become very disappointing having to take time off of work and away from my family on Saturday's. The people at the service dept were very unprofessional in handling this matter from the start. This is the first and last GM auto I will ever buy I have mailed all the service order sheet to the mailing address given. I have referred several people to this deal ship and will never again. They took almost six month to sent a referral check this has been a very bad experience for me and I will go back to the foreign cars. I was going to purchase a 2008 Denali once my lease had expired not after this. It a shame that GM has independent deal that don't stand by their commenitment. Many of my relative have foreign cars and never had any problem from purchasing to service. I should've stayed with Nissan I see why people don't purchase American car and suv. This is why Toyota is the number one selling car in America for 11 year straight. This may not bother your corporation losing my business but I'll tell everone I know about this experiences.

ROTHROCK! The Company You'll Keep

CHEVROLET • LOTUS
780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 690-1662

SERVICE DEPT. HOURS:
Mon. - Fri.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

SIMPLY the BEST

COPY

CUSTOMER NO. [redacted]	ADVISOR GARY NUYANNES 110971	TAG N [redacted]		INVOICE DATE 12/28/04	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,262	COLOR MED RED MET	STOCK NO. [redacted]
PHILADELPHIA, PA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE 08/16/04	DELIVERY MILES 11
[redacted]	VEHICLE I.D. NO. 1GNDT13S642 [redacted]			SELLING DEALER NO.	
	F. T. E. NO.	P. O. NO.		R. O. DATE 12/28/04	
	COMMENTS MILEAGE OUT				MO: 4262

LABOR & PARTS----------

J# 1 28CVZCB CB RADIO REPAIRS HOURS: 0.50 TECH(S):111 WARRANTY

CD DOES NOT ACCEPT DISCS/SOP RADIO/CD ASSY FROM 12-20-04
INTERNAL FAILURE
DIAG AND REPLACE RADIO ASSY
R0760 6C//0J

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------

WAIT

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/29/2005 / 7148 MI 00CVZLOF 4 IN 1 SERVICE *
****

$$$

CHEVROLET

ROTHROCK! The Company You'll Keep

CHEVROLET • LOTUS
780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 690-1662

SERVICE DEPT. HOURS:
Mon. - Fri.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

SIMPLY the BEST

COPY

CUSTOMER NO. [redacted]	ADVISOR MARYELLEN WINTER 567	TAG NO.	INVOICE DATE 12/20/04	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 4,093	COLOR MED RED MET	STOCK NO. 41995
PHILADELPHIA, PA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 08/16/04		DELIVERY MILES 11
	VEHICLE I.D. NO. 1GNDT13S642[redacted]		SELLING DEALER NO.		
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/20/04		
RESV [redacted]	COMMENTS MILEAGE OUT				MO: 4094

LABOR & PARTS----------
J# 1 20CVZ ELECTRICAL SYSTEM HOURS: TECH(S):101156 INTERNAL
CUST STATES C/D PLAYER INOP
ORDERED CD PLAYER

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
WAIT

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/21/2005 / 7042 MI 00CVZLOF 4 IN 1 SERVICE *
****

$$$

CHEVROLET

ROTHROCK! The Company You'll Keep

CHEVROLET • LOTUS
780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 690-1662

SERVICE DEPT. HOURS:
Mon. - Fri.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

SIMPLY the BEST

COPY

CUSTOMER NO. [redacted]	ADVISOR: GARY NUYANNES 110971	TAG NO.		INVOICE DATE: 05/31/05	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 7,741	COLOR: MED RED MET	STOCK NO.: [redacted]
PHILADELPHIA, PA [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/BLAZER/TRAILBLAZE			DELIVERY DATE: 08/16/04	DELIVERY MILES: 11
	VEHICLE I.D. NO.: 1GNDT13S64[redacted]			SELLING DEALER NO.	
	F. T. E. NO.	P. O. NO.		R.O. DATE: 05/31/05	
[redacted]	COMMENTS: MILEAGE OUT				MO: 7742

LABOR & PARTS

J# 1 28CVZCD CD PLAYER REPAIRS HOURS: TECH(S):112389 INTERNAL

CUSTOMER STATES:
CD PLAYER JAMMED
CD PLAYER ON ORDER

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

WAIT

TOTALS

***

ROTHROCK! The Company You'll Keep

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780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 690-1662

SERVICE DEPT. HOURS:
Mon. - Fri.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

SIMPLY the BEST

COPY

CUSTOMER NO. [redacted]	ADVISOR GARY NUYANNES 110971	TAG NO. W267	INVOICE DATE 06/06/05	[redacted]
[redacted] PHILADELPHIA, PA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 7,878	COLOR MED RED MET
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE 08/16/04	DELIVERY MILES 11
	VEHICLE I.D. NO. 1GNDT13S642[redacted]		SELLING DEALER NO.	
	F. Y. E. NO.	P. O. NO.	R. O. DATE 06/06/05	
[redacted]	COMMENTS MILEAGE OUT			MO: 7879

LABOR & PARTS----------
J# 1 28CVZCD CD PLAYER REPAIRS HOURS: 0.90 TECH(S):112389 WARRANTY
CUSTOMER STATES:
INSTALL SOP CD PLAYER
JAMMED
REPLACE CD PLAYER R0760

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
WAIT

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 09/05/2005 / 10314 MI 00CVZLOF 4 IN 1 SERVICE *
****

$$$

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CHEVROLET • LOTUS
780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 946-1491
www.rothrock.com

SIMPLY the BEST

SERVICE DEPT. HOURS:
Mon., Tue., Wed., Fri.: 7:30 A.M. to 5:00 P.M.
Thur.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

COPY

CUSTOMER NO. [redacted]
[redacted]
7419 WOODBINE AVE
PHILADELPHIA, PA [redacted]

ADVISOR	TAG NO.	INVOICE DATE	INV
FRANK PRENDIVILLE 117681		02/02/07	C[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,367	MED RED MET	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	08/16/04	11

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 6 4 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/02/07

[redacted]

COMMENTS

MO: 28369

LABOR & PARTS

J# 1 20CVZ ELECTRICAL SYSTEM HOURS: TECH(S):101156 0.00
CUST STATES HEADLAMPS INOP HE ALREADY REPLACED BULBS
ORDER RELAY FOR HEADLAMPS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20CVZ1 ELECTRICAL REPAIRS HOURS: TECH(S):101156 0.00
CUST STATES R/R WINDOW GOES DOWN BUT ONLY FROM DRIVERS DOOR
WONT GO UP FROM REAR SWITCH
ORDER WINDOW SWITCH

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 28CVZ SOUND SYSTEM HOURS: TECH(S):101156 0.00
CUST STATES CD PLAYER NOT ACCEPTING CD'S
CHECK AND ORDER EXCHANGE C/D PLAYER

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
(DROP OFF)

TOTALS

****
* NEXT RECOMMENDED SERVICE: *
* 03/02/2007 / 29314 MI 01CVZ030K 30K SERVICE FRT WHL *
****

NOTES:

$$$

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CHEVROLET • LOTUS

780 Baltimore Pike • P.O. Box 309 • SPRINGFIELD, PA 19064-0309
Phone: (610) 544-7300

DATE 2/2/07

TECH. or R.O. # BJ/146752

PHONE # 2158784187

Nº [redacted]

[redacted]
Philadelphia, PA [redacted]

QTY	PART NUMBER	DESCRIPTION
1	15118640	Switch
1	15016745	Relay
	EXCHANGE RADIO ORDERED BY [redacted]	

YEAR	MAKE	MODEL	VIN NUMBER	TRIM NUMBER
'04		T-blazer	[redacted]	

Dear Customer:

It was necessary for us to SPECIAL [redacted] you.

As soon as they arrive you will be notified.

By _____

FORM® DSA-115-N-3 (3 PARTS) (1-04) FORM® DSA-115-N-4 (4 PARTS) (1-04) Reynolds and Reynolds TO ORDER: www.rrpsource.com; 1-800-344-0998; fax 1-800-531-9055

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780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 946-1491
www.rothrock.com

COPY

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SERVICE DEPT. HOURS:
Mon., Tue., Wed., Fri.: 7:30 A.M. to 5:00 P.M.
Thur.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	FRANK PRENDIVILLE 117681		02/03/07	[redacted]
[redacted] FOLCROFT, PA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 28,390		COLOR: MED RED MET	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE: 08/16/04	DELIVERY MILES: 11
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 6 4 2 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 02/03/07	
[redacted]	BUSINESS PHONE: 215-977-8100 x311	COMMENTS		MO: 28392

LABOR & PARTS
J# 1 22CVZ1 BODY ELECTRIC REPAIR HOURS: 0.40 TECH(S): 101156 WARRANTY

CHECK NO HEADLAMPS
CHECK HEADLAMPS AND INSTALL HEADLAMP RELAY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		15016745	RELAY 2.483 B			WARRANTY
JOB # 1	1		OFREIGHT	OVERNIGHT			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

* NEXT RECOMMENDED SERVICE:
* 03/10/2007 / 29336 MI 01CVZ030K 30K SERVICE FRT WHL

$ PAYMENT METHOD $
$ [ ] Cash [ ] C/Card: ..... Check#: ..... $
$ [ ] Charge Recv by: ..... Date: ..../..../.... $

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

DEAR CUSTOMER,
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED LET US KNOW. BE SURE TO CALL THE ASSISTANT MANAGER TO ADVISE HIM OR HER OF YOUR CONCERN. IF YOU REQUIRE SPECIAL ASSISTANCE ASK FOR ME.

RONALD CACCESE
SERVICE DIRECTOR

MAKE YOUR APPT ONLINE AT WWW.ROTHROCK.COM OR 610-544-7300

CUSTOMER SIGNATURE

NOTES:

THANK YOU

CUSTOMER SIGNATURE
X _____

Thank You.
We appreciate your business!

CHEVROLET • LOTUS The Company You'll Keep

Reynolds and Reynolds (FRANTS14E CC008706 Q (0406)

CUSTOMER COPY

[END OF INVOICE] 01:28pm

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780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 946-1491
www.rothrock.com

SIMPLY the BEST

SERVICE DEPT. HOURS:
Mon., Tue., Wed., Fri.: 7:30 A.M. to 5:00 P.M.
Thur.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

COPY

CELL [redacted]

CUSTOMER [redacted]
[redacted]
FOLCROFT, PA [redacted]
[redacted]

ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
FRANK PRENDIVILLE 117681		02/10/07	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	
		29,021	MED RED MET	41995

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	08/16/04	11

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 6 4 2 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		02/10/07

RE [redacted] BUSINESS PHONE 215-977-8100 x311

COMMENTS MO: 29023

LABOR & PARTS

J# 1 22CVZ1 BODY ELECTRIC REPAIR HOURS: 0.80 TECH(S): 111 WARRANTY
CHECK RADIO INOP
INSTALL RADIO AND REPROGRAM

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22CVZ2 BODY ELECTRIC REPAIR HOURS: TECH(S): 111 0.00
CHECK RIGHT REAR WINDOW SWITCH INOP
ORDER RIGHT REAR WINDOW SWITCH

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

***

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CHEVROLET • LOTUS

780 Baltimore Pike • P.O. Box 309 • SPRINGFIELD, PA 19064-0309
Phone: (610) 544-7300

VIN

DATE 2-10-07

[redacted]

TECH. or R.O. # [redacted]

PHONE # [redacted]

Nº [redacted]

[redacted]

Folcroft Pc [redacted]

QTY	PART NUMBER	DESCRIPTION
1	10364169	R Bear Dr Sinch

YEAR	MAKE	MODEL	VIN NUMBER	TRIM NUMBER

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you. As soon as they arrive you will be notified.

Thank You

By _____

FORM® DSA-115-N-3 (3 PARTS) (1-04) FORM® DSA-115-N-4 (4 PARTS) (1-04) Reynolds and Reynolds TO ORDER: www.reysource.com, 1-800-344-0998, fax 1-800-531-8055

ROTHROCK The Company You'll Keep

CHEVROLET • LOTUS

780 Baltimore Pike • P.O. Box 309 • SPRING[illegible]

Phone: (610) 544-73[illegible]

UNITED STATES POSTAGE

PITNEY BOWES

02 1P $000.39⁰

0002537974 FEB 17 2007

MAILED FROM ZIP CODE 19063

DATE 2-10-07

TECH. or R.O. # R-147014

PHONE # 610-586-0584

Appointment 10:00 AM

NO 011865

[redacted]

Fred

Folcroft Pa 1[redacted]

QTY	PART NUMBER	DESCRIPTION
1	1036416[illegible]	R Brake Pa Sinch

YEAR	MAKE	MODEL	VIN NUMBER	TRIM NUMBER
		–		

Dear Customer:

The parts we ordered out for you arrived in our Parts dept. today. Please arrange to pick them up or call our Service dept. and arrange for an appointment to have them installed as soon as possible. If we do not hear from you within 14 days from this date _____ parts will automatically be returned to manufacturer.

NOTE:

Please bring this card with you when you call for your parts.

Thank You

By _____

FORM® DSA-115-N-3 (3 PARTS) (1-04) FORM® DSA-115-N-4 (4 PARTS) (1-04) Reynolds and Reynolds TO ORDER www.reysource.com, 1-800-344-0095, fax 1-800-531-0055

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760 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 946-1491
www.rothrock.com

SIMPLY the BEST

COPY

SERVICE DEPT. HOURS:
Mon., Tue., Wed., Fri.: 7:30 A.M. to 5:00 P.M.
Thur.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	PETE PATRO 116844		02/23/07	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 29,083		COLOR: MED RED MET	STOCK NO: 41995
FOLCROFT, PA [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE: 08/16/04	DELIVERY MILES: 11
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 6 4 2 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/23/07	
[redacted]	COMMENTS			MO: 29083

LABOR & PARTS----------
J# 1 00CVZ? MAINTENANCE HOURS: TECH(S):101706 INTERNAL
CUST STATES SOP PARTS
HAD TO REORDER NEW PART...CUST WILL BE CONTACTED WHEN
APRTS ARRIVE.....

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/23/2007 / 30000 MI 01CVZ030K 30K SERVICE FRT WHL *
****

$$$

ROTHROCK! The Company You'll Keep

CHEVROLET • LOTUS

780 Baltimore Pike • P.O. Box 309 • SPRINGFIELD, PA 19064-0309
Phone: (610) 544-7300

VIN
4240726?

DATE 2-23-17

TECH. or R.O. [redacted]

PHONE # [redacted]

Nº [redacted]

[redacted]

[redacted]

QTY	PART NUMBER	DESCRIPTION
1	15186675	R Rear Wiper Switch

YEAR	MAKE	MODEL	VIN NUMBER	TRIM NUMBER

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you. As soon as they arrive you will be notified.

Thank You

By _____

Sales Hours Mon to Fri 9 am to 9 pm
Sat 9 am to 6 pm
Parts / Service Hours Mon to Wed & Fri 7:30 am
to 6 pm Thur 7:30 am to 9 pm Sat 8 am to 5 pm
Body Shop Hours Mon to Fri 7:30 am to 5 pm
Sat 8 am to 12 pm

Refer a friend or family member and receive a $100.00 referral gift!

Sales Hours Mon to Fri 9 am to 9 pm
Sat 9 am to 6 pm
Parts / Service Hours Mon to Wed & Fri 7:30 am
to 6 pm Thur 7:30 am to 9 pm Sat 8am to 5pm
Body Shop Hours Mon to Fri 7:30am to 5pm
Sat 8 am to 12 pm

Refer a friend or family member and receive a $100.00 referral gift!

ROTHROCK! The Company You'll Keep

CHEVROLET Lotus

780 Baltimore Pike • P.O. Box 309 • Springfield PA. 19064
www.rothrock.com

Frank Prendiville
Service Consultant

Main # 610.544.7300
Direct # 610.946.1424
Fax # 610.946.1491

ROTHROCK! The Company You'll Keep

CHEVROLET Lotus

780 Baltimore Pike • P.O. Box 309 • Springfield, PA. 19064

www.rothrock.com



Ron Caccese
Service Director

Direct # 610.946.142
Main # 610-544-730
Fax # 610-946-149
email: rcaccese@rothrock.co

ROTHROCK! The Company You'll Keep
CHEVROLET • LOTUS
780 Baltimore Pike
SPRINGFIELD, PA 19064
Phone: (610) 544-7300
Fax: (610) 946-1491
www.rothrock.com

SIMPLY the BEST

COPY

SERVICE DEPT. HOURS:
Mon., Tue., Wed., Fri.: 7:30 A.M. to 5:00 P.M.
Thur.: 7:30 A.M. to 9:00 P.M.
Saturday: 8:00 A.M. to 5:00 P.M.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	PETE PATRO 116844		03/08/07	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 29,620		COLOR: MED RED ME[redacted]	STOCK NO.
FOLCROFT, PA [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE: 08/16/04	DELIVERY MILES: 11
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 6 4 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 03/08/07	
[redacted] BUSINESS PHONE [redacted]	C[redacted]TS			MO: 29621

LABOR & PARTS----------
J# 1 22CVZ [redacted] BODY ELECTRICAL [redacted] HOURS: 0.20 TECH(S):104547 [redacted] WARRANTY
CUST STATES R/REAR WINDOW SWITCH IS INOP...(SOP)
INTERNAL FAILURE IN SWITCH
REMOVED AND REPLACED SWITHC ASSY...OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		15186675	SWITCH 16.263			WARRANTY
					JOB # 1 TOTAL PARTS		0.00
					JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 03/22/2007 / 30000 MI 01CVZ030K 30K SERVICE FRT WHL *
****

$$$

Service Satisfaction Survey

[redacted]
Anytown, AN [redacted]

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

Home telephon [redacted]
Change to: (

[redacted]

Our records indicate that you had your **1999 Astro Van serviced at Hometown Motors on September 15, 1997.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Hometown Motors.

Sincerely,

Dave Ellingham
Manager, Customer Assistance Center

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 1999 Astro Van, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 15, 1997, COMPLETE THIS SURVEY. ****

PASS **FAIL**

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

99999999999999999 99999

99999999999 99999999999 999999

Please complete other side

About Your Service Consultant/Adviso - continued

PASS FAIL

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

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☐ Parts not available
- ☐ Work performed did not correct the problem
- ☐ I declined repair
- ☐ Service Department could not duplicate problem
- ☐ Other (please specify) _____
- ☐ Service Department was too busy
- ☐ 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 Hometown Motors?**	☑	☐	☐	☐	☐

	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 1999 Astro Van?**	☑	☐	☐	☐	☐

19. *Do you have any comments/recommendations about your:*

Dealership: _____

Vehicle: _____

20. Are you ☐ Male ☐ Female

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

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

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact *Chevrolet Motor Division* directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020

THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10063, TOLEDO, OH 43682-4081

9999999999999999 99999
qqqqqqqqqq qqqqqq

December 12, 2017

[redacted]
Folcroft, PA 19032-1626

Service Request: [redacted]
Customer Relationship Specialist: Christopher Kloss

Dear Mr [redacted]

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary maintenance service for the next scheduled maintenance, not to exceed $200.00. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary maintenance service for the next scheduled maintenance, not to exceed $200.00

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

CHEVROLET

Service Satisfaction Survey

MAR 2 0 [redacted]

[redacted]
1893 Carter Rd
Folcroft PA
[redacted]

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

Home telephone: (215) 878-4187
Change to [redacted]

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

[redacted]

Our records indicate that you had your **2004 Trailblazer serviced at Rothrock Chevrolet on February 3, 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 Rothrock Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON FEBRUARY 3, 2007, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

116558

1GNDT13S642[redacted] 15030
021706003858 00000113788 146766 0581 CSI 020200

About Your Service Consultant/Advisor - continued

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

About Service Delivery

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

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

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

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

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

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

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

Summing Up Your Experience

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

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

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

19. Are you ... ☑ Male ☐ Female

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

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

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

I would never purchase another vehicle from them or any General Motors products. 0399

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

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

1GNDT13S64[redacted] 15030
021706003858 6106901662 146766 0582

[redacted]

From: [redacted]

2.2.07 I called GM to see if the parts are covered under warranty and would a loaner be available. I was told yes to both questions on my first call to the dealership i explained my problem with the headlight cd, & rear passenger window. The main concern was the headlights on 2.3.07 upon arriving at the dealership a brief description was given again. I arrived at 4:45pm to get the suv only to find out that nothing was done. I then went to speak to the supervisor however i spoke to the director of service. after explaining what happened he then check into the situation only to tell me that parts had to be ordered. I remind you I had no headlight reason being the relay switch was defective. He stated that all the parts were ordered and I would receive a postcard in the mail this would take approximately one or two week depending. I then left the dealership and called the General Manager of the dealership with my complaint. I was allowed to leave the dealership with no headlight at 5:30pm in the mist of the night. Drive with only my fog light for illumination. 2.4.07 I received a call form the service director stating that he received a call form he GM about the headlights. Surprisingly they found a relay switch and could I bring the suv back at 1:00. It took my complaint to the GM for me to receive service and this is why i refuse to go back to Rothrock or purchase another GM vehicle. If that not bad enough they ordered the wrong part for the rear passenger window and i had to go back at least three time. Another reason why I would never purchase another GM vehicle is that my cd player had to be replace three time because of the retractable arm stop working. Only to be told that I was using burned cd's which I know GM vehicles are not equipt to play mp3 disk I read the owners manual. To be fare they did finally repair the rear window switch 2.8.07 which they blamed GM for the faulty parts. I did file a complaint with GM several time and also filed a report with the Better Business Bureau. This was my first GM vehicle and my last the sad thing is I was going to purchase a 2008 Denali when my lease was terminated. I will stick with the foreign vehicle which gave my no problems this is why Toyota is taking the market share. This may not concern you losing my business however I plan to tell everyone about this ordeal.

Sincerely,

[redacted]

3765'

GM DSC

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

May 18, 2007

TEAM BUICK PONTIAC GMC
Scott Medley
1069 CANTON ROAD
WINTERSVILLE, OH 43953

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer [redacted]

Vehicle: 2005 GMC Envoy
VIN: 1GKDT13S25[redacted]
Ref SR:71[redacted]

Dear [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 **$26,249.03** to TEAM BUICK PONTIAC GMC. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13[redacted]
New Vehicle Sales Price:	**$28,157.25**
Used Vehicle Trade Value:	**$26,073.95**
Trade Difference:	**$2,083.30**
Taxes:	**$149.33**
Reg/Lic/Title Fees:	**$25.25**
Cash Paid on Delivery	**$50.00**
Document Fees:	**$50.00**
Dealer Processing Fee:	$ 200.00 (Warranty Credit on your Account)

Other items not included on the bill of sale:

Cost to transfer Aftermarket items: $125.08

****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 Thursday May 17, 2007. If you have any questions you may reach me at 866-802-6625 ext1108.

GSM

TEAM BUICK PONTIAC GMC 201161 Management Agent's Signature and Title.

Steve Diomedi GSM

TEAM BUICK PONTIAC GMC 201161 Management Agent's Printed Name and Title.

[redacted]

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Tracy Ehrlinger
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GKDT13S25[redacted]	**1GKDT13S372[redacted]**	**May 11, 2007**

TRADE REPURCHASE				
Replacement Veh.Cost[redacted])	$28,157.25	G	28207.25-50.00=	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$0.00	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$0.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Doc Fee	$50.00	L		
Misc. (Explain)	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$125.08	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	**$28,332.33**			
State Sales Tax	$149.33		doc fee is taxable	
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$25.25	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	$4,354.59	M		
Damage	$0.00	E		
MSRP Upgrade	$0.00	R		
MSRP Downgrade (deducted)	$2,175.00			
Reimb. of Aft. Mkts on Old Unit	$96.29			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$2,257.88**			
Trade Repurchase Amount	**$26,249.03**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$26,249.03**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$0.00		no lien	
Good Through (mm/dd/yy)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$26,249.03**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$26,249.03**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$28,157.25
State Sales Tax	$149.33
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$25.25
New Aftermarket Items	$0.00
State Fees	$0.00
Doc Fee	$50.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$28,381.83
Trade-In Allowance	$26,073.95
Loan Payoff	$0.00
Net Allowance	$26,073.95
Cash on Delivery (Paid by GM)	$50.00
Total Balance Due	$2,257.88
Amount to Dealer for additional Fees	$125.08
New Vehicle VIN:	
1GKDT13S372[redacted]	
Form Rev 11/11/2005	

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Robert J Kozlowski
Created Date: 04/11/2007

Vehicle Info

* VIN:	1GKDT13S2521[redacted]	MSRP:	32000.0		
Year:	2005	Make:	GMC	Model:	E
* TAC Number:		Vehicle Comments & TAC Explanation:	head lights and dashlights will dim and flicker while emissons s check is in progress		
* Date Reviewed with Customer :	04/11/2007	* Repurchase Mileage:	13026		
Original Purchase Date:	01/10/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	OH		
* Primary Owner:	[redacted]				
* Address:					
* City:		* State:	OH	* ZIP Code:	4
* Day Phone:		Evening Phone:		Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason:	Vehicle exibits dash lights and headlights dimming and flickering while driving. Customer has lost faith in vehicle and not satisfied with this GM product.

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
r1003	n3403	n3507		

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:		Account #:	
Contact or Attention:					

Address:				
City:		**State:**	OH	**ZIP Code:**
* **Day Phone:**		**Fax:**		**E-mail/Web:**

Originial Selling Dealer

* **Dealer Number:**	201161	**Dealer Name:**	TEAM BUICK PONTIAC GMC	**Region:** **D** 40
* **Phone:**	(740) 282-4588	**Fax:**	(740) 282-7757	
* **Contact Name:**	Scott Medley	* **Contact Title:**	Lead Sales	**E-mail:**

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	Roger Roberts	* **Contact Title:**	Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	71-479840370	* **Disposition:**	Unselected Auction
* **Transaction State:**	OH	* **Transaction Type:**	Trade - New Finance
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:			
MSRP:	31255.0		

Repurchase

* **Processing Instructions:**	Trade Repurchase, please provide customer with ability for rate support on new loan. No additional incentives. Customer respons ble for any negative equity, upgrade, taxes and fees as well as usage. Customer has receipt for aftermarket items totaling $1,353.46. All Items can be switched to new Envoy except window air defectors which total 89.99 + tax of 7%. This amount should be refunded to customer.

Disposition

* **Disposition Instructions:**	auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	=33,430 / 100,000 X 13,026	Standard usage formula	4354.59
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

ALBERT PONTIAC – GMC, INC.

D.B.A. Team Pontiac – GMC
2001 Sunset Blvd.
STEUBENVILLE, OHIO 43952
(740) 282-4588

POSTED 4/11/05

DEAL #: 18085

PURCHASER'S NAME [redacted] SOC. SEC. NO. [redacted] DATE 01/10/2005

PURCHASER'S ADDRESS [redacted] AGE 63 RESIDENCE PHONE [redacted]

CITY, STATE & ZIP STEUBENVILLE OH [redacted] BUSINESS PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☐ NEW ☐ USED ☐ ☑ CAR & TRUCK ☐ DEMO ☐ FACTORY OFFICIAL CAR STOCK NO. KGT52 ✓

63 MILEAGE APPEARING ON ODOMETER IS ☐ NOT ACCURATE ☑ ACCURATE INL

REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

YEAR 2005 MAKE GMC

MODEL OR SERIES ENVOY BODY TYPE 4WD 4DR

COLOR TRIM

M.V.I. OR SER. NO. 1GKDT13S2 [redacted] ENG. TYPE

TO BE DELIVERED ON OR ABOUT 01/10/2005 SALESMAN DAVID A GALLABRESE

DISCLAIMER OF WARRANTIES

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER, AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS" - NOT EXPRESSLY WARRANTED OR GUARANTEED".

USED VEHICLE TRADED IN AND/OR OTHER CREDIT

YEAR MAKE OF TRADE-IN

MODEL OR SERIES BODY TYPE

COLOR TRIM

M.V.I. OR SER. NO. ENG. TYPE

MILEAGE APPEARING ON ODOMETER IS ☐ NOT ACCURATE ☐ ACCURATE

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE	$	N/A
BALANCE OWED ON USED TRADE-IN		N/A
NET ALLOWANCE ON USED TRADE-IN	$	N/A
DEPOSIT OR CREDIT BALANCE		N/A
CASH WITH ORDER	$	3500.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$	3500.00

MEMO:

SERVICE CONTRACT REFUSED

CAR WARRANTY EXPLAINED

MANUFACTURER'S STICKER PRICE OR MARKET VALUE OF USED VEHICLE		30630.00
EXTENDED SERVICE AGREEMENTS AVAILABLE, N/U		N/A
		195.00
DEALER INSTALLED OPTIONS		N/A
ACCENT OR APPEARANCE STRIPS		N/A
Cash Price of Vehicle & Accessories		30825.00
DOCUMENTARY FEE		50.00
STATE AND LOCAL TAXES		2315.63

		N/A
TITLE	$	10.25
LIEN	$	5.00
PLATES NEW	$	N/A
PLATES TRFR	$	N/A
NOTORIZATION	$	N/A
TRADE TITLE	$	N/A
INSP. N/U	$	N/A
LOST TITLE	$	N/A
DUPLICATE TITLE	$	N/A
MEMO TITLE	$	5.00

TOTAL FEES	$ 20.25
TOTAL PRICE OF UNIT	33210.88
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 3500.00
UNPAID CASH BALANCE DUE ON DELIVERY	$ 29710.88

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CO [redacted]

PURCHASER'S SIGNATURE

ACCEPTED BY ALBERT [redacted]
(DEALER) (NAME AND TITLE)

Reynolds and Reynolds RDR3120M-Q (1/00)

"THANK YOU - WE APPRECIATE YOUR BUSINESS"

RETAIL BUYERS ORDER

TEAM TEAM TEAM

FORD • LINCOLN • MERCURY | TOYOTA | BUICK • PONTIAC • GMC

Division of AG ALBERT AUTOMOTIVE GROUP

☐ 905 Brady Ave. Steubenville, OH 43952 | 1069 Canton Rd. Wintersville, OH 43953 ☐

TELEPHONE: (740) 283-4131

STOCK [redacted]

DEAL NO. 37632

PURCHASER'S NAME [redacted] DATE 05/18/2007

STREET ADDRESS [redacted] PHONE [redacted]

CITY STEUBENVILLE COUNTY JEFFERSON STATE OH ZIP [redacted] SALESPERSON HOUSE

ENTER MY ORDER FOR ONE ☐ NEW ☐ USED | ☐ CAR ☐ TRUCK | ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL VEHICLE AS FOLLOWS:

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2007	GMC	ENVOY	UT	STEEL GRAY	G13100

VIN 1GKDT13S37[redacted] TO BE DELIVERED ON OR ABOUT 05/18/2007 STOCK NO. [redacted]

REMARKS:	CASH PRICE OF VEHICLE	$ 28157.25
☐ SEE VEHICLE DELIVERY REPORT ATTACHED		
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED		
☐ SEE LIMITED WARRANTY ATTACHED		

DEPOSIT RECEIPT:

Dealer hereby acknowledges receipt of the sum of $ _____ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days. This Deposit/Partial Payment ☐ IS ☐ IS NOT refundable, subject to the conditions on the reverse side and the following: _____

NEGATIVE EQUITY:

I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by $ _____ to cover negative equity from my trade-in/the amount owed on my lease turn-in.

X _____

TRADE-IN AND OTHER CREDITS				
		28207.25	DOCUMENT FEES →	50.00
TRADE-IN ALLOWANCE	26073.95	26073.95	← SELLING PRICE →	28207.25
BALANCE OWED ON TRADE	N/A	TAXABLE TOTAL 2133.30	X 7.0000% = SALES TAX	149.33
BALANCE OWED TO: NONE		ODOMETER MILEAGE STATEMENT	COUNTY JEFFERSON	
NET EQUITY	26073.95	THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS _____ MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW ☐ ODOMETER MILEAGE IS NOT ACCURATE REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE	TITLE FILING FEES	5.00
DEPOSIT	N/A		REGISTRATION FEES	20.25
CASH ON DELIVERY	50.00		OTHER	
OTHER	N/A			
TOTAL CREDIT	26123.95		TOTAL	28381.83
			TOTAL CREDIT	26123.95
			BALANCE DUE	2257.88

TRADE-IN STOCK NO. [redacted] YEAR 2005 MAKE GMC MODEL ENVOY

BODY TYPE UT VIN 1GKDT13S252[redacted] MILEAGE

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (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. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge recei[redacted]VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPRO[redacted] SIGNED: _____ DATE 05/18/2007

2005 ENVOY SLE 4WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HNVC74/TRE STOCK NO. DETROIT MI 48243-1114
[redacted] [redacted]
**********48*06887S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLE 4WD (4-DOOR)	32000.00	28960.00	INVOICE 09/27/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	SHIPPED 09/27/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 10/03/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 10/04/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	PRC EFF 09/27/04
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	KEYS S965G S965G
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 - 010 CHG-TO 06-887
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	
PCK ONSTAR PLUS PACKAGE	970.00	834.20	SHIP WT: 4520
* ONSTAR SYSTEM			HP: 32.1
INCLUDES 1YR SAFE & SOUND			GVW: 5750
* CRUISE CONTROL			GVWF: 2950
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GVWR: 3200
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GMS: 29394.85
1SA SLE STANDARD PACKAGE	N/C	N/C	SUPPLR: 30714.24
1SZ OPTION PACKAGE DISCOUNT	900.00-	774.00-	MRM: 34330.00
			NTR: 1/2
			DAN: SBROF
			MEMO 1562.25

TOTAL MODEL & OPTIONS	32745.00	29617.20	ACT 237 29319.85
DESTINATION CHARGE	685.00	685.00	H/B 261 982.35
DEALER CO-OP ADVERTISING		327.45	ADV 261 327.45
TOTAL	33430.00	30629.65	PAY 310 30629.65
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		29167.30	

****
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.

TEAM PONTIAC GMC

REMIT TO GMAC NO. 010
VIN 1GKDT13S252[redacted]
$ 30629.65 INV 5A[redacted]
DUE 10/04/04 DEALER 06-887

2007 ENVOY SLE 4WD (4-DOOR)
16U STEEL GRAY METALLIC /L6G
28H LIGHT GRAY
ORDER NO. KXGN9M/SRE[redacted] STOCK NO.
VIN 1GK DT13 S3 7[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********48*06897S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
TT15506 ENVOY SLE 4WD (4-DOOR)	28950.00	27068.25
C5N GVW RATING - 5,750 LBS	N/C	N/C
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C
JF4 POWER ADJUSTABLE PEDALS	150.00	124.50
LL8 ENGINE, VORTEC 4.2L SFI I6	0.00	0.00
M30 TRANSMISSION, 4 SPD AUTOMATIC	0.00	0.00
N80 17" POLISHED ALUMINUM WHEELS	495.00	410.85
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
3SB SLE-2 PACKAGE INCLUDES:	925.00	767.75
* POWER HEATED OUTSIDE MIRRORS		
* LUGGAGE RACK CROSS BARS		
* OVERHEAD CONSOLE		
* PWR SEAT ADJUST-DRIVER, 8 WAY		
* VISOR MIRRORS, LIGHTED		
* INSIDE REAR VIEW MIRROR, AUTO DIMMING, COMPASS, TEMPERATURE		

RETAIL - SOLD
INVOICE 05/09/07
SHIPPED 05/09/07
EXP I/T 05/23/07
INT COM 05/23/07
PRC EFF 05/08/07
KEYS S783F S783F
WFP-S QTR OPT-1
BANK: GMAC - 010
CHG-TO 06-887

SHIP WT: 4547
HP: 32.1
GVWR: 5750
GAWR.FT: 2950
GAWR.RR: 3200
GMS: 28357.25
SUPPLR: 29626.58
MRM: 31255.00
NTR: 1/2
MEMO 1376.00

CASE #[redacted]

TOTAL MODEL & OPTIONS	30520.00	28387.85	ACT 237 28207.25
DESTINATION CHARGE	735.00	735.00	H/B 261 915.60
DEALER CO-OP ADVERTISING		305.20	ADV 261 305.20
TOTAL	31255.00	29428.05	PAY 310 29428.05
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28078.20	

****

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

****

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

TEAM BUICK PONTIAC GMC

REMIT TO GMAC NO 010
VIN 1GKDT13S372[redacted]
$ 29428.05 INV [redacted]
DUE 05/23/07 DEALER 06-887

https://www.autopartners.net/apps/gmexchange/bars/display_doc.jsp?doc=D1

MAY-11-2007 12:32P FROM:TEAM-BUICK-PONTIAC-G 17402669508 TO:18668026668 P.3

From: robert.kozlowski@gm.com
To: rogemoles1@comcast.net
Subject: Angelo Buy back
Date: Friday, May 11, 2007 11:36:08 AM

Roger please fax an RO to Tracy at 866 802 6668 stating the transferring of the Bug Deflector and Assist Steps to his new unit. The case number is 28705.

The labor times are as follows:

Install Bug Deflector .5
Install Running Boards .5

Double this for a total of 2 hours for the R&R for $125.08

Thank you for your help.

Bob Kozlowski
General Motors Service
Cell: 724 272 4058
e-mail: robert.kozlowski@gm.com

OHIO CERTIFICATE OF TITLE

ISSUING CNTY JEFFERSON
RESIDENT CNTY JEFFERSON

STATE OF OHIO No.4[redacted]

ORIGINAL

ISSUE DATE 01/14/2005

IDENTIFICATION NUMBER 1GKDT13S252[redacted]

YEAR 2005 MAKE GMC MAKE DESCRIPTION GENERAL MOTORS

COMMENTS

PURCHASE PRICE $30,875.00 BODY TYPE SW MODEL ENV MODEL DESCRIPTION ENVOY

TAX $2,315.63 MILEAGE 63 EVIDENCE OH MCO - IN STATE

CONVERSION

MLG BRAND ACTUAL

BRANDS

[redacted]

STEUBENVILLE, O[redacted]

OFR2131

LICENSE EXPIRES 10-25-5
TRANSFER ISSUED
BUCK W

PREVIOUS OWNER
ALBERT PONTIAC GMC INC

2001 SUNSET BLVD
STEUBENVILLE, OH 43952-0000

41034425 ND003034

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 14th DAY OF JANUARY 2005

[redacted]

COMMON PLEAS COURT JEFFERSON CO. OHIO

[redacted]

JOHN A. CORRIGAN JR
CLERK OF COURTS

DMP
DM[redacted]

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 7/02

Printed: 3/20/2007 11:29:55 AM Case No. [redacted]

Store: 1

Sales Receipt #78

3/13/200

Cashier: Tomm

Page

FIRST CLASS CUSTOMS

First Class Customs

419 Cadiz Rd
Wintersville, OH 43953
Tax ID # 341945453
740-264-5504 Phone
740-264-9973 FAX

Bill To: [redacted]

Steubenville, Ohio [redacted]

Description	Attribute	Size	Orig Price	Disc %Type	Qty	Price	Ext Price	Tax
Bugflector 2			$89.95		1	$89.95	$89.95	T
egr 4 pc			$89.99		1	$89.99	$89.99	T
westin sure grip running board			$450.00		1	$450.00	$450.00	T
Huskeyliner flaps			$80.00		1	$80.00	$80.00	T
Seatsaver			$175.00		2	$175.00	$350.00	T
nifty catch all floor mat			$89.99		2	$89.99	$179.98	T
hitch cover			$25.00		1	$25.00	$25.00	T

	Subtotal:	$1,264.92
Local Sales Tax	7% Tax:	+ $88.54
	RECEIPT TOTAL:	**$1,353.46**

Cash: $1,353.46

2005 GMC Envoy

Thanks for supporting Ohio Valley Businesses!!!

POLICY and PROCEDURES:
All sales are final. No Returns No Refunds No Exceptions. All products are warrantied at the manufacturers descretion. Shipping and handling are not included in any warranty. Labor is warrantied for LIFE on all of our products. Lifetime warranty remote car starters cost $100 to move to another vehicle plus any additonal parts required. All products sold to new car dealers carry a minimum 3 year warranty. There is a $40 returned or cancelled check fee. All returned checks are turned into Wintersville Police Department. Deposits are non refundable!!

We THANK-YOU for your business and we strive to give you SERVICE BEYOND YOUR EXPECTATIONS.

[redacted]

[redacted]

2[redacted]

WARRANTY

ALBERT AUTOMOTIVE GROUP

TEAM FORD-LINCOLN-MERCURY TEAM TOYOTA
905 Brady Avenue
Steubenville, OH 43952

TEAM BUICK PONTIAC GMC
1069 Canton Rd.
Wintersville, OH 43953

(740) 283-4131
www.yesteamauto.com

[redacted]
STEUBENVILLE, OH [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 9118 ROGER E ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
CARBON	05	GMC ENVOY	1GKDT13S25[redacted]		14481/14481	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15MAR05 IS			17:00 11MAY07			CASH	11MAY07

R.O. OPENED	READY	OPTIONS:
12:20 11MAY07	12:27 11MAY07	DLR:07645 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TRANSFER BUG DEFLECTOR & ASIST STEPS TO NEW UNIT						
CAUSE: F							
	M TRANSFERED BUG DEFLECTOR & ASSIST STEPS TO NEW UNIT						
	8902	WG40		2.00		125.08	125.08
					0	0	TPARTS
					4100	12508	TLABOR

TRANSFERRED BUG DEFLECTOR &
ASSIST STEPS PER BOB KOSLOWSKI
(GM) PAYING 2.0 @ $62.54 PER
HOUR TOTAL $ 125.08

WARRANTY

COST, SALE, & COMP TOTALS 4100 12508 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	125.08
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	125.08
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	125.08

WARRANTY COPY

GMC
PROFESSIONAL GRADE

Tuesday, May 15, 2007
David P & Janet F Angelo
9 Lewis Street
Steubenville, OH 43952

Trade Settlement Letter

Subject: Repurchase of 2005 GMC Envoy
VIN: [redacted]
Ref S[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2005 GMC Envoy, VIN 1GKDT13S25[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC 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 GMC customer, GMC will assist you into a 2007 GMC Envoy, VIN 1GKDT13S3[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Sales Tax	$149.33
Reg/Lic/Title Fees	$25.25
Usage / depreciation	$4,354.59
Less down-grade	$2,175.00
Less reimbursement of aftermarket	$96.29
Total Customer Responsibility	$2,257.88

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 ext1108 if you have any questions or [redacted]

[redacted] 5-15-07

5-15-07

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*

[redacted]

BURT WATSON.COM
FREELAND CHEVROLET PONTIAC

FAX TRANSMITTAL

ATTENTION: Laura Connor

COMPANY: BRC Customer Relationship Mgr.

FAX: 866-874-7662

FROM: Darien M. Davis

DATE: 10-12-07 TIME: 12:26 P.M.

NUMBER OF PAGES _____

MEMO:

Laura-

If you have any questions about our previous conversation or this paperwork please contact me ASAP.

Thank you,

IF YOU DO NOT RECEIVE ALL PAGES PROPERLY PLEASE CONTACT SENDER AT 989-695-5366 OR 1-800-388-0307. FAX NUMBER 989-695-6405

BURT WATSON CHEVROLET PONTIAC 7468 MIDLAND RD, PO BOX 250, FREELAND MI 48623



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 9, 2007

Attn: Dan Davis
BURT WATSON CHEVROLET-PONTIAC, INC.
7468 MIDLAND RD
FREELAND, MI 48623-8803

Re: [redacted]
Siebel Requ[redacted]
2006 Chevrolet TrailBlazer
VIN # Do not have at this time as customer could not provide

Dear Mr. Davis:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Laura Connor
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21582
FAX# 866-874-7662

Feb 12 2007 1:32PM WATSON CHEVROLET PONTIAC 9896954068

DEAL 157784 STOCK# 197211

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] BAY CITY, MI [redacted] BAY	Principal driver (if business use)	BURT WATSON CHEV-PONT., INC. 7468 MIDLAND ROAD FREELAND, MI 48623

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

XX ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CHEVROLET TRAILBLAZE	SW	1GNET13M062[redacted]	3311	XX ☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Dealer Installed Options: _____ GVW (if truck) _____ ☐ Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 4993.28

2. Monthly Payments
Your first monthly payment of $ 380.00 is due on 07/24/2006, followed by 38 payments of $ 380.00 due on the 24TH of each month.
The total of your monthly payments is $ 14820.00

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
$ N/A
Total $ N/A

4. Total of Payments
(The amount you will have paid by the end of the lease.)
$ 19433.28

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: 4259.00 ~~4259.78~~

a. Capitalized cost reduction	$ ~~4259.78~~
b. First monthly payment	$ 380.00
c. Refundable security deposit	$ N/A
d. Title fees	$ 15.00
e. Registration fees	$ N/A
f. Sales/use tax	$ 255.58
g. TRANSFER8.00	$ 8.00
h. DOCUMENT75.00	$ N/A
i.	$ N/A
j. Total	$ 4993.28

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 3080.00
c. Amount to be paid in cash	$ 1913.28
d. Total	$ 4993.28

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 27405.61) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 32721.30
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	=	$ ~~4259.78~~ 4259.00
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$ 28461.60
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment		$ 18254.20
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 10207.40
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$ 3773.71
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$ 13981.11
h. **Lease payments.** The number of payments in your lease	+	39
i. **Base monthly payment**	=	$ 358.49

g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge = $ 13981.11
h. **Lease payments.** The number of payments in your lease ÷ 39
i. **Base monthly payment** = $ 358.49
j. **Monthly sales/use tax (estimated)** + $ 21.51
k. N/A + $ N/A
l. **Total monthly payment** = $ 380.00

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of ~~12,924~~ ~~13,000~~ 13,000 miles per year at the rate of $ ~~15.20~~ per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 18754.20 plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle		$ 27405.61
b. GMAC administrative fee	+	$ 595.00
c. License/registration/title fees	+	$ N/A
d. Sales tax	+	$ N/A
e. Other tax (describe)	+	$ N/A
f. Optional service contract	+	$ N/A
g. Optional maintenance contract	+	$ N/A
h. Optional life insurance	+	$ N/A
i. Optional disability insurance	+	$ N/A
j. Trade	+	$ 4720.69
k.	+	$ N/A
l. Gross Capitalized Cost	=	$ 32721.30

12. THE VEHICLE YOU ARE TRADING. 1999 (year) CHEVROLET (make) TAHOE (model)

Gross trade-in value		$ 6277.00
Payoff	-	$ 10997.69
Net trade-in value	=	$ (4720.69)

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1725.28

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$ 15.00
b. Registration fees/taxes	$ N/A
c. License fees/taxes	$ 607.81
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 1094.47
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) TRANSFER FEE	$ 8.00
h. Other (describe)	$ N/A
i. Other (describe) N/A	$ N/A

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year ☐ Low mileage: 12,000 miles/year
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

[illegible] 3000 ~/A [illegible] extra miles at $ ~~0.10~~ ~/A [illegible] per mile. If this lease ends

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 10-23-09 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 31.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: CITIZENS
Insurance agency name: PLUM HARRIS
Agency address: 706 S EUCLID AVE BAY CITY MI 4870
Agency phone no.: [redacted]
Agent's name: PLUM HARRIS
Policy no.: BINDER#899 XX ☐ Liability XX ☐ Physical damage
Deductibles: Collision $ 500.00 Comprehensive $ 500.00
Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $

☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $

LESSEE'S SIGNATURE: X Age N/A

CO-LESSEE'S SIGNATURE: X Age

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

XX Standard manufacturer's warranty

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and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1725.28

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$ 15.00
b. Registration fees/taxes	$ N/A
c. License fees/taxes	$ 607.81
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 1094.47
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) TRANSFER FEE	$ 8.00
h. Other (describe) N/A	$ N/A
i. Other (describe)	$ N/A

14. MILEAGE.

Base Mileage Allowance. ☐15,000 miles/year. ☐Low mileage: 12,000 miles/year.
☐Medium-duty truck (gasoline): 25,000 miles/year
☐Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying ~~3000~~ N/A extra miles at $ ~~0.10~~ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ ~~.10~~ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is ~~45311~~ 42,311 miles.

Starting odometer mileage	3,311 miles
+ Base mileage allowance	39,000 miles
+ Purchased extra miles	+ N/A ~~3,000~~ miles

Excess Mileage Charge. The excess mileage charge is $ ~~.15~~ .20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Policy no.: N/A ☐Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life Insurance (☐Lessee ☐Co-Lessee ☐Both) Premium $ N/A
Coverage limit $

☐ Disability Insurance (Lessee only) Premium $ N/A
Monthly coverage limit $

LESSEE'S SIGNATURE: X Age N/A

CO-LESSEE'S SIGNATURE: X Age

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

XX Standard manufacturer's warranty
☐

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: [redacted] BY: X CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: [redacted] BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AT FREELAND, MI (city) [redacted] ON JUL (month) 24 (day) 2006 (year)

LESSEE X [redacted] X [redacted]

LESSOR: BURT WATSON CHEV-PONT., INC. SIGN [redacted]

Lessor assigns all right, title, and interest in this lease to the party ide[redacted]der the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns [redacted] the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: BURT WATSON CHEV-PONT., INC. BY: [redacted] TITLE: AGENT

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY 11/2001 (6)
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9
TRIPLICATE ORIGINAL - DEALER

Top Line Sale Disclosure

I understand the sale price of my vehicle may include various items in addition to the basic price of the vehicle. Accordingly, the table below outlines the elements of this purchase that have been incorporated in the "**Top Line**" of my vehicle purchase. By signing this form I am in agreement with the method used in determining the total sales price of my vehicle.

Trade In		
Vehicle Purchase Price	G.I.D.	$ 30725.63
In Equity in Trade[1]		0
Excess Mileage[2]		0
Lease Start-Ups[3]		0
Additional Equipment	Demo	(3320.31)
Total "**Top Line**"		$ 27405.32

[redacted]

[1] In equity in trade occurs when the pay-off of the lien, on the traded-in vehicle, is greater than the trade in value of my vehicle.

[2] Excess mileage included in the Top Line occurs when the actual mileage driven is more than allowed on the original lease contract.

[3] Lease start-ups represents customer cash.

STATE OF MICHIGAN

CERTIFICATE OF TITLE

THIS IS A DUPLICATE CERTIFICATE AND MAY BE SUBJECT TO THE RIGHTS OF A PERSON UNDER THE ORIGINAL CERTIFICATE ODOMETER MILEAGE FROM ORIGINAL CERTIFICATE

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL	BODY STYLE
1GNEK13R5XJ[redacted]	1999	CHEVROLET	TAHOE K1500	STA WGN

TITLE NUMBER	ISSUE DATE	ODOMETER	BRAND/LEGEND
[redacted]	08/07/2006	080786	DUPLICATE

WEIGHT/FEE CATEGORY: 32

ODOMETER BRAND: *ACTUAL MILEAGE*

OWNER(S) NAME AND ADDRESS

[redacted]

BAY CITY MI 48[illegible]

FULL RIGHTS TO SURVIVOR

First Secured Party	Filing Date
GMAC BOX 8118 COCKEYSVILLE MD 21030	09152004

Release of First Lien:

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
Burt Watson Chev Pont		7-24-06	
Purchaser's Street Address: 1468 Midland Rd	City: Freeland	State: Ont	Zip: 48623

I (we) certify that the odometer reading is: 105838 [X] (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)

	Printed Name of Seller(s)		
[redacted]	Cindy Clark PA		
	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)
[illegible]	[illegible] agent

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.

[redacted]

MAILING ADDRESS

[redacted]

209 S WENONA ST

BAY CITY MI [redacted]

NOTICE TO SELLERS

Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

OnStar

CUSTOMER NAME: [redacted]

VIN: 1GNET13M062[redacted]

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) XX a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$	
COLLEGE GRAD	$250.00	DRAFT
	$	
	$	
	$	

Total Incentive Amount Received $ ___

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

a. I elect to receive INCENTIVIZED LEASE RATE
in lieu of REBATE
and/or

b. I elect to receive ___

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 07/24/2006. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes _____ No

b. OnStar ☐ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4[redacted] and request that my Services be cancelled.

Purchaser/Lessee Signatur[redacted] Date: 07/24/2006

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ____ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [signature] Date: 07/24/2006

Dealership Name: BURT WATSON CHEV-PONT., INC. Dealer Code: 44576

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1GNET13M062[redacted]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BONUS CAP COST REDUCTION	$ ~~500.00~~	~~CRW~~
~~GM EMPLOYEE BONUS~~	$ ~~1000.00~~	~~VBE~~
~~EAST OF THE LAKE~~	$ ~~750.00~~	~~CEL~~
~~DEALER ADJUSTMENT~~	$ ~~1680.00~~	~~DXP~~
COLLEGE GRAD	$ 150.00	
Total Incentive Amount Received	$	~~3930.00~~ 3080.00

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 INCENTIVIZED LEASE RATE in lieu of ~~REBATE~~ and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 07/24/2006. I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? X Yes _____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signa[redacted] Date: 07/24/2006

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 07/24/2006

Dealership Name: ~~BURT WATSON CHEV-PONT., INC.~~ Dealer Code: 44576

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

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Chevrolet Motor Division
General Motors Corporation

GMAC
4.9000 39
18253.90 3311

Delivery Worksheet

(Instructions for completing this Worksheet can be found in the "Chevrolet Dealer Distribution Manual".)

Dealer Communications System

TRAILBLAZER GLD

Delivery

Vehicle ID Number	1GNET13M062 [redacted]	Model Number [redacted]	Delivery Date JUL / 24 / 06	Mileage 3311	
Dealer Owned*	N - No	E - Driver Education	C - Company Car (Excluding Demo)	S - Service Loaner	L - Lease / H - Rental
Type of Owner*	R - Retail	F - Fleet	D - Retail/Lease	W - Unregistered	Fleet Account Number
Owner of Record*	I - Individual Purchaser	C - Company, Corporation Or Political Subdivision	O - Other (All Other Purchasers Not Covered By I or C)		
Purchaser's First 2 Initials	Last Name or Company Name (Limit 25 Letters, Including Spaces) [redacted]				
Street Address (And Apartment Number) [redacted]	City BAY CITY	State (Two Letters) MI	ZIP Code 48706		
Customer Phone Number [redacted]	Business Phone Number [redacted]	Friends* Magazine Yes No			
Service Direct Mail X To Exempt From Mailing*	Salesperson's Social Security Number FEKAY, DANNY	If Chevrolet Trade-In, Enter VIN. If Not, Leave Blank 1GNEK13R5XJ [redacted]			
Enter Two-Digit Ident Code(s) To Claim Eligible Allowance	RE-ORDER VEHICLE YES (Y) NO (N) QUANTITY _____ DEALER ASSIGNED NUMBER _____				

HOLLINGSWORTH, DAVID

Transfer To Another Chevrolet Dealer

Vehicle ID Number		Model Number	Transfer Date / /
Transfer To (Branch/Dlr. Code)		RE-ORDER VEHICLE YES (Y) NO (N) QUANTITY _____	DEALER ASSIGNED NUMBER _____

Transfer Into Dealer Owned Demo Service

Vehicle ID Number	Model Number	Demo Date / /

Terminal Operator Use

Answerback Date / /	Accepted Rejected	Date Resubmitted / /

*Please Circle Appropriate Information For Terminal Operator

Do Not Mail - For Terminal Input Only

GSD 816 Rev. 11-99

General Motors - Vehicle Purchase Program
Customer-Dealer Agreement and Pricing Sheet

Eligible Participant: RICHARD G TORREZ Relationship to Eligible P[redacted]
Purchaser's First Name: [redacted] Purchaser's Last Name: [redacted]
Purchaser's Date Of Birth: 12/17/1978
Vehicle Identification Number (VIN): 1G[redacted]
Authorization Number: [redacted] Incentive Code: GID

Approval Number:	535550144	Approval Date:	08/15/2006 00:00:00
Dealer Name:	BURT WATSON CHEVROLET-PONTIAC, INC.		
Division:	CHEVROLET	Dealer Code:	44576
Program Name:	GM IN THE DRIVEWAY SPECIAL		
Company Name:	DELPHI SAGINAW STEERING SYSTEMS		

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification. $ 30 725.63

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct. [redacted] itials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price. [redacted] Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price [redacted] Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
   A. Receipt of the vehicle designated above and a copy of this form
   B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
   C. The Purchaser agrees that he/she will not violate any Program provision
   D. Penalties for violation of Program provisions may include one or more of the following:
      i. Termination of Program privileges
      ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
      iii. Disciplinary action up to and including termination of employment (for GM Employees) (1)
   E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a

transaction involving interstate commerce. The
Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et, seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration.
For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature [redacted] te: _____
Dealer Agreement

1. By signing this form, the dealer agrees to the following:
   A. Assume General Motors's obligation for delivery of the vehicle
   B. Collect from the purchaser the amount specified in the Purchase Contract
   C. Comply with the Rules and Guidelines of The Program
   D. Review the Factory Invoice with the customer
   E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
   F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
   A. Comply with the terms and conditions contained in The Program Rules and Guidelines
   B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
      i. Declared ineligible to participate further in the Program
      ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: _____ Date: _____

(1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the
vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

BURT WATSON.COM
FREELAND CHEVROLET PONTIAC

FAX TRANSMITTAL

ATTENTION: Chris Connor
COMPANY: BRC Customer Relations Mgr.
FAX: 866-874-7662

FROM: Danika M. Davis
DATE: 10-13-07 TIME: 4:05 P.M.
NUMBER OF PAGES 13
MEMO: Here is the balance of the paperwork you requested
Case # [redacted]

Thank you!

IF YOU DO NOT RECEIVE ALL PAGES PROPERLY PLEASE CONTACT SENDER AT 989-695-5366 OR 1-800-388-0307. FAX NUMBER 989-695-6405

BURT WATSON CHEVROLET PONTIAC 7468 MIDLAND RD, PO BOX 250, FREELAND MI 48623

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 9, 2007

Attn: Dan Davis
BURT WATSON CHEVROLET-PONTIAC, INC.
7468 MIDLAND RD
FREELAND, MI 48623-8803

Re: [redacted]
Siebel Reque[redacted]
2006 Chevrolet TrailBlazer
VIN # Do not have at this time as customer could not provide

Dear Mr. Davis:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Laura Connor
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21582
FAX# 866-874-7662

[redacted]

[redacted]

BAY CITY, MI [redacted]
HOME: [redacted]

WARRANTY

DUPLICATE 1
PAGE 1

BURT WATSON
CHEVROLET - PONTIAC INC.
7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5366
Used: (989) 695-5540
Fax: (989) 695-6405
www.itsaburtthing.com

SERVICE ADVISOR: 66 KYLE GREGUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M06[redacted]		9221/9221	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			WAIT 04JAN07			CASH	04JAN07

R.O. OPENED	READY	OPTIONS:
15:01 28DEC06	13:00 04JAN07	STK:197211 ENG:LH6 TRN:M30

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CHECK ONSTAR OPERATION - AIR NOISE OR DISTURBACNCE HEARD							
CAUSE: .							
R5114 MICROPHONE, COMMUNICATION REPLACE							
98 FALLSTICK, GARY LIC#: M244264							
		WC94	0.60			43.40	43.40
1 12450809 MICROPHON					29.36	23.44	23.44
			1674	2344 TPARTS			
			1050	4340 TLABOR			
9221 CHECK ONSTAR OPERATION - AIR NOISE OR DISTURBAN CE HEARD. NEC TO VERIFY AND INSPECT. FOUND DEFE CTIVE ONSTAR MICROPHONE. NEC TO REPLACE CELLULA R MICROPHONE AND CHECK OPERATION AFTER, OK. #98							
B** CUST REPORTS THE DRIVERS DOOR MOLDING FELL OFF AND THE DOOR WOULD NOT OPEN - HAS AN AIR LEAK NOS							
CAUSE: .							
C1106 WEATHERSTRIP - FRONT AND REAR SIDE DOOR UPPER AUXILIARY - LEFT - ALIGN OR REPLACE							
98 FALLSTICK, GARY LIC#: M244264							
		WC94	0.20			14.47	14.47
1 15284190 WEATHERST					13.37	11.05	11.05
1 GIZZY					2.14	2.14	2.14
			1003	1319 TPARTS			
			350	1447 TLABOR			
9221 CUST REPORTS THE DRIVERS DOOR MOLDING FELL OFF AND THE DOO[redacted] WOULD NOT OPEN. NEC TO VERIFY AND INSPECT. FOUND DRIVERS REAR DOOR FRON WEATHERSE AL FELL OFF AND IS DEFORMED. NEC TO REPLACE WEATHER SEAL AND CHECK AFTER, OK. #98							
C** CUST ADDED THE PASSENGER DOOR MOLDING FELL OFF							
CAUSE: .							
C1105 WEATHERSTRIP - FRONT AND REAR SIDE DOOR UPPER AUXILIARY - RIGHT - ALIGN OR REPLACE							
98 FALLSTICK, GARY LIC#: M244264							
		WC94	0.20			14.47	14.47
			0	0 TPARTS			
			350	1447 TLABOR			

K. Weatherspoon

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportar. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to this vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____

BOTH, ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGE FOR WORK PERFORMED IN THIS REGARD.
In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER F107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

X _____

ESTIMATE

LABOR AMOUNT	PARTS AMOUNT	TOTAL SALES TAXD (ADDITIONAL)	APPR. HRS.

ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD PARTS — IF CHECKED BY CUSTOMER — CUS. ACCEPT. (INITIALS)

ADDITIONAL

LABOR	PARTS	TOTAL	HRS.

DATE ____ CONTACT HOW ☐ BY PHONE ☐ IN PERSON
TIME ____ AM PM
CONTACT NAME ON CUSTOMER ACCEPTANCE OF ADDITIONAL APPROVAL
INITIALS

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

[redacted]

[redacted]

[redacted]

BAY CITY, MI [redacted]
HOME [redacted]

WARRANTY

PAGE 1

BURT WATSON
CHEVROLET - PONTIAC INC.
7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5366
Used: (989) 695-5540
Fax: (989) 695-6405
www.itsaburtthing.com

SERVICE ADVISOR: 66 KYLE GREGUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNE[redacted]		8895/8895	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
19DEC05 IS			18:00 19DEC06			CASH	19DEC06

R.O. OPENED	READY	OPTIONS: STK:197211 ENG:LH6 TRN:M30
18:43 18DEC06	17:03 19DEC06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST REPORTS THE LIGHTS PULSATE WHEN RUNNING IN IDLE			
CAUSE: .			
N9995 CUSTOMER CONCERN NOT DUPLICATED			
98 FALLSTICK, GARY LIC#: [redacted]			
WC94 0.30		20.92	20.92
0 0 TPARTS			
525 2092 TLABOR			
8895 CUST REPORTS THE LIGHTS PULSATE WHEN RUNNING IN IDLE. NEC TO INSPECT LIGHTING OPERATION. NEC TO COMPARE TO SIMILAR VEHICLE(S). COMPARED TO TWO OTHER SIMILAR VEHICLES WITH SAME ENGINE/OPTIONS . FOUND LIGHTS IN BOTH SIMILAR VEHICLES OPERATE WITH SAME CHARACTERISTICS AS CUSTOMER'S VEHICLE . CALLED TECHNICAL ASSISTANCE (CASE #[redacted] MATT ZAJ.). TAC STATED CONDITION NORMAL OPERAT ION FOR VEHICLE. LIGHTS OPERATE AS DESIGNED AT THIS TIME. #98			
B CUST REPORT STHERE IS THUNK NOISE HEARD WEHN STOPPING FAST			
CAUSE: .			
700 TRANSMISSION/AXLE			
98 FALLSTICK, GARY LIC#: M244264			
WC94 0.00		0.00	0.00
0 0 TPARTS			
0 0 TLABOR			
8895 CUST REPORTS THERE IS A CLUNK NOISE HEARD WHEN STOPPPING FAST. TEST DROVE VEHICLE. FOUND THUNK NOISE DUE TO TRANSMISSION DOWNSHIFTING. NORMAL OPERATING CHARACTERISTIC FOR VEHICLE. #98			
I COURTESY TRANSPORTATION:WARRANTY			
CAUSE: .			
Z7901 RENTAL ONE DAY			
9999 WSPC 0.00		42.00	42.00
0 0 TPARTS			
0 4200 TLABOR			
8895 ONE DAY COURTESY TRANSPORTATION NESS TO ACCOMODATE CUSTOMER PROFESSIONAL SCHEDU LE.5~ 1GNDV23L56D112340			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

ereby authorize the repair work herein set forth to be done along with the necessary materials d agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in se of fire, theft or any other cause beyond your control or for any delays caused by availability of parts or delays in parts shipments by the supplier or transporter. I hereby grant u and/or your employees permission to operate the vehicle herein described on streets, hways, or elsewhere for the purpose of testing and/or inspection. An express garage keeper's n is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I derstand that pursuant to said express garage keeper's lien, I have no right of possession to s vehicle until the repairs thereto have been paid in full or until you and/or your employees e voluntarily released the vehicle to me.

ESTIMATE

LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX) (ADDITIONAL)	APPR. HRS.

ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD PARTS — IF CHECKED BY CUSTOMER — CUS. ACCEPT. (INITIALS)

ADDITIONAL

LABOR	PARTS	TOTAL	HRS.

DATE — CONTACT HOW ☐ BY PHONE ☐ IN PERSON — CONTACT NAME OR CUSTOMER ACCEPTANCE OF ADDITIONAL APPROVAL — TIME AM PM — (INITIALS)

TH, ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN PLICABLE FEE OR CHARGE FOR WORK PERFORMED IN THIS REGARD.
he event that you, the customer, authorize commencement but do not authorize completion repair or service, a charge will be imposed for disassembly, reassembly or partially completed k. Such charge will be directly related to the actual amount of labor or parts involved in the ection, repair or service.

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER F107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

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

Feb 13 2007 5:19PM WATSON CHEVROLET PONTIAC 9896954088

[redacted]

[redacted]

WARRANTY

PAGE 1

BURT WATSON
CHEVROLET - PONTIAC INC.

7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5366
Used: (989) 695-5540
Fax: (989) 695-6405
www.itsaburtthing.com

BAY CITY, MI [redacted]
HOME: 9[redacted] BUS: [redacted]

SERVICE ADVISOR: 361 Dale Lynn Cannon

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		8660/8660	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			WAIT 13DEC06			CASH	14DEC06

R.O. OPENED	READY	OPTIONS:
12:36 13DEC06	11:38 14DEC06	STK:197211 ENG:LH6 TRN:M30

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT WHEN SHE TRIES TO USE IT HANDS FREE AND VOICE DIAL
IT WONT VOICE DIAL WHEN THE VEHICLE IS MOVING SHE HAS TO STOP
TO USE IT

CAUSE:
N9995 CUSTOMER CONCERN NOT DUPLICATED
98 FALLSTICK, GARY LIC#: [redacted]
WC94 0.20 13.95 13.95
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

12-14-06

0 0 TPARTS
350 1395 TLABOR

8660 CUST STATES THAT WHEN SHE TRIES TO USE ONSTAR/ CELL PHONE
HANDS FREE IT WON'T VOICE DIAL WHEN THE VEHICLE IS MOVING SHE HAS TO
STOP TO USE IT . NEC TO OPERATE VIOCE DIAL SYSTEM AND MAKE CELLULAR
PHONE CALL. VOICE DIAL/CELL PHONE OPER ATE TO SPEC (MADE CALL WHILE
DRIVING 55MPH). NEC TO CALL ONSTAR (WHILE DRIVING 55MPH) ONSTAR CALL
CONNECTED PROPERLY AND ONSTAR ASSISTANT STATED THAT SHE COULD HEAR CALL
WITHOUT ANY STATIC/INTERFERENCE. UNABLE TO VERIFY CONCERN AT THIS TIME.
98
CUSTSTATES THE INTERIOR LIGHTS STOBE LIGHT
USE:
J9993 CUSTOMER CONCERN NOT DUPLICATED
98 FALLSTICK, GARY LIC#: M244264
WC94 0.30 20.92 20.92
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

12-14-06

0 0 TPARTS
525 2092 TLABOR

60 CUST STATES THE INTERIOR LIGHTS STROBE LIGHT. NEC TO CHECK
TERIOR LIGHT OPERATION AND CALL TECHNICAL ASSISTANCE (CASE #9357640

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

authorize the repair work herein set forth to be done along with the necessary materials that you are not responsible for loss or damage to vehicle or articles left in vehicle in fire, theft or any other cause beyond your control or for any delays caused by ility of parts or delays in parts shipments by the supplier or transporter. I hereby grant or your employees permission to operate the vehicle herein described [redacted] or elsewhere for the purpose of testing [redacted] or partially completed [redacted] to the actual amount of labor or parts involved in the repair or service.

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER F107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

ESTIMATE: LABOR AMOUNT | PARTS AMOUNT | TOTAL (SALES TAX) (ADDITIONAL) | APPR. HRS.

ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER
☐ DISCARD PARTS IF CHECKED BY CUSTOMER
CUS. ACCEPT. (INITIALS)

ADDITIONAL: LABOR | PARTS | TOTAL | HRS.

DATE
CONTACT HOW ☐ BY PHONE ☐ IN PERSON
CONTACT NAME OR CUSTOMER ACCEPTANCE OF ADDITIONAL APPROVAL
TIME AM PM (INITIALS)

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

[redacted]

[redacted]

BAY CITY, MI 4[redacted]
HOME: [redacted] BUS [redacted]

[redacted]

WARRANTY

PAGE 2

BURT WATSON
CHEVROLET - PONTIAC INC.
7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5366
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Fax: (989) 695-6405
www.itsaburtthing.com

SERVICE ADVISOR: 361 Dale Lynn Cannon

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		8660/8660	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			WAIT 13DEC06			CASH	14DEC06

R.O. OPENED	READY	OPTIONS:
12:36 13DEC06	11:38 14DEC06	STK:197211 ENG:LH6 TRN:M30

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
TCM ROSS). WAS INSTRUCTED TO CHECK GENERATOR OUTPUT, GENERATOR OUTPUT OK. INTERIOR LIGHTS OPERATE AS DESIGNED. #98			
C CUST STATES THAT WHEN SHE STOPS SHE HEARS A THUMPING FROM THE REAR END			
CAUSE:			
H9991 CUSTOMER CONCERN NOT DUPLICATED			
98 FALLSTICK, GARY LIC#: [redacted]			
WC94 0.30		20.92	20.92
0 0 TPARTS			
525 2092 TLABOR			
8660 CUST STATES THAT WHEN SHE STOPS SHE HEARS A THM PING NOISE FROM THE REAR END. TEST DROVE VEHICEL AND WAS UNABLE TO VERIFY CINCERN. (TEST DROVE WITH SHOP FOREMAN) #98			
D** CUST STATES THAT BOTH REAR DOOR FRAME SEALS ARE LOOSE AND FALL OFF			
CAUSE:			
C1130 WEATHERSTRIP REAR DOOR OPENING RIGHT ALIGN OR REPLACE			
98 FALLSTICK, GARY LIC#: M244264			
WC94 0.40		27.89	27.89
1 12345097 ADHESIVE	10.92	8.71	8.71
FC:			
PART#: 12345097			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: E			
522 871 TPARTS			
700 2789 TLABOR			
8660 CUST STATES THAT BOTH REAR DOOR FRAME SEALS ARE LOOSE AND FALL OFF. NEC TO VERIFY ADN INSPECT. NEC TO REMOVE BOTH R EAR DOOR OPENING WEATHERSRALS AND APPLY WEATHER STRIP ADHESIVE TO SEALS. CHECK AFTER. OK. #98			

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to this vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____

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ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER F107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

X _____

ESTIMATE

LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX ADDITIONAL)	APPR. HRS.

ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD PARTS ☐ IF CHECKED BY CUSTOMER — CUS. ACCEPT. (INITIALS)

ADDITIONAL

LABOR	PARTS	TOTAL	HRS.

DATE _____ TIME _____ AM PM — CONTACT HOW ☐ BY PHONE ☐ IN PERSON — CONTACT NAME OF CUSTOMER ACCEPTANCE OR ADDITIONAL APPROVAL (INITIALS)

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

[redacted]

ACCOUNTING

BURT WATSON
CHEVROLET - PONTIAC INC.
7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5366
Used: (989) 695-5540
Fax: (989) 695-6405
www.itsaburtthing.com

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 62 MILLER BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVERSTON	05	CHEVROLET TRAILBLAZE	1GNET13MC6[redacted]		3234/3234	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			17:00 21JUL06	[redacted]	VARI	CASH	21JUL06

R.O. OPENED	READY	OPTIONS:
18:16 20JUL06	13:01 21JUL06	STK[redacted] ENG: LH6 TRN: M30

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A NEW CAR SPIFF											
	NCS NEW CAR SPIFF										
	31 DYMOND, CHARLES LIC#: [redacted]										
			INTE	0.00	0.20	1000	2000			20.00	20.00
3234 NEC CAR SPIFF #31											
INTERNAL PAY ENVIRNMENTAL COMPLIA						0	200				2.00

We appreciate your business!
You may receive a GM Survey asking about your Service experience. If you cannot give us a "Completely Satisfied" response, please call Dah. This is our Report Card. Please leave your E-Mail address with us for future Service and Sales Specials! E-Mail _____

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46350	2000	1000	95768	6104	200	0	
23700	2200	*******	197211				

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	1000	2200	0

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to this vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____

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In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER I107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

X _____

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

ACCOUNTING COPY

[redacted]

ACCOUNTING

BURT WATSON
CHEVROLET - PONTIAC INC.
7468 Midland Road
P.O. Box 250
Freeland, MI 48623
Phone: (989) 695-5866
Used: (989) 695-5540
Fax: (989) 695-6405
www.itsaburtthing.com

HOME: BUS:

SERVICE ADVISOR: 62 MILLER BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		300/300	[redacted]

DEL.DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			17:00 08JUN06		VARI	CASH	09JUN06

R.O. OPENED	READY	OPTIONS:
12:55 08JUN06	16:10 09JUN06	STE[redacted] ENG: LE5 TRN: M30

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	BURT WATSON/GOODWRENCH QUICK LUBE SPECIAL $24.95										
	002 BURT WATSON/GOODWRENCH QUICK LUBE SPECIAL										
	$24.95										
		13 CHARLIE DYMOND LIC#: M223752									
			INTIN	0.00	0.30	436	1100			11.00	11.00
	1 88984215 FILTER					359	581	0	6.25	5.81	5.81
	1 OIL OIL					682	814	0	8.14	8.14	8.14
	300 LOF .3										
B	NEW CAR SPIFF										
	NCS NEW CAR SPIFF										
			63 INTE	0.00	0.20	1000	2000			20.00	20.00
	300 63										
	INTERNAL PAY ENVIRNMENTAL COMPLIA					0	310				3.10

We appreciate your business!
You may receive a GM Survey asking about your Service experience. If you cannot give us a "Completely Satisfied" response, please call Dan. This is our Report Card. Please leave your E-Mail address with us for future Service and Sales Specials! E-Mail _____

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	1100	436	94271	48100	1395	1041	
46350	2000	1000	94271	6104	310	0	
23700	4805	*******	197211				

COST, SALE, & COMP TOTALS 2477 4805 0

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or 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 garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession of this vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____

BOTH, ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGE FOR WORK PERFORMED IN THE REGARD. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE.

REGISTRATION NUMBER F107211

REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED REPRESENTATIVE

X _____

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

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

BAY CITY MI 48706

HOME #: [redacted] BUS #: [redacted]

WORKORDER: [redacted]

PAGE 1

Adam 992-3423

BURT WATSON FREELAND
CHEVROLET • PONTIAC
7468 Midland Road P.O. Box 250
Freeland, MI 48623
989-695-5366 Used 989-695-5540
800-388-0307
www.burtwatson.com

SERVICE ADVISOR: Sol Cannon, Dale Lynn

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVERSTON 06		CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		8660/	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 IS			** WAITER **			CASH	

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:
13DEC2006 12:3[illegible]		STK#[redacted] ENG:LH6 TRN:M30

Gave 98

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	300		WC94	CUST STATES THAT WHEN SHE TRIES TO USE IT HANDS FREE AND VOICE DIAL IT WONT VOICE DIAL WHEN THE VEHICLE IS MOVING SHE HAS TO STOP TO USE IT
# B	300		WC94	CUSTSTATES THE INTERIOR LIGHTS STROBE LIGHT
# C	450	12-H	WC94	CUST STATES THAT WHEN SHE STOPS SHE HEARS A THUMPING FROM THE REAR END

55 mph Road Tested "OK" No problem found

Drive feat / wind interfer with Voice Recognition

No problem found PO 1 In Headlight / gauges with Motor open Door - Dome light Dim / flickering Voltage regulator Strobe light

#9997 .3

#D

#9997 .3

Suddenly Stop at intersection Underside of vehicle

Seats loose on Bad Roads

Tail light out

weather seal worn edge rear hatch

Shift good per Michaels

May shift hard Goes discernibly fast.

Dr M door to Rear Drive feel rear it light

REGISTRATION NO. F 107211
FEDERAL I.D. NO 38-1880002

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPERS LIEN, I HAVE NO RIGHT OF POSSESSION TO THE [redacted]

X [redacted]

TYPE	LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX0 ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD. IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)
CUST PAY						

BOTH ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHI... PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE ... CHARGE FOR WORK PERFORMED IN THIS REGARD. In the event that you, the customer, authorize commencem... but do not authorize completion of a repair or service, a chi... will be imposed for disassembly, reassembly, or part... completed work. Such charge will be directly related to ... actual amount of labor or parts involved in the inspection, re... or service.

'06 DEC 14 AM 9:16

MISC. SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL FEE: a 10% charge of Labor (a maximum $19.00) will be assessed for applicable items such as nuts, bolts, connectors, aerosolsays, lubricants, solvents, cleaners, rags towels, sealers, wiring, etc., and in accordance with EPA regulations, a hazardous waste disposal fee will be charged depending upon actual waste created during any service operation.

REPAIRS PROPERLY COMPLETED & CHECKED BY

AUTHORIZED X

SIGNATURE _____

REPAIRS ARE GUARANTEED ON GM PARTS AND LABOR FOR 12 MONTHS OR 12... MILES, WHICHEVER COMES FIRST. THE [redacted] PART(S) ARE THOSE WHICH MAY BE OBTAINED ON THE DATE OCTOBER ... SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITH... EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES ... MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITH... ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABIL... IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHA... NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENT... DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TI... LOSS OF PROFITS, OR INCOME LOSS, OR ANY OTHER INCIDENTAL DAMAGES.

Right Front Fender ☐ RT. Front ☐ LT. Front ☐ RT. Doors ☐ LF. Doors ☐ HOOD ☐ DECK ☐ Glass ☐ Interior ☐ Wheel Covers ☐ REAR ☐ RT. QTR. ☐ OTHER ☐

Thank You

CUSTOMER #: [redacted]

[redacted]

BAY CITY MI [redacted]

HOME: [redacted] BUS: [redacted]

WORKORDER [redacted]

PAGE 1

BURT WATSON FREELAND
CHEVROLET • PONTIAC
7468 Midland Road P.O. Box 250
Freeland, MI 48623
989-695-5366 Used 989-695-5540
800-366-0307
www.burtwatson.com

SERVICE ADVISOR: 66 GREGUS, KYLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVERBTON 06		CHEVROLET TRAILBLAZE	1GNET13M06[redacted]		2221/	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
19DEC05 16			** WAITER **			CASH	

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:
28DEC2006 15:01		STK [redacted] ENG:LH6 TRN:M30

LINE	OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	300	98	WC94	CHECK ONSTAR OPERATION - AIR NOISE OR DISTURBANCE HEARD

Headliner

#3 600 98 WC94 Cust Added the Drivers Door Rear Molding Fell off and the Door Wouldnt Open. Door Seal

#600 98 WC94 Cust Added the passenger door Rear Molding Fell off

Okay to add both Lines

D. 1-04

REGISTRATION NO. F 107211
FEDERAL I.D. NO 38-1680002

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIEN, I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL. I UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED [redacted] UNDERSTOOD.

ESTIMATE	LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX) ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)

BOTH, ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHICLE PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE OR CHARGE FOR WORK PERFORMED IN THIS REGARD. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection repair or service.

MISC. SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL FEE: a 10% charge of Labor (a maximum $10.00) will be assessed for applicable items such as nuts, bolts, connectors, aerosprays, lubricants, solvents, cleaners, rags, towels, sealers, wiring, etc. and in accordance with EPA regulations, a hazardous waste disposal fee will be charged depending upon actual waste created during any service operation.

REPAIRS PROPERLY COMPLETED & CHECKED BY

AUTHORIZED X
SIGNATURE _____

REPAIRS ARE GUARANTEED ON GM PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME LOSS, OR ANY OTHER INCIDENTAL DAMAGES.

oted Prior Damage: FRT. END ☐ RT. Fend. ☐ LF. Fend. ☐ RT. Doors ☐ LF. Doors ☐ HOOD ☐ DECK ☐ Glass ☐ Interior ☐ Wheel Covers ☐ REAR ☐ RT. QTR. ☐ OTHER ☐

Thank You

CUSTOMER #[redacted]

[redacted]

WORKORDER

[redacted]

BAY CITY MI

HOME [redacted]

BURT WATSON FREELAND
CHEVROLET • PONTIAC
7468 Midland Road P.O. Box 250
Freeland, MI 48623
989-695-5366 Used 989-695-5540
800-388-0307
www.burtwatson.com

SERVICE ADVISOR: AA GREDUS/KYLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M06[redacted]		88795/	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 18			18:00 19DEC06			CASH	

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: STK#197211 ENG:LN6 TRN:MW0
19DEC2006 18:43		

LINE UP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	300		WC94	CUST REPORTS THE LIGHTS PULSATE WHEN RUNNING IN IDLE

This is a repeat concern - compared to '06 and '07 vehicles and they are identical - Sac says NPF - Chris 12-19-06 - NPF OK -

# B	700		WC94	CUST REPORT S'THERE IS THUNK NOISE HEARD WHEN STOPPING FAST
# C	904		WSPC	COURTESY TRANSPORTATION*WARRANTY

REGISTRATION NO. F 107211
FEDERAL I.D. NO 38-1880002

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ESTIMATE	LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX) ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)
		[redacted]				

MISC. SHOP SUPPLIES AND HAZ... charge of Labor (a maximum $10.60) will be ... contractors, aerosprays, lubricants, ... (e.g. etc., and in accordance with EPA regula... charged depending upon actual waste create...

REPAIRS PROPERLY COMPLE...

AUTHORIZED X
SIGNATURE

BOTH, ESTIMATE OF REPAIRS AND DIAGNOSIS OF VEHIC... PROBLEMS ARE SUBJECT TO AN APPLICABLE FEE ... CHARGE FOR WORK PERFORMED IN THIS REGARD. In the event that you, the customer, authorize commencem... but do not authorize completion of a repair or service, a cha... will be imposed for disassembly, reassembly, or parts ... completed work. Such charge will be directly related to t... actual amount of labor or parts involved in the inspection, rep... or service.

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[redacted] Doors ☐ HOOD ☐ DECK ☐ Glass ☐ Interior ☐ Wheel Covers ☐ REAR ☐ RT. QTR. ☐ OTHER ☐ Thanks, Ken

CUSTOMER #:

[redacted]

WORKORDER

PAGE 1

BURT WATSON FREELAND
CHEVROLET • PONTIAC
7468 Midland Road P.O. Box 250
Freeland, MI 48623
989-695-5366 Used 989-695-5540
800-388-0307
www.burtwatson.com

HOME: BUS:

SERVICE ADVISOR: 62 BRIAN MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG

SILVERSTON 06 CHEVROLET TRAILBLAZE 1GNET13H0[illegible] [redacted] 7/21

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE

19DEC05 [illegible] 17:00 21JUL06 VARI CASH

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:
		STK: [redacted] ENG:LH6 TRN:M30

20JUL2006 18:16

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
* A	NCS	31	INTE	NEW CAR SPIFF

[redacted]

CUSTOMER #:

WORKORDER

PAGE: 1

BURT WATSON FREELAND
CHEVROLET • PONTIAC
7468 Midland Road P.O. Box 250
Freeland, MI 48623
989-695-5366 Used 989-695-5540
800-388-0307
www.burtwatson.com

HOME #: BUS #:

SERVICE ADVISOR: 62 BRIAN MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVERSTON	06	CHEVROLET TRAILBLAZE	1GNET13M06[redacted]		300/	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19DEC05 13			17:00 08JUN06	[redacted]	VARI	CASH	

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:
08JUN2006 12:55		STK:[redacted] ENG:LR6 TRN:M30

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	002	13	INTIN	BURT WATSON/GOODWRENCH QUICK LUBE SPECIAL $24.95
# B	NCS	63	INTE	NEW CAR SPIFF

REGISTRATION NO. F 107211
FEDERAL I.D. NO 38-1880002

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPERS LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPERS LIEN, I HAVE NO RIGHT OF POSSESSION TO THE ABOVE VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME WORDING ON BACK UNDERSTOOD.

ESTIMATE	LABOR AMOUNT	PARTS AMOUNT	TOTAL (SALES TAX) ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)

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[redacted]

REPAIRS ARE GUARANTEED ON GM PARTS AND LABOR FOR 12 MONTHS OR 12,00... MILES, WHICHEVER COMES FIRST. THE ONLY WARRANTIES APPLYING TO THI... PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. TH... SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHE... EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES O... MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHE... ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILIT... IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHAL... NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIA... DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME... LOSS OF PROFITS, OR INCOME LOSS, OR ANY OTHER INCIDENTAL DAMAGES.

ted Prior Damage: FRT. END ☐ RT. Fend. ☐ LF. Fend. ☐ RT. Doors ☐ LF. Doors ☐ HOOD ☐ DECK ☐ Glass ☐ Interior ☐ Wheel Covers ☐ REAR ☐ RT. QTR. ☐ OTHER ☐

Thank You

BARS Document Display

2006 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /V8G
28H LIGHT GRAY
ORDER NO. JPJH54/TRE STOCK NO.
VIN 1GN ET13 M0 62[redacted]

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

**********13*44007S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28950.00	26489.25	INVOICE 10/24/05
AP9 CARGO CONVENIENCE NET	30.00	24.90	SHIPPED 10/23/05
B42 REVERSIBLE CARGO MAT	40.00	33.20	EXP I/T 10/26/05
EB1 GVWR, 6001 LBS.	N/C	N/C	INT COM 10/26/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 10/22/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	KEYS XXXXX XXXXX
LH6 VORTEC 5300 V8 SFI ENGINE W/DO	1000.00	830.00	WFP-F QTR OPT-1
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	BANK: GMAC - 045 CHG-TO 44-007
N74 17" BRIGHT ALUMINUM WHEELS	150.00	124.50	
PCR SUN, SOUND, ENTERTAINMENT PKG:	2165.00	1796.95	SHIP WT: 4572
* POWER SUNROOF			HP: 45.7
* BOSE PREMIUM SOUND SYSTEM			GVWR: 6001
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			GAWR.FT: 2950 GAWR.RR: 3400
* AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)			GMS: 29405.75 SUPPLR: 30725.63
* CUSTOM O/H CONSOLE			MRM: 34410.00
PDC SEAT, 8-WAY POWER DRIVER	300.00	249.00	NTR: 1/2
QTE P245/65R17 ON/OFF ROAD BLACKWALL TIRES	N/C	N/C	MEMO 1560/00
RYJ CARGO SHADE	70.00	58.10	
1SB LS PREFERRED EQUIPMENT GROUP 2	995.00	825.85	
* POWER OSRV MIRRORS			
* FLOOR MATS, FRONT & REAR			
* REAR WINDOW DEFOGGER			
* DEEP TINTED GLASS			
* BODYSIDE MOLDINGS			
* LUGGAGE RACK CROSS BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	
TOTAL MODEL & OPTIONS	32700.00	29601.75	ACT 237 29330.75
DESTINATION CHARGE	710.00	710.00	H/B 261 981.00
DEALER CO-OP ADVERTISING		81.75	ADV 261 81.75
TOTAL	33410.00	30393.50	PAY 310 30393.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28978.25	

****

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

****

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

AL SERRA CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1GNET13M06[redacted]

CHEVROLET PONTIAC BUICK GMC Oldsmobile SATURN

April 23, 2007

BURT WATSON CHEVROLET-PONTIAC INC
Chris Hafford
7468 MIDLAND RD
FREELAND, MI 48623

Dealer Confirmation Letter – Lease Trade

Subject: **Lease Trade Repurchase**
Cstomer: **Lisa Jayne Richard-Hughes**

Vehicle: 2006 Chevrolet TrailBlazer
VIN: 1GNET13M[redacted]
Ref SF[redacted]

Dear Chris Hafford:
Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

BURT WATSON CHEVROLET-PONTIAC INC will issue a check in the amount of $1,211.64 to General Motors. 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 $26,379.65 to GMAC to terminate the customer's lease.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WU58R679[redacted]
New Vehicle Gross Cap Cost:	**$25,764.98**
Additional Customer Credit	$4,953.28
Customer Responsibility from Prev Lease	$6,164.92
Net Cap cost	**$26,976.62**
Document Fees:	**Not paid by either party**
Dealer Processing Fee:	**<<$200 applied as warranty credit via W.I.N.S.>>**

***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 April 20, 2007. If you have any questions you may reach me at 866-802-6625 ext1108.

Business Manager

BURT WATSON CHEVROLET-PONTIAC INC 115174 Management Agent's Signature and Title.

CHRIS HAFFORD Business Manager

BURT WATSON CHEVROLET-PONTIAC INC 115174 Management Agent's Printed Name and Title.

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.**

Using the figures above, the customer is responsible for:

CHEVROLET PONTIAC BUICK GMC Oldsmobile SATURN

Reimbursement of downpayment less incentives(includes 1st pmt)	$1,913.28
Reimbursement of payments(8x380.00)	$3,040.00
Customer Credit	**$4,953.28**
Negative Equity	$6,164.92
Customer Responsibility	**$6,164.92**
Total Customer Responsibility	**$1,211.64**

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

BURT WATSON CHEVROLET-PONTIAC 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 assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

STATE OF MICHIGAN

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL	BODY STYLE
1GNET13M06[redacted]	2006	CHEVROLET	TRAILBLAZER	STA-WAGON

TITLE NUMBER	ISSUE DATE	ODOMETER	BRAND/LEGEND
[redacted]	08/03/2006	003311	

WEIGHT/FEE CATEGORY: 28

ODOMETER BRAND: *ACTUAL MILEAGE*

OWNER(S) NAME AND ADDRESS:
VAUL TRUST LSR
[redacted]
BAY CITY MI [redacted]

STATE OF MICHIGAN — SECRETARY OF STATE

First Secured Party	Filing Date
GMAC PO BOX 8118 COCKEYSVILLE MD 21030	08-02-2006

Release of First Lien:

X _____ (Signature of Agent) _____ (Date)

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)		Date of Sale	Selling Price
Purchaser's Street Address	City	State	Zip

I (we) certify that the odometer reading is: ☐☐☐☐☐☐.☒ (No Tenths) and that to the best of my knowledge the odometer mileage is:

☐ actual mileage ☐ not actual mileage - WARNING ODOMETER DISCREPANCY ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s)	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 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

GMAC
PO BOX 8118
COCKEYSVILLE MD 21030

[redacted]

NOTICE TO SELLERS

Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.

[redacted]

DO NOT ACCEPT IF ALTERATIONS ARE EVIDENT

ADR File Checklist

SR Number: [redacted] **BBB Case:** C[redacted]0
Customer: [redacted] **VIN:**1GNET13M062[redacted]
Make/Model/Year: Chevrolet /Trailblazer/2006 **In Service**: 2/28/06 **Mileage**: 10,000
Received Date: 02/07/07 **Day 15 Date:** **Goes Active:**
Primary Concern: Electrical Problesm , Lights Pulsate, Whistling/ Wind noise- Seals keep falling off , Clunking in rear end of vehicle , Onstar hands-free non-operational

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

☒ **Customer**	**Completion Date/Time:**	/
☒ **Dealer Svc Mgr**	**Completion Date/Time:**	/
☐ **Dealer Sales Mgr**	**Completion Date/Time:**	/
☒ **AVM**	**Completion Date/Time:**	/

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14):

Lemon Law Eligible:	**Yes** ☒	**No** ☐
Presumption:	**Yes** ☐	**No** ☒

☐ **GM Position – Customer / BBB Due Date** (7-10 days):

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached** (by Day 15)

☐ **Arbitration Date: 03/28/07 - cancelled**

☐ **Closing Activities:**

Settlement	**Completion Date/Time:**	/
Executive Summary	**Completion Date/Time:**	/
Close Siebel	**Completion Date/Time:**	/

AVM: Mike Gregus **Node/Box:** [redacted]
Service Dealer: Garber Chevrolet **Svc Mgr: Rick Wilcox**
Selling Dealer: Burt Watson **Contact: Daniel Davis**

NOTES: also DVM - Walt Tuffolo was involved

CASE ASSESSMENT BY: James Cowley Siebel/CARS Request No: [redacted]

Customer Name: [redacted]

Year of Vehicle: 2006 Make: Chevrolet Model: Trailblazer Current Mileage:10,000

Vehicle ID No.: 1GNET13M062[redacted]1 In Service Date: 02/28/2006 Purchased: New (leased)

What is customer seeking: to have the vehicle replaced

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	R/O:	Mileage:	Days Out:	Description of Repair:
12/13/06	[redacted]8	8660	2	onstar voice dial – unable to duplicate
12/13/06	[redacted]8	8660		Interior light flickering – unable to duplicate
12/13/06	[redacted]	8660		noise when stopping – unable to duplicate
12/13/06	[redacted]	8660		door trim seals falling off – applied adhesive
12/18/06	[redacted]	8895	2	interior lights flickering – normal characteristic
12/18/06	[redacted]	8895		noise when stopping – normal characteristic
12/28/06	[redacted]	9221	8	air noise – replaced weather seal
01/31/07	[redacted]	10549	1	Lights Flicker – Not Duplicated
01/31/07	[redacted]	10549		Clunk From Rear – Heard Normal Noise
01/31/07	[redacted]	10549		Seals Fall Off and Wind Noise – Re-glued R&L Rear Door Seals
02/19/07	[redacted]	11245	10	interior lights flickering – replaced alternator
02/19/07	[redacted]4	11245		weather striping falling off – replaced R&L rear door seals
02/19/07	[redacted]4	11245		onstar inoperative – unable to duplicate
02/19/07	[redacted]4	11245		grinding noise – unable to duplicate
02/19/07	[redacted]	11245		rear wiper inoperative – rear wiper arm replaced

ATA Days Out of Service: _23 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

Total Days Out of Service: _23__(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)? __this vehicle does meet eligibility for state lemon law,

AVM and/or DEALER RECOMMENDATION(s):
Dlr sts – Veh should be brought back in because seals have fallen off again , will have DVM view veh as seals should not be falling off. DVM will contact as soon as he has viewed veh. DVM looked at vehicle and spoke with customer. DVM and customer agreed on trade repurchase. DVM will do paperwork.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
CRS has offered GMPP. Cust declined offer. Cust is seeking Repurchase only. Cust accepted offer from DVM for trade repurchase. DVM is processing paperwork. DVM has forwarded to another DVM (Walt Tuffolo) and the ePRA has been completed and forwarded to RVDC.

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

2007 IMPALA LTZ SEDAN
41U BLACK /V6G
192 EBONY
ORDER NO. KRTTTZ/TRE STOCK NO.
VIN 2G1 WU58 R6 [redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*44324S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
1WU19 IMPALA LTZ SEDAN	26365.00	24914.93
B3B IP / DOOR METALLIC APPLIQUE (REPLACES WOODGRAIN APPLIQUE)	N/C	N/C
CF5 POWER SUNROOF	900.00	747.00
FE9 50-STATE EMISSIONS	N/C	N/C
LZ8 ENGINE, 3.9L V6	0.00	0.00
MX0 4 SPEED AUTO TRANSMISSION	0.00	0.00
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
US9 AM/FM STEREO, 6 DISC CD CHANGER MP3 PLAYER, RADIO DATA SYSTEM & AUXILIARY INPUT JACK (REPLACES STD / OPT/ PKG RADIO)	295.00	244.85

RETAIL - STOCK
INVOICE 02/08/07
SHIPPED 02/08/07
EXP I/T 02/15/07
INT COM 02/15/07
PRC EFF 02/08/07
KEYS XXXXX XXXXX
WFP-S QTR OPT-1
BANK: GMAC - 045
CHG-TO 44-324

SHIP WT: 3631
HP: 36.5
GMS: 25914.98
SUPPLR: 27074.40
MRM: 28245.00
DAN: LTZ
MEMO 1228.00

TOTAL MODEL & OPTIONS	27560.00	25906.78	AC[redacted]
DESTINATION CHARGE	685.00	685.00	H/B 261 826.80
TOTAL	28245.00	26591.78	PAY 310 26591.78

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25369.50

****

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.

JOSEPH CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 2G1WU58R67[redacted]

Revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

* **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$27405.61
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$33410.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$

Trade Allowance (from dealer Bill of Sale)	$6277.00
Actual Cash Value Statement	$
Difference (if positive, this is the overallowance)	$

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$10997.69
Actual Cash Value Statement	$
Difference (if positive, this is the negative equity)	$

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$27405.61
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$3080.00
Overallowance and/or Negative Equity minus	$
Actual price of Vehicle that should be presented to BBB for ATA	$

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 9, 2007

Attn: Dan Davis
BURT WATSON CHEVROLET-PONTIAC, INC.
7468 MIDLAND RD
FREELAND, MI 48623-8803

Re: [redacted]
Siebel Request: [redacted]
2006 Chevrolet TrailBlazer
VIN # Do not have at this time as customer could not provide

Dear Mr. Davis:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Laura Connor
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21582
FAX# 866-874-7662

Michigan Registration — Candice S. Miller, Secretary of State

STATEMENT OF VEHICLE SALE

DEAL# 157784

Purchase Date 07/24/2006 (989)892-5271 8499

Delivery Date 07/24/2006 197211 Stock No.

Dealer BURT WATSON CHEVROLET PONTIAC 8AT73

Address 7460 MIDLAND

City FREELAND

County SAGINAW State MICHIGAN Zip Code 48623

Dealer License [redacted]

Vehicle Sold New ☐ Used ☒ Demo ☐ Trade-In Yes ☐ No ☐

Trade-In Year 1999 Make CHEVROLET Vehicle No. 1GNEK13R5XJ376785

[redacted]

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

☐ A POLICE VEHICLE ☐ A DRIVER EDUCATION VEHICLE
☐ A GOVERNMENT VEHICLE ☐ A TAXI
☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

0 0 3 3 1 1 NO TENTHS

☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☒ Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser

GID / REBATES

REMARKS:

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

"The information you see on the window form [redacted] part of this contract. In [redacted] in the contract of sale."

[redacted] MED IN THIS FORM. [redacted] CERTIFY THAT THE [redacted] S NAMED ABOVE."

[redacted] AGENT Title

[redacted] SIGN BLANK FORM

I STATE THAT I AM THE PURCHASER OF THE ABOVE DESCRIBED VEHICLE AND I AM THE APPLICANT FOR MICHIGAN CERTIFICATE OF TITLE AND REGISTRATION.

07 24 2006

DATE X

7 24 06 Anna J Richard-Sluyes

DATE Purchaser's/Owner's Signature(s) - See back of Part 2

Expires on Month	Day	Year	Months	
12	17	06	0	☐ NEW PLATE ☐ RENEWAL ☒ TRANSFER

Year	Make	Body Style	Code	County
2006	CHEVROLET	SW	01	09

Vehicle No.	Wt. or Fee Cat.	License Fee
1GNET13MO[redacted]	28	N/A

Driver License No./PIDs of All Owners/Lessees: [redacted] 3)

County of Residence: BAY

Title: 15.00

Title Late Fee: N/A

Complete Name(s) and Address(es) of All Owners or Lessors:

V A U L TRUST LESSOR
PO BOX 8118
COCKEYSVILLE MD 21030

Tax: N/A

Transfer Fee: 8.00

Total Trans. to #4: 23.00

Complete Name(s) and Address(es) of All [redacted]

Full Rights to Survivor: Yes ☐ No ☒

Insurance Company: CITIZENS Policy No. or Binder No.: BINDER#899

First Secured Interest: GMAC Filing Date: 24 JUL 20

Address: P.O. BOX 8118

City-State Zip: COCKEYSVILLE MD 21030

Second Secured Interest: Filing Date:

Address:

City-State Zip:

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		27405.61
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
3. TOTAL TAXABLE PRICE		27480.61
4. (Above total) SALES TAX - LICENSE - TITLE		23.00
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		N/A
6. TOTAL DELIVERED PRICE		27503.61
7. CASH ON DEPOSIT		4269.70
8. CASH DUE ON DELIVERY		N/A
9. TRADE-IN	$ 6277.00	-4720.69
10. LESS LIEN	$ 10997.69	
11. TOTAL DOWN PAYMENT		-460.99
12. UNPAID BALANCE TO BE FINANCED		27964.60
13. INSURANCE CHARGE *		N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT		N/A

* TYPE OF INSURANCE

WARNING This insurance is not PL/PD No Fault Insurance required by Michigan law.

☐ CREDIT LIFE ☐ HEALTH & ACCIDENT

Temporary Registration No. Temporary Fee Charged Yes ☐ No ☒

Salesperson FERAT, DANNY

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT A SECRETARY OF STATE BRANCH OFFICE IMMEDIATELY.

PART 1 - WHITE—Secretary of State - Treasury Department
PART 2 - PINK—Purchaser
PART 3 - CANARY—Dealer's File
PART 4 - GOLDENROD—Secured Party
PART 5 - GREEN—Dealer's Extra Copy

Dealer must supply purchaser with pink copy of this form after validation.
See Reverse Side of Purchaser's Copy for Instructions

Authority granted by P.A. 300 of 1949, as amended.

RD-108 (1/96)

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Walter U Toffolo
Created Date: 04/09/2007

Vehicle Info

* VIN:	1GNET13M06[redacted]	MSRP:	33410.0		
Year:	2006	Make:	Chevrolet	Model:	Trail
* TAC Number:	[redacted]	Vehicle Comments & TAC Explanation:			
* Date Reviewed with Customer :	04/06/2007	* Repurchase Mileage:	12000		
Original Purchase Date:	07/24/2006	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	MI		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	Bay City,	* State:	MI	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	
E-mail:		Fax Phone:	[redacted]		

Repurchase

* Reason: Repeated lights flashing at idle. Repeated weatherstripping coming off vehicle

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

n1505

Vehicle Lien Holder

Type of Secured Interest:	Lease Buyout	* Company Name:	VAULT Trust	Account #:	
Contact or Attention:	Vault Trust				

Address:	Box 8118				
City:	Cockeysville	**State:**	MD	**ZIP Code:**	2103
* **Day Phone:**	000-000-0000	**Fax:**		**E-mail/Web:**	

Originial Selling Dealer

* **Dealer Number:**	115174	**Dealer Name:**	BURT WATSON CHEVROLET-PONTIAC INC	**Region:** 50	**Distr** 4252
* **Phone:**	(989) 695-5366	**Fax:**	(989) 695-6405		
* **Contact Name:**	Danny Fekay	* **Contact Title:**	Sales Representative	**E-mail:**	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	Burt Watson	* **Contact Title:**	Dan/Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	71-480074370	* **Disposition:**	Unselected Auction
* **Transaction State:**	AL	* **Transaction Type:**	Trade - Lease
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:	2G1WU58R679[redacted]	Year 2007 Make: Chevrolet Model: Impala	
MSRP:	28245.0		

Repurchase

* **Processing Instructions:**	Useage fee charge customer for 5,349 miles (From delivery miles to first repair). Repair order dated 12-12-06 @ 8,66.miles Sticker to sticker difference. Dealer to provide receipt for dealer trade fees. GM to cover fees

Disposition

* **Disposition Instructions:**	Auction Any questions call me @ 313-300-9108

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	1444.23
Downgrade Amount	Use Lemon Law	NA	lemon law	5165.00
Sales Tax	Use Lemon Law	NA	Fees	0
State/Gov Fees	Customer	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Transportation Fees	GM	n/a	dealer trade fees.	000

Print Close

Revised 7/21/04

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

Customer: [redacted] **Request #:** 7[redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

* **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$27,405.61
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$33,410.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$-6,004.39

Trade Allowance (from dealer Bill of Sale)	$6,277.00
Actual Cash Value Statement	$6,277.00
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)*	$10,997.69
Actual Cash Value Statement	$6,277.00
Difference (if positive, this is the negative equity)	$4,720.69

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$27,405.61
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$3,080.00
Overallowance and/or Negative Equity minus	$4,720.69
Actual price of Vehicle that should be presented to BBB for ATA	$19,604.92

BURT WATSON.COM
FREELAND CHEVROLET PONTIAC

FAX TRANSMITTAL

ATTENTION: Laura Connor

COMPANY: BRC Customer Relationship Mgr.

FAX: 866-874-7662

FROM: Daniel A. Davis

DATE: 10-12-07 TIME: 12:25 P.M.

NUMBER OF PAGES _____

MEMO:

Laura-

If you have any questions about our previous conversation or this paperwork please contact me ASAP.

Thank You,

IF YOU DO NOT RECEIVE ALL PAGES PROPERLY PLEASE CONTACT SENDER AT 989-695-5366 OR 1-800-388-0307. FAX NUMBER 989-695-6405

BURT WATSON CHEVROLET PONTIAC 7468 MIDLAND RD, PO BOX 250, FREELAND MI 48623

transaction involving interstate commerce. The
Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et, seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration.
For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signatur[redacted] Date: _____
Dealer Agreement

1. By signing this form, the dealer agrees to the following:
   A. Assume General Motors's obligation for delivery of the vehicle
   B. Collect from the purchaser the amount specified in the Purchase Contract
   C. Comply with the Rules and Guidelines of The Program
   D. Review the Factory Invoice with the customer
   E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
   F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
   A. Comply with the terms and conditions contained in The Program Rules and Guidelines
   B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
      i. Declared ineligible to participate further in the Program
      ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: _____ Date: _____

(1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the
vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

STATEMENT OF VEHICLE SALE

Purchase Date 07/24/2006

Delivery Date 07/24/2006

DEAL# 157784

19891892-5271 S449

197211

Stock No.

Dealer BURT WATSON CHEVROLET PONTIAC

Address 7468 MIDLAND

City FREELAND

County SAGINAW

State MICHIGAN [redacted]

Dealer License

Sales Tax License

Phone Number 989695-5966

Vehicle Sold New [ ] XX Used [ ] Demo [ ]

Trade-In Yes [ ] No [ ]

Trade-In Year 1999 Make CHEVROLET

Vehicle No. 1GNEK13R5X[redacted]

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES

Plate Transferred From Year 1999 Make CHEVROLET

Vehicle No. 1GNEK13R5XJ376705 8AT73 Date Expiration 08-08-06

THIS VEHICLE WILL BE USED OR HAS BEEN USED AS:

- [ ] A POLICE VEHICLE
- [ ] A GOVERNMENT VEHICLE
- [ ] A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
- [ ] A DRIVER EDUCATION VEHICLE
- [ ] A 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 3 3 1 1 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

GID / REBATES

REMARKS

[redacted]

S ONLY
contract
ntract of sale

THIS FORM
THAT THE
ABOVE

AGENT

Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I STATE THAT I AM THE PURCHASER OF THE ABOVE DESCRIBED VEHICLE AND I AM THE APPLICANT FOR MICHIGAN CERTIFICATE OF TITLE AND REGISTRATION

07 24 2006

[redacted]

Michigan Registration

Candice S. Miller, Secretary of State

Expires on Month 12 Day 17-06 Year 0

Months: [ ] NEW PLATE [ ] RENEWAL [ ] TRANSFER XX

Year 2006 Make CHEVROLET Body Style SW Code 01 County 09

Vehicle No. 1GNET13M0[redacted]

Wt. or Fee Cal. 28

License Fee N/A

Driver License No./Plate of All Owners/Lessees

1) [redacted]

2)

3)

County of Residence BAY

Title 15.00

Title Late Fee N/A

Complete Name(s) and Address(es) of All Owners or Lessors

V A U L TRUST LESSOR
PO BOX 8118
COCKEYSVILLE MD 21030

Tax N/A

Transfer Fee 8.00

Total Trans. to #4 23.00

Complete [redacted]

BAY CITY, MI [redacted]

Full Rights to Survivor Yes [ ] No [ ] XX

Insurance Company CITIZENS

Policy No. or Binder No. BINDER#099

First Secured Interest GMAC

Address P.O. BOX 8118

City State Zip COCKEYSVILLE MD 21030

Filing Date 24 JUL 200

Second Secured Interest

Address

City State Zip

Filing Date

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		27405.61
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
3. TOTAL TAXABLE PRICE		27480.61
4. (Above total) SALES TAX - LICENSE - TITLE		23.00
5. NON TAXABLE CHARGES (Labor, Service Contract, Etc.)		N/A
6. TOTAL DELIVERED PRICE		27503.61
7. CASH ON DEPOSIT		-4259.70
8. CASH DUE ON DELIVERY		N/A
9. TRADE-IN	$ 6277.00	-4720.69
10. LESS LIEN	$ 10997.69	
11. TOTAL DOWN PAYMENT		-460.99
12. UNPAID BALANCE TO BE FINANCED		27964.60
13. INSURANCE CHARGE *		N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT		N/A

* TYPE OF INSURANCE

WARNING This insurance is not PL/PD No Fault Insurance required by Michigan law

- [ ] CREDIT LIFE
- [ ] HEALTH & ACCIDENT
- [ ]

Temporary Registration No.

Temporary Fee Charged Yes [ ] No [ ] XX

Salesperson FEKAY, DANNY

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT A SECRETARY OF STATE BRANCH OFFICE IMMEDIATELY.

PART 1 - WHITE—Secretary of State - Treasury Department
PART 2 - PINK—Purchaser
PART 3 - CANARY—Dealer's File
PART 4 - GOLDENROD—Secured Party
PART 5 - GREEN—Dealer's Extra Copy

Dealer must supply purchaser with pink copy of this form after validation.
See Reverse Side of Purchaser's Copy for Instructions

Authority granted by P.A. 300 of 1949, as amended.

RD-108 (1/99)

ADR File Checklist

SR Number [redacted] **BBB Case:** [redacted]
Customer: [redacted] **VIN:1GNET13M06** [redacted]
Make/Model/Year: Chevrolet /Trailblazer/2006 **In Service**: 2/28/06 **Mileage**: 10,000
Received Date: 02/07/07 **Day 15 Date:** **Goes Active:**
Primary Concern: Electrical Problesm , Lights Pulsate, Whistling/ Wind noise- Seals keep falling off , Clunking in rear end of vehicle , Onstar hands-free non-operational

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

☒ **Customer**	**Completion Date/Time:**	/
☒ **Dealer Svc Mgr**	**Completion Date/Time:**	/
☐ **Dealer Sales Mgr**	**Completion Date/Time:**	/
☒ **AVM**	**Completion Date/Time:**	/

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14):

Lemon Law Eligible:	**Yes** ☒	**No** ☐
Presumption:	**Yes** ☐	**No** ☒

☐ **GM Position – Customer / BBB Due Date** (7-10 days):

☐ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached** (by Day 15)

☒ **Arbitration Date: 03/28/07**

☐ **Closing Activities:**

Settlement	**Completion Date/Time:**	/
Executive Summary	**Completion Date/Time:**	/
Close Siebel	**Completion Date/Time:**	/

AVM: Mike Gregus **Node/Box:** 517-256-9724
Service Dealer: Garber Chevrolet **Svc Mgr: Rick Wilcox**
Selling Dealer: Burt Watson **Contact: Daniel Davis**

NOTES:

BURT WATSON FREELAND CHEVROLET • PONTIAC
Saginaw, Midland, Bay City Main Lot 989-695-5366
(Toll Free 1-800-388-0307)
Main Fax, 989-695-6405, Used Lot Fax, 989-695-4063
www.itsaburtthing.com

LEASE ORDER

DEAL NUMBER 165476

OWNERS NAME [redacted]
CO-BUYER
ADDRESS
CITY BAY CITY COUNTY BAY ZIP [redacted]
LIC. NO. ____ - ____ - ____ - ____
SS# [redacted] (H) PHONE [redacted]
D.O.B [redacted] (W) PHONE [redacted]

DATE 04/23/07 FOR DELIVERY ____ TIME ____
YEAR 07 MAKE CHEVROLET MODEL IMPALA
BODY 4DR MILEAGE ____ BASE$ 28245.00
COLOR BLACK TRIM EBONY
V.I.N. NO. 2G1WU58R6 [redacted]

☒ NEW ☐ USED ☐ DEMO ☐ CAR ☐ TRUCK

EQUIPMENT				

INFORMATION:

1. Monthly Payment Breakdown:

Base Payment Amount	$ 350.49
Tax	$ 21.03
Total	$ 371.52

2. Advance Payment Breakdown:

Cap Cost Reduction	$ 0.00
Tax on Down Payment	$ 54.00
Trade Equity	$-1211.64
Security Deposit	$ 0.00
1st Payment	$ 371.52
Title & Registration Fee	$ 23.00
Documentary Fee ELECTRIC FILING	$ 24.00
GM program	$
Total	$ -739.12

3. General Information:

Purchase Option Price$ 14404.95
Delivery Date 04/23/07
Termination Date 07/23/10
Term 39
Excess Mileage Charge 0.15 ¢ Per M
Mileage Allowance 48,750
Starting Mileage
DEPOSIT RECEIVED $
COD$

INS. CO.
AGENT
ADDRESS
TELEPHONE
POLICY #
CONTROL #

TRADE IN

VIN
YEAR MAKE MILES
MODEL BODY
LIEN HOLDER BY EXP
ADRESS
CITY STATE ZIP

I certify the above information is complete and accurate. I authorize Burt Watson to perform standard credit approval investigations necessary to obtain financing for my vehicle purchase. The information contained within this form may be used to facilitate this investigation. Final Acceptance of this deal is contingent upon Burt Watson Chevrolet Pontiac, Inc. management authorization.

Buyer Date Buyer Date

Burt Watson Says, "Thank You"!

Burt Watson Acceptance and Management Authorization

Customer
Loan Balance

FEKAY,DANNY
Sales Person

Manager Authorization

CASE ASSESSMENT BY: James Cowley Siebel/CARS Request No: [redacted]

Customer Name: [redacted]

Year of Vehicle: 2006 Make: Chevrolet Model: Trailblazer Current Mileage:10,000

Vehicle ID No.: 1GNET13M062[redacted] In Service Date: 02/28/2006 Purchased: New (leased)

What is customer seeking: to have the vehicle replaced

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	R/O:	Mileage:	Days Out:	Description of Repair:
12/13/06	[redacted]8	8660	2	onstar voice dial – unable to duplicate
12/13/06	[redacted]8	8660		Interior light flickering – unable to duplicate
12/13/06	[redacted]8	8660		noise when stopping – unable to duplicate
12/13/06	[redacted]	8660		door trim seals falling off – applied adhesive
12/18/06	[redacted]50	8895	2	interior lights flickering – normal characteristic
12/18/06	[redacted]0	8895		noise when stopping – normal characteristic
12/28/06	[redacted]3	9221	8	air noise – replaced weather seal
02/19/07	[redacted]	11245	10	interior lights flickering – replaced alternator
02/19/07	[redacted]4	11245		weather striping falling off – replaced R&L rear door seals
02/19/07	[redacted]	11245		onstar inoperative – unable to duplicate
02/19/07	[redacted]4	11245		grinding noise – unable to duplicate
02/19/07	[redacted]	11245		rear wiper inoperative – rear wiper arm replaced

ATA Days Out of Service: _22 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

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:** X

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? __this vehicle does meet eligibility for state lemon law,
Vehicle does not meet presumption

AVM and/or DEALER RECOMMENDATION(s):
Dlr sts – Veh should be brought back in because seals have fallen off again , will have DVM view veh as seals should not be falling off. DVM will contact as soon as he has viewed veh.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):
CRS has offered GMPP , cust has declined. Cust is seeking Repurchase only

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

Team Manager Approval: Date:

Revised by r.fick 09/28/04

CHEVROLET

Friday, April 20, 2007

[redacted]

Bay City., MI [redacted]

Lease Trade Settlement Letter

Subject: Repurchase of 2006 Chevrolet TrailBlazer
VIN: 1GNET13M0[redacted]
Ref[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2006 Chevrolet TrailBlazer, VIN **1GNET13M06[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 Impala, VIN **2G1WU58R679[redacted]** General Motors will terminate the lease repurchase vehicle and allow the credits toward your new lease as stated below.

Lease Termination	$26,379.65
New veh Gross Cap Cost	$25,764.98
Reimbursement of downpayment less rebates(includes 1st pmt)	$1,913.28
Reimbursement of payments	$3,040.00
Credit toward new Lease	**$4,953.28**
Debt from a previous lease or loan.	$6,164.92
Customer Responsibility	**$6,164.92**
Total Customer Responsibility	**$1,211.64**

Please see your dealership for assistance with your new lease.

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

*[redacted]

CHEVROLET

complete the transaction.. I can be reached at 866-802-6625 **ext1108 if you have any questions or**

[redacted] 4/20/07

nd Date

s)

The requirements of the trade repurchase are as follows:

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

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

*Please return this signed document to fax number **866-802-6668** by* Friday April 20, 2007

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

GARBER CHEVROLET
1700 N. Saginaw * Midland, MI 48640
PHONE (989) 839-9944
REGISTRATION NO. 7105885 - FEDERAL I.D. NO. 38-0831442
website: www.garberchevrolet.com

[redacted]
DAY CITY, MI 4[redacted]
HOME: 9[redacted]

SERVICE ADVISOR: 321 NATHAN ANTCLIFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		11245/11245	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			08:42 27FEB07		0.00	CASH	28FEB07

R.O. OPENED	READY	OPTIONS
17:28 19FEB07	10:42 28FEB07	DLR: 44029 ENG: 5.3_Liter_SFI_HD

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THE DOME AND INSTRUMENT PANEL FLICKERING
CAUSE: .
J4100 GENERATOR ASSEMBLY REPLACE
91 GREGORCZYK, STEVE LIC#: [redacted]
WC4 (N/C)
1 15226003 B-GENERATOR (N/C)
1 89042242 COVER (N/C)
FC: 3L
PART#: 15226003
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OL

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

11245 REPLACED ALTERNATOR AND COULD STILL SEE LIGHTS FLICKERING. CALLED TAN CASE # 9497898 TALKED TO DOUG DIEHL. WAS TOLD THIS IS A NORMAL CONDITION AND NO REPAIR IS NEEDED. WARR SG

****

B CUST STATES THE DOOR SEAL IS MISSING ON BOTH BACK DOORS
CAUSE: 2/W R&L REAR DOOR FRONT SEALS
C1080 WEATHERSTRIP FRONT DOOR OPENING RIGHT ALIGN OR REPLACE
81 WC4 (N/C)
1 15284190 WEATHERST (N/C)
1 15284191 WEATHERST (N/C)
FC: 2W
PART#: 15284190
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OL

ALL REPAIRS PROPERLY COMPLETED AND CHECKED UNLESS OTHERWISE INDICATED.

[redacted]

12 MONTHS OR 12,000 MILE WARRANTY ON ALL GM PARTS ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

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.

TERMS: NET CASH - ALL ACCOUNTS DUE 10th OF MONTH FOLLOWING DATE OF PURCHASE. YOUR FINANCE CHARGE IS COMPUTED BY A SINGLE PERIODIC RATE OF 1 1/2% (OR A MINIMUM CHARGE OF 50 CENTS FOR BALANCES UNDER $33.66) WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.

CUSTOMER SIGNATURE

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

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, rags, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

[redacted] [redacted]

[redacted]

BAY CITY, MI [redacted]
HOME: [redacted] BUS: 63 [redacted]

INVOICE

PAGE 2

GARBER CHEVROLET
1700 N. Saginaw * Midland, MI 48640
PHONE (989) 839-9944
REGISTRATION NO. F106961 - FEDERAL I.D. NO. 38-0823442
website www.garberchevrolet.com

SERVICE ADVISOR: 321 NATHAN ANTCLIFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		11245/11245	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			08:42 27FEB07		0.00	CASH	28FEB07

R.O. OPENED	READY	OPTIONS:
17:28 19FEB07	10:42 28FEB07	DLR: 44029 ENG: 5.3_Liter_SFI_HO

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ALIGN OR REPLACE
81 WC4 (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE: O
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

11245 2/W R&L REAR DOOR FRONT SEALS WARR CLB REPLACED R&L REAR DOOR FRONT UPPER SEALS OLD ONES WERE FALLING OFF TRYED TO GLUE THEM DID NOT WORK FINE NOW

****

C CUST STATES THE ONSTAR US IS NOT WORKING
100 GENERAL MAINT/REPAIR
91 GRZEGORCZYK, STEVE LIC#: MI133924
INT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

11245 CALLED ONSTAR AND SYSTEM IS WORKING AT THIS TIME. ONSTAR RAN DIAGNOSTICS AND FOUND NO PROBLEM. WARR SG

****

D CUST STATES THERE IS A GRINDING NOISE COMING FROM SOMEWHERE UNDER THE HOOD
CAUSE:
J9991 CUSTOMER CONCERN NOT DUPLICATED
91 GRZEGORCZYK, STEVE LIC#: MI133924
WC4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

ALL REPAIRS PROPERLY COMPLETED AND CHECKED UNLESS OTHERWISE INDICATED.

[redacted]

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CUSTOMER SIGNATURE

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

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerosapny, shelling, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

[redacted]

[redacted]

INVOICE

PAGE 3

GARBER CHEVROLET

1700 N. Saginaw * Midland, MI 48640
PHONE (989) 839-9944
REGISTRATION NO. F105885 - FEDERAL I.D. NO. 38-0832442
website: www.garberchevrolet.com

RAY [redacted]
HOM[redacted] BUS[redacted]

SERVICE ADVISOR: 321 NATHAN ANTCLIFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		11245/11245	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			08:42 27FEB07		0.00	CASH	28FEB07

R.O. OPENED	READY	OPTIONS:
17:28 19FEB07	10:42 28FEB07	DLR: 44029 ENG: 5.3_Liter_SFI_HO

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

11245 STARTED VEHICLE SEVERAL TIMES, ALSO NATE A. STARTED VEHICLE AND BOTH OF US WERE UNABLE TO DUPLICATE NOISE FROM UNDERHOOD. WARR SG

****

E 1994 RENTAL FOR 1 DAY
CAUSE: .
Z7901 1994 RENTAL FOR 1 DAY
91 GREGORCZYK, STEVE LIC#: MI1DD924
WC4 (N/C)

SUBL 1 DAY RENTAL PO#589871
WC4 (N/C)
FC: 98
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

11245

****

F** CEHCK CAUSE OF PASSANGER FRONT SEAT TRIM LOOSE
CAUSE: 1/D PASS FRONT SEAT OUTER TRIM COVER
C6554 PANEL, FRONT SEAT CUSHION OUTER FINISH
RIGHT REPLACE
81 WC4 (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

[redacted]

12 MONTHS OR 12,000 MILE WARRANTY ON ALL GM PARTS ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

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CUSTOMER SIGNATURE

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

MISCELLANEOUS SUNDRIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

[redacted]

[redacted]

INVOICE

GARBER CHEVROLET
1700 N. Saginaw * Midland, MI 48640
PHONE (989) 839-9944
REGISTRATION NO. F105885 - FEDERAL I.D. NO. 38-0832442
website: www.garberchevrolet.com

BAY CITY, MI [redacted]
HOME [redacted] BUS [redacted]

PAGE 4

SERVICE ADVISOR: 321 NATHAN ANTCLIFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	CHEVROLET TRAILBLAZE	1GNET13M062[redacted]		11245/11245	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			08:42 27FEB07		0.00	CASH	28FEB07

R.O. OPENED	READY	OPTIONS:
17:28 19FEB07	10:42 28FEB07	DLR: 44029 ENG: 5.3_Liter_SFI_HO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
11245 I/D DAES FRONT SEAT OUTER TRIM COVER WARR CLR REPLACED PASS FRONT SEAT OUTER TRIM COVER							
**********							
G** REAR WIPER NOT CLEARING							
CAUSE: 5/W REAR WIPER ARM							
	B1785			ARM, WIPER BACK GLASS REPLACE			
			S1	WC4			(N/C)
	1 15908046			ARM			(N/C)
	FC: 5W						
	PART#: 15908046						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	OA						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE $: 0.00

11245 5/W REAR WIPER ARM WAS NASSARY TO REPLACE REAR WIPER ARM OLD ONE WAS CORROED UP NOT CLEARING GLASS FINE NOW

****

OUR SERVICE DEPT IS NOW OPEN ON SATURDAYS
8:00 A.M. TO 1:00 P.M.
CALL(989)839-9944

"Thank You For Your Business"

If you feel anything needs attention please let us know before you leave the dealership. We do our best work the first time but occasionally mistakes happen. If you have any questions about your service please contact the Service Manager.

ALL REPAIRS PROPERLY COMPLETED AND CHECKED
U[redacted]D.

12 MONTHS OR 12,000 MILE WARRANTY ON ALL GM PARTS ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

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.

TERMS: NET CASH - ALL ACCOUNTS DUE 10th OF MONTH FOLLOWING DATE OF PURCHASE. YOUR FINANCE CHARGE IS COMPUTED BY A SINGLE PERIODIC RATE OF 1 1/2% (OR A MINIMUM CHARGE OF 50 CENTS FOR BALANCES UNDER $33.66) WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.

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

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerosols, sheline, solvent, rags, carburetor cleaner, towels, anklet, battery cleaner, wire, window sealer, etc.

LEASE TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]70	[redacted]	Tracy Ehrlinger
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GNET13M06[redacted]	2G1WU58R67932[redacted]	April 17, 2007

TRADE REPURCHASE					
Replacement Veh.Cost [redacted]7)	$25,764.98	G			
Conversion / Upfit Cost	$0.00	E			
	$0.00	N			
	$0.00	E			
	$0.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
	$0.00	O			
H/B, ADV, EXP	$0.00	R			
Transportation Fees	$0.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$25,764.98**				
	$0.00				
	$0.00				
	$0.00	C	TRADE ALLOWANCE	$	6,277.00
	$0.00	U	ACV OF TRADE	$	6,277.00
Fees (Explain)	$0.00	S	DIFFERENCE	$	-
State Fees	$0.00	T	If positive= over allowance		
Items below itemize the cust financial contrib to trade		O			
Over Mileage Penalty	$0.00	M	TRADE ALLOWANCE	$	6,277.00
Damage	$0.00	E	PAYOFF OF TRADE	$	10,997.69
Neg Equity/Usage	$6,164.92	R	DIFFERENCE	$	(4,720.69)
Reimb of any payments(8x380)	$3,040.00		if negative=negative equity		
Reimb of aftmkts on old unit	$0.00				
Reimb of cust down payment less rebates	$1,913.28				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**$1,211.64**				
Trade Repurchase Amount	**$25,168.01**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$25,168.01**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$26,379.65				
Dealer Due to GM	**$1,211.64**				
GM Due to Dealer	**0**		Authorized Signature		Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**		
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****		
Projected (Loss)	**-$25,168.01**		**(Repurchase Group Only)**		
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$25,764.98
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$0.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$25,764.98
Cust Responsibility from Previous Lease	$6,164.92
Cap Cost Reduction	$4,953.28
Cash on Delivery (Paid by GM)	$0.00
Total Cap Cost	$26,976.62
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
2G1WU58R679[redacted]	
Form Rev 11/11/2005	

December 12, 2017

[redacted]
Littleton, CO [redacted]

Service Request: [redacted]
[redacted] Annette LeMay

Dear Ms. [redacted]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

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

CHEVROLET

Service Satisfaction Survey

[redacted]
Littleton CO
[redacted]

JAN 31 2007

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

Home telephone:
Change to: ( )

Please provide us with your preferred email address:

D[redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Stevinson Chevrolet on November 17, 2006.** *Our goal is for you to be completely satisfied.* Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. *For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).*

Thank you for having your vehicle serviced at Stevinson Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

"PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON NOVEMBER 17, 2006, COMPLETE THIS SURVEY."

About Your Chevrolet Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

121561

1GNDT13[redacted]0822
021650315233 00000113032 234653 0581 CSI 020200

About Your Service Consultant/Advisor - continued

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

About Service Delivery

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

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

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

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☒ Other (please specify) Feel my problem was blown off
- ☐ 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 Stevinson Chevrolet?**	☐	☐	☐	☒	☐

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

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

19. Are you ... ☐ Male ☒ Female

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

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

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

See Attached Letter

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

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

1GNDT13S4523[redacted]10822
021650315233 3032795949 234653 0582

[redacted]

[redacted]

January 24, 2007

Chevrolet Motor Division
P.O. Box 10054
Toledo, OH 43682-4074

121561

To Whom It May Concern:

I am writing this letter in addition to the Service Satisfaction Survey that I received. I would like to express my dissatisfaction with your vehicles and feel that the survey did not provide me with the ability to fully explain my situation.

I purchased a 2005 Trailblazer in July of 2005. The vehicle at the time of purchase was brand new with 12 miles on it. Prior to purchasing this vehicle, I owned a 1997 Jeep Grand Cherokee. My decision to purchase a new vehicle was based on the fact that I was tired of having my car in the shop. My Cherokee was getting old with lots of miles on it and was in constant need of repair. I decided that it would be best to get rid of my Cherokee and purchase a new vehicle in the hopes of not having to deal with repair issues for a while.

Upon purchasing my Trailblazer I immediately had problems, and to this day the problems have been non-stop. The first problem that I noticed was that the doors rattle. It constantly sounds as if the doors have not been closed properly. In addition to that problem, I discovered a leak. I would notice after a hard rain that water would leak onto my feet. I took the vehicle to the dealership where I was told that the leak must be coming from the windshield. My windshield was subsequently replaced. I was told that the service men could not determine where the rattle that I was hearing was coming from, that the only thing they noticed rattling was my bike rack. My car was returned to me at that time without the rattle being addressed. I took the car back to the dealership within a few days and asked to have a repairman ride along with me to hear the rattle. It was quickly realized by the repairman that there was a definite rattle that need to be fixed. After having my car for another day, I was informed that the doors had been adjusted and resealed in the hopes that this would fix my problem. To this day my doors still rattle.

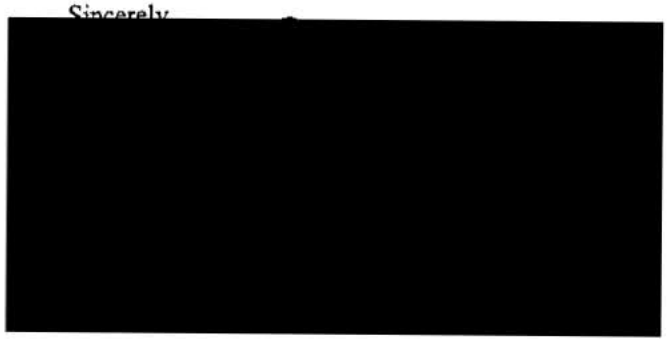
The leak subsequently came back. After about 6 or 7 different trips to the dealership, and after several new windshields, it was determined that the leak was not coming from the windshield. However, it was unknown where the leak was coming from. After having my car for over a week, the leak was finally found and fixed. However, in the process my current windshield was broken and replaced. In replacing my windshield, state park passes were lost, which would have cost me $55.00 to replace, had I chosen to do so (thankfully my boyfriend had one on his car that we were able to use). However, this caused me one more inconvenience. Additionally, once my car was returned, it became apparent that my car was no longer in the new condition it was in prior to being serviced. The roof liner now has grease marks on it; the upholstery in the back has grease on it, and now somewhere in the back of the car is a new rattle.

Shortly after this visit, I began experiencing new problems with my car. I was driving home one night, along an unlighted mountain road which was covered in snow, when my headlights, and all dashboard lights, began to flicker. The lights would go from normal lighting to very dim lighting and so forth. The continued throughout my 22 mile drive home in a snow storm. The next morning as I was on my way back to work, I noticed that the check engine light came on followed by the fuel cap sensor signal flashing across my dashboard. These two sensors remained on for a total of about 3-4 days prior to me getting back to the dealership. I immediately called the dealership to get an appointment to have my car serviced once again. When talking with the gentleman who took my call I was notified that the "problem" with my headlights and dashboard lights was "normal". I was told that this was a common occurrence with the Trailblazers and that there was noting that could be done to fix this. However, I was told that they would at least look at the other problems that I was having. By the time I got to the dealership the sensor lights had gone off on their own. I informed the gentleman of this but asked that they still take a look at the car anyways. I again stated that I did not think it was normal for my headlights and dashboard lights to be flicking as they were and again was told that was normal. I subsequently called another dealership and was told that this should not happen while I am driving, but that it could happen if I activated the ABS system by slamming on the brakes or in situations similar to that.

I want to go on notice as saying that I do not believe this is "normal" for my headlights to be flickering. I do not believe that you would make a car with such a problem and call that problem normal. I have never seen a car driving down the road whose headlights do such a thing. Not only is it not normal, but it is dangerous. I find this to be a huge problem and on going concern that I have.

Because of my job, I rely on my car to not only get me to and from my office, but from my office to the courthouse several times a day. I am an attorney and have to be in court numerous times a day. I am not in a position where I can be without my car for any period of time. I am in a position where I feel as if I am forced to buy an extended warranty due to the number of ongoing problems that I have had thus far with this vehicle. I have been extremely dissatisfied with your vehicle. My so called new vehicle has required more time and attention than my Jeep Cherokee with over 100,000 miles on it. I am extremely disappointed with the quality of vehicle that I purchased. If I had to do it all over again I would make a very different decision. I can assure you that I will never buy another Chevrolet vehicle and I will certainly not recommend that anyone I know do so either.

Sincerely,



RELEASE OF CLAIM

1. T[redacted], (hereinafter referred to as "Releasor(s)"), as buyers(s)/lessee(s)} of a certain 2004 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDT13S44[redacted] hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $21,744.51 said payment to be made as outlined below, does for her and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks, the first, in the amount of $7,028.92 made payable to [redacted] the second in the amount of $1,500.00 made payable to Romano, Stancroff & Mikhov; the third in the amount of $13,215.58 made payable to General Motors Acceptance Corporation.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $21,744.51 less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $21,744.51 less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the

Initials: _____

payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____ Claimant's Signature

_____ Claimant's Signature

_____

_____

Initials: _____

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Tracey Williams.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2004 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDT13S4423[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $22,013.60, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks, the first, in the amount of $8,778.92 made payable to Tracey Williams and her attorneys, Romano, Stancroff, & Mikhov, the second in the amount of $13,295.40, made payable to General Motors Acceptance Corporation.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $22,013.60, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $22,013.60, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 42,500 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

In [redacted]

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 1st DAY OF June, 2007.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 41,391 DATE SIGNED: 6-1-07

WITNESS: David M Dark
David M DARK

[redacted]

Claimant's Signature

[redacted]

Address

[redacted]

Initi

Saginaw mi 48609
City, State, Zip Code

City, State, Zip Code

STATE OF Saginaw

COUNTY OF Michigan

Sworn to (or affirmed) and subscribed before me this 1st day of June, 2007, 2007, by Tracey Williams.

David M Dark
Signature of Notary Public

David M. Dark, Notary Public
State of Michigan, County of Saginaw
My Commission Expires 4/11/2013
Acting in the County of Saginaw

Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification ____

Type of identification ____

My commission expires: 4-11-2013

CC: File
LG0025-T
Rev 05/01/07

Initials: ____

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number: [redacted]

Customer Name: [redacted]

Worksheet Filled Out By: ROSE MARQUIS

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

MICHIGAN

Vehicle VIN: 1GNDT13S44[redacted]

Date: June 19, 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE		
1	**To calculate usage:**		1	Base Price	$29,290.85	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts	$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	Sales Tax	$1,757.45	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Filing Fee	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$29,290.85	6	Doc Fee	$75.00	6	Late Charges	$0.00
7	Mileage	35,000	7	Interest	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	add'l money chng in payoff date	$69.50	8	Other-Explain	$0.00
9	**Usage**	**$10,251.80**	9	Transfee & Govt fee	$23.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$31,215.80**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$10,251.80**	12	*** Usage/Depreciation**	**$10,251.80**
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	rebate	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$650.00	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)**	**$31,146.30**	22	**Total Deductions**	**$10,901.80**	22	**Total Deductions**	**$10,251.80**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$20,314.00**	24	**Total Refund to Customer**	**-$10,251.80**
25	**OR**		25	Loan Payoff (until 7/9/07)	$13,285.86	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$7,028.14**	26	(GMAC=DL quote) good thru	
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**	**$22,064.00**	28	**Total Repurchase**	**-$10,251.80**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$14,200.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$10,508.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$11,556.00**	31	**Projected Loss**	**-$10,251.80**

	PURCHASE PRICE (before t/t/t)	$29,290.85		TRADE ALLOWANCE	$ 13,374.48		PURCHASE PRICE	$0.00
	MSRP (FROM BARS INVOICE)	$ 33,225.00		PAYOFF OF TRADE	$ 8,500.00		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (3,934.15)		DIFFERENCE	$ 4,874.48		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ 13,374.48			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 13,374.48		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

					93.68			
					$235.97			
					$269.36		$599.01	
							639.59	
	10/28/2005	$18.97			$16.92		$1,238.60	338.07
		$19.05			$16.37		interest paid	
		$19.12			$16.45			301.52
		$19.20			$16.53			
		$19.28			$16.61			
		$19.43			$16.69			
		$19.51			$16.77			
		$19.59			$16.85			
		$19.66			$16.93			
		$19.74			$17.01			
		$19.82			$17.09			
		$19.89			$17.17			
		$19.89			$17.25			
		$19.97			$17.33			
		$20.05			$17.41			
		$20.12			$17.48			
		$20.20			$17.56			
		$23.17			$17.64			
		$19.36			$17.72			
					$17.80			
					$17.88			
					$17.98			
					$18.04			
					$18.11			
					$18.19			
					$18.27			
					$18.35			
					$18.43			
					$18.50			
					$18.58			
					$18.66			
					$18.74			
					$18.81			
					$18.89			

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)

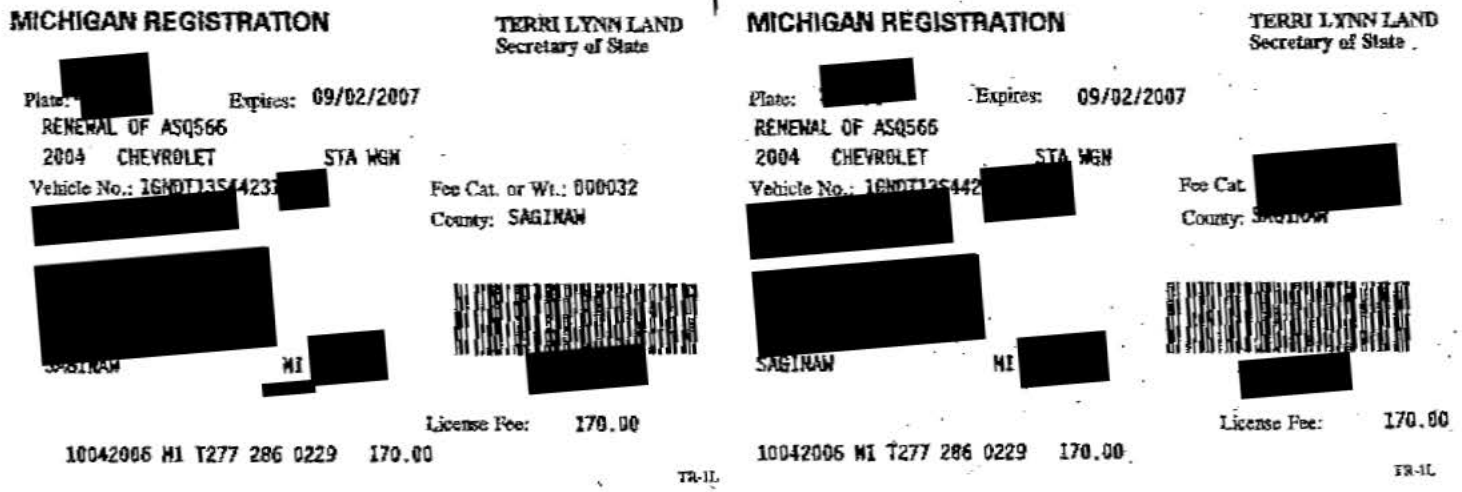
Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, 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

1/1
06-12-2007
03:45:13 p.m.



MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [redacted] Expires: 09/02/2007
RENEWAL OF ASQ566
2004 CHEVROLET STA WGN
Vehicle No.: 1GNDT13S442[redacted]
Fee Cat. or Wt.: 000032
County: SAGINAW
[redacted]
SAGINAW MI [redacted]
License Fee: 170.00
10042006 MI T277 286 0229 170.00
TR-1L

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [redacted] Expires: 09/02/2007
RENEWAL OF ASQ566
2004 CHEVROLET STA WGN
Vehicle No.: 1GNDT13S442[redacted]
Fee Cat. [redacted]
County: SAGINAW
[redacted]
SAGINAW MI [redacted]
License Fee: 170.00
10042006 MI T277 286 0229 170.00
TR-1L

TO: ROSE MARQUIS
866-592-1362
FROM: S. STANCROFF
6/12/07
RE: TRACEY WILLIAMS

9897610936

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Tonya State: MI

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

Vehicle ID No.: 1GNDT13S4423[redacted] In Service Date: 09/21/2004 Vehicle is: New BAC Cod[redacted]
Year, Make & Model: 2004 TRAILBLAZER LT 4WD Vehicle Purchased Used on: {n/a o
mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

VEHICLE REPAIR HISTORY

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/21/06	[redacted]	1	33,654	C/S check auto transmission. **Check for shift hard. Shorten. Check and replaced 02 sensor and cleared codes.**

☐ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/21/06	[redacted]	*	33,654	C/S side window molding coming off part of seat. **Poor adhesive. Reinstalled right rear aux door weatherstrip.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/12/07	309160	1	35,412	C/S headlamps go dim to bright. Off and on when driving. When cruise or radio turned on lights go dim shorted. **Checked out and replaced alternator.**
01/25/07	[redacted]	5	35,931	Dash lights dim when driving headlights dim almost go out. **Checked charging. Starting and for draw. All ok. Road tested and check grounds. Replaced headlight switched.**
02/14/07	[redacted]	1	36,613	Check for lights going dim upon excel cluster and headlamps. Goodwill in before warranty expired.
03/01/07	[redacted]	1	37,191	C/S check for dash and light going out. **Performed diag did find 05-08-42-001 found the A.I.R pump. Replaced air pump.**
03/23/07	[redacted]	1	38,244	c/s Headlights flicker on excel. **Found battery leaking.**

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 24 months of first repair

Days out of ser
Repairs 3 or mo

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs
Safety-related time period

Time period 18
Does Lemon Law
If applicable, sa
Safety-related t

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

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

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:

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2004 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDT13S44[redacted]7 (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $22,013.60, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks, the first, in the amount of $8,778.92 made payable to T[redacted]nd her attorneys, Romano, Stancroff, & Mikhov, the second in the amount of $13,295.40, made payable to DOW CHEMICAL EMPLOYEE CREDIT UNION.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $22,013.60, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $22,013.60, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 42,500 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

Initials: AV

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 1st DAY OF June, 2007.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 41,391 DATE SIGNED: 6-1-07

WITNESS: [redacted]

[redacted]

Claimant's Signature

[redacted]

Initials: [redacted]

Saginaw mi 48609
City, State, Zip Code

City, State, Zip Code

STATE OF Saginaw

COUNTY OF Michigan

Sworn to (or affirmed) and subscribed before me this 1st day of June, 2007, 2007, by Tracey Williams.

David M Dark
Signature of Notary Public

David M. Dark, Notary Public
State of Michigan, County of Saginaw
My Commission Expires 4/11/2013
Acting in the County of Saginaw

Print, type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification ____

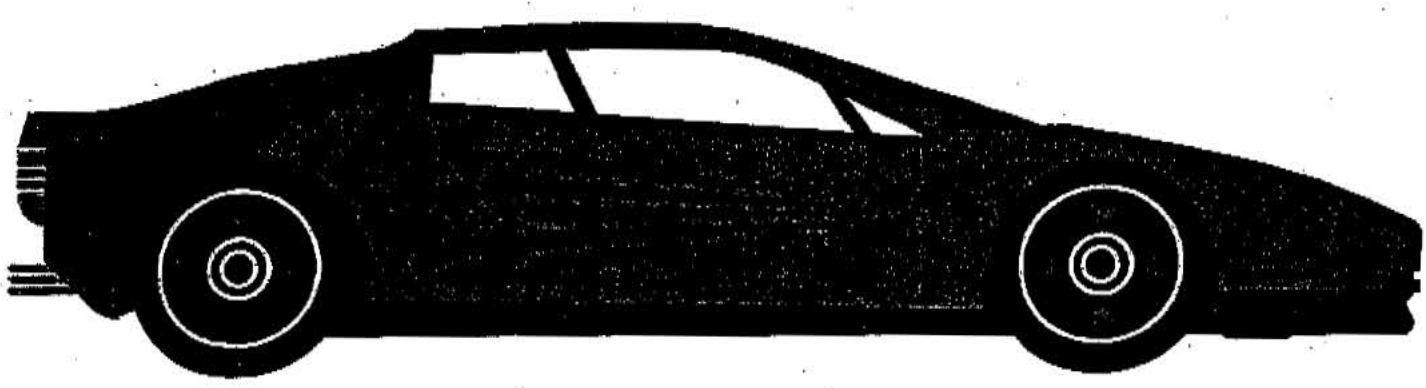
Type of identification ____

My commission expires: 4-11-2013

CC: File
LG0025-T
Rev 05/01/07

Initials: ____

MARTIN CHEVROLET CHRYSLER JEEP



FAX

TO: Rose DATE: 04/05/07

FAX#: 866-592-1362 PAGES: 04

FROM: TOM SAMUELS, SERVICE MANAGER

SUBJECT: VIN - [redacted]

CHEVROLET TRUCKS MARTIN CHEVROLET

8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

MARTIN

[redacted] ONLY IN A Jeep

33,654

REGISTRATION NO [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZ	LOF-12 POINT INSPECT	MI	23.95	01CTZBHI	BELT & HOSE INSP	MI	0.00
01CTZCQL	GM QUICK LUBE & INSP	MI	21.95	35CTZ4WDSER	4WD FLUID SERVICE	MI	99.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/24/05	[redacted]	4871	68	37	W	05CTZ	DRIVEABILITY REPAIRS
				37	W	17CTZFWDI	4-WHEEL DRIVE INSP
				117	C	01CTZ	LOF-12 POINT INSPECT
				115	W	26CTZ	EXTERIOR TRIM
				115	W	27CTZ	INTERIOR TRIM
				37	W	23CTZ	ELECTRICAL

SALESPERSON NO. 3 GREGORY W BARTLETT **SERVICE** STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S4423[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN

PRODUCTION DATE | STOCK NO. 1478 | LICENSE NO. | P.O. NO. [redacted]

CUSTOMER NO. 9971 | SERVICE CONTRACT | DELIVERY DATE 09/21/04 | DELIVERY MILES 51 | SELLING DEALER NO. 100 | P.O. DATE 11/21/06

[redacted] SAGINAW, MI 4[redacted]

COLOR DK GREEN/DK PEWTE | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 2306

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	33,654	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIEN, I HAVE NO RIGHT OF POSSESSION TO THIS VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELINQUISHED THE VEHICLE TO ME.
X [redacted] CUSTOMER'S SIGNATURE

TERMS: CASH ☐ CR. CARD KIND | OTHER ☐ OK'D BY

* SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES | STATUS | COMPLETED ◯

TIME RECEIVED 09:57am | DATE/TIME PROMISED 11/21/06 02:00pm | PRIORITY 5

APPOINTMENT ☒ YES ☐ NO | E# 6 | LABOR RATE 75.00

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 24.95

X _____

ESTIMATE ADDITIONS	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT (INITIALS)
AUTHORIZED ADDITIONS	HRS	DATE / TIME BY	CONTACT NAME - APPROVAL (INITIALS)	CONTACT IN PERSON ☐ PHONE ☐		

1 W 17CTZAUTINSP *AUTO TRANS. INSP.*
CHECK AUTO TRANSMISSION PER CUSTMER REQUEST
CHK FOR SHIFT HARD

ENTERED NOV 2 4 2006

2 W 27CTZ *INTERIOR TRIM*
PASS SIDE WINDOW MOLDING COMING OFF
PART ON SEAT
1
where -40

3 C 01CTZ *LOF-12 POINT INSPECT*
CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, INSPECT BELTS & HOSES, SET TIRE PRESSURES AND TOP OFF FLUIDS

Wash

37

117 ← 40

[redacted] SHOP COPY

PAGE 1 OF 1

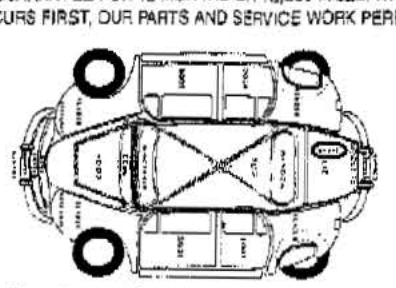
MARTIN CHEVROLET CHRYSLER JEEP ONLY IN A Jeep

8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



"a place that you can count on"

906111

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 :	1GNDT13S[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/24/2005	[redacted]	#	L1020 - CAP, FUEL TANK - REPLACE	4871 miles
01/24/2005		#	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
			C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT -	

01/24/2005	[redacted]	#	ALIGN OR REPLACE	4871 miles
01/24/2005	[redacted]	#	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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ROMANO STANCROFF & MIKHOV PLLC

Consumer Protection Attorneys

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Suite 149
Farmington Hills, MI 48335
Telephone (248) 426-0600
Facsimile (248) 426-9399

*Admitted in California only

FACSIMILE COVER SHEET

Please Deliver to:

Name	Company	Fax Number
Rose Marquis	Chevrolet Motors	866-592-1362

DATE: 5-2-07

NUMBER OF PAGES: 9 INCLUDING COVER

MESSAGE FOR RECIPIENT:

Rose,

Ms. [redacted] PAID AS FOLLOWS:

GMAC 451.53 x 7 (10/04-4/05) = 3,160.71

DOW CHEMICAL CU 99.75 x 97 (WEEKLY PAYMENTS THROUGH 4/27/07) = 9,675.75

Give me a call after you have reviewed. Thanks,

Steve

This communication contained confidential information which is intended only for the use of the addressee. It may also contain (and if labeled "privileged and confidential" does contain) information that is protected by the attorney-client privilege or the work product doctrine. Copying or distribution of this communication by persons other than the addressee is prohibited. If you received this communication in error, please notify the sender immediately by telephone and return the original message to the sender at the above address by United States Mail.

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] SAGINAW MI 48609 SAGINAW	MARTIN CHEVROLET SALES, INC. 8800 GRATIOT AVE SAGINAW MI 48609

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay to the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET TRUCK TRAILBLAZER	1GNDT13S44[redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 8500.00
6.24 %	$ 3870.30	$ 23221.50	$ 27091.80	$ 35601.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 451.53	Monthly beginning 10/21/2004	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

Additional Information. See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price
- A Taxable part of cash price $ 29290.85
  - i. Vehicle 29215.85
  - ii. Accessories and installation charges N/A
  - iii. Document preparation fee 75.00
  - iv. N/A N/A
  - Total taxable part of cash price $ 29290.85
- B Sales tax $ 1757.45
- C Non-taxable part of cash price
  - i. Negative equity value of trade-in (from line 2A below) $ N/A
  - ii. N/A N/A
  - Total non-taxable part of cash price $ N/A
- Total cash price $ 31048.30

2 Downpayment =
- A Trade-in (if net equity value is negative, enter "0" here, and show on line 1C(i) above.) $ N/A
  - i. Gross trade-in $ 13374.48
  - ii. Amount owed on trade-in paid to 13374.48
  - Net equity value of trade-in $ N/A
  - Your trade-in is a 2001 PONTIAC GRAND PRIX (Year Make Model)
- B Cash $ N/A
- C Other (describe) REBATE $ 8500.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from a vendor you choose who is authorized to sell such insurance in Michigan. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the Insurance you want and sign below:

Optional Credit Insurance.

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

Premium:
Credit Life $ 650.20
Credit Disability $ N/A

AMERICAN GENERAL
(Insurance Company)
1000 WOODFIELD ROAD
(Home Office Address)
SCHAUMBURG IL 60173

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

C Other (describe)
Total downpayment $ 8500.00
3 Unpaid balance of cash price (1 minus 2) $ 8500.00
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.)
A Cost of optional credit insurance paid to insurance company or companies
Life $ 650.20
Disability $ N/A
B Other insurance paid to the insurance company $ 650.20
C Official fees paid to government agencies $ N/A
D Government taxes not included in cash price $ N/A
E Government license and registration fees TRANSFER $ 8.00 $ 8.00
F Government certificate of title fees $ 16.00
G Other charges (Seller must identify who is paid and describe purpose)
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for N/A $ N/A
Total other charges and amounts paid to others on your behalf $ 673.20
5 Amount financed (3 + 4) $ 7826.80

Other Insurance
N/A
Type of Insurance Term
Premium $ N/A
N/A
(Insurance Company)
N/A
(Home Office Address)
[redacted]
X
Co-Buyer Signature Date

HOW THIS CO[redacted]ire agreement between you and us relating to this contract. Any change to th
contract must b[redacted]
Buyer Signs X Co-Buyer Signs X

If any part of th[redacted]u refrain from enforcing any of our rights under this contract without losing ther
For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

Do not sign this contract on a Sunday.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damag[redacted] so indicated hereon.

Notice [redacted]ntract in blank. You are entitled to 1 true copy of the contra you sig[redacted]rotect your legal rights.

Buyer Sign[redacted] 09/21/2004 Co-Buyer Signs X Date
Co-Buyer[redacted] who is responsible for paying the entire debt. An other owner is a person whose name is on the title the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
Other owner signs here X Date Address

Creditor Signs MARTIN CHEVROLET SALES, INC 09/21/2004 By X Title

You agree to the terms of this contract. You confirm that before you signed this contract, we gave to you, [redacted]eview it. You confirm that you received a true, completel filled-in[redacted]

Buyer Sign[redacted] Co-Buyer Signs X

Z109 FR MI 7/2004 (For use in the State of Michigan) (1 of 4) **Notice: See Other Side**
Copyright 2000 General Motors Acceptance Corporation. All Rights Reserved.
DUPLICATE ORIGINAL - BUYER'S COP

RELEASE OF LIEN INFORMATION

I [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize Dow Chemical Employee Credit Union
(Lien holder Name)

600 E Lyon Midland Mi 48640 800-835-7794
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # 563296 Loan 6
(Account Number)

with Dow Chemical Employee Credit Union
(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 5-1-07.

VEHICLE INFORMATION

The current vehicle mileage is 40,191 Date mileage read: 5-1-07.

[redacted]

Signature

LG0006
V6302006

[redacted] oan [redacted] USED CAR LOAN Transaction Summary 04/27/2007

Post Date	ID	Eff Date	Transaction	Balance Chg	Int/Pnlty	Fees	New Balance	Description/Pmt	Prev Available
10/28/2005	L 06	10/28/2005	Transfer Paym...	-80.78	18.97	0.00	19,701.66	From Share 05, Pmt: 99.75	0.00
10/21/2005	L 06	10/21/2005	Transfer Paym...	-80.70	19.05	0.00	19,782.44	From Share 05, Pmt: 99.75	0.00
10/14/2005	L 06	10/14/2005	Transfer Paym...	-80.63	19.12	0.00	19,863.14	From Share 05, Pmt: 99.75	0.00
10/07/2005	L 06	10/07/2005	Transfer Paym...	-80.55	19.20	0.00	19,943.77	From Share 05, Pmt: 99.75	0.00
09/30/2005	L 06	09/30/2005	Transfer Paym...	-80.47	19.28	0.00	20,024.32	From Share 05, Pmt: 99.75	0.00
09/23/2005	L 06	09/23/2005	Transfer Paym...	-80.39	19.36	0.00	20,104.79	From Share 05, Pmt: 99.75	0.00
09/16/2005	L 06	09/16/2005	Transfer Paym...	-80.32	19.43	0.00	20,185.18	From Share 05, Pmt: 99.75	0.00
09/09/2005	L 06	09/09/2005	Transfer Paym...	-80.24	19.51	0.00	20,265.50	From Share 05, Pmt: 99.75	0.00
09/02/2005	L 06	09/02/2005	Transfer Paym...	-80.16	19.59	0.00	20,345.74	From Share 05, Pmt: 99.75	0.00
08/26/2005	L 06	08/26/2005	Transfer Paym...	-80.09	19.66	0.00	20,425.90	From Share 05, Pmt: 99.75	0.00
08/19/2005	L 06	08/19/2005	Transfer Paym...	-80.01	19.74	0.00	20,505.99	From Share 05, Pmt: 99.75	0.00
08/12/2005	L 06	08/12/2005	Transfer Paym...	-79.93	19.82	0.00	20,586.00	From Share 05, Pmt: 99.75	0.00
08/05/2005	L 06	08/05/2005	Transfer Paym...	-79.86	19.89	0.00	20,665.93	From Share 05, Pmt: 99.75	0.00
~~08/05/2005~~	~~L 06~~	~~08/05/2005~~	~~Transfer Paym...~~	~~-79.86~~	~~19.89~~	~~0.00~~	~~20,745.79~~	~~From Share 05, Pmt: 99.75~~	~~0.00~~
07/29/2005	L 06	07/29/2005	Transfer Paym...	-79.78	19.97	0.00	20,745.79	From Share 05, Pmt: 99.75	0.00
07/22/2005	L 06	07/22/2005	Transfer Paym...	-79.70	20.05	0.00	20,825.57	From Share 05, Pmt: 99.75	0.00
07/15/2005	L 06	07/15/2005	Transfer Paym...	-79.63	20.12	0.00	20,905.27	From Share 05, Pmt: 99.75	0.00
07/08/2005	L 06	07/08/2005	Transfer Paym...	-79.55	20.20	0.00	20,984.90	From Share 05, Pmt: 99.75	0.00
07/01/2005	L 06	07/01/2005	Transfer Paym...	-79.58	23.17	0.00	21,064.45	From Share 05, Pmt: 99.75	0.00
06/23/2005	L 06	06/23/2005	Check 02 13010824 Disbursed 21,141.03						
06/23/2005	L 06	06/23/2005	Check New Loan	21,141.03	0.00	0.00	21,141.03		0.00

May 01 2007 8:05PM HP LASERJET 3200 P.8

[redacted] Loan [redacted] USED CAR LOAN Transaction Summary 04/27/2007

Post Date	ID	Eff Date	Transaction	Balance Chg	Int/Pnlty	Fees	New Balance	Description/Pmt	Prev Available
06/23/2006	L 06	06/23/2006	Auto Loan Xfer						
06/23/2006	L 06	06/23/2006	Transfer Paym...	-83.46	16.29	0.00	16,908.52	From Share 05, Pmt: 99.75	0.00
06/16/2006	L 06	06/16/2006	Auto Loan Xfer						
06/16/2006	L 06	06/16/2006	Transfer Paym...	-83.38	16.37	0.00	16,991.98	From Share 05, Pmt: 99.75	0.00
06/09/2006	L 06	06/09/2006	Auto Loan Xfer						
06/09/2006	L 06	06/09/2006	Transfer Paym...	-83.30	16.45	0.00	17,075.36	From Share 05, Pmt: 99.75	0.00
06/02/2006	L 06	06/02/2006	Auto Loan Xfer						
06/02/2006	L 06	06/02/2006	Transfer Paym...	-83.22	16.53	0.00	17,158.66	From Share 05, Pmt: 99.75	0.00
05/26/2006	L 06	05/26/2006	Auto Loan Xfer						
05/26/2006	L 06	05/26/2006	Transfer Paym...	-83.14	16.61	0.00	17,241.88	From Share 05, Pmt: 99.75	0.00
05/19/2006	L 06	05/19/2006	Auto Loan Xfer						
05/19/2006	L 06	05/19/2006	Transfer Paym...	-83.06	16.69	0.00	17,325.02	From Share 05, Pmt: 99.75	0.00
05/12/2006	L 06	05/12/2006	Auto Loan Xfer						
05/12/2006	L 06	05/12/2006	Transfer Paym...	-82.98	16.77	0.00	17,408.08	From Share 05, Pmt: 99.75	0.00
05/05/2006	L 06	05/05/2006	Auto Loan Xfer						
05/05/2006	L 06	05/05/2006	Transfer Paym...	-82.90	16.85	0.00	17,491.06	From Share 05, Pmt: 99.75	0.00
04/28/2006	L 06	04/28/2006	Auto Loan Xfer						
04/28/2006	L 06	04/28/2006	Transfer Paym...	-82.82	16.93	0.00	17,573.96	From Share 05, Pmt: 99.75	0.00
04/21/2006	L 06	04/21/2006	Auto Loan Xfer						
04/21/2006	L 06	04/21/2006	Transfer Paym...	-82.74	17.01	0.00	17,656.78	From Share 05, Pmt: 99.75	0.00
04/14/2006	L 06	04/14/2006	Transfer Paym...	-82.66	17.09	0.00	17,739.52	From Share 05, Pmt: 99.75	0.00
04/07/2006	L 06	04/07/2006	Transfer Paym...	-82.58	17.17	0.00	17,822.18	From Share 05, Pmt: 99.75	0.00
03/31/2006	L 06	03/31/2006	Transfer Paym...	-82.50	17.25	0.00	17,904.76	From Share 05, Pmt: 99.75	0.00
03/24/2006	L 06	03/24/2006	Transfer Paym...	-82.42	17.33	0.00	17,987.26	From Share 05, Pmt: 99.75	0.00
03/17/2006	L 06	03/17/2006	Transfer Paym...	-82.34	17.41	0.00	18,069.68	From Share 05, Pmt: 99.75	0.00
03/10/2006	L 06	03/10/2006	Transfer Paym...	-82.27	17.48	0.00	18,152.02	From Share 05, Pmt: 99.75	0.00
03/03/2006	L 06	03/03/2006	Transfer Paym...	-82.19	17.56	0.00	18,234.29	From Share 05, Pmt: 99.75	0.00
02/24/2006	L 06	02/24/2006	Transfer Paym...	-82.11	17.64	0.00	18,316.48	From Share 05, Pmt: 99.75	0.00
02/17/2006	L 06	02/17/2006	Transfer Paym...	-82.03	17.72	0.00	18,398.59	From Share 05, Pmt: 99.75	0.00
02/10/2006	L 06	02/10/2006	Transfer Paym...	-81.95	17.80	0.00	18,480.62	From Share 05, Pmt: 99.75	0.00
02/03/2006	L 06	02/03/2006	Transfer Paym...	-81.87	17.88	0.00	18,562.57	From Share 05, Pmt: 99.75	0.00
01/27/2006	L 06	01/27/2006	Transfer Paym...	-81.79	17.96	0.00	18,644.44	From Share 05, Pmt: 99.75	0.00
01/20/2006	L 06	01/20/2006	Transfer Paym...	-81.71	18.04	0.00	18,726.23	From Share 05, Pmt: 99.75	0.00
01/13/2006	L 06	01/13/2006	Transfer Paym...	-81.64	18.11	0.00	18,807.94	From Share 05, Pmt: 99.75	0.00
01/06/2006	L 06	01/06/2006	Transfer Paym...	-81.56	18.19	0.00	18,889.58	From Share 05, Pmt: 99.75	0.00
12/30/2005	L 06	12/30/2005	Transfer Paym...	-81.48	18.27	0.00	18,971.14	From Share 05, Pmt: 99.75	0.00
12/23/2005	L 06	12/23/2005	Transfer Paym...	-81.40	18.35	0.00	19,052.62	From Share 05, Pmt: 99.75	0.00
12/16/2005	L 06	12/16/2005	Transfer Paym...	-81.32	18.43	0.00	19,134.02	From Share 05, Pmt: 99.75	0.00
12/09/2005	L 06	12/09/2005	Transfer Paym...	-81.25	18.50	0.00	19,215.34	From Share 05, Pmt: 99.75	0.00
12/02/2005	L 06	12/02/2005	Transfer Paym...	-81.17	18.58	0.00	19,296.59	From Share 05, Pmt: 99.75	0.00
11/25/2005	L 06	11/25/2005	Transfer Paym...	-81.09	18.66	0.00	19,377.76	From Share 05, Pmt: 99.75	0.00
11/18/2005	L 06	11/18/2005	Transfer Paym...	-81.01	18.74	0.00	19,458.85	From Share 05, Pmt: 99.75	0.00
11/11/2005	L 06	11/11/2005	Transfer Paym...	-80.94	18.81	0.00	19,539.86	From Share 05, Pmt: 99.75	0.00
11/04/2005	L 06	11/04/2005	Transfer Paym...	-80.86	18.89	0.00	19,620.80	From Share 05, Pmt: 99.75	0.00

May 01 2007 8:04PM HP LASERJET 3200 P.7

[redacted] Loan [redacted] USED CAR LOAN Transaction Summary 04/27/2007

Post Date	ID	Eff Date	Transaction	Balance Chg	Int/Pnlty	Fees	New Balance	Description/Pmt	Prev Available
11/24/2006	L 06	11/24/2006	Auto Loan Xfer						
11/24/2006	L 06	11/24/2006	Transfer Paym...	-85.23	14.52	0.00	15,052.09	From Share 05, Pmt: 99.75	0.00
11/17/2006	L 06	11/17/2006	Auto Loan Xfer						
11/17/2006	L 06	11/17/2006	Transfer Paym...	-85.15	14.60	0.00	15,137.32	From Share 05, Pmt: 99.75	0.00
11/10/2006	L 06	11/10/2006	Auto Loan Xfer						
11/10/2006	L 06	11/10/2006	Transfer Paym...	-85.07	14.68	0.00	15,222.47	From Share 05, Pmt: 99.75	0.00
11/03/2006	L 06	11/03/2006	Auto Loan Xfer						
11/03/2006	L 06	11/03/2006	Transfer Paym...	-84.99	14.76	0.00	15,307.54	From Share 05, Pmt: 99.75	0.00
10/27/2006	L 06	10/27/2006	Auto Loan Xfer						
10/27/2006	L 06	10/27/2006	Transfer Paym...	-84.91	14.84	0.00	15,392.53	From Share 05, Pmt: 99.75	0.00
10/20/2006	L 06	10/20/2006	Auto Loan Xfer						
10/20/2006	L 06	10/20/2006	Transfer Paym...	-84.83	14.92	0.00	15,477.44	From Share 05, Pmt: 99.75	0.00
10/13/2006	L 06	10/13/2006	Auto Loan Xfer						
10/13/2006	L 06	10/13/2006	Transfer Paym...	-84.75	15.00	0.00	15,562.27	From Share 05, Pmt: 99.75	0.00
10/06/2006	L 06	10/06/2006	Auto Loan Xfer						
10/06/2006	L 06	10/06/2006	Transfer Paym...	-84.66	15.09	0.00	15,647.02	From Share 05, Pmt: 99.75	0.00
09/29/2006	L 06	09/29/2006	Auto Loan Xfer						
09/29/2006	L 06	09/29/2006	Transfer Paym...	-84.58	15.17	0.00	15,731.68	From Share 05, Pmt: 99.75	0.00
09/22/2006	L 06	09/22/2006	Auto Loan Xfer						
09/22/2006	L 06	09/22/2006	Transfer Paym...	-84.50	15.25	0.00	15,816.26	From Share 05, Pmt: 99.75	0.00
09/15/2006	L 06	09/15/2006	Auto Loan Xfer						
09/15/2006	L 06	09/15/2006	Transfer Paym...	-84.42	15.33	0.00	15,900.76	From Share 05, Pmt: 99.75	0.00
09/08/2006	L 06	09/08/2006	Auto Loan Xfer						
09/08/2006	L 06	09/08/2006	Transfer Paym...	-84.34	15.41	0.00	15,985.18	From Share 05, Pmt: 99.75	0.00
09/01/2006	L 06	09/01/2006	Auto Loan Xfer						
09/01/2006	L 06	09/01/2006	Transfer Paym...	-84.26	15.49	0.00	16,069.52	From Share 05, Pmt: 99.75	0.00
08/25/2006	L 06	08/25/2006	Auto Loan Xfer						
08/25/2006	L 06	08/25/2006	Transfer Paym...	-84.18	15.57	0.00	16,153.78	From Share 05, Pmt: 99.75	0.00
08/18/2006	L 06	08/18/2006	Auto Loan Xfer						
08/18/2006	L 06	08/18/2006	Transfer Paym...	-84.10	15.65	0.00	16,237.96	From Share 05, Pmt: 99.75	0.00
08/11/2006	L 06	08/11/2006	Auto Loan Xfer						
08/11/2006	L 06	08/11/2006	Transfer Paym...	-84.02	15.73	0.00	16,322.06	From Share 05, Pmt: 99.75	0.00
08/04/2006	L 06	08/04/2006	Auto Loan Xfer						
08/04/2006	L 06	08/04/2006	Transfer Paym...	-83.94	15.81	0.00	16,406.08	From Share 05, Pmt: 99.75	0.00
07/28/2006	L 06	07/28/2006	Auto Loan Xfer						
07/28/2006	L 06	07/28/2006	Transfer Paym...	-83.86	15.89	0.00	16,490.02	From Share 05, Pmt: 99.75	0.00
07/21/2006	L 06	07/21/2006	Auto Loan Xfer						
07/21/2006	L 06	07/21/2006	Transfer Paym...	-83.78	15.97	0.00	16,573.88	From Share 05, Pmt: 99.75	0.00
07/14/2006	L 06	07/14/2006	Auto Loan Xfer						
07/14/2006	L 06	07/14/2006	Transfer Paym...	-83.70	16.05	0.00	16,657.66	From Share 05, Pmt: 99.75	0.00
07/07/2006	L 06	07/07/2006	Auto Loan Xfer						
07/07/2006	L 06	07/07/2006	Transfer Paym...	-83.62	16.13	0.00	16,741.36	From Share 05, Pmt: 99.75	0.00
06/30/2006	L 06	06/30/2006	Auto Loan Xfer						
06/30/2006	L 06	06/30/2006	Transfer Paym...	-83.54	16.21	0.00	16,824.98	From Share 05, Pmt: 99.75	0.00

May 01 2007 8:04PM HP LASERJET 3200 P.6

[redacted] Loa[redacted]: USED CAR LOAN Transaction Summary 04/27/2007

END

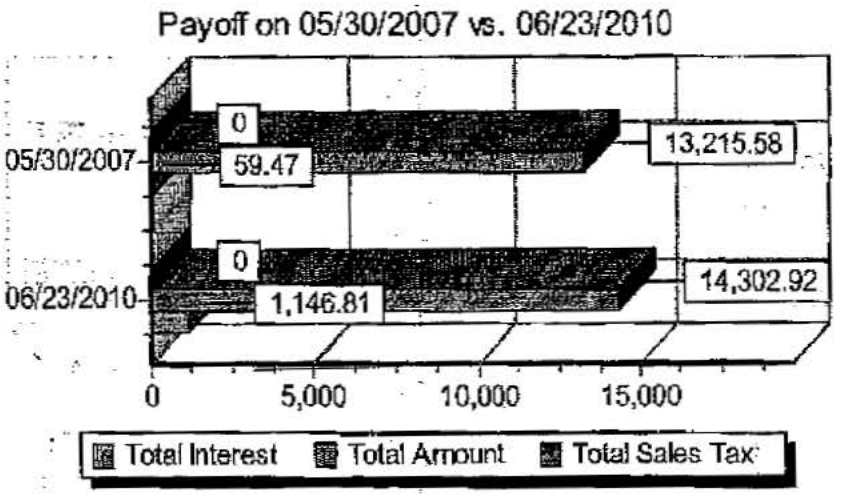
Post Date	ID	Eff Date	Transaction	Balance Chg	Int/Prncy	Fees	New Balance	Description/Pmt	Prev Available
04/27/2007	L 06	04/27/2007	Auto Loan Xfer						
04/27/2007	L 06	04/27/2007	Transfer Paym...	-87.05	12.70	0.00	13,156.11	From Share 05, Pmt: 99.75	0.00
04/20/2007	L 06	04/20/2007	Auto Loan Xfer						
04/20/2007	L 06	04/20/2007	Transfer Paym...	-86.97	12.78	0.00	13,243.16	From Share 05, Pmt: 99.75	0.00
04/13/2007	L 06	04/13/2007	Auto Loan Xfer						
04/13/2007	L 06	04/13/2007	Transfer Paym...	-86.88	12.87	0.00	13,330.13	From Share 05, Pmt: 99.75	0.00
04/06/2007	L 06	04/06/2007	Auto Loan Xfer						
04/06/2007	L 06	04/06/2007	Transfer Paym...	-86.80	12.95	0.00	13,417.01	From Share 05, Pmt: 99.75	0.00
03/30/2007	L 06	03/30/2007	Auto Loan Xfer						
03/30/2007	L 06	03/30/2007	Transfer Paym...	-86.72	13.03	0.00	13,503.81	From Share 05, Pmt: 99.75	0.00
03/23/2007	L 06	03/23/2007	Auto Loan Xfer						
03/23/2007	L 06	03/23/2007	Transfer Paym...	-86.63	13.12	0.00	13,590.53	From Share 05, Pmt: 99.75	0.00
03/16/2007	L 06	03/16/2007	Auto Loan Xfer						
03/16/2007	L 06	03/16/2007	Transfer Paym...	-86.55	13.20	0.00	13,677.16	From Share 05, Pmt: 99.75	0.00
03/09/2007	L 06	03/09/2007	Auto Loan Xfer						
03/09/2007	L 06	03/09/2007	Transfer Paym...	-86.47	13.28	0.00	13,763.71	From Share 05, Pmt: 99.75	0.00
03/02/2007	L 06	03/02/2007	Auto Loan Xfer						
03/02/2007	L 06	03/02/2007	Transfer Paym...	-86.39	13.36	0.00	13,850.18	From Share 05, Pmt: 99.75	0.00
02/23/2007	L 06	02/23/2007	Auto Loan Xfer						
02/23/2007	L 06	02/23/2007	Transfer Paym...	-86.30	13.45	0.00	13,936.57	From Share 05, Pmt: 99.75	0.00
02/16/2007	L 06	02/16/2007	Auto Loan Xfer						
02/16/2007	L 06	02/16/2007	Transfer Paym...	-86.22	13.53	0.00	14,022.87	From Share 05, Pmt: 99.75	0.00
02/09/2007	L 06	02/09/2007	Auto Loan Xfer						
02/09/2007	L 06	02/09/2007	Transfer Paym...	-86.14	13.61	0.00	14,109.09	From Share 05, Pmt: 99.75	0.00
02/02/2007	L 06	02/02/2007	Auto Loan Xfer						
02/02/2007	L 06	02/02/2007	Transfer Paym...	-86.06	13.69	0.00	14,195.23	From Share 05, Pmt: 99.75	0.00
01/26/2007	L 06	01/26/2007	Auto Loan Xfer						
01/26/2007	L 06	01/26/2007	Transfer Paym...	-85.97	13.78	0.00	14,281.29	From Share 05, Pmt: 99.75	0.00
01/19/2007	L 06	01/19/2007	Auto Loan Xfer						
01/19/2007	L 06	01/19/2007	Transfer Paym...	-85.89	13.86	0.00	14,367.26	From Share 05, Pmt: 99.75	0.00
01/12/2007	L 06	01/12/2007	Auto Loan Xfer						
01/12/2007	L 06	01/12/2007	Transfer Paym...	-85.81	13.94	0.00	14,453.15	From Share 05, Pmt: 99.75	0.00
01/05/2007	L 06	01/05/2007	Auto Loan Xfer						
01/05/2007	L 06	01/05/2007	Transfer Paym...	-85.73	14.02	0.00	14,538.96	From Share 05, Pmt: 99.75	0.00
12/29/2006	L 06	12/29/2006	Auto Loan Xfer						
12/29/2006	L 06	12/29/2006	Transfer Paym...	-85.64	14.11	0.00	14,624.69	From Share 05, Pmt: 99.75	0.00
12/22/2006	L 06	12/22/2006	Auto Loan Xfer						
12/22/2006	L 06	12/22/2006	Transfer Paym...	-85.56	14.19	0.00	14,710.33	From Share 05, Pmt: 99.75	0.00
12/15/2006	L 06	12/15/2006	Auto Loan Xfer						
12/15/2006	L 06	12/15/2006	Transfer Paym...	-85.48	14.27	0.00	14,795.89	From Share 05, Pmt: 99.75	0.00
12/08/2006	L 06	12/08/2006	Auto Loan Xfer						
12/08/2006	L 06	12/08/2006	Transfer Paym...	-85.40	14.35	0.00	14,881.37	From Share 05, Pmt: 99.75	0.00
12/01/2006	L 06	12/01/2006	Auto Loan Xfer						
12/01/2006	L 06	12/01/2006	Transfer Paym...	-85.32	14.43	0.00	14,966.77	From Share 05, Pmt: 99.75	0.00

May 01 2007 8:04PM HP LASERJET 3200 P.5

[redacted] Loan [redacted] USED CAR LOAN Payoff 04/27/2007

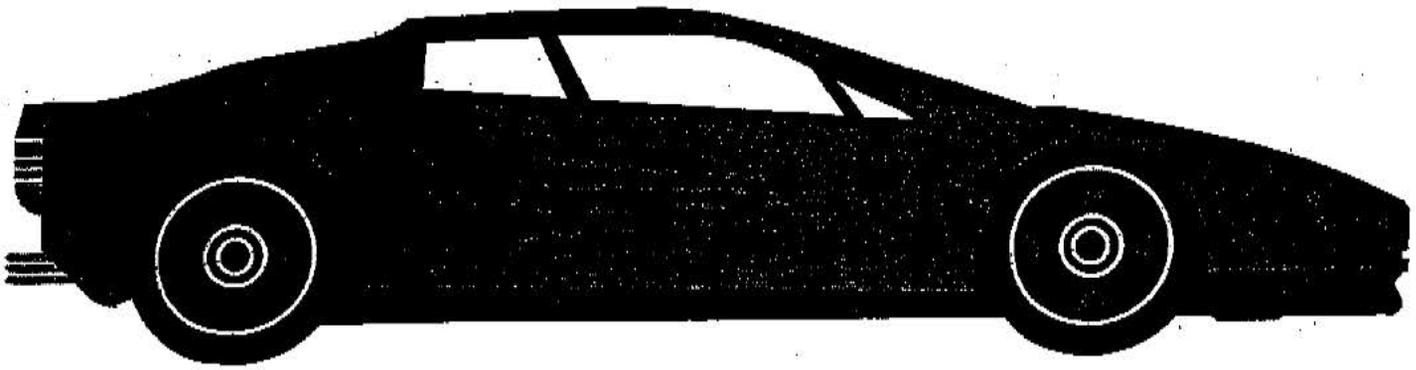
A payment of $13,215.58 is required to pay off this loan on 05/30/07.

Principal Balance:	13,156.11
Interest Type:	Daily
Interest Rate:	5.000
Interest Due:	59.47
One Day's Interest:	1.8022
Due Date:	07/23/2007
Amount Past Due by Payoff Date:	0.00
Past Due Payment Count:	0
Late Charge Due:	0.00



May 01 2007 8:04PM HP LASERJET 3200 P.4

MARTIN CHEVROLET CHRYSLER JEEP



FAX

TO: Rose **DATE:** 04/5107

FAX#: 866-592-1362 **PAGES:** 01

FROM: TOM SAMUELS, SERVICE MANAGER

SUBJECT: VIN - [redacted]

TIRE TREAD DEPTH*	LABOR OP CODE	GREEN/YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

BRAKE LINING** MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate – FRONT PADS	Brake Gauge to backing plate – REAR PADS	Tire Gauge to rivets or backing plate – REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Yellow
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name:_____ Year/Model:_____ Date:_____

Repair Order #:_____ VIN (last 8 digits):_____ Odometer:_____ MI:_____ MII:_____

■ *Checked and OK* ▨ *May Require Attention Soon* ☐ *Requires Immediate Attention*

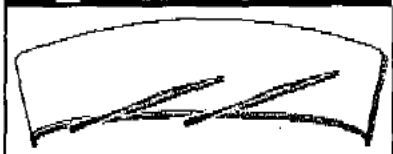
INTERIOR

■ ☐ OnStar by GM Subscription activated

■ ▨ ☐ Remaining engine oil life:_____% Reset:_____ N/A:_____

■ ▨ ☐ Air Conditioning Performance

WIPER BLADES



■ LF ▨ ■ ▨ RF ☐ ☐

■ ▨ ☐ Rear (if applicable)

■ ▨ ☐ Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF ■ 8/32 or Greater ▨ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI

LR ■ 8/32 or Greater ▨ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI



(Check lamps)

RF ■ 8/32 or Greater ▨ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI

RR ■ 8/32 or Greater ▨ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI

Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



■ ▨ ☐ Battery condition

■ ▨ ☐ Battery cables and connections

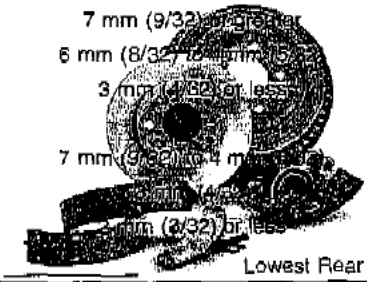
CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
■	■ Engine oil	☐
■	■ Brake fluid reservoir	☐
■	■ Transmission (if equipped w/dipstick)	☐
■	■ Coolant recovery reservoir	☐
■	■ Power steering	☐
■	■ Windshield washer	☐

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF ■ ▨ ☐ RF ■ ▨ ☐

LR ■ ▨ ☐ RR ■ ▨ ☐



Lowest Front Lining _____ Lowest Rear Lining _____

■ ▨ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ▨ ☐ Fuel system (also including gas cap seating)

■ ▨ ☐ Engine, transmission, drive axle, transfer case

■ ▨ ☐ Engine cooling system

■ ▨ ☐ Shocks and struts – also check operation

Inspect visual condition:

■ ▨ ☐ Belts: engine, accessory, serpentine, and/or V-drive

■ ▨ ☐ Hoses: engine, power steering and HVAC

■ ▨ ☐ Engine air filter and cabin air filters

■ ▨ ☐ Steering components and steering linkage

■ ▨ ☐ CV drive axle boots or driveshafts and U-joints

■ ▨ ☐ Exhaust system components

COMMENTS

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

ROMANO STANCROFF & MIKHOV PLLC

Consumer Protection Attorneys

MARK P. ROMANO
STEVEN G. STANCROFF
STEVEN MIKHOV*

33900 West Eight Mile Road
Suite 149
Farmington Hills, MI 48335
Telephone (248) 426-0600
Facsimile (248) 426-9399

*Admitted in California only

FACSIMILE COVER SHEET

Please Deliver to:

Name	Company	Fax Number
Rose Marquis	GM	866-592-1362

DATE: 5/25/07

NUMBER OF PAGES: 3 INCLUDING COVER

MESSAGE FOR RECIPIENT:

Rose,

I'll provide you the release next week.

Steve

This communication contained confidential information which is intended only for the use of the addressee. It may also contain (and if labeled "privileged and confidential" does contain) information that is protected by the attorney-client privilege or the work product doctrine. Copying or distribution of this communication by persons other than the addressee is prohibited. If you received this communication in error, please notify the sender immediately by telephone and return the original message to the sender at the above address by United States Mail.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 24, 2007

Steven Stancroff, Esq.
Romano Stancroff Mikhov

RE: [redacted]
Service Request: 71-484951828
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S442[redacted]
Customer Relationship Specialist: Rose Marquis

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet TrailBlazer for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 29,290.85
Doc fee & Transfer/Government	$ 98.00
Add'l amount to chng payoff date	**$ 19.00**
Sales or use tax	$ 1,757.45
Subtotal:	$ 31,146.30
Other	- $ 650.00
Less Usage/Depreciation	- $ 10,251.80
Subtotal	$ 10,901.80

* Minus Payoff to lien holder (good through 6/10/07) $ 13,235.40

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$20,263.60
Customer Refund	$ 7,028.20
Attorney's Fees	$ 1,750.00
Total due to attorney and client:	$ 8,778.92

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE

LG0074
V7042006

Attach.

CURRENT VEHICLE MILEAGE: 41,094

[redacted]

STEVEN STANCROFF

Client's Signature

5/25/07
Date

Date

CHEVROLET BUICK PONTIAC GMC SATURN



General Motors Business Resource Center

FAX

To: ~~Steven Stancroff~~ ROSE M.
Company:
Fax: 12484269399
Phone:

From: ~~Rose Marquis~~ STEVE S.
Fax: 1-866-592-1362
Phone: 1-800-231-1841 x 21286
E-mail:

cc:

NOTES:

ROSE,

WE NEED ONE CHECK MADE PAYABLE TO THE CLIENT & LAW FIRM.

PLEASE SEND ME A REVISED OFFER LETTER & RELEASE & WE CAN GET THIS DONE.

THANKS,

STEVE USE OFFSET IS FINE. WE JUST NEED THE ATTORNEY FEE ADJUSTED.

RELEASE OF CLAIM

1. [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s)/lessee(s)} of a certain 2004 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDT13S442[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $21,744.51 said payment to be made as outlined below, does for her and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for ~~the~~ $7228.92 payment described above to be tendered in the form of three checks, ~~the first~~, in the amount of $7,028.92 made payable to [redacted] ~~the second in the amount of $[redacted] made payable to~~ Romano, Stancroff & Mikhov (and her attorney) ~~the third~~ second in the amount of $13,215.58 made payable to General Motors Acceptance Corporation.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

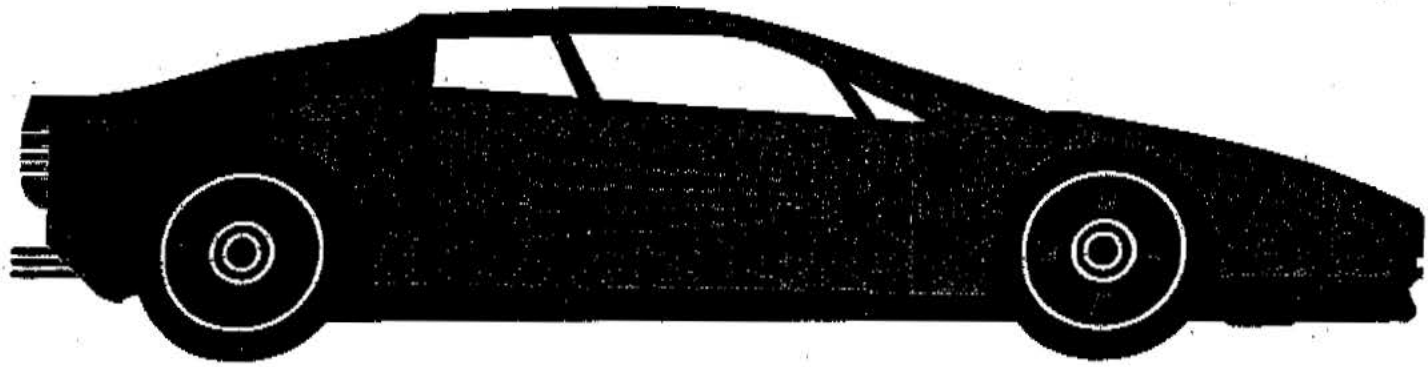
(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $21,744.51 less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $21,744.51 less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the

MARTIN CHEVROLET CHRYSLER JEEP



FAX

TO: Rose **DATE:** 04/5107

FAX#: 866-592-1362 **PAGES:** [redacted] 73

FROM: TOM SAMUELS, SERVICE MANAGER

SUBJECT: VIN - [redacted]

CHEVROLET TRUCKS

MARTIN CHEVROLET

8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

MARTIN

CHRYSLER ONLY IN A Jeep

RO# 33,650

REGISTRATION NO. F[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZ	LOF-12 POINT INSPECT	MI	23.95	01CTZBHI	BELT & HOSE INSP	MI	0.00
01CTZCQL	GM QUICK LUBE & INSP	MI	21.95	35CTZ4WDSER	4WD FLUID SERVICE	MI	99.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/24/05	[redacted]	4871	68	37	W	05CTZ	DRIVEABILITY REPAIRS
				37	W	17CTZFWDI	4-WHEEL DRIVE INSP
				117	C	01CTZ	LOF-12 POINT INSPECT
				115	W	26CTZ	EXTERIOR TRIM
				115	W	27CTZ	INTERIOR TRIM
				37	W	23CTZ	ELECTRICAL

SALESPERSON NO. 3 GREGORY W BARTLETT **SERVICE** STATE REG# [redacted]

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

VEHICLE I.D. NO. 1GNDT13S442[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN | PRODUCTION DATE | STOCK NO. 1478 | LICENSE NO.

[redacted]
SAGINAW, MI
Called Survey
[redacted]

CUSTOMER NO. 9971 | SERVICE CONTRACT | DELIVERY DATE 09/21/04 | DELIVERY MILES 51 | SELLING DEALER NO. 100

COLOR DK GREEN/DK PEWTE | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	33,654	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TIME RECEIVED 09:57am | DATE/TIME PROMISED 11/21/06 02:00pm | PRIORITY 5

APPOINTMENT ☒ Yes ☐ No | E# 6 | LABOR RATE 75.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN [redacted] INSPECTION [redacted] THE AMOUNT [redacted] LIEN. I HAVE READ AND AGREE TO THE TERMS ON BOTH SIDES OF THIS ORDER.

X [redacted]

TERMS: CASH ☐ CR. CARD KIND | OTHER ☐ OK'D BY

IF SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES | STATUS | COMPLETED ◯

JOB — ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 24.95

X _____

ESTIMATE ADDITIONS	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX (ADDITIONAL)	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)
AUTHORIZED ADDITIONS	HRS	DATE / TIME / BY	CONTACT NAME - APPROVAL (INITIALS)	CONTACT IN PERSON ☐ PHONE ☐		

1 W 17CTZAUTINSP *AUTO TRANS. INSP*
CHECK AUTO TRANSMISSION PER CUSTMER REQUEST
CHK FOR SHIFT HARD

ENTERED NOV 2 4 2005

2 W 27CTZ *INTERIOR TRIM*
PASS SIDE WINDOW MOLDING COMING OFF
PART ON SEAT
1
where -40

3 C 01CTZ *LOF-12 POINT INSPECT*
CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, INSPECT BELTS & HOSES, SET TIRE PRESSURES AND TOP OFF FLUIDS

Wash

37

112 ← 40

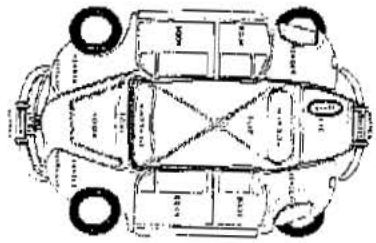
MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep

8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



0101J306111

306111

F101

...IF BELOW ... REPAIR COSTS. BY ... MY RIGHT TO: A WRITTEN ESTIMATE OF THE COST ... REPAIRS ... ADVANCE ... WITH A TOTAL ...

... PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT ... ABOVE.

...TIONAL INSTRUCTIONS 37 MECHANIC'S FINDINGS AND REMARKS

Gas filter $59.95

T/case service $49.95

Rt @ op. temp -OK

P0130, P0133, P0134, P1133

CODES STORED, Replace

Faulty #1 O2 Sensor

J6372 .5

Reinstall RT rear 40 Auxially door w/strip

Reason per Adhesive

C1136 .2

37 11/21 .5

40 11/21 .2 117 LOF .3

117 11/21 .3

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 :	1GNDT13S442[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/24/2005	[redacted]	#	L1020 - CAP, FUEL TANK - REPLACE	4871 miles
01/24/2005		#	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
			C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT -	

01/24/2005	[redacted]	#	ALIGN OR REPLACE	4871 miles
01/24/2005	[redacted]	#	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

[redacted]

0101ICTCS306111

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KATHLEEN FOUCAULT 266	2306	11/21/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	
75.00		33,654	DK GREEN/DK	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/WGN L	09/21/04	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 4 4 2 [redacted]	100	

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/21/06

[redacted]

SAGINAW, MI 48[redacted]

COMMENTS: E# 6 MO: 33657

TOTALS----------

****

[ ] VISA [ ] M.C. [ ] DISCOVER [ ] AMEX

[ ] CASH [ ] CHECK [ ] CHARGE [ ] OTHER PAY

VISIT US ON THE INTERNET @
WWW.MARTINCARS.COM

You may receive a survey regarding this service visit. Please COMPLETELY fill out the survey, IF, for any reason you can not respond "very satisfied", please contact Mark Taylor, the Service Director.

FIVE STAR IT'S BETTER, WE'LL PROVE IT!

CUSTOMER SIGNATURE

TOTAL LABOR....	3.78
TOTAL PARTS....	4.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.98
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.20
TOTAL INVOICE $	**24.95**

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	

OTHER	AMOUNT	RELEASES
$		

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS
That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
I do hereby ratify and confirm whatever action said attorney [redacted]

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 05:20pm

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ERA/NTINVE 3F615893 Q (04/04)

MARTIN
CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590
CHRYSLER
ONLY IN A Jeep

0101ICTCS306111

CUSTOMER NO. [redacted]	ADVISOR: KATHLEEN FOUCAULT 266	TAG NO.: 2306	INVOICE DATE: 11/21/06	[redacted]
[redacted] 6450 TRINKLEY SAGINAW, MI [redacted]	LABOR RATE: 75.00	LICENSE NO.:	MILEAGE: 33,654	COLOR: DK GREEN/DK [redacted]
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04	DELIVERY MILES: 51
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE:
	F. T. E. NO.:	P.O. NO.:	R. O. DATE: 11/21/06	
[redacted]	BUSINESS PHONE: [redacted]	COMMENTS: E# 6		MO: 33657

LABOR & PARTS

J# 1 17CTZAUTINSP AUTO TRANS. INSP. HOURS: 0.50 TECH(S):37 — WARRANTY

CHECK AUTO TRANSMISSION PER CUSTMER REQUEST
CHK FOR SHIFT HARD
SHORTED
CK'D AND REPLACED 02 SENSOR AND CLEARED CODES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12586996	SENSOR 3.682		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 27CTZ INTERIOR TRIM HOURS: 0.20 TECH(S):40 — WARRANTY

PASS SIDE WINDOW MOLDING COMING OFF
PART ON SEAT
POOR ADHESIVE
REINSTALLED RT REAR AUX DOOR WEATHERSTRIP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 01CTZ LOF-12 POINT INSPECT HOURS: TECH(S):117 — 3.78

CHANGE ENGINE OIL & FILTER. LUBE CHASSIS, INSPECT BELTS & HOSES. SET TIRE PRESSURES AND TOP OFF FLUIDS
AS PER RECOMMENDED MAINTENANCE SCHEDULE
CHANGED OIL & FILTER. LUBED CHASSIS, INSPECTED BELTS & HOSES
TOPPED OFF FLUID LEVELS. SET TIRES PRESSURES TO SPEC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	89017342	FILTER 1.836	4.99	4.99
				JOB # 3 TOTAL PARTS	4.99
				JOB # 3 TOTAL LABOR & PARTS	8.77

G.O.G. & SUPPLIES

JOB # 3	7.0	1.0 QT 5W30	@	2.140	/UNIT	14.98
					TOTAL - GOG	14.98

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $24.95 (+TAX)

TECHNICIAN CERTIFICATION

37	SCOTT M ARTHUR	M136924
40	JAMES M FISCHER	M161952
117	KEVIN A MOORE	M174352

[redacted]

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | REMARKS

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney [redacted] AND CONDI[redacted]

[redacted] THIS PART[redacted] ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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 (CONTINUED ON NEXT PAGE) 05:20pm

[redacted]

MARTIN CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

[redacted]

01ICTWS306111

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	KATHLEEN FOUCAULT 266	2306	11/24/06

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
74.70		33,654	DK GREEN/DK [redacted]

[redacted]S

SAGINAW, MI [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/WGN L	09/21/04	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 4 4 2 3 [redacted]	100	

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/21/06

[redacted]

RES 9 [redacted]

COMMENTS
E# 6

MO: 33657

LABOR & PARTS----------

J# 1 17CTZAUTINSP AUTO TRANS. INSP. HOURS: 0.50 TECH(S):37 37.35
CHECK AUTO TRANSMISSION PER CUSTMER REQUEST
CHK FOR SHIFT HARD
SHORTED
CK'D AND REPLACED 02 SENSOR AND CLEARED CODES

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	12586996	SENSOR 3.682	28.95	28.95	40.53	40.53
			JOB # 1 COST TOTAL		28.95		
			JOB # 1 TOTAL PARTS				40.53
			JOB # 1 TOTAL LABOR & PARTS				77.88

J# 2 27CTZ INTERIOR TRIM HOURS: 0.20 TECH(S):40 14.94
PASS SIDE WINDOW MOLDING COMING OFF
PART ON SEAT
POOR ADHESIVE
REINSTALLED RT REAR AUX DOOR WEATHERSTRIP
JOB # 2 TOTAL LABOR & PARTS 14.94

TECHNICIAN CERTIFICATION----------

37	SCOTT M ARTHUR	M136924
40	JAMES M FISCHER	M161952

R/O TAX 0.00
R/O TOTALS 92.82

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
306111	92.82
CLAIM TOTALS	92.82

APPROVED BY SIGNATURE

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	

OTHER	AMOUNT	RELEASES
$		

SIGNATURES

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POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 03:26pm

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CRAINTINVE SF615683 O (04/04)

[redacted]

MARTIN CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

0101ICTWS306111

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	[redacted]
[redacted]	KATHLEEN FOUCAULT 266	2306	11/24/06	
[redacted]	LABOR RATE 74.70 / LICENSE NO. / MILEAGE 33,654		COLOR DK GREEN/DK	[redacted]
SAGINAW, MI [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE 09/21/04	DELIVERY MILES 51
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 4 2 3 [redacted]		SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 11/21/06	
[redacted]	COMMENTS E# 6			MO: 33657

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.957
11/24/2006 WARRANTY NEW CLAIM
1526

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
306111	11/21/2006	1GNDT13S442[redacted]	3	44388	33654	XXX-XX-2242

CUSTOMER NAME; FIRST: TRACEY MIDDLE: SUE
LAST: WILLIAMS PHONE;WORK: 989-213-4651 HOME: 989-781-4659

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OT	1	12586996	40.53	6G	J6372	.5			37.35

LN-TOT: 77.88 TECH SSN: XXX-XX-0561 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		ON				2W	C1136	.2			14.94

LN-TOT: 14.94 TECH SSN: XXX-XX-6370 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 92.82

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	SETTLEMENT
$	
OTHER AMOUNT	RELEASES
$	

SIGNATURES

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POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

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Signed _____

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X _____

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ERAINTINVE SP5 1589 O (04/04)

CHEVROLET TRUCKS

MARTIN CHEVROLET

8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

MARTIN

ONLY IN A Jeep

REGISTRATION NO. [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZBHI	BELT & HOSE INSP	MI	0.00	01CTZCQL	GM QUICK LUBE & INSP	MI	21.95
35CTZ4WDSER	4WD FLUID SERVICE	MI	99.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/21/06	[redacted]	33657	266	37	W	17CTZAUTINSP	AUTO TRANS. INSP.
				40	W	27CTZ	INTERIOR TRIM
				117	C	01CTZ	LOF-12 POINT INSPECT
01/24/05		4871	68	37	W	05CTZ	DRIVEABILITY REPAIRS
				37	W	17CTZFWDI	4-WHEEL DRIVE INSP
				117	C	01CTZ	LOF-12 POINT INSPECT

SALESPERSON NO. 3 GREGORY W BARTLETT

S E R V I C E

STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S4[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN

PRODUCTION DATE

STOCK NO. 1478

LICENSE NO. [redacted]

[redacted]

SAGINAW, M[redacted]

CUSTOMER NO. 9971

SERVICE CONTRACT

DELIVERY DATE 09/21/04

DELIVERY MILES 51

SELLING DEALER 100

01/12/07

COLOR DK GREEN/DK PEWTE

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 5207

Called

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	35,412	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

RE[redacted]

TIME 06:23am DATE 01/12/07 03:00pm 5

APPOINTMENT ☐ Yes ☒ No

E# 6

LABOR RATE 75.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPERS LIEN, I HAVE NO RIGHT OF POSSESSION TO THE VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME.

X Mailed CM

CUSTOMER'S SIGNATURE

TERMS CASH ☐ CR. CARD ☐ KIND

OTHER ☐ O/D'D BY

* SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES

STATUS COMPLETED

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

ESTIMATE	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX + ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)

ADDITIONS	AUTHORIZED ADDITIONS	HRS	DATE	TIME	CONTACT NAME - APPROVAL	CONTACT IN PERSON ☐ PHONE ☐
			BY		(INITIALS)	

1 W 23CTZ ELECTRICAL

HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM

ENTERED JAN 15 2007

PAID JAN 12 2007

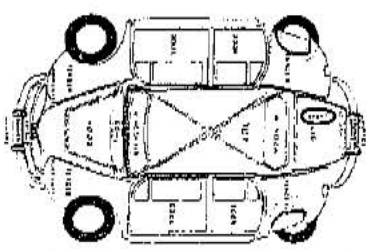
MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep

8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



Please tell us how we did today

0101J309160

SHOP COPY

0101J309160

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 :	1GNDT13S44[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/12/2007	[redacted]	#	J4100 - GENERATOR ASSEMBLY - REPLACE	35412 miles
11/21/2006		#	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	33654 miles
11/21/2006		#	C1136 - WEATHERSTRIP - REAR DOOR AUXILIARY - RIGHT - ALIGN OR REPL	33654 miles

01/24/2005	[redacted]	#	L1020 - CAP, FUEL TANK - REPLACE	4871 miles
01/24/2005		#	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
01/24/2005		#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	4871 miles
01/24/2005		#	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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CHEVROLET MARTIN CHEVROLET TRUCKS
8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590
MARTIN
DODGE CHRYSLER
ONLY IN A Jeep

RECOMMENDED SERVICES

REGISTRATION NO. [redacted]

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZBHI	BELT & HOSE INSP	MI	0.00	01CTZCQL	GM QUICK LUBE & INSP	MI	21.95
35CTZ4WDSER	4WD FLUID SERVICE	MI	99.95				

Parts Ordered 1/25 Pd

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/12/07		35412	266	17	W	23CTZ	ELECTRICAL
11/21/06		33057	266	37	W	17CTZAUTINSP	AUTO TRANS. INSP.
				40	W	27CTZ	INTERIOR TRIM
				117	C	01CTZ	LOF-12 POINT INSPECT
01/24/05		4871	68	37	W	05CTZ	DRIVEABILITY REPAIRS
				37	W	17CTZFWDI	4-WHEEL DRIVE INSP

SALESPERSON NO. 3 GREGORY W BARTLETT

S E R V I C E

STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S44[redacted]

YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN

PRODUCTION DATE

STOCK NO. 1478

LICENSE NO. [redacted]

[redacted] SAGINAW, MI

CUSTOMER NO. 9971

SERVICE CONTRACT

DELIVERY DATE 09/21/04

DELIVERY MILES 51

SELLING DEALER NO. 100

COLOR DK GREEN/DK PEWTE

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 5861

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	35,931	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

RES. [redacted] BUSINESS 989-213-4651

TIME PROMISED 06:09am DATE PROMISED 01/25/07 08:00pm PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

E# 6

LABOR RATE 75.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIENS I HAVE NO RIGHT OF POSSESSION TO THIS VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL AND THAT YOU AND/OR YOUR EMPLOYEES HAVING LEGALLY RELEASED THE VEHICLE TO ME.

X [signature] CUSTOMER'S SIGNATURE

TERMS: CASH ☐ CR. CARD ☐ KIND

OTHER ☐ O.K'D BY

W SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AIR DISPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES

STATUS COMPLETED ◯

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W.* 23CTZ ELECTRICAL

DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT

ENTERED JAN 2 6 2007

ENTERED JAN 2 6 2007

17

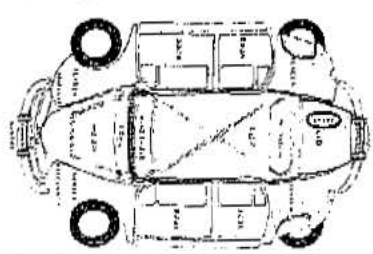
ESTIMATE ADDITIONS	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX (ADDITIONAL)	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT (INITIALS)
AUTHORIZED ADDITIONS	HRS	DATE TIME / BY	CONTACT NAME - APPROVAL (INITIALS)	CONTACT IN PERSON ☐ PHONE ☐		

MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep
8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



Please check your car when you pick it up

0101J309849

Reorder part # 8E0000210 (pkg of 1000)

VOLUNTARILY R[illegible]

[illegible] No. F101[illegible]

[illegible] PRO[illegible] THE BELOW [illegible] MOTOR [illegible] OF REPAIR COSTS. BY SIGNING [illegible] THAT I WILL GIVE UP MY RIGHT TO:

[illegible] COST FOR REPAIRS:

[illegible] OR COSTS WITH A TOTAL

3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE [illegible]

1/26/07 On Thursday [illegible] to check charged output to [illegible] Draw

ADDITIONAL [illegible]

Headlight switch ordered Be Here Friday

MECHANIC'S FINDINGS AND REMARKS

check charging, starting & for draw - OK - Road tested 10 miles - check grounds

Replace headlight switch

N2290 5

OL 5

TH 8 1

TH 7 4

17 1/26 10

[redacted]

MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER ONLY IN A Jeep

0101ICTWS309160

CUSTOMER NO: [redacted]
[redacted]
SAGINAW, MI [redacted]
RE: [redacted]

ADVISOR: KATHLEEN FOUCAULT 266 | TAG NO: 5207 | INVOICE DATE: 01/15/07 | INVOICE NO: [redacted]
LABOR RATE: 77.49 | LICENSE NO. | MILEAGE: 35,412 | COLOR: DK GREEN/DK | STOCK NO: 1[redacted]
YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L | DELIVERY DATE: 09/21/04 | DELIVERY MILES: 51
VEHICLE I.D. NO: 1 G N D T 1 3 S 4 4 2[redacted] | SELLING DEALER NO: 100 | PRODUCTION DATE:
P.T.E. NO: | P.O. NO: | R.O. DATE: 01/12/07
COMMENTS: E# 6 MO: 35412

LABOR & PARTS
J# 1 23CTZ ELECTRICAL HOURS: 1.00 TECH(S):17 77.49
HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
SHORTED
CK'D OUT AND REPLACED ALTERNATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19151920	*GEN REM 2.275	213.60	213.60	282.24	282.24
JOB # 1	-1	19151920	CORE RETURN	42.00	-42.00	42.00	-42.00
			JOB # 1 COST TOTAL		171.60		
			JOB # 1 TOTAL PARTS				240.24
			JOB # 1 TOTAL LABOR & PARTS				317.73

TECHNICIAN CERTIFICATION
17 BRENT D CORBIN M121188

R/O TAX .00
R/O TOTALS 317.73

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
309160	317.73
CLAIM TOTALS	317.73

RECEIVED JAN 15 2007

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.630
01/15/2007 WARRANTY NEW CLAIM
1359

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
309160	01/12/2007	1GNDT135442[redacted]	3	44388	35412	XXX-XX-2242

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		07	1	19151920	240.24	4Q	J4100	1.0			77.49

LN-TOT: 317.73 TECH SSN: XXX-XX-7850 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 317.73

INSURANCE CO:

APPROVED BY:

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
$	
OTHER AMOUNT	RELEASE$
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering my repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a endorsable position.
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

X _____

THE ONLY WARRANTIES APPLYING TO THE PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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ERA/NTHNVE SF515e85 © 10/04

F101

THE BELOW

REPAIR COSTS.

RIGHT TO:

REPAIRS

WITH

PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE

DAY AFTER

MECHANIC'S FINDINGS

17

Check out & replace alternator

J41.00

1.0

17 1/2 1.0

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S4[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/21/2006	[redacted]	#	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	33654 miles
11/21/2006		#	C1136 - WEATHERSTRIP - REAR DOOR AUXILIARY - RIGHT - ALIGN OR REPL	33654 miles
01/24/2005		#	L1020 - CAP, FUEL TANK - REPLACE	4871 miles

01/24/2005	[redacted]	#	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
01/24/2005	[redacted]	#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	4871 miles
01/24/2005	[redacted]	#	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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TIRE TREAD DEPTH*	LABOR OP CODE	GREEN/YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

BRAKE LINING** MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate – FRONT PADS	Brake Gauge to backing plate – REAR PADS	Tire Gauge/Ruler to backing plate – REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Yellow
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name:_____ Year/Model:_____ Date:_____

Repair Order #:_____ VIN (last 8 digits):_____ Odometer:_____ MI:_____ MII:_____

■ *Checked and OK* ▨ *May Require Attention Soon* ☐ *Requires Immediate Attention*

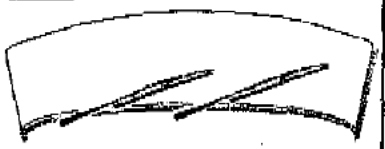
INTERIOR

■ ☐ OnStar by GM Subscription activated

■ ☐ ☐ Remaining engine oil life:_____% Reset:_____ N/A:_____

■ ☐ ☐ Air Conditioning Performance

WIPER BLADES



■ ■

LF ☐ ☐ RF

☐ ☐

■ ▨ ☐ Rear (if applicable)

■ ▨ ☐ Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: ■ 8/32 or Greater; ▨ 7/32 to 4/32; ☐ 3/32 or Less

PSI@:_____set to:_____PSI

LR: ■ 8/32 or Greater; ▨ 7/32 to 4/32; ☐ 3/32 or Less

PSI@:_____set to:_____PSI



(Check lamps)

RF: ■ 8/32 or Greater; ▨ 7/32 to 4/32; ☐ 3/32 or Less

PSI@:_____set to:_____PSI

RR: ■ 8/32 or Greater; ▨ 7/32 to 4/32; ☐ 3/32 or Less

PSI@:_____set to:_____PSI

Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



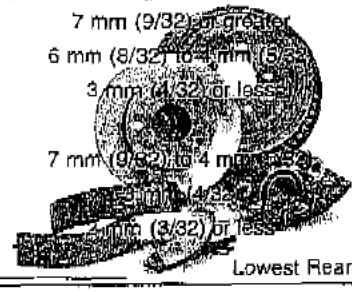
■ ▨ ☐ Battery condition

■ ▨ ☐ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
■	■ Engine oil	☐
■	■ Brake fluid reservoir	☐
■	■ Transmission (if equipped w/dipstick)	☐
■	■ Coolant recovery reservoir	☐
■	■ Power steering	☐
■	■ Windshield washer	☐

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF ■ ▨ ☐ RF

LR ■ ▨ ☐ RR

Lowest Front Lining _____ Lowest Rear Lining _____

■ ▨ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ☐ ☐ Fuel system (also including gas cap seating)

■ ☐ ☐ Engine, transmission, drive axle, transfer case

■ ☐ ☐ Engine cooling system

■ ☐ ☐ Shocks and struts – also check operation

Inspect visual condition:

■ ▨ ☐ Belts: engine, accessory, serpentine, and/or V-drive

■ ▨ ☐ Hoses: engine, power steering and HVAC

■ ▨ ☐ Engine air filter and cabin air filters

■ ▨ ☐ Steering components and steering linkage

■ ▨ ☐ CV drive axle boots or driveshafts and U-joints

■ ▨ ☐ Exhaust system components

COMMENTS

_____

_____

_____

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

_____

_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

- While in vehicle:
  - If MI or MIL record remaining engine oil life
  - Check operation/condition of horn, interior lights, turn signals, [illegible] lights [illegible]
  - Check operation of windshield wipers and windshield washer spray.
  - For OnStar status, check GMVIS. To request activation, have customer press OnStar Blue Button. OnStar Hands-Free Calling – Store dealership phone number and demonstrate [illegible]
  - Inspect windshield for cracks, chips or pitting
  - Crank steering wheel to the left to [illegible]
  - Pop the hood

- Exiting the vehicle:
  - Inspect left windshield wiper blade.
  - Inspect left front tire (show customer how you measure tread depth).
  - Open hood and check fluid levels (at minimum, point out which will be checked).
  - Note front headlamp operation and lens condition.
  - Inspect right front tire tread depth.
  - Inspect right windshield wiper blade.
  - Inspect right rear tire tread depth.
  - Check gas cap seating (could be on either side).
  - Note tail lamp operation and lens condition.
  - Inspect left rear tire tread depth.
  - Note overall condition of body, painted surfaces, and exterior side [illegible]
  - Turn off exterior lamps and make sure key is in the off position.

- Record all vehicle observations on Inspection Report and discuss [illegible] with customer

NOTE: *The Tire and Loading Information Label shows the correct inf[illegible] for each [illegible] The Tire and Loading Information Label is attached to the vehicle's [illegible] vehicles without a [illegible] attached to the driver's [illegible] tire inflation pressures will [illegible] on the driver's door edge.*

"a place that you can count on"

MARTIN

CHEVROLET SALES, INC.

8800 GRATIOT ROAD • SAGINAW, MICHIGAN 48609 • (989) 781-4590

[redacted] FILL OUT COMPLETELY

NAME (Please Print) [redacted]

ADDRESS [redacted] CITY Sag[redacted]

TELEPHONE NUMBER WHERE WE CAN REACH YOU: HOME [redacted] WORK [redacted] cell [redacted]

LICENSE NO. [redacted] YEAR & MODEL 2004 Trailblazer COLOR Green

I WOULD LIKE TO PICK UP MY CAR AT _____ AM 5 PM

CARS MUST BE PICKED UP DURING REGULAR SERVICE HOURS (7:30 A.M. – 5:30 P.M.)

SERVICE DESIRED: head lights going dim - bright - off - on during driving: also when put cruise on - radio - etc lights go dim -

IMPORTANT: READ OTHER SIDE

[redacted] VOLUNTARILY REQUEST Martin Chev
N THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS:
2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER $ SD AND
3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED WHICH I DID NOT APPROVE IN WRITING.

MOTOR VEHICLE DESCRIPTION:
YEAR 2004 MAKE Trailblazer COLOR Green
DATE 1-11-07
TIME 8:00 CUSTOMER SIGNATURE [redacted]

BEFORE YOU SEAL ENVELOPE . . .

- Be sure you have filled out all the information on the front side of envelope.
- Park your car in the NITERITE parking area and lock it up.
- Enclose both keys and your warranty book.

We must have your warranty book for any warranty repairs.

- DROP THE SEALED ENVELOPE IN THE NITERITE SLOT.

04/05/2007 14:18 FAX 9897812575 MARTIN CHEVROLET 022
AND WARRANTY BOOK ARE ENCLOSED
BEFORE SEALING ENVELOPE

CUSTOMER NAME T[redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO.[redacted] 1 RO.DATE 01/12/2007 2 DEPT (S,B,P) S SERVICE
[1 OF 4] [1 OF 1] 3 MILEAGE 35412 4 ADVISOR NO. 266

5 OPERATION NO. 23CTZ OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO(S). 17
7 COMPLAINT HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
8 CAUSE SHORTED

9 CORRECTION CK'D OUT AND REPLACED ALTERNATOR

10 WARRANTY CLAIM NO. [redacted] OPERATION NO. [redacted] CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

MARTIN CHEVROLET

MARTIN
CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

024

[redacted]

CUSTOMER NO. [redacted]

[redacted]
SAGINAW, MI [redacted]

ADVISOR: KATHLEEN FOUCAULT 266	TAG NO.: 5207	INVOICE DATE: 01/12/07	[redacted]
LABOR RATE: 75.00	LICENSE NO.	MILEAGE: 35,412	COLOR: DK GREEN/DK	STOCK NO: 1478
YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04	DELIVERY MILES: 51
VEHICLE I.D. NO.: 1 G N D T 1 3 5 4 4 2 [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
F.T.E. NO.	F.O. NO.	R. O. DATE: 01/12/07	
[redacted]	COMMENTS: E# 6		MO: 35412

LABOR & PARTS----------

J#1 23CTZ ELECTRICAL HOURS: 1.00 TECH(S):17 WARRANTY

HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
SHORTED
CK'D OUT AND REPLACED ALTERNATOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		19151920	*GEN REM 2.275		WARRANTY
JOB # 1	-1		19151920	CORE RETURN		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION----------

17 BRENT D GORBIN M121188

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**

[ ] VISA [ ] M.C. [ ] DISCOVER [ ] AMEX

[ ] CASH [ ] CHECK [ ] CHARGE [ ] OTHER PAY

VISIT US ON THE INTERNET @
WWW.MARTINCARS.COM

You may receive a survey regarding this service visit. Please COMPLETELY fill out the survey. IF, for any reason you can not respond "very satisfied", please c[redacted] the Service Director.

F[redacted]

ENTERED JAN 15 2007

01-40

03

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	REIMBURSED
$	
OTHER AMOUNT	REASON
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney, to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company under my policy to my (our) automobile authorized by me and for endorsing whatever manner is necessary to place check or draft in [redacted] possession.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK IS HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

[redacted]

THE ONLY WARRANTIES APPLICABLE TO NEW PARTS ARE THOSE WHICH MAY BE EXTENDED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. IN NO EVENT SHALL BUYER BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Genuine Mopar Parts Recommended Everywhere

SERVICE FILE COPY

END OF INVOICE | 02:09pm

BE SURE IGNITION AND TRUNK KEYS AND WARRANTY BOOK ARE ENCLOSED BEFORE SEALING ENVELOPE

[redacted] LUNTARILY REQUEST Martin

TO PROVIDE SERVICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS:
2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER $ 50.00 AND
3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED WHICH I DID NOT APPROVE IN WRITING.

MOTOR VEHICLE DESCRIPTION:

YEAR 2004 MAKE Trailblazer COLOR green

DATE 1-24-07

TIME 7:00p CUSTOMER SIGNATUR[redacted]

BEFORE YOU SEAL ENVELOPE . . .

- Be sure you have filled out all the information on the front side of envelope.
- Park your car in the NITERITE parking area and lock it up.
- Enclose both keys and your warranty book.

We must have your warranty book for any warranty repairs.

- DROP THE SEALED ENVELOPE IN THE NITERITE SLOT.

"a place that you can count on"

MARTIN

33931

CHEVROLET SALES, INC.

8800 GRATIOT ROAD • SAGINAW, MICHIGAN 48609 • (989) 781-4590

PLEASE FILL OUT COMPLETELY

NAME (Please Print) [redacted]

ADDRES [redacted] CITY Saginaw

TELEPHONE NUMBER WHERE WE CAN REACH YOU: HOM [redacted] WORK [redacted]

LICENSE N [redacted] YEAR & MODEL 2004 Trailblazer COLOR green

I WOULD LIKE TO PICK UP MY CAR AT _____ AM 5:30 (PM)

CARS MUST BE PICKED UP DURING REGULAR SERVICE HOURS (7:30 A.M. – 5:30 P.M.)

SERVICE DESIRED: lights are going dim again just was in & alternator was replaced still having problems.

42310567

IMPORTANT: READ OTHER SIDE

MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590
CHRYSLER
ONLY IN A Jeep

0101ICTCS309849

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted] SAGINAW, MI	KATHLEEN FOUCAULT 266	5861	01/26/07	[redacted]
	LABOR RATE: 75.00 / LICENSE NO. / MILEAGE: 35,931		COLOR: DK GREEN/DK	[redacted]
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04	51
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 00	PRODUCTION DATE
	F.T.E NO. / P.O. NO.		P.O. DATE: 01/25/07	
RE: [redacted]	COMMENTS: E# 6			MO: 35931

LABOR & PARTS
J# 1 23CTZ ELECTRICAL HOURS: 1.00 TECH(S):17 WARRANTY
DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT
CK'D CHARGING, STARTING AND FOR DRAW - ALL OK - ROAD TESTED
AND CK'D GROUNDS. REPLACED HEADLIGHT SWITCH

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		10372952	SWITCH 2.485		WARRANTY

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
17 BRENT D CORBIN M121188

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**

[ ] VISA [ ] M.C. [ ] DISCOVER [ ] AMEX
[ ] CASH [ ] CHECK [ ] CHARGE [ ] OTHER PAY

VISIT US ON THE INTERNET @
WWW.MARTINCARS.COM

You may receive a survey regarding this service visit. Please COMPLETELY fill out the survey. IF, for any reason you can not respond "very satisfied", please contact Mark Taylor, the Service Director.

FIVE S[redacted]

ENTERED JAN 29 2007

INSURANCE CO.
APPROVED BY
CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	REFUNDS
$	
OTHER AMOUNT	REASONS
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any cause beyond our control. All express guarantees are to be acknowledged on above face of ticket governing the operation of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney, to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company as may be required in my motor automobile numbered by me self-insurance, employer's signature is necessary to place check or draft in negotiable position.

I (we) hereby ratify and confirm whatever acts said attorney shall or may do by virtue hereof in the premises.

THE ABOVE WORK IS HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE

Signed [redacted]

All repairs will be performed in accordance with the Michigan Motor Vehicle Service and Repair Act.

X [redacted]

THE ONLY WARRANTIES APPLICABLE TO THIS VEHICLE ARE THOSE WHICH MAY BE EXTENDED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS [redacted] AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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MARTIN
CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

0101ICTWS309849

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KATHLEEN FOUCAULT 266	5861	01/29/07	C[redacted]
[redacted]	LABOR RATE: 77.49 / LICENSE NO. / MILEAGE: 35,931		COLOR: DK GREEN/DK [redacted]	
SAGINAW, MI	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04	DELIVERY MILES: 51
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		P.O. DATE: 01/25/07	
[redacted] BUSINESS PHONE	COMMENTS: E# 6			MO: 35931

LABOR & PARTS

J# 1 23CTZ ELECTRICAL HOURS: 1.00 TECH(S):17 77.49

DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT
CK'D CHARGING. STARTING AND FOR DRAW - ALL OK - ROAD TESTED
AND CK'D GROUNDS. REPLACED HEADLIGHT SWITCH

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		10372952	SWITCH 2.485	50.74	50.74	71.04	71.04
				JOB # 1 COST TOTAL		50.74		
				JOB # 1 TOTAL PARTS				71.04
				JOB # 1 TOTAL LABOR & PARTS				148.53

TECHNICIAN CERTIFICATION

17 BRENT D CORBIN M121188

R/O TAX 0.00
R/O TOTALS 148.53

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
309849	148.53
CLAIM TOTALS	148.53

ENTERED JAN 2 9 2007

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.797
01/29/2007 WARRANTY NEW CLAIM
1145

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
309849	01/25/2007	1GNDT135442[redacted]	3	44388	35931	XXX-XX-2242

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		07	1	10372952	71.04	4Q	N2290	.5	.5		77.49

LN-TOT: 148.53 TECH SSN: XXX-XX-7850 AUTH CODE: E AUTH. AUTHOR.: 0090

R.O. TOTAL: 148.53

INSURANCE CO

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT
OTHER AMOUNT $ | RELEASES
SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign notes, place and cloud of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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CHEVROLET TRUCKS MARTIN CHEVROLET
8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590
MARTIN
ONLY IN A Jeep

RECOMMENDED SERVICES

REGISTRATION NO. [redacted]

OPERATION	OPERATION DESCRIPTION	MD/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MD/MI	TOTAL
01CTZ	LOF-12 POINT INSPECT	MI	25.95	01CTZBHI	BELT & HOSE INSP	MI	0.00
01CTZCQL	GM QUICK LUBE & INSP	MI	21.95	35CTZ4WDSER	4WD FLUID SERVICE	MI	99.95

Rick Doolick, No Intellig

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/25/07	[redacted]	35931	266	17	W	23CTZ	ELECTRICAL
01/12/07		35412	266	17	W	23CTZ	ELECTRICAL
11/21/06		33657	266	37	W	17CTZAUTINSP	AUTO TRANS. INSP.
				40	W	27CTZ	INTERIOR TRIM
				117	C	01CTZ	LOF-12 POINT INSPECT
01/24/05		4871	68	37	W	05CTZ	DRIVEABILITY REPAIRS

SALESPERSON NO. 3 GREGORY W BARTLETT S E R V I C E STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S442[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN

PRODUCTION DATE | WORK NO. [redacted] | LICENSE NO. | P.O. NO.

CUSTOMER [redacted] SERVICE CONTRACT | DELIVERY DATE 09/21/04 | DELIVERY MILES 51 | SELLING DEALER NO. 100 | P.O. DATE 02/14/07

[redacted] called

6450 TRINKLE
SAGINAW, MI [redacted]

COLOR DK GREEN/DK PEWTE | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	36,613	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[redacted]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OF DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON THIS VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIEN, I HAVE NO RIGHT OF POSSESSION TO THIS VEHICLE UNTIL THE REPAIRS THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY SURRENDERED THE VEHICLE TO ME.

X [redacted] CUSTOMER'S SIGNATURE

TERMS: CASH ☐ CR. CARD KIND | OTHER ☐ OK'D BY

* SHOP SUPPLIES 10%, OF THE LABOR CHARGE MAX. $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES | STATUS | COMPLETED

TIME RECEIVED 06:43am | DATE/TIME PROMISED 02/14/07 05:30pm | 5

APPOINTMENT ☒ Yes ☐ No | E# 6 | LABOR RATE 75.00

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS : TEST DRIVE 1ST THING IN AM WHEN DARK OUT

W * 23CTZ ELECTRICAL
CHK FOR LIGHTS GOING DIM UPON ACCEL
CLUSTER AND HEADLAMPS/TECH 17
GOODWILL / IN BEFORE WARR EXPIRED

ENTERED FEB 14 2007

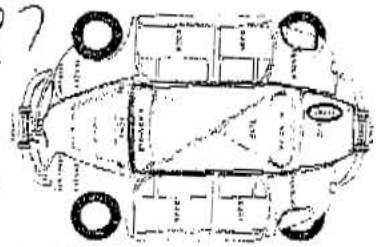
Kathy I pulled this into Scott's Bay to get Snow off etc... I didn't Know if Mark Taylor was going to drive??? SENSOR WILL BE HERE THURSDAY

ESTIMATE	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX (ADDITIONAL)	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)
ADDITIONS	AUTHORIZED ADDITIONS	HRS	DATE / TIME	CONTACT NAME - APPROVAL		CONTACT IN PERSON ☐ PHONE ☐
			BY	(INITIALS)		

MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep
8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590
WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



0101J310998

VOLUNTARILY R

Form No F1010

PRO THE BELOW DESCRIBED MOTOR VEHICLE ... ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

... REPAIRS;

... A TOTAL

... REPAIR ... WITH A TOTAL COST LESS THAN THE

PERFORMANCE | TRUST

PRIVILEGE

ADCSM

Date 2/16/07

Auth. A E P B G

Sig

goodwill came in prior to expiration

ADDITIONAL INSTRUCTIONS

MECHANIC'S FINDINGS AND REMARKS

#17 2/16/07 .5 hrs

Check charging starting & battery & road tested - NO problem found check connection - check bulletins & PI

Replace ambient light sensor

TH 11 4

TH 10 2

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 :	1GNDT13S44[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/25/2007	[redacted]	#	N2290 - SWITCH - HEADLAMP - REPLACE	35931 miles
01/12/2007		#	J4100 - GENERATOR ASSEMBLY - REPLACE	35412 miles
11/21/2006		#	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	33654 miles

11/21/2006	306111	#	C1136 - WEATHERSTRIP - REAR DOOR AUXILIARY - RIGHT - ALIGN OR REPL	33654 miles
01/24/2005	261086	#	L1020 - CAP, FUEL TANK - REPLACE	4871 miles
01/24/2005	261086	#	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
01/24/2005	261086	#	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	4871 miles
01/24/2005	261086	#	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004	A10567	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted] VOLUNTARILY REQUEST Martin
TO PROVIDE SERVICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS:
2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER $ 50 AND
3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED WHICH I DID NOT APPROVE IN WRITING.

MOTOR VEHICLE DESCRIPTION:
YEAR 2004 MAKE Trailblazer COLOR green
DATE 2.13.07
TIME 7:20pm CUSTOMER SIGNATURE [redacted]

BE SURE IGNITION AND TRUNK KEYS AND WARRANTY BOOK ARE ENCLOSED BEFORE SEALING ENVELOPE

BEFORE YOU SEAL ENVELOPE . . .

- Be sure you have filled out all the information on the front side of envelope.
- Park your car in the NITERITE parking area and lock it up.
- Enclose both keys and your warranty book.

We must have your warranty book for any warranty repairs.

- DROP THE SEALED ENVELOPE IN THE NITERITE SLOT.

"A place that you can count on"

MARTIN

CHEVROLET SALES, INC.

8800 GRATIOT ROAD • SAGINAW, MICHIGAN 48609 • (989) 781-4590

PLEASE FILL OUT COMPLETELY

NAME (Please Print) [redacted]

ADDRESS [redacted] CITY Saginaw

TELEPHONE NUMBER WHERE WE CAN REACH YOU: HOME _____ WORK [redacted]

LICENSE NO [redacted] YEAR & MODEL 2004 Trailblazer COLOR green

I WOULD LIKE TO PICK UP MY CAR AT _____ AM 5 (PM)

CARS MUST BE PICKED UP DURING REGULAR SERVICE HOURS (7:30 A.M. – 5:30 P.M.)

SERVICE DESIRED: Talked to Cathy about when pushing on gas pedal head lights go dim & flicker on & off.

IMPORTANT: READ OTHER SIDE

02/14/2007 HISTORY LISTING 3010
07:06:50 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S44[redacted]

R.O NO. : [redacted] R.O DATE : 01/25/2007 R.O TYPE : S
MILEAGE : 35931 ADVISOR NO. : 266

JOB NUMBER : [redacted] OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT
CORRECTION : CK'D CHARGING, STARTING AND FOR DRAW - ALL OK - ROAD TESTED AND CK'D GROUNDS. REPLACED HEADLIGHT SWITCH

WARRANTY [redacted]NO. OPERATION NO. CLAIM NO. OPERATION NO.
N2290

02/14/2007 HISTORY LISTING 3010
07:06:52 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S4[redacted]

R.O NO. : [redacted] R.O DATE : 01/12/2007 R.O TYPE : S
MILEAGE : 35412 ADVISOR NO. : 266

JOB NUMBER : [redacted] OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
CAUSE : SHORTED
CORRECTION : CK'D OUT AND REPLACED ALTERNATOR

WARRANTY : CLAIM NO. [redacted] OPERATION NO. J4100 CLAIM NO. OPERATION NO.

Charging System Description and Operation

Generator

The AD-244 generator is non-repairable. They are electrically similar to earlier models. The generator(s) feature the following major components:

- The delta stator
- The rectifier bridge
- The rotor with slip rings and brushes
- A conventional pulley
- Dual internal fans
- A voltage regulator

The pulley and the fan cool the slip ring and the frame.

The AD stands for Air-cooled Dual internal fan; the 2 is an electrical design designator; the 44 denotes the outside diameter of the stator laminations in millimeters, over 100 millimeters. The generator is rated at 150 amperes.

The generator features permanently lubricated bearings. Service should only include the tightening of mounting components. Otherwise, the generator is replaced as a complete unit.

Regulator

The voltage regulator controls the field current of the rotor in order to limit system voltage. The regulator switches the current on and off at a rate of 400 cycles per second in order to perform the following functions:

- Radio noise control
- Obtain the correct average current needed for proper system voltage control

At high speeds, the on-time may be 10 percent with the off-time at 90 percent. At low speeds, the on-time may be 90 percent and the off-time 10 percent.

Charging System Indicators

BATTERY

The IPC illuminates the battery indicator when the following occurs:

- The PCM detects that the generator output is less than 11 volts or greater than 16 volts. The IPC receives a class 2 message from the PCM requesting illumination.
- The IPC determines that the system voltage is less than 11 volts or greater than 16 volts. The IPC receives a class 2 message from the body control module (BCM) indicating the system voltage.
- The IPC performs the displays test at the start of each ignition cycle. The indicator illuminates for approximately 3 seconds.
- The ignition is on, with the engine off.

BATTERY NOT CHARGING

The IPC illuminates the battery not charging indicator in the driver information center when the following occurs:

- The PCM detects that the generator output is less than 11 volts or greater than 16 volts. The IPC receives a class 2 message from the PCM requesting illumination.
- The IPC determines that the system voltage is less than 11 volts or greater than 16 volts. The IPC receives a class 2 message from the body control module (BCM) indicating the system voltage.

MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

0101ICTCS310998

CUSTOMER [redacted]	ADVISOR KATHLEEN FOUCAULT 266	TAG NO. 6949	INVOICE DATE 02/16/07	[redacted]	
[redacted]	LABOR RATE 75.00	LICENSE NO.	MILEAGE 36,613	COLOR DK GREEN/DK	STOCK NO. 1478
SAGINAW, M[redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE 09/21/04		DELIVERY MILES 51
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO. 100		PRODUCTION DATE
	R.Y.E. NO.	P.O. NO.	R.O. DATE 02/14/07		REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# 6			MO: 36613

LABOR & PARTS

J# 1 23CTZ ELECTRICAL HOURS: 0.50 TECH(S):17 WARRANTY

CHK FOR LIGHTS GOING DIM UPON ACCEL
CLUSTER AND HEADLAMPS/TECH 17
GOODWILL / IN BEFORE WARR EXPIRED
PERFORMED DIAG ON CHARGING, STARTING AND BATTERY SYSTEM.
ALSO ROAD TEST NO PROBLEMS FOUND.
CK'D CONNECTIONS, BULLETINS AND PI'S
UPON FURTHER INSPECTION FOUND THE AMBIENT LIGHT SENSOR
INOP
REPLACED THE AMBIENT SENSOR AND VERIFIED PROPER OPERATION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		22724772	SENSOR 2.485		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1 Z5000, DEALER TRADE WARRANTY

TOTAL - GOG 0.00

COMMENTS

TEST DRIVE 1ST THING IN AM WHEN DARK OUT

TECHNICIAN CERTIFICATION

17 BRENT D CORBIN M121188

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**

[ ] VISA [ ] M.C. [ ] DISCOVER [ ] AMEX

[ ] CASH [ ] CHECK [ ] CHARGE [ ] OTHER PAY

VISIT US ON THE INTERNET @
WWW.MARTINCARS.COM

You may receive a survey regarding this service visit. Please COMPLETELY fill out the survey. IF, for any reason you can not respond "very satisfied", please contact Mark Taylor, the Service Director.

FIVE STAR IT'S BETTER [redacted]

CUSTOMER SIGNA[redacted]

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ | DISBURSEMENT

OTHER AMOUNT $ | REMARKS

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN BY THESE PRESENTS: That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney to sign name, place and stead of the undersigned on any insurance Checks or Drafts issued by Insurance Company covering loss, repairs to my (our) automobile authorized by myself (ourselves) or whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK IS HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed [redacted]

All repairs and parts billed were installed in compliance with the Michigan Motor Vehicle Service and Repair Act

X [redacted]

THE ONLY WARRANTIES APPLYING TO NEW PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KATHLEEN FOUCAULT 266	6949	02/19/07	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] SAGINAW, MI [redacted]	77.49		36,613	DK GREEN/DK	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/WGN L	09/21/04	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 4 4 2 [redacted]	100	

F.T.F. NO.	P.O. NO.	R.O. DATE
		02/14/07

REGI 9 [redacted]

COMMENTS E# 6

MO: 36613

LABOR & PARTS----------

J# 1 23CTZ ELECTRICAL HOURS: 0.50 TECH(S):17 38.75

CHK FOR LIGHTS GOING DIM UPON ACCEL
CLUSTER AND HEADLAMPS/TECH 17
GOODWILL / IN BEFORE WARR EXPIRED
PERFORMED DIAG ON CHARGING, STARTING AND BATTERY SYSTEM.
ALSO ROAD TEST NO PROBLEMS FOUND.
CK'D CONNECTIONS, BULLETINS AND PI'S
UPON FURTHER INSPECTION FOUND THE AMBIENT LIGHT SENSOR
INOP
REPLACED THE AMBIENT SENSOR AND VERIFIED PROPER OPERATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	22724772	SENSOR 2.485	12.66	12.66	17.72	17.72
			JOB # 1 COST TOTAL		12.66		
			JOB # 1 TOTAL PARTS				17.72
			JOB # 1 TOTAL LABOR & PARTS				56.47

G.O.G. & SUPPLIES----------

JOB # 1 Z5000, DEALER TRADE 4.00

TOTAL - GOG 4.00

COMMENTS----------

TEST DRIVE 1ST THING IN AM WHEN DARK OUT

TECHNICIAN CERTIFICATION----------

17 BRENT D CORBIN M121188

R/O TAX 0.00
R/O TOTALS 60.47

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
310998	60.47
CLAIM TOTALS	60.47

APPROVED BY SIGNATURE

INSURANCE CO

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | RELEASES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS: That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my total automobile authorized by my self (owner) or in whatever manner is necessary to place check or draft in a suitable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in accordance with the Michigan Motor Vehicle Service and Repair Act.

X _____

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER OF THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

[CONTINUED ON NEXT PAGE] 02:46pm

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MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER ONLY IN A Jeep

0101ICTWS310998

CUSTOMER NO.	ADVISOR	TAC NO.	INVOICE DATE
[redacted]	KATHLEEN FOUCAULT 266	6949	02/19/07
[redacted]	LABOR RATE: 77.49 / LICENSE NO. / MILEAGE: 36,613		COLOR: DK GREEN/DK
6450 TRINKLE SAGINAW, MI [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 100
	R.T.E. NO. / P.O. NO.		R.O. DATE: 02/14/07
[redacted]	COMMENTS: E# 6		MO: 36613

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.098
02/19/2007 WARRANTY NEW CLAIM
1305

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
310998	02/14/2007	1GNDT13S442[redacted]	3	44388	36613	XXX-XX-2242

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL	1	22724772	17.72	6C	N0355	.5		4.00	38.75

LN-TOT: 60.47 TECH SSN: XXX-XX-7850 AUTH CODE: A AUTH. AUTHOR.:

R.O. TOTAL: 60.47

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ / DEPOSIT

OTHER AMOUNT $ / BALANCE

SIGNATURE

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN BY THESE PRESENTS that the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my (our) true and lawful attorney to sign name, place and deed of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to any (our) automobile authorized herein and to endorse in my name or manner is necessary to place check or draft in available position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND DONE TO BE AGREED TO AS OUTLINED ABOVE

Signed _____

All sales are subject to applicable sales tax and use tax of the State of Michigan. Please refer to our tax exemption policy.

X _____

THE ONLY WARRANTIES APPLICABLE TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER MAKES NO EXPRESS OR IMPLIED [illegible] EXPRESSLY DISCLAIMS ALL REPRESENTATIONS, THERE EXPRESS OR IMPLIED [illegible] WARRANTIES OF MERCHANTABILITY [illegible] FOR A PARTICULAR PURPOSE, AND SELLER ASSUMES AND AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. IN NO EVENT SHALL SELLER BE LIABLE TO BUYER OR ANY OTHER PERSON FOR THE [illegible] DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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PAGE 2 OF 2 SERVICE FILE COPY-W [END OF INVOICE] 02:46pm

GARBER BUICK

5925 STATE STREET SAGINAW, MI 48603
PHONE: (989) 497-4444 · FAX: (989) 793-1175
EMAIL: garberbuick@garberauto.com

NO REFUNDS OR EXCHANGES AFTER 20 DAYS OR WITHOUT THIS INVOICE.
ALL PARTS SOLD ARE NEW, UNLESS SPECIFIED OTHERWISE.

All returned goods are subject to a 20% handling-restocking charge. Electrical items, special order parts and/or sales of $40.00 or less are non-returnable. Returned goods must be in original package, unopened and unsoiled. Any defaced package will be refused without inspection of item within 20 days, or without this invoice. Credit will not be issued without full inspection of item after 20 days, or without this invoice. "The factory warranty constitutes all of the warranties with the sale of the goods furnished. The GARBER BUICK CO. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the GARBER BUICK CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the merchandise."

DATE ENTERED	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
14 FEB 07	14 FEB 07	14 FEB 07	[redacted]

SOLD TO: ACCOUNT NO. 6104B
MARTIN CHEVROLET
PO BOX 1447
SAGINAW, MI 48605-1447

SHIP TO: MARTIN CHEVROLET
PO BOX 1447
SAGINAW, MI 48605-1447

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	DOUG		NET 30	SAGINAW MI

ORD.	SHIP.	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	22724772	2485 115D SENSOR	22.21	16.66	16.66

[redacted] Ref

PO # 285105
Cost # 12.66

DIFF $4.00

****
USE OUR CONVENIENT 800 NUMBER TO FAX
YOUR ORDERES!!!!!!!!!!!!!!!!!!!!!!!!!!
888-258-1489
THANK YOU FOR YOUR BUSINESS!!!!!!!!!!!!

PARTS	16.66
SUBLET	0.00
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$16.66

CUSTOMER COPY

256 dlack Blue

CHEVROLET TRUCKS

MARTIN CHEVROLET

8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

MARTIN

CHRYSLER

ONLY IN A Jeep

RECOMMENDED SERVICES

REGISTRATION NO. [redacted]

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZ	LOF-12 POINT INSPECT	MI	25.95	01CTZBHI	BELT & HOSE INSP	MI	0.00
01CTZCQL	GM QUICK LUBE & INSP	MI	21.95	35CTZ30KPM	30000 COMPLETE MAINT	MO	399.95
35CTZATSR	AUTO. TRANS.SERVICE	MO	119.95	35CTZCLSYFL	COOLING SYSTEM FLUSH	MO	89.95
35CTZMTTUP4	MOTOR TUNE UP 4	MO	55.00	35CTZMTTUP6	MOTOR TUNE UP 6	MO	60.00
35CTZMTTUP8	MOTOR TUNE UP 8	MO	75.00	35CTZREFRWHBR	REPACK FRNT WHL BGR.	MO	28.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/14/07	[redacted]	36613	266	17	W	23CTZ	ELECTRICAL
01/25/07		35931	266	17	W	23CTZ	ELECTRICAL
01/12/07		35412	266	17	W	23CTZ	ELECTRICAL
11/21/06		33657	266	37	W	17CTZAUTINSP	AUTO TRANS. INSP.
				40	W	27CTZ	INTERIOR TRIM
				117	C	01CTZ	LOF-12 POINT INSPECT

SALESPERSON NO. 3 GREGORY W BARTLETT

S E R V I C E

STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S44[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN

PRODUCTION DATE [redacted]

LICENSE NO. [redacted]

[redacted]
SAGINAW, MI [redacted]

CUSTOMER NO. 9971 | SERVICE CONTRACT | DELIVERY DATE 09/21/04 | DELIVERY MILES 51 | SELLING DEALER NO. T00 | R.O. DATE 03/01/07

COLOR DK GREEN/DK PEWTE | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | VOC NO. [redacted]

TURBO	MAC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	37,191	266	KATHLEEN FOUCAULT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE [redacted]

TIME RECEIVED 05:16pm | DATE/TIME PROMISED 03/01/07 08:00pm | PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

E# 6

LABOR RATE

*TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN WRITING IN ADVANCE. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN AND GRANT TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE TO PAY FOR SAME. I ALSO AGREE TO PAY FOR ANY DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE DELAYS CAUSED BY THE SUPPLIER OF PARTS OR REPAIRS BEYOND YOUR CONTROL OR FOR ANY TRANSPORTED. [redacted] SHALL HAVE THE RIGHT TO OPERATE THE VEHICLE HEREIN DESCRIBED ON PUBLIC ROADS AND HIGHWAYS FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN [redacted] ON THIS VEHICLE TO SECURE THE AMOUNT OF [redacted] AND EXPRESS GARAGE KEEPERS LIEN ON THE VEHICLE FOR THE AMOUNT OF [redacted] AND ALL CHARGES THERETO HAVE BEEN PAID IN FULL OR UNTIL YOU HAVE RELEASED THE VEHICLE TO ME.

X [redacted]

TERMS: CASH ☐ CR. CARD ☐ KIND

OTHER ☐ OK'D BY

SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX. $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES

STATUS

COMPLETED ◯

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)
ESTIMATE						
ADDITIONS	AUTHORIZED ADDITIONS	HRS	DATE / TIME	CONTACT NAME - APPROVAL		CONTACT IN PERSON ☐ PHONE ☐
			BY	(INITIALS)		

1 W* 23CTZ ELECTRICAL 17

CHK FOR DASH AND HEADLAMP LIGHTS GOING OUT

ON Acceleration (Heavy
No Clicking Noise Now.

2 W 37CTZ RENTAL CAR

RENTAL CAR
ENTERPRISE

[redacted]

PERFORMANCE TRUST INTEGRITY PRIVILEGE ADCSM Date 3/1/07 Auth: A E F B G Signature [redacted] EMPOWERMENT

goodwill/history

MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep

8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590

WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS:
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



PLEASE THANK YOU FOR YOUR BUSINESS

[redacted]

PAGE 1 OF 1 SHOP COPY

THE FACILITY MAY REQUIRED T[illegible]
WRITTEN OR ORAL [illegible]

PERFORM [illegible] Date

[illegible] TRUST

goodwill

ADDITIONAL INSTRUCTIONS OR ESTIMATES

#17 3/2/07 [illegible]

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 17

Check bulletins & light - flicker
~~done~~ dem etc
dont 16/9135, 15405411, & 15514609
check everything on bulletins

17 Replace secondary air pump

J16050

FR 2 0[illegible]

FR 1 3[illegible]

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 :	1GNDT13S44[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LT 4WD	**Warranty Start Date :**	09/21/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARTIN CHEVROLET SALES, INC. PO BOX 1447 SAGINAW , MI 48605-1447 (989) 781-4590	**Selling Source :**	13 - CHEVROLET
		Site Code :	44388
		Business Associate Code :	115226

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	09/21/2004	51 miles	09/21/2007	36051 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/21/2004	51 miles	09/21/2010	100051 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/21/2004	51 miles	09/21/2012	80051 miles
36/36000 FEDERAL EMISSION	09/21/2004	51 miles	09/21/2007	36051 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/14/2007	[redacted]	#	N0355 - AMBIENT LIGHT SENSOR REPLACEMENT	36613 miles
01/25/2007		#	N2290 - SWITCH - HEADLAMP - REPLACE	35931 miles
01/12/2007		#	J4100 - GENERATOR ASSEMBLY - REPLACE	35412 miles

11/21/2006	[redacted] #	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	33654 miles
11/21/2006	[redacted] #	C1136 - WEATHERSTRIP - REAR DOOR AUXILIARY - RIGHT - ALIGN OR REPL	33654 miles
01/24/2005	[redacted] #	L1020 - CAP, FUEL TANK - REPLACE	4871 miles
01/24/2005	[redacted] #	K4121 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4871 miles
01/24/2005	[redacted] #	C1131 - WEATHERSTRIP - REAR DOOR OPENING - LEFT - ALIGN OR REPLACE	4871 miles
01/24/2005	[redacted] #	B1791 - HOSES, NOZZLES OR STOPS, WIPER REAR - REPAIR OR REPLACE	4871 miles
01/30/2004	[redacted] I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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03/01/2007 HISTORY LISTING 3010
15:05:13 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S442[redacted]

R.O NO. : 3[redacted] R.O DATE : 02/14/2007 R.O TYPE : S
MILEAGE : 36613 ADVISOR NO. : 266

JOB NUMBER : 1 OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : CHK FOR LIGHTS GOING DIM UPON ACCEL
CLUSTER AND HEADLAMPS/TECH 17
GOODWILL / IN BEFORE WARR EXPIRED
CAUSE : PERFORMED DIAG ON CHARGING, STARTING AND BATTERY SYSTEM,
ALSO ROAD TEST NO PROBLEMS FOUND.
CK'D CONNECTIONS, BULLETINS AND PI'S
UPON FURTHER INSPECTION FOUND THE AMBIENT LIGHT SENSOR
INOP
CORRECTION : REPLACED THE AMBIENT SENSOR AND VERIFIED PROPER OPERATION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
3[redacted] [redacted]

COMMENTS : TEST DRIVE 1ST THING IN AM WHEN DARK OUT

03/01/2007 HISTORY LISTING 3010
15:10:06 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S442[redacted]

R.O NO. : [redacted] R.O DATE : 02/14/2007 R.O TYPE : S
MILEAGE : 36613 ADVISOR NO. : 266

JOB NUMBER : 1 OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : CHK FOR LIGHTS GOING DIM UPON ACCEL
CLUSTER AND HEADLAMPS/TECH 17
GOODWILL / IN BEFORE WARR EXPIRED
CAUSE : PERFORMED DIAG ON CHARGING, STARTING AND BATTERY SYSTEM,
ALSO ROAD TEST NO PROBLEMS FOUND.
CK'D CONNECTIONS, BULLETINS AND PI'S
UPON FURTHER INSPECTION FOUND THE AMBIENT LIGHT SENSOR
INOP
CORRECTION : REPLACED THE AMBIENT SENSOR AND VERIFIED PROPER OPERATION

WARRANTY : CLAIM NO. [redacted] OPERATION NO. N0355 CLAIM NO. OPERATION NO.

COMMENTS : TEST DRIVE 1ST THING IN AM WHEN DARK OUT

03/01/2007 HISTORY LISTING 3010
15:10:09 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S44[redacted]

R.O NO. : 3[redacted] R.O DATE : 01/25/2007 R.O TYPE : S
MILEAGE : 35931 ADVISOR NO. : 266

JOB NUMBER : 1 OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT
CORRECTION : CK'D CHARGING, STARTING AND FOR DRAW - ALL OK - ROAD TESTED AND CK'D GROUNDS. REPLACED HEADLIGHT SWITCH

WARRANTY : CLAIM NO. [redacted] OPERATION NO. N2290 CLAIM NO. OPERATION NO.

03/01/2007 HISTORY LISTING 3010
15:10:12 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1GNDT13S442[redacted]

R.O NO. : [redacted] R.O DATE : 01/12/2007 R.O TYPE : S
MILEAGE : 35412 ADVISOR NO. : 266

JOB NUMBER : 1 OPERATION 23CTZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 17
COMPLAINT : HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
CAUSE : SHORTED
CORRECTION : CK'D OUT AND REPLACED ALTERNATOR

WARRANTY : [redacted]O. OPERATION NO. CLAIM NO. OPERATION NO.
J4100

Document ID# [redacted]
2004 Chevrolet TrailBlazer - 4WD

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (03/07/2005)**

Models:
2004-2005 Buick Rainier
2002-2005 Chevrolet TrailBlazer
2002-2005 GMC Envoy
2003-2004 Oldsmobile Bravada
with 4.2L Engine (VIN S -- RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop 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 #[redacted]

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID #[redacted]

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #[redacted]

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair

and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

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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:

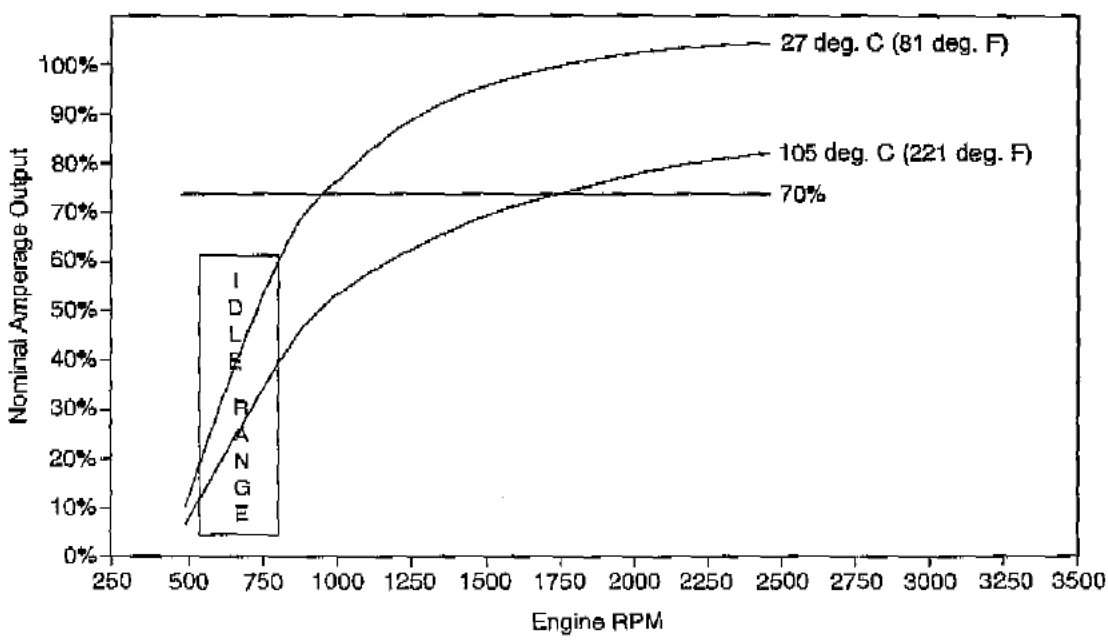
- Non-usage of the vehicle for extended periods of time. The vehicle's computers, clocks and the like will cause the battery state of charge to drop (For example; 30 days in a parking lot and the vehicle may not start because of a dead battery or a vehicle which is driven only a short distance once a 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

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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Document ID#[redacted]
2005 Chevrolet TrailBlazer - 4WD

Subject: **Various Interior Electrical Concerns, IP Gauges/Lighting Inoperative, HVAC Controls Inoperative, Blower Motor Inoperative, Radio Inoperative, Flasher Inoperative (Repair Ground 201) #04-08-45-010 - (09/24/2004)**

Models:
2004-2005 Buick Rainier
2002-2005 Chevrolet TrailBlazer, TrailBlazer EXT
2002-2005 GMC Envoy, Envoy XL
2004-2005 GMC Envoy XUV
2002-2003 Oldsmobile Bravada

Condition

Some customers may comment on intermittent operation of various electrical components in the interior of the vehicle. Components that can be affected are not limited to the list that follows:

- IP Gauges/Lighting Inoperative
- HVAC Controls Inoperative
- Blower Motor Inoperative
- Radio Inoperative
- Flashers Inoperative
- Transfer Case Shift Controls Inoperative

Service information ground distribution schematics should be reviewed for complete detail of items grounded at G201.

Cause

The cause of these conditions may be a loose or ineffective connection at ground splice pack G201 located on the right side of the front console area.

Correction

Repair the ground splice pack G201 connection using the procedure listed below.

1. Remove the center floor console. Refer to the Console Replacement procedure in the Instrument

Panel and Console sub-section of the Service Manual (SI Document ID #741894).
2. Remove the 4 screws that retain the instrument panel (IP) lower closeout carpet panel to the IP substrate.
3. Remove the IP lower closeout carpet panel.
4. Remove the ground splice pack G201 bolt. If the bolt shows any sign of discoloration, clean the bolt using a wire brush.
5. Remove any carpet that may have been trapped during assembly. Clean the ground surface on the body using an emery cloth.
6. Install the IP lower closeout carpet panel.
7. Install the 4 screws that retain the IP lower closeout carpet panel to the IP substrate.
8. Install the center floor console. Refer to the Console Replacement procedure in the Instrument Panel and Console sub-section of the Service Manual (SI Document ID #741894).

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9502*	Ground Repair	0.2 hr
Add	To remove/install the console and IP lower closeout panel	0.3 hr

*This is a unique labor operation number for use only with this bulletin. This number will not be published in the Labor Time Guide.

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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CHEVROLET TRUCKS MARTIN CHEVROLET
8800 GRATIOT AVENUE
P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590
MARTIN
ONLY IN A Jeep

RECOMMENDED SERVICES

REGISTRATION NO. [redacted]

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CTZ	LOF-12 POINT INSPECT	MI	25.95	01CTZBHI	BELT & HOSE INSP	MI	0.00
01CTZCOL	GM QUICK LUBE & INSP	MI	21.95	35CTZ30KPM	30000 COMPLETE MAINT	MO	399.95
35CTZATSR	AUTO. TRANS.SERVICE	MO	119.95	35CTZCLSYFL	COOLING SYSTEM FLUSH	MO	89.95
35CTZMTTUP4	MOTOR TUNE UP 4	MO	55.00	35CTZMTTUP6	MOTOR TUNE UP 6	MO	60.00
35CTZMTTUP8	MOTOR TUNE UP 8	MO	75.00	35CTZREFRWHBR	REPACK FRNT WHL BGR.	MO	28.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/07	[redacted]	37191	266	17	W	23CTZ	ELECTRICAL
				64	W	37CTZ	RENTAL CAR
02/14/07		36613	266	17	W	23CTZ	ELECTRICAL
01/25/07		35931	266	17	W	23CTZ	ELECTRICAL
01/12/07		35412	266	17	W	23CTZ	ELECTRICAL
11/21/06		33657	266	37	W	17CTZAUTINSP	AUTO TRANS. INSP.

SALESPERSON NO. 3 GREGORY W BARTLETT

SERVICE

STATE REG# F101040

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

VEHICLE I.D. NO. 1GNDT13S44[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/WGN | PRODUCTION DATE [redacted] | LICENSE NO. [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 09/21/04 | DELIVERY MILES 51 | SELLING DEALER NO. 100 | R.O. DATE 03/23/07

[redacted] SAGINAW, M[redacted]

COLOR DK GREEN/DK PEWTE | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ	Y	Y	A	38,244	126	MARK S TAYLOR

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

TIME RECEIVED 06:54am | DATE/TIME PROMISED 03/23/07 05:30pm | PRIORITY 5

APPOINTMENT ☐ Yes ☒ No | E# 6 | LABOR RATE 120

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. A[redacted] VEHICLE TO SECURE THE AMOUNT [redacted] GARAGE KEEPER'S LIEN. I HAVE [redacted] BEEN PAID IN FULL OR UNTIL [redacted] TO ME.

X [redacted]

TERMS: CASH ☐ CR. CARD KIND | OTHER OK'D BY

IN SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX $10.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, WIRE, AEROSPRAY SHELLAC, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, EPA WASTE DISPOSAL, ETC.

PHONE WHEN READY ☐ YES | STATUS | COMPLETED ☐

JOB ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

ESTIMATE	LABOR RATE	PARTS AMOUNT	TOTAL SALES TAX ADDITIONAL	APPROX. HRS.	ALL PARTS REMOVED WILL BE RETURNED TO CUSTOMER ☐ DISCARD IF CHECKED BY CUSTOMER	CUSTOMER ACCEPT. (INITIALS)

ADDITIONS	AUTHORIZED ADDITIONS	HRS	DATE	TIME	CONTACT NAME - APPROVAL	CONTACT IN PERSON ☐ PHONE ☐
			BY		(INITIALS)	

X [redacted]

1 W* 23CTZ Warranty ELECTRICAL
CUST STATES HEADLITES FLICKER ON ACCEL

Parts Return 3231

2 LOF 1540541 doc#
1619135 doc#

CASE # [redacted] TOM RAUCH

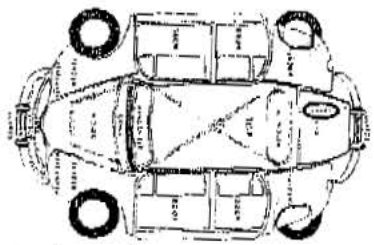
ENTERED MAR 23 2007

PAST DUE LOF

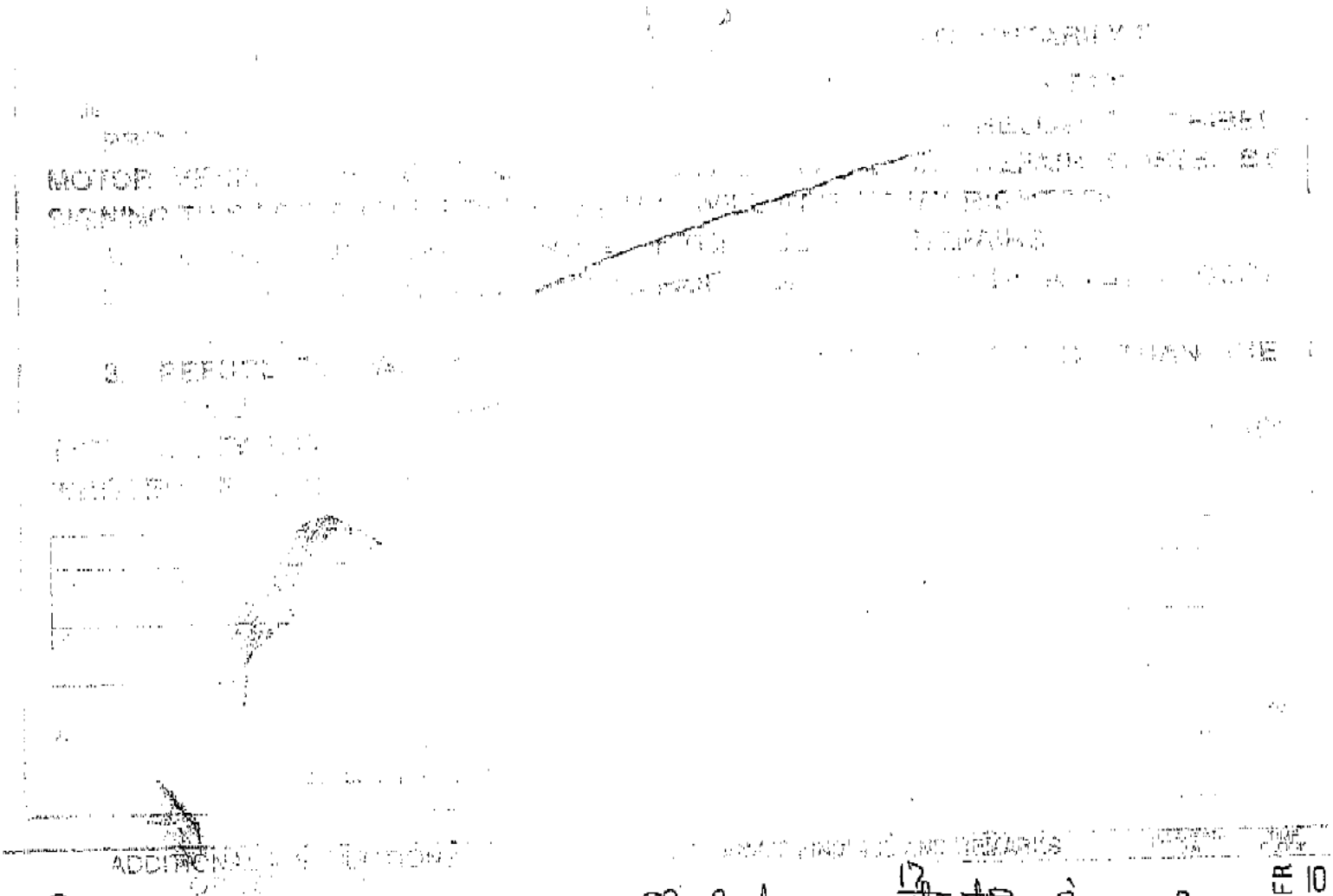
MARTIN CHEVROLET CHRYSLER ONLY IN A Jeep
8800 GRATIOT AVENUE P.O. BOX 1447
SAGINAW, MICHIGAN 48605
PHONE (989) 781-4590
WHOLESALE NO. (989) 781-4200
24 HR. HOT LINE: 1-800-781-4590

SERVICE HOURS
MON. THRU FRI. 7:00 A.M. - 5:30 P.M.

WE GUARANTEE FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, OUR PARTS AND SERVICE WORK PERFORMED.



0101J313140



MOTOR

3. REFUTE

ADDITIONAL

Gas filter 30K
$59.95

Check charging, starting & battery - call tech. assist. 17 ,3
Replace battery (leaking)

117 WF 2

FR 10 19
FR 9 4

I, [redacted] VOLUNTARILY REQUEST Martin Chevrolet TO PROVIDE SERVICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF REPAIR COSTS. BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO:

1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR REPAIRS:
2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER $ Oil change only AND
3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED WHICH I DID NOT APPROVE IN WRITING.

MOTOR VEHICLE DESCRIPTION:

YEAR 2004 MAKE Trail Blazer COLOR Green

DATE 3.22.07

TIME 9:00 pm CUSTOMER SIGNATUR[redacted]

BEFORE YOU SEAL ENVELOPE . . .

- Be sure you have filled out all the information on the front side of envelope.
- Park your car in the NITERITE parking area and lock it up.
- Enclose both keys and your warranty book.

We must have your warranty book for any warranty repairs.

- DROP THE SEALED ENVELOPE IN THE NITERITE SLOT.

BE SURE IGNITION AND TRUNK KEYS AND WARRANTY BOOK ARE ENCLOSED BEFORE SEALING ENVELOPE

MARTIN CHEVROLET

059

MARTIN
CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

0101CTWS313140

CUSTOMER NO. [redacted]	ADVISOR: MARK S TAYLOR 126	TAX NO.: 8997	INVOICE DATE: 03/26/07	INVOICE NO: [redacted]	
[redacted] SAGINAW, MI [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 38,244	COLOR: DK GREEN/DK	STOCK NO: [redacted]
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04	DELIVERY MILES: 51	
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 100	PRODUCTION DATE:	
	F.T.E. NO	P.O. NO.	R. O. DATE: 03/23/07		
RES. PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS: E# 6		MO: 38244	

LABOR & PARTS
J# 1 23CTZ ELECTRICAL HOURS: 0.40 TECH($):17 31.00
CUST STATES HEADLITES FLICKER ON ACCEL
FOUND BATTERY LEAKING
REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19001632	78-6YR	67.65	67.65	94.71	94.71

JOB # 1 COST TOTAL 67.65
JOB # 1 TOTAL PARTS 94.71
JOB # 1 TOTAL LABOR & PARTS 125.71

TECHNICIAN CERTIFICATION
17 BRENT D CORBIN M121188

R/O TAX 0.00
R/O TOTALS 125.71

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
313140	125.71
CLAIM TOTALS	125.71

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.538
03/26/2007 WARRANTY NEW CLAIM
0923

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
313140	03/23/2007	1GNDT13S4421[redacted]	3	44388	38244	XXX-XX-8823

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VL	1	19001632	94.71	2P	N0110	.4			31.00

LN-TOT: 125.71 TECH SSN: XXX-XX-7850 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 125.71

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	RETIREMENT
$	
OTHER AMOUNT $	RECEIVED

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage/repairer's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a endorsable position.

I (we) hereby ratify and confirm whatever items said attorney shall or may file by virtue hereof to the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE

Signed _____

All repaired and parts listed were installed in compliance with the Michigan Motor Vehicle Service and Repair Act.

X _____

THE ONLY WARRANTIES APPLYING TO THIS PARTS & ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES OR DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

Subject to the Retail Installment Contract Signed Separately

CTCS313140

MARTIN CHEVROLET
8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER ONLY IN A Jeep

0101CTCS313140

CUSTOMER NO. [redacted]

[redacted]
SAGINAW, MI [redacted]

[redacted]

ADVISOR: MARK S TAYLOR 126
TAG NO.: 8997
INVOICE DATE: 03/23/07
LABOR RATE | LICENSE NO. | MILEAGE: 38,244
COLOR: DK GREEN/DK
YEAR / MAKE / M: 04/CHEV [redacted] LAZER/WGN L
DELIVERY DATE: 09/21/04
51
VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]
SELLING DEALER NO.: 100
PRODUCTION DATE
F.T.E. NO. | P.O. NO.
R.O. DATE: 03/23/07
COMMENTS: E# 6
MO: 38244

J# 1 23CTZ ELECTRICAL UNITS: 0.40 TECH(S):17 WARRANTY
CUST STATES HEADLITES FLICKER ON ACCEL
FOUND BATTERY LEAKING
REPLACED BATTERY

VL428

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		19001632	78-6YR		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+01CTZ LOF-12 POINT INSPECT UNITS: TECH(S):117 7.55
CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, INSPECT BELTS
& HOSES, SET TIRE PRESSURES AND TOP OFF FLUIDS
AS PER RECOMMENDED MAINTENANCE SCHEDULE
CHANGED OIL & FILTER, LUBED CHASSIS, INSPECTED BELTS & HOSES
TOPPED OFF FLUID LEVELS, SET TIRES PRESSURES TO SPEC

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		89017342	FILTER 1.836	6.66	6.66
				JOB # 2 TOTAL PARTS		6.66
				JOB # 2 TOTAL LABOR & PARTS		14.21

G.O.G. & SUPPLIES
JOB # 2 7.0 1.0 QT 5W30 @ 2.140 /UNIT 14.98
TOTAL - GOG 14.98

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $31.00 (+TAX)
TECHNICIAN CERTIFICATION

17	BRENT D CORBIN	M121188
117	KEVIN A MOORE	M174352

ENTERED MAR 2 3

Tracy Watts

INSURANCE (1)
APPROVED BY
CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	SETTLEMENT
$	
OTHER AMOUNT	RELEASE
$	

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY: KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

All repairs and parts installed were furnished in accordance with the Michigan Motor Vehicle Service and Repair Act

X

THE ONLY WARRANTIES APPLYING TO THIS PARTS AND/OR SERVICE ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES

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EDM-W/E 3P010603 C 04.00

(CONTINUED ON NEXT PAGE) 04.44pm

MARTIN
CHEVROLET

8800 GRATIOT AVENUE
SAGINAW, MICHIGAN 48609
PHONE (989) 781-4590

CHRYSLER

ONLY IN A Jeep

0101ICTCS313140

CUSTOMER NO. [redacted]	ADVISOR: MARK S TAYLOR 126	TAG NO: 8997	INVOICE DATE: 03/23/07	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 38,244	COLOR: DK GREEN/DK	STOCK NO: 1478
SAGINAW, MI [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/WGN L		DELIVERY DATE: 09/21/04		DELIVERY MILES: 51
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 4 4 2 [redacted]		SELLING DEALER NO.: 100		PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 03/23/07		
	COMMENTS: E# 6				MO: 38244

TOTALS----------

****

[ ] VISA [ ] M.C. [ ] DISCOVER [ ] AMEX

[ ] CASH [ ] CHECK [ ] CHARGE [ ] OTHER PAY

VISIT US ON THE INTERNET @
WWW.MARTINCARS.COM

You may receive a survey regarding this service visit. Please COMPLETELY fill out the survey. IF, for any reason you can not respond "very satisfied", please contact Mark Taylor, the Service Director.

FIVE STAR IT'S BETTER, WE'LL PROVE IT!

TOTAL LABOR....	7.55
TOTAL PARTS....	6.66
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.98
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.30
TOTAL INVOICE $	**30.49**

CUSTOMER SIGNATURE

INSURANCE CO

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE $ | BETTERMENT

OTHER AMOUNT $ | RELEASE

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint MARTIN CHEVROLET SALES, INC. my true and lawful attorney in sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft for collection.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

All repairs done in accordance with the Michigan Motor Vehicle Service and Repair Act

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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DEALERTRACK RF419869.0 (04/

PAID

MAR 2 3 2007

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GNDT13S442[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
NTM	$ 500	UAW Voucher
CWC	$ 4500	CWC
EMP	$ 1000	EMP BONW
GMAC	$ 1500	NCGMAC Financing
	$ ~~1000~~	~~Retirement Voucher~~
Total Incentive Amount Received	$	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 9/21/09. I acknowledge receipt of incentive(s) as described in Item #__ and release [redacted] from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signatu[redacted] Date: 9/21/09

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

Authorized Dealer Signature: [signature] Date: 9/21/09
Dealership Name: Martin Chev Dealer Code: 44388

* 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

STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE & REGISTRATION
STATEMENT OF VEHICLE SALE

Purchase Date 09/21/2004 — NEW TRUCK DEAL # 67617 (Invoice/Stock No.) — CUST# [redacted]

Delivery Date 9/21/04 — 1478 (Invoice/Stock No.)

Dealer **MARTIN CHEVROLET SALES, Inc.**

Address 8800 Gratiot Ave. - P.O. Box 1447

City SAGINAW

TRAILBLAZER WGN LT 4WD

Expires On: Month / Day / Year — Months: 09 — ☐ NEW PLATE ☐ RENEWAL ☒ XX TRANSFER

County	State	Zip Code
SAGINAW	MICHIGAN	48605

Dealer License	Sales Tax License	Phone Number
A-002152	[redacted]	[redacted]

Ve[redacted] — Trade-In Yes ☒ XX No ☐

Trade-In Year	Make	Vehicle No.
2003	PONTIAC	1G2WP52K63F[redacted]

TEMPORARY VEHICLE REGISTRATION
USED TO TRANSFER PLATES
Expires 15 days after delivery date

Plate transferred from: Year 2003 Make PONTIAC

Vehicle No.	Plate No.	Temp. Expiration Date
1G2WP52K63F[redacted]	[redacted]	10/06/2004

VEHICLE USE AND HISTORY DISCLOSURE:

☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ GOVERNMENT VEHICLE ☐ 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.

51 NO TENTHS

XX actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☐ Factory List Affixed To Vehicle

Dealer Installed Accessories When Optional to Purchaser: DEALER INSTALLED ACCESSORIES OR CONVERSIONS, WHEN OPTION TO PURCHASER, ARE MARKETED OR WARRANTED BY MANUFACTURER ONLY

REMARKS: CUSTOMER NO. _____

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 MARTIN CHEVROLET SALES, Inc. hereby expressly disclaims all Warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and MARTIN CHEVROLET SALES, 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 WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

Stacey Bartm — Dealer's Signature — Title

Year 2004 | Make CHEVROLET | Body Style WGN LT 4WD | Code 02 | County 73

Vehicle No. 1GNDT13S44[redacted] | Fee Category/Weight 32 | License Fee N/A

Driver License No./PIDs of All Owners or Lessees
1) 2) 3)

County of Residence SAGINAW

Co[redacted] Owners or Lessors

SAGINAW MI [redacted]

Complete Names and Addresses of All Lessees

Title 15.00
Title Late Fee N/A
Tax 1757.45
Reg. Transfer Fee 8.00
Total - Transfer to #4 1780.45
Full Rights to Survivor Yes ☒ XX No ☐

Insurance Company State farm — Policy No. or Binder No. [redacted]

First Secured Interest GMAC — Filing Date 09/21/20
Address POBOX 8118
City-State Zip COCKEYSVILLE MN 21030

Second Secured Interest — Filing Date
Address
City-State Zip

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)		29215.85
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)		75.00
3. TOTAL TAXABLE PRICE		29290.85
4. (Above total) SALES TAX - LICENSE - TITLE		1780.45
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)		N/A
6. TOTAL DELIVERED PRICE		31071.30
7. CASH ON DEPOSIT		N/A
8. CASH DUE ON DELIVERY	INCL 7500.00 REB	7500.00
9. TRADE-IN	$ 13874.48	
10. LESS LIEN	$ 13374.48	500.00
11. TOTAL DOWN PAYMENT	C#	8000.00
12. UNPAID BALANCE TO BE FINANCED		23071.30
13. INSURANCE CHARGE*		664.60
14. TOTAL AMOUNT OF FINANCE CONTRACT		23735.90

*TYPE OF INSURANCE

WARNING: This insurance is not PIPD No Fault Insurance required by Michigan Law.

XX CREDIT LIFE 664.60 ☐ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐

Temporary Registration No. _____ Temporary Fee Charged Yes ☐ No

Salesperson GREGORY W BARTLETT

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify my driver license is not suspended, revo or denied as a repeat o[redacted] this vehicle. I further certify that if a tax exemption is shown above it is valid.

09/21/04 X [redacted] — Date — Purchaser's/Lessee's Signature(s)

9/21/04 X — Date — Lessee's Signature(s)

X — Date — Purchaser's/Lessee's Signature(s)

X — Date — 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

CAR & TRUCK WORK ORDER

Martin Chevrolet Sales, Inc • 8800 Gratiot • Saginaw, MI 48609 • (989) 781-4590

MARTIN CHRYSLER • JEEP

MARTIN

Date 9/30/04 Deal No. _____ Stock No [redacted] Year 04 Make CHEVROLET

Model TRAILBLAZER M [redacted] Color _____ Trim _____

Serial No. 1GNDT13S44 [redacted] Plate No. _____

New [X] Used [ ]

BUYER INFORMATION

1)Name [redacted]

2)Co-Buyer _____

Address [redacted]

State MI Zip [redacted] County _____

Home Ph [redacted] Wk Phone _____

Cell [redacted] E-mail _____

Birth Date 1) _____ 2) _____

License 1) _____

2) _____

Insurance Co _____ Agent _____

Phone _____ Policy# _____

Financed With GMAC

APR/Term 6.24% 60

[X] CR Life [ ] Extended Warranty [ ] Payroll Deduction

[ ] A & H [X] Straight Payment [ ] GAP Insurance

Warranty Desc. _____

In-Service Date _____

[ ] Automatic [ ] Tilt [ ] CD [ ] Moon Roof

[ ] A/C [ ] 4 x 4 [ ] Pwr Windows [ ] Aluminum Wheels

[ ] Cruise [ ] Cassette

GM Card Indent. Code _____ Auth# _____

GMS Auth# _____

What Brought You To Our Dealership?

[ ] TV [ ] Automart [ ] Location [ ] Other/ explain:

[ ] Radio [ ] Internet [X] Previous Cust.

[ ] Newspaper [ ] Vehicle [ ] Referred

Buyers OK [redacted]

Salesperson [redacted]

Manager [redacted]

Finance Manager [redacted]

Sale Price GMS.	29215	85
Rustproof/Paint/Fab/Etch		
Dealer Accessories		
Subtotal		
Doc Fee	75	
Total Sale Price	29290	85
Sales Tax	1757.	45
License Fee	8	
Title Fee	15	
Sub Total		
Non Taxable Fees (Warranty)		
Total Price	31071	30
Cash Down		
Amt. Due On Delivery		
Deposit		
Rebate NTM	500.	00
CNC.	4500	00
ENP	1000	00
GMAC	1500	00
Vehicle Trade-In	13874.	48
Lein Payoff	13374.	48
Trade Balance		
Amount to Finance	23071.	30

TRADE-IN

Year 03 Make PONTIAC

Model GRAND PRIX Body Style 4DR. G.T.

Color BROWN Miles [redacted]

VIN# 1G2WP52K63 [redacted]

Leinholder DaimlerChrysler Fin Ph# C.U. #1

Account# _____

10 Day Payoff 13374.48 Good Till _____

OK per _____

Martin Chevrolet Sales, Inc.
Martin Chrysler Jeep

MARTIN
FIVE STAR

8800 Gratiot Road • Saginaw, MI 48609 • 989-781-4590
www.martincars.com

SEPARATE BUYER'S ORDER

PURCHASER: _____ DATE: _____

ADDRESS: _____ BUS. PHONE: _____

CITY/STATE/ZIP: _____ RES. PHONE: _____

YEAR: _____ MAKE: _____ MODEL: _____ BODY STYLE: _____ COLOR: _____

VIN# _____ IN-SERVICE DATE _____

PACKAGE	PACKAGE A	PACKAGE B	PACKAGE C
RUST PROTECTION	$249.00	$249.00	N/A
PAINT PROTECTION	$199.00	$199.00	$199.00
INTERIOR PROTECTION	$159.00	$159.00	$159.00
ANTI-THEFT VIN ETCH	$159.00	N/A	$159.00
TOTAL RETAIL	$766.00	$607.00	$517.00
Discount	$167.00	$108.00	$118.00
PACKAGE PRICE	**$599.00**	**$499.00**	**$399.00**

RUST PROTECTION INFORMATION SHEET

Before you decide to purchase rust protection from us, we encourage you to review the vehicle manufacturer's warranty with respect to corrosion or rust and the written policy statement of the vehicle manufacturer, if any, with respect to after manufacture rustproofing. SUCH WARRANTY AND STATEMENTS, IF ANY, ARE AVAILABLE FOR YOUR REVIEW PRIOR TO YOUR SIGNING ANY AGREEMENT, ASK YOUR SALESPERSON FOR COPIES.

I/We (the undersigned) have been presented with the following products at the time of delivery and have decided not to purchase the items checked below, and assume responsibility for any damages to the appearance of the vehicle not covered by the factory warranty.

- ☐ RUST PROTECTION
- ☐ PAINT PROTECTION
- ☐ INTERIOR PROTECTION
- ☐ ANTI-THEFT VIN ETCH

TOTAL OF ABOVE ITEMS $_____

SALES TAX $_____

TOTAL $_____

DEPOSIT REC'D_____ $_____

_____
PURCHASER'S AGREEMENT **DATE**

BUYER _____

_____
ACCEPTED BY
DEALER OR HIS/HER AUTHORIZED SIGNATURE

CO-BUYER _____ SALESPERSON _____

"a place that you can count on"

General Motors - Vehicle Purchase Program
Customer - Dealer Agreement and Pricing Sheet

Eligible Participant: [redacted] Relationship to Eligible Participant: **Child**

Purchaser's First Name: [redacted] Purchaser's Last Name: [redacted]

Purchaser's Date Of Birth: **09/02/1970**

Vehicle Identification Number (VIN): 1G[redacted]

Authorization Number: [redacted] Incentive Code: **GMS**

Approval Number: [redacted] Approval Date: **09/21/2004**

Dealer Name: **MARTIN CHEVROLET SALES, INC.**

Division: **CHEVROLET** Dealer Code: **44388**

Program Name: **GM Employee Purchase**

Company Name: **CENTRAL FOUNDRY DIVISION**

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification. $ 29215.85

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct. Customer Initials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price. Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
   - A. Receipt of the vehicle designated above and a copy of this form
   - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
   - C. The Purchaser agrees that he/she will not violate any Program provision
   - D. Penalties for violation of Program provisions may include one or more of the following:
     - i. Termination of Program privileges
     - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
     - iii. Disciplinary action up to and including termination of employment (for GM Employees) (1)
   - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Fe[redacted] (FAA") (9 U.S.C. § 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. Fo[redacted] reside shall govern.

Customer Signatur[redacted] **Date:** 9.21.04

1. By signing this form, the dealer agrees to the following:
   - A. Assume General Motors's obligation for delivery of the vehicle
   - B. Collect from the purchaser the amount specified in the Purchase Contract
   - C. Comply with the Rules and Guidelines of The Program
   - D. Review the Factory Invoice with the customer
   - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
   - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
   - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
   - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
     - i. Declared ineligible to participate further in the Program
     - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: [redacted] **Date:** 9/21/04

(1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

"a place that you can count on"

MARTIN

38244

CHEVROLET SALES, INC.

8800 GRATIOT ROAD • SAGINAW, MICHIGAN 48609 • (989) 781-4590

PLEASE FILL OUT COMPLETELY

NAME (Plea[redacted]

ADDRESS [redacted] Saginaw

TELEPHONE NUMBER WHERE WE CAN REACH YOU: HOME [redacted] Mark WORK [redacted]

LICENSE NO [redacted] YEAR & MODEL 2004 Trailblazer COLOR green

I WOULD LIKE TO PICK UP MY CAR AT _____ AM _____ PM

CARS MUST BE PICKED UP DURING REGULAR SERVICE HOURS (7:30 A.M. – 5:30 P.M.)

SERVICE DESIRED: * ATN : Mark - Mgr -

* Battery - light issue

please change oil - Thanks

IMPORTANT: READ OTHER SIDE

INITIAL PRIVACY NOTICE

(PROVIDED PURSUANT TO THE GRAMM-LEACH-BILEY ACT AND FTC RULE)

This privacy notice is provided to our consumers and customers in connection with personal, family, or household transactions, as required by the federal financial privacy law and any applicable state statutes.

Our Privacy Practices:

Martin Chevrolet Sales, Inc. takes seriously the responsibility to respect the privacy or our consumers and customers regarding nonpublic personal information, hereafter "private" information. Private information includes any information not generally available to the public, that a consumer or customer provides the dealership to obtain a financial product or service. Private information would include account numbers not publicly available, but does not include such information as an address listed in the telephone directory.

At Martin Chevrolet Sales, Inc., only employees who are involved in the processing of your transaction may have access to private information. We maintain physical, electronic, and procedural safeguards in compliance with federal regulations to guard your privacy. We also limit the disclosure of private information to third parties, as described below.

The Private Information We Collect:

In connection with your transaction, Martin Chevrolet Sales Inc., collects private information about you from the following sources:

- Information we receive from you on applications or other forms.
- Information about your transactions with us, our affiliates or others; and
- Information we receive from a consumer-reporting agency.

Disclosure of Private Information:

Martin Chevrolet Sales Inc., may disclose all of the private information mentioned above that we have collected about you, whether you are a consumer, customer, or former customer, to companies with whom we are affiliated, non-affiliated third parties as permitted by law.

We do not disclose private information to non-affiliated third parties, except as authorized by law. Such disclosures include but are not limited to disclosures necessary to complete or enforce a transaction you have requested and/or authorized, or in connection with servicing or processing your transaction.

As aforementioned, disclosures of private information may be made to certain affiliated or non-affiliated third parties, such as financial service providers, e.g., possible lenders on your transaction. Disclosures of private information may also be made to non-financial companies, such as automobile manufactures, service contract providers, insurance companies, collection agencies, repossession agencies or other entities needed to protect our interests. We may also disclose any private information we collect about you to non-affiliated companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. For example, we may want to do a direct-mail letter to our customers advising them of special vehicle or service offers. However, we will only do this if the company signs as agreement with us promising to keep your private information confidential in compliance with applicable law.

No Opt Out:

The only disclosures that Martin Chevrolet Sales Inc. makes are permitted by law, there is no opportunity to opt out of these disclosures.

* *This notice reflects our current privacy policies and practices. Martin Chevrolet reserves the right to amend this Notice and our policies and practices at anytime, consistent with all applicable laws.*

Consumer/Customer Acknowledgment:

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

9.21.04

Date

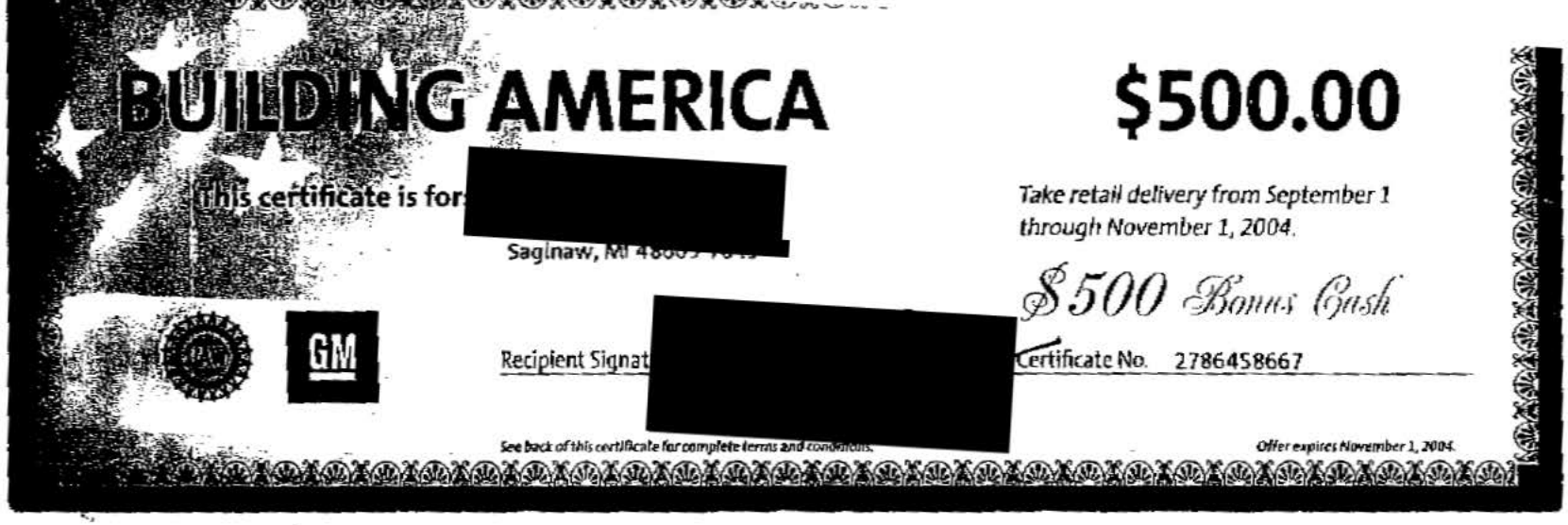
[redacted]

Consumer/Customer

Date

Co-Consumer/Co-Customer Signature

Co-Consumer/Co-Customer Name (printed)



071

MARTIN CHEVROLEt



General Motors Business Resource Center

FAX

To: ~~Steven Stancroff~~ Rose Marquis
Company:
Fax: 12484269399
Phone:

From: ~~Rose Marquis~~ Steve S.
Fax: 1-866-592-1362
Phone: 1-800-231-1841 x 21286
E-mail:

cc:

NOTES: 5/9/07

Rose,

Due to client's inability to use headlights on vehicle she is seeking a repurchase.

Please contact me to discuss.

Thanks,

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 8, 2007

Steve Stancroff, Esq.
33900 West Eight Mile Rd Suite 149
Farmington Hills MI 48335

RE: [redacted]
Service Request [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S4423[redacted]
Customer Relationship Specialist: Rose Marquis

Dear Mr. Stancroff:

We regret that your client(s) is dissatisfied with her 2004 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of ~~$ 4,500.00 inclusive~~. CLIENT SEEKS REPURCHASE

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: ROSE MARQUIS

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

MICHIGAN

Vehicle VIN: 1GNDT13S44[redacted]

Date: MAY 16 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$29,290.85	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts	$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	Sales Tax	$1,757.45	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Filing Fee	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$29,290.85	6	Doc Fee	$75.00	6	Late Charges	$0.00
7	Mileage	35,000	7	Interest	$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**	**$10,251.80**	9	Transfee & Govt fee	$23.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$31,146.30**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$10,251.80**	12	*** Usage/Depreciation**	**$10,251.80**
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	rebate	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$650.00	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)**	**$31,146.30**	22	**Total Deductions**	**$10,901.80**	22	**Total Deductions**	**$10,251.80**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$20,244.50**	24	**Total Refund to Customer**	**-$10,251.80**
25	**OR**		25	Lien Info	$13,215.58	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$7,028.92**	26	(GMAC=DL quote) good thru	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$1,500.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$21,744.50**	28	**Total Repurchase**	**-$10,251.80**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$14,200.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$10,508.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$11,236.50**	31	**Projected Loss**	**-$10,251.80**

	PURCHASE PRICE (before t/t/t)	$29,290.85		TRADE ALLOWANCE	$ 13,374.48		PURCHASE PRICE	$0.00
	MSRP (FROM BARS INVOICE)	$ 33,225.00		PAYOFF OF TRADE	$ 8,500.00		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (3,934.15)		DIFFERENCE	$ 4,874.48		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ -
				TRADE ALLOWANCE	$ 13,374.48			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ 13,374.48		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

					93.68			
					$235.97			
					$269.36		$599.01	
							639.59	
	10/28/2005	$18.97			$16.92		$1,238.60	338.07
		$19.05			$16.37		interest paid	
		$19.12			$16.45			301.52
		$19.20			$16.53			
		$19.28			$16.61			
		$19.43			$16.69			
		$19.51			$16.77			
		$19.59			$16.85			
		$19.66			$16.93			
		$19.74			$17.01			
		$19.82			$17.09			
		$19.89			$17.17			
		$19.89			$17.25			
		$19.97			$17.33			
		$20.05			$17.41			
		$20.12			$17.48			
		$20.20			$17.56			
		$23.17			$17.64			
		$19.36			$17.72			
					$17.80			
					$17.88			
					$17.98			
					$18.04			
					$18.11			
					$18.19			
					$18.27			
					$18.35			
					$18.43			
					$18.50			
					$18.58			
					$18.66			
					$18.74			
					$18.81			
					$18.89			

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



General Motors Business Resource Center

FAX

To: ~~Steven Stancroff~~ Rose M.
Company:
Fax: 12484269399
Phone:

From: ~~Rose Marquis~~ Steve S.
Fax: 1-866-592-1362
Phone: 1-800-231-1841 x 21286
E-mail:

cc: 5/14/07

NOTES:

Good morning Steve,

Here's the repurchase offer. Please review with client and let me know if this is acceptable so I may forward the release.

Have a great day,

Rose Marquis
BRC Legal Agent

Thanks Rose. Please see modifications.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 14, 2007

Steven Stancroff, Esq.
33900 West Eight Mile Rd Suite 149
Farmington Hills MI 48335

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S442[redacted]
Customer Relationship Specialist: Rose Marquis

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet TrailBlazer for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 29,290.85
Doc fee & Transfer/Government	$ 98.00
Sales or use tax	$ 1,757.45
Subtotal:	$ 31,146.30
Other	- $ 650.00
Less Usage/Depreciation	~~- $ 12,302.16~~ $8000
Subtotal	~~$ 12,952.16~~ $8650

* Minus Payoff to lien holder (good through 5/30/07) $ 13,215.58

CHEVROLET BUICK PONTIAC GMC SATURN

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	~~$18,194.14~~ $22,496.30
Customer Refund	~~$4,978.56~~ $9280.72
Attorney's Fees	~~$1,500.00~~ $2250
Total due to attorney and client:	~~$6,478.56~~ $11,530.72

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE

LG0074
V7042006

Attach.

CURRENT VEHICLE MILEAGE: _____

_____ Client's Signature

_____ Date

_____ Client's Signature

_____ Date

McKELVIE DeLUCA, P.C.

ATTORNEYS AND COUNSELORS
280 W. MAPLE ROAD, SUITE 300
BIRMINGHAM, MICHIGAN 48009

TELEPHONE (248) 952-5100
FACSIMILE (248) 952-5138

CHARLES L. McKELVIE
FRANK M. DeLUCA
RITA A. McKELVIE
EDMUND S. YEE
KELLIE C. ARMAN SCHONE
JAYSON M. MACYDA
STEPHEN EPACS

OF COUNSEL
DOLD, SPATH & KIRIAZIS, P.C.

FACSIMILE COVER SHEET

TO: Rob Brown Jr.

FROM: Frank DeLuca

DATE: April 3, 2007

MATTER: [redacted]

NO. OF PAGES (including this cover sheet): 11

Original Documents ☐ WILL
☒ WILL NOT Follow by Mail.

If you do not receive all of the pages, please call (248) 952-5100.

MESSAGE:

****

The information contained in this transmission is attorney privileged and confidential. It is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone collect and return the original message to us at the above address via the U.S. Mail. We will reimburse you for postage. Thank you.

****

DESTINATION FAX NUMBER: (248) 267-4570

ROMANO, STANCROFF & MIKHOV PLLC
Consumer Protection Attorneys

MARK P. ROMANO
STEVEN G. STANCROFF
STEVEN MIKHOV*

33900 West Eight Mile Road
Suite 149
Farmington Hills, MI 48335
Telephone (248) 426-0600
Facsimile (248) 426-9399

*Admitted in California only

April 3, 2007

Frank M. DeLuca, Esq.
McKelvie Deluca PC
280 W. Maple Road Suite 300
Birmingham, MI 48009

RE: [redacted]
2004 Chevrolet Trailblazer

Dear Mr. DeLuca,

Please be advised that this office represents the above named individual regarding claims that she is making against General Motors Corporation concerning defects with the above listed vehicle. This letter shall serve as notice of Ms [redacted] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Ms. [redacted] has repeatedly taken her vehicle in for repairs to the electrical system.

General Motors' failure to timely or adequately repair the vehicle constitutes a violation of the Magnuson-Moss Warranty Act and/or the Michigan Lemon Law. As such, Ms. [redacted] seeks a refund of all funds paid toward the vehicle, the termination and satisfaction of any existing liens on the vehicle, compensation for damages, and payment of attorney fees.

Any additional contact with our client must be through this office only. The speedy resolution of this matter will reduce the accumulation of additional damages including attorney fees.

We look forward to amicably resolving this matter. Please contact our office immediately upon receipt of this claim.

Sincerely yours,

Steven G. Stancroff

RETAIL INSTALLMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

[redacted]

Creditor (Seller name and address)

MARTEN CHEVROLET SALES, INC.
8800 GRATIOT AVE

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to the terms on the front and back of this contract. You agree to pay us the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2007	CHEVROLET TRUCK TRAILBLAZER	[redacted]	☒ personal, family, or household ☐ agricultural ☐ business

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 6.74%	The dollar amount the credit will cost you. $4070.31	The amount of credit provided to you or on your behalf. $29290.85	The amount you will have paid after you have made all payments as scheduled. $33360.85	The total cost of your purchase on credit, including your down payment of $4000.00. $37360.85

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 451.53	Monthly beginning 10/02/2007	

Late Charge: If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $5.00.

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

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

Additional Information: See this contract for more information, including information about nonpayment, default, acceleration, prepayment refunds and penalties, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price	
A Taxable part of cash price:	
i. Vehicle	$ 29290.85
ii. Accessories and installation charges	N/A
iii. Document preparation fee	75.00
iv. N/A	N/A
Total taxable part of cash price	$ 29290.85
B Sales tax	$ 1969.57
C Nontaxable part of cash price	
i. Negative equity in vehicle traded in (from 2A below)	N/A
ii. N/A	N/A
Total nontaxable part of cash price	$ N/A
Total cash price	$ 31260.42
2 Downpayments	
A Trade-in (if trade-in equity amount is negative, enter "0" here and show on line 1C(i) above.)	$ N/A
i. Gross trade-in	$ 3374.48
ii. Amount owed on trade-in	$ 3374.48
Net equity value	N/A
Year Trade-in is a	Make Model
B Cash	$ 4000.00
C Other (describe)	$ N/A

Insurance. You may buy the vehicle, damage insurance, and credit life insurance (see back) from anyone you want who is authorized to sell such insurance in the area. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

I want credit life insurance. ☐ Buyer ☐ Co-Buyer ☐ Both

I want credit disability insurance.

Premium

Credit Life $ 650.20

Credit Disability $ N/A

LIFE OF TEXAS INSURANCE CO.
(Insurance Company)

7000 WOODFIELD ROAD
(Home Office Address)

SCHAUMBURG IL 60173

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not affect our decision to extend credit. If you buy credit life insurance and credit disability insurance, they will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or the number of payments. Coverage for credit life insurance and credit disability insurance begins on the date your first payment is due. We will not refund premiums for insurance if you pay off your debt early, unless you pay off your debt in full because your vehicle is stolen or destroyed and we receive the insurance proceeds. We may cancel the insurance if payments are late. You may receive a different policy or certificate with a different rate for the insurance if you refinance before the end of the contract.

C Other [illegible]	$ [illegible]	
Total down payment	$ 6500.00	
4 Unpaid balance of cash price (1 minus 2)	$ [illegible]	Other Insurance
5 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts)		N/A
A Cost of contract [illegible] insurance paid to insurance company or companies		
Life 650.20		
Disability N/A	$ 650.20	
B Other insurance [illegible]	$ N/A	
C Official fees paid to government agencies	$ N/A	(Insurance Company)
D Government [illegible] included in cash price	$ N/A	
E Government license and/or registration fees THRESHER $ 8.00	$ 8.00	N/A (Home Office Address)
F Government certificate of title fees	$ 15.00	
G Other charges (Seller must identify who is paid and describe purpose)		
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
Total other charges and amounts paid to others on your behalf	$ [illegible]	
5 Amount financed (3 + 4)	$ 23221.[illegible]	

NOW THIS CO[redacted] entire agreement between you and us relating to this contract. Any change to th contract must be [redacted]

Buyer Signs X [redacted] Co-Buyer Signs X

If any part of th[redacted] ay or remain from enforcing any of our rights under this contract without losing ther For example, we [redacted] ending the time for making others.

See back for other important agreements.

Do not sign this contract on a Sunday.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its righ to receive a part of the finance charge.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others, unless so indicated hereon.

Notice to buyer: Do not sign this contract in blank. You are entitled to 1 true copy of the contra you sig[redacted]otect your legal rights.

Buyer Sign[redacted] Co-Buyer Signs X

Co-Buyers[redacted] is responsible for paying the entire debt. An other owner is a person whose name is on the title the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs MARTIN CHEVROLET SALES [illegible] 09/21/2004 By X Title

You agree to the terms of this contract. You confirm that before you signed this contract, we gave to you [redacted] iew it. You confirm that you received a true, completel filled-[redacted]

Buyer Sig[redacted] Co-Buyer Signs X

Copyright 2000 General Motors Acceptance Corporation. All Rights Reserved.

03/30/2007 SUMMARY HISTORY DISPLAY 3100
17:26:17 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S4423[redacted]
TOTAL R/O'S 8 TOTAL SERV. DAYS 13 MAKE CT CHEVROLET TRUCK

LN#	RO NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	03/23/2007	38244	A	126			
				T	17	1	W 23CTZ	ELECTRICAL
				T	117	2	C 01CTZ	LOF-12 POINT INS
2		03/01/2007	37191	A	266			
				T	17	1	W 23CTZ	ELECTRICAL
				T	64	2	W 37CTZ	RENTAL CAR
3		02/14/2007	36613	A	266			
				T	17	1	W 23CTZ	ELECTRICAL
4		01/25/2007	35931	A	266			
				T	17	1	W 23CTZ	ELECTRICAL
5		01/12/2007	35412	A	266			
				T	17	1	W 23CTZ	ELECTRICAL
6		11/21/2006	33657	A	266			
				T	37	1	W 17CTZAUTINSP	AUTO TRANS. INSP
				T	40	2	W 27CTZ	INTERIOR TRIM
				T	117	3	C 01CTZ	LOF-12 POINT INS
7		01/24/2005	4871	A	68			
				T	37	1	W 05CTZ	DRIVEABILITY RRP
				T	37	2	W 17CTZFWDI	4-WHEEL DRIVE IN
				T	117	3	C 01CTZ	LOF-12 POINT INS
				T	115	4	W 26CTZ	EXTERIOR TRIM
				T	115	5	W 27CTZ	INTERIOR TRIM
				T	37	6	W 23CTZ	ELECTRICAL
8		02/05/2004	1	A	223			
				T	87	1	I 30CTZTRLBLZ	NEW TRAILBLAZER

MAR 30, 2007 HISTORY DISPLAY Store 01 SERVC01 PORT 5034 3100

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO. [redacted] 1 RO DATE 01/12/2007 2 DEPT (S,B,P) S SERVICE
[5 OF 8] [1 OF 1] 3 MILEAGE 35412 4 ADVISOR NO. 266

5 OPERATION NO. 23CTZ OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO($). 17
7 COMPLAINT HEADLAMPS GO DIM TO BRIGHT, OFF AND ON WHEN DRIVING
WHEN CRUISE OR RADIO TURNED ON LIGHTS GO DIM
8 CAUSE SHORTED

9 CORRECTION CK'D OUT AND REPLACED ALTERNATOR

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
309160 J4100

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

MAR 30, 2007 HISTORY DISPLAY Store 01 SERVC01 PORT 5034 3100

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO. [redacted] 1 RO.DATE 01/25/2007 2 DEPT (S,B,P) S SERVICE
[4 OF 8] [1 OF 1] 3 MILEAGE 35931 4 ADVISOR NO. 266

5 OPERATION NO. 23CTZ OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO(S). 17
7 COMPLAINT DASH LIGHTS DIM WHEN DRIVING HEADLIGHTS DIM ALMOST GO OUT

8 CAUSE

9 CORRECTION CK'D CHARGING, STARTING AND FOR DRAW - ALL OK - ROAD TESTED
AND CK'D GROUNDS. REPLACED HEADLIGHT SWITCH

10 WARRANTY CLAIM NO. [redacted] OPERATION NO. N2290 CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

MAR 30, 2007 HISTORY DISPLAY Store 01 SERVC01 PORT 5034 3100

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO. [redacted] 1 RO.DATE 02/14/2007 2 DEPT (S,B,P) S SERVICE
[3 OF 8] [1 OF 1] 3 MILEAGE 36613 4 ADVISOR NO. 266

5 OPERATION NO. 23CT2 OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO(S). 17
7 COMPLAINT CHK FOR LIGHTS GOING DIM UPON ACCEL
MORE-> CLUSTER AND HEADLAMPS/TECH 17
8 CAUSE PERFORMED DIAG ON CHARGING, STARTING AND BATTERY SYSTEM,
MORE-> ALSO ROAD TEST NO PROBLEMS FOUND.
9 CORRECTION REPLACED THE AMBIENT SENSOR AND VERIFIED PROPER OPERATION

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] N0355

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

MAR 30, 2007 HISTORY DISPLAY Store 01 SERVC01 PORT 5034 3100

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO. [redacted] 1 RO.DATE 03/01/2007 2 DEPT (S,B,F) S SERVICE
[2 OF 8] [1 OF 2] 3 MILEAGE 37191 4 ADVISOR NO. 266

5 OPERATION NO. 23CTZ OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO(S). 17
7 COMPLAINT CHK FOR DASH AND HEADLAMP LIGHTS GOING OUT

8 CAUSE PERFORMED DIAG DID FIND 05-08-42-001 FOUND THE A.I.R PUMP
MORE-> CAUSING THE LITES TO FLICKER
9 CORRECTION REPLACED AIR PUMP

10 WARRANTY CLAIM NO. [redacted] OPERATION NO. J6050 CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (8=ENTER) (JOB#) (TAB)

MAR 30, 2007 HISTORY DISPLAY Store 01 SERVC01 PORT 5034 3100

CUSTOMER NAME [redacted] SERIAL NO. 1GNDT13S442[redacted]

R.O. NO. 3[redacted] 1 RO.DATE 03/23/2007 2 DEPT (S,B,P) S SERVICE
(1 OF 8) [1 OF 2] 3 MILEAGE 38244 4 ADVISOR NO. 126

5 OPERATION NO. 23CT2 OP. DESC. ELECTRICAL
6 SALE TYPE (C/W/I) W TECH.NO(S). 17
7 COMPLAINT CUST STATES HEADLITES FLICKER ON ACCEL

8 CAUSE FOUND BATTERY LEAKING

9 CORRECTION REPLACED BATTERY

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
3[redacted] N0110

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

RVDC Case# 112243

BRC Case Number	7[redacted]
Customer Name	[redacted]
Original VIN	1GNDT13S4423[redacted]
BAC	115226
Dealership Name	MARTIN CHEVROLET SALES INC
Dealer Contact/Title	Tom Samuels, Service Manager
Dealer Phone	9897814590
Dealer Fax	9897811722
Delivery Date	2004-09-21
Buyback Mileage	42500
Transmission	A
UCC Code(s)	N1503 K3702
MSRP	33225.00
Est. Auction Value	10508.00
Case Number	1[redacted]
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	Rose Marquis
Reason for Repurchase: Electrical issues with dashboad, lamps, and cluster are inoperative.	

Vehicle is going to: Auction	Is Vehicle Drivable?	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: MI	Repurchased Under Laws of State: MI	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2007-06-28	Established on: 2007-06-20	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 13285.86	Lien Payoff Expires on: 2007-07-09	Per Diem: 1.80
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	0.00			Check Amt:	8778.14
Payee1:	[redacted]	Payee1:	Dow Chemical Employee CU	Payee1:	Romano, Stancroff & Mikhov
Payee2:		Payee2:	Loan Department	Payee2:	Steve Stancroff
Address1:	[redacted]	Address1:	600 E Lyon	Address1:	33900 West Eight Mile Road
Address2:		Address2:		Address2:	Suite 149
City:	Saginaw	City:	Midland	City:	Farmington Hills
State:	MI	State:	MI	State:	ID
Zip	[redacted]	Zip	48640	Zip	48335
Phone #:	[redacted]	Phone #:	8008357794	Phone #:	2484260600
Fax #:		Fax #:	9898329289	Fax #:	2484269399
		Attention:	Loan Department	Attention:	Steve Stancroff
		Account #:	[redacted]	Fed Tax ID:	260143449

				Firm Name:	Romano, Stancroff &

Case ID: [redacted] Initiator: marquisr

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

April 5, 2007 **VIA FAX ONLY**

Steven Stancroff, Esq.
33900 West Eight Mile Rd Suite 149
Farmington Hills MI 48335

RE: [redacted]
Service Request [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S44[redacted]
Customer Relationship Specialist: Rose Marquis

Dear Mr. Stancroff:

This is to advise that General Motors is in receipt of the above referenced case dated April 3, 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
☒ Other: Certificate of Title
☒ 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

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 14, 2007

Steven Stancroff, Esq.
33900 West Eight Mile Rd Suite 149
Farmington Hills MI 48335

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S44[redacted]
Customer Relationship Specialist: Rose Marquis

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet TrailBlazer for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 29,290.85
Doc fee & Transfer/Government	$ 98.00
Sales or use tax	$ 1,757.45
Subtotal:	$ 31,146.30
Other	- $ 650.00
Less Usage/Depreciation	- $ 12,302.16
Subtotal	$ 12,952.16

* Minus Payoff to lien holder (good through 5/30/07) $ 13,215.58

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$18,194.14
Customer Refund	$ 4,978.56
Attorney's Fees	$ 1,500.00
Total due to attorney and client:	$ 6,478.56

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE

LG0074
V7042006

Attach.

CURRENT VEHICLE MILEAGE: _____

_____ Client's Signature

_____ Client's Signature

_____ Date

_____ Date

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

☒ 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 (For CA cases, attach the CCF)

☐ 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 Repurchase

☐ **BBB Case** **Trade**

COMPLIANCE DATE – June 19, 2007

ADR REQUEST NUMBER [redacted]

CUSTOMER NAME – [redacted]

LAST SIX OF VIN [redacted]

ADR CRS – Carol Robinon **EXT. - 11059**

DVM – David Garner **PHONE – 972075/8107**

DATE ACCEPTANCE RECEIVED – 4/5/07

NUMBER OF DAYS FOR COMPLIANCE – 75 days

TEAM LEAD'S 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.

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Patricia Alarcon

Created Date: 04/09/2007

Vehicle Info

* VIN:	1GKDS13S3523[redacted]	MSRP:	29705.0		
Year:	2005	Make:	GMC	Model:	E
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:	Dlr performed repairs without TAC involvement		
* Date Reviewed with Customer :	04/05/2007	* Repurchase Mileage:	8338		
Original Purchase Date:	07/19/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Joint Owners				
* Name(s) on Title:	[redacted]	* Title State:	LA		
* Primary Owner:	[redacted]	* Secondary Owner:	Diona B. Tauzin		
* Address:	[redacted]				
* City:	[redacted]	* State:	LA	* ZIP Code:	7(
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	3(2(4(
E-mail:	[redacted]	Fax Phone:	[redacted]		

Repurchase

* Reason: Headlights and instrument panel lights go off and on.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

N1103

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:**	114283	**Dealer Name:**	MARTIN CHEVROLET INC	**Region:** D 20
*** Phone:**	(337) 332-2132	**Fax:**	(337) 332-5116	
*** Contact Name:**	Unknown	*** Contact Title:**	Unknown	**E-mail:**

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

*** Contact Name:**	Steve Fray	*** Contact Title:**	

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	[redacted]	*** Disposition:**	Unselected Auction
*** Transaction State:**	LA	*** Transaction Type:**	Trade - Collateral
*** Transaction Source:**	AVM Voluntary		
Replacement VIN:	1GNFC13047F[redacted]	Year 2007 Make: Chevrolet Model: Tahoe	
MSRP:	37945.0		

Repurchase

*** Processing Instructions:** Cust is to pay $2,476.80 in usage. Cust to pay difference in cost and tax of new veh if greater. If there is any tax on usage he cust will be responsible to pay. Cust will not be allowed any new incentives and will be responsible for the overallowance of $5,000.00. Manufacturer will be responsible for all transfer fees and has agreed to reim the cust the sales tax on old veh, which came to be $541.57.

Disposition

*** Disposition Instructions:** Auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	2476.80
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

BARS Document Display

NEW VIN

2007 TAHOE 2WD LT
59U SILVER BIRCH METALLIC /V8G
19D EBONY
ORDER NO. KSFG82/TRE [redacted] STOCK NO.
VIN 1GN FC13 04 7R36[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1A[redacted]

**********13*24447S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CC10706 TAHOE 2WD LT	35625.00	32596.88
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80
C5Y GVW RATING-7100 LB	N/C	N/C
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85
LMG VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY	N/C	N/C
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C
QAS P265/70R17 ALS WOL TIRES	125.00	103.75
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C

RETAIL - STOCK	
INVOICE	03/08/07
SHIPPED	03/08/07
EXP D/T	03/19/07
INT COM	03/19/07
PRC EFF	03/08/07
KEYS	XXXXX XXXXX
WFP-F QTR	OPT-1
BANK: GMAC - 084	
CHG-TO	24-447
SHIP WT:	5337
HP:	45.7
GVWR:	7100
GAWR.FT:	3200
GAWR.RR:	4100
GMS:	33714.13
SUPPLR:	35224.52
MRM:	37945.00
NTR: 1/2	
DAN:	LT3RD
MEMO	1702.25

TOTAL MODEL & OPTIONS	37045.00	33775.48	ACT 237	33564.13
DESTINATION CHARGE	900.00	900.00	H/B 261	1111.35
LAM DEALER CONTRIBUTION		370.45	ADV 261	370.45
LAM GROUP CONTRIBUTION		370.45	EXP 65A	370.45
TOTAL	37945.00	35416.38	PAY 310	35416.38

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33770.65

****

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

****

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

GERRY LANE CHEVROLET

REMIT TO GMAC NO. 084
VIN 1GNFC13047R36[redacted]

$ 35416.38 INV [redacted]
DUE 03/19/07 DEALER 24-447

2005 ENVOY SLE 2WD (4-DOOR) PONTIAC/GMC DIV
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS
48H EBONY 100 RENAISSANCE
ORDER NO. JFKXPS/TRE STOCK NO. DETROIT MI
VIN 1GK DS13 S3 52[redacted] VEHICLE INVOICE

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAI
TS15506 ENVOY SLE 2WD (4-DOOR)	28525.00	25815.13	INVOI
C4D GVW RATING - 5,550 LBS	N/C	N/C	SHIPP
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT C
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC E
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS WFP-S
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	BANK:
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	CHG-T
1SA SLE STANDARD PACKAGE	N/C	N/C	
			SHIP
			HP:
			GVWR:
			GAWR.
			GAWR.
			GMS:
			SUPPL
			MRM:
			NTR:
			DAN:
			MEMO

CIAF

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GKDS13S3523[redacted] **(or see attached list*)**

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**
I assign the total amount of customer incentive(s) listed to COURTESY GMC 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 COURTESY GMC:

Incentive Program Reference	Amount	GM Incentive Code
C S R	$2,500	
	$	
	$	
	$	
	$	
Total Incentive Amount Received _____	$	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser of lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by COURTESY GMC. 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 GM Division from any future claim or obligation for incentive(s) on this unit.

07 19 05

Purchaser/Lessee Signature: [redacted] Date: 7 / 19 / 05

The undersigned person, as Dealer representative, certified 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 COURTESY GMC and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: ___ / ___ / ___

COURTESY GMC Dealer Code: 51147

* 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

White Copy - COURTESY GMC Yellow Copy - Customer

Form No. 061004

Reaux & Son Printing

34252 253533

HIBERNIA

COMBINATION PROMISSORY NOTE, TRUTH IN LENDING DISCLOSURE STATEMENT AND SECURITY AGREEMENT (this "AGREEMENT")

Indirect-Louisiana Motor Vehicle Sales Finance Act
Fixed/Variable Rate Simple Interest

Finance Agreement

DATE: [redacted]

BUYER: (Print) [redacted] BREAUX BRIDGE, , LA [redacted]
(Street) 104A B TAUZIN (City) (Parish) [redacted] (Zip)

CO-BUYER: (Print) [redacted] BREAUX BRIDGE,, LA [redacted]
(Street No.) (City) (Parish) (State) (Zip)

DEALER/CREDITOR: COURTESY AUTOMOTIVE GROUP, INC 4750 JOHNSTON STREET LAFAYETTE, LA 70503

I have entered into a credit sale with Dealer evidenced by this Agreement to finance the purchase of the motor vehicle described below (my "Vehicle"). I understand and agree that my credit sale will be assigned to **HIBERNIA NATIONAL BANK, 440 Third Street, Baton Rouge, Louisiana 70802-5578** ("Hibernia"). I further understand and agree that Dealer may participate in and receive a portion of the Finance Charge under my credit sale.

NEW OR USED	YEAR	MAKE	MODEL	BODY TYPE	SERIAL NUMBER	ODOMETER
NEW	2005	GMC	ENVOY	LL	1GKDS13S3523[redacted]	4

DISCLOSURES REQUIRED UNDER THE FEDERAL TRUTH IN LENDING ACT AND REGULATION Z

Itemization of Amount Financed

(1)	**Cash Price**	
(a)	Cash Price of Vehicle and Accessories	$ 29988.00
(b)	Sales Tax	$ 541.57
(c)	Federal Excise Tax N/A	$ N/A
(d)	_____	$ N/A
	Total Cash Price (Sum of (a) through (d))	$ 30529.57
(2)	**Downpayment**	
(a)	Cash Downpayment	$ 1500.00
(b)	Manufacturer's Incentive Payment	$ 2500.00
(c)(i)	Trade-in Allowance	$ 20500.00
(ii)	HIBERNIA NATIONAL for Prior Credit or Lease Balance	$ 19987.49
(iii)	Equals Net Trade-in Allowance	$ 512.51
	Total Downpayment (a + b + c(iii))	$ 4512.51
(3)	**Unpaid Balance** - Amount Paid to You (Dealer) (1 minus 2) $ 26017.05	
(4)	**Additional Amounts Paid to You (Dealer)**	
(a)	Documentation Fee	$ 35.00
(b)	Service Contract (Optional)	$ N/A
(c)	Waste Tire Fee	$ 8.00
(5)	**Amounts Paid to Others on My Behalf** (I understand and agree that you (Dealer) may receive and retain a portion of certain of these amounts)	
	Amounts Paid to Insurance Companies:	
(a)	Credit Life Insurance	$ N/A
(b)	Credit Disability Insurance	$ N/A
(c)	Property Insurance	$ N/A
(d)	Voluntary GAP Insurance	$ N/A
	Amounts Paid to Public Officials:	
(e)	Filing Fee	$ 10.00
(f)	Termination Fee	$ N/A
(g)	DPS Handling Fee	$ 8.00
(h)	Certificate of Title Fee	$ 18.50
(i)	License Fee	$ 40.00
(j)	Temporary License Fee	$ N/A
(k)	Vehicle Inspection Fee	$ 14.00
(l)	Notary Fee	$ 15.00
	Additional Amounts:	
(m)	Amount Paid to Hibernia for Voluntary Debt Cancellation Protection	$ 495.00
(n)	CONVERSIENCE FEE N/A	$ 12.00
(o)	Amount Paid to N/A For _____	$ N/A
(6)	**Amount Financed** (3 + 4 + 5)	$ 26672.56

NOT APPLICABLE UNLESS CHECKED

ANNUAL PERCENTAGE RATE: The cost of my credit sale as a yearly rate. 7.94 %

FINANCE CHARGE: The dollar amount my credit sale will cost me. $ 6942.08

Amount Financed: The amount of credit provided to me or on my behalf. $ 26672.56

Total of Payments: The amount I will have paid after I have made all payments as scheduled. $ 33614.64

Total Sales Price: The total cost of my purchase on credit including my downpayment of $ 4512.51 $ 38127.15

Payment Schedule: My credit sale is repayable as follows:

Number of Payments	Amount	When Payments Are Due
71 equal installment payments	$ 466.87	Monthly beginning on AUG 18 2005
One Final Payment	$ 466.87	Due on JUL 18 2011

Late Charges: If any payment is more than 10 days late, I will be charged 5% of the delinquent payment amount, or $10.00, whichever is greater.

Prepayment: If I pay my credit sale off early, I will have to pay a penalty.

☐ **Variable Rate:** I understand that the simple interest rate under my credit sale may increase if the Index Rate under my Note increases.

(1) Index Rate is the highest Wall Street Journal Prime Rate of interest.
(2) The simple interest rate is adjustable quarterly.
(3) The maximum simple interest rate (ceiling rate) under my credit sale is N/A % per annum.
(4) Any increase in the simple interest rate under my credit sale will result in an increase in the amount of my final payment.
(5) For example, if the Amount Financed under my credit sale was $20,000.00, and my initial rate is 6% over a 48 month term, and the simple interest rate increases to 6.5% at the end of the third month, my final payment would increase to $482.55.

Security Interest: My credit sale is secured by the goods being purchased.

Security Interest Charges: (if not financed)
Filing Fee: $ _____
Termination Fee: $ N/A

Contract Reference: I should look to my Note and Security Agreement for additional information about non-payment, default, your right to accelerate payment and my right to prepay in full.

N/A
"e" = estimate

Required Property Insurance: I am required to maintain comprehensive damage insurance on the Vehicle against damage, destruction and loss in an amount equal to the lesser of the insurable value of the Vehicle or the net amount owed, with you being named as a loss payee beneficiary. I have the right to furnish the required insurance either through existing policies of insurance owned or controlled by me or by providing the insurance through any insurance company authorized to transact business in Louisiana. If I choose to voluntarily purchase property insurance through you (Dealer), the cost will be $ N/A for a term of N/A months. Insurance Company: N/A _____. ☐ I wish to purchase property insurance coverage through you. ____ (Initials).

All motorists are required to be covered by an automobile liability policy with legally prescribed liability limits, which ☐ is ☐ is not included in the insurance listed above. Failure to obtain liability insurance in legally prescribed amounts may result in penalties, including suspension or revocation of driving privileges.

Voluntary Credit Insurance: Credit life insurance and credit disability insurance are not required in order to obtain this credit sale. I have the option of voluntarily electing to purchase credit insurance through you (Dealer).

Cost of Credit Life Insurance $ N/A — I/We want voluntary credit life insurance. _____ (Initials)
Cost of Credit Disability Insurance $ N/A — I/We want voluntary credit disability insurance. _____ (Initials)

Unless otherwise indicated, the cost of credit insurance is for the term of the credit sale. Credit insurance insures up to the Total of Payments under this Agreement.

Debt Cancellation Protection: I understand that I may at my option purchase voluntary debt cancellation protection from Hibernia in connection with my credit purchase of the Vehicle, for an additional cost of $ 495.00. I will be provided a separate disclosure in connection with this option. ☐ I wish to purchase voluntary debt cancellation protection from Hibernia. _____ (Initials)

PROMISSORY NOTE

Promise to Pay: I promise to pay to Dealer the principal amount of $ 26672.56, together with simple interest at the rate specified below, from the date of this Note until this Note is paid in full.

Fixed Interest Rate: (check as applicable) ☐ The fixed simple interest rate under this Note is 7.94 % per annum.

Variable Interest Rate: (check as applicable) ☐ The variable simple interest rate under this Note is N/A % per annum in excess of the Index Rate described below. The interest rate may vary on a quarterly basis, one or more times, beginning on _____, and every quarter thereafter based on corresponding increases and/or decreases in the Index Rate in effect on the business day immediately preceding each quarterly rate adjustment. However, the simple interest rate will not exceed N/A % per annum (ceiling rate), or be less than N/A % per annum (floor rate).

Additional Promissory Note Terms and Credit Life and Disability Agreement Continued on Reverse.

I (We) acknowledge receipt of a completed copy of this Agreement, with all blank spaces filled in, and agree to its terms. I (We) acknowledge receipt of a completed copy of this Agreement prior to signing. I (We) authorize you to make disbursements as itemized above.

[redacted]

NEW

2005	GMC	ENV	
YEAR	MAKE	MODEL	WEIGHT
SIL/	LL		K3136094
COLOR	BODY	USE	TITLE
2800	1GKDS13S352[redacted]		
DOM	VEHICLE IDENTIFICATION NUMBER		
KYLE J TAUZIN AND DIONA B TAUZIN			
OWNER'S NAME			
1202 AUGILLARD RD			
ADDRESS			
BREAUX BRIDGE LA 70517			
CITY		STATE	ZIP
TAUZIN		$110.00	
LICENSE PLATE		FEE PAID	

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST DAY OF: SEP 2008

MAIL TO:

[redacted]
BREAUX BRIDGE LA 7[redacted]

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY OF IT IN YOUR VEHICLE AT ALL TIMES.

p.1
337 234 3761
test

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

April 5, 2007
Re: [redacted] vs Pontiac/GMC Division # P[redacted] VIN: 1GKDS13S352[redacted]

[redacted]
BREAUX BRIDGE LA[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:

Carol Robinson of General Motors and customer Kyle Tauzin have reached a voluntary agreement regarding the customer's 2005 Pontiac Envoy.

GM will provide the customer with a replacement vehicle; the customer will receive an MSRP credit for his vehicle; if the customer selects a vehicle of greater value, he'll be obliged to pay the difference in cost and tax; the customer will be responsible for a usage deduction of $2,476.80, and if there is any tax on the usage the customer will be responsible to pay it; also, the customer will not be allowed any new incentives and will be responsible for the overallowance of $5,000. The manufaturer will be responsible for all transfer fees and has agreed to reimburse the customer the sales tax on the old vehicle, which came to $541.57.

The customer has been permitted to select a replacement vehicle from a Chevy Dealership. Once he selects his replacement vehicle he's advised to give the VIN to Ms. Robinson; within 60 days from that date of conveyance, the replacement will be fully processed.

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: Mary Sewell

Revised 7/21/04

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

Customer: [redacted] **Request #:** [redacted] **BBB#:** [redacted]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	$29988.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$29705.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$283.00

Trade Allowance (from dealer Bill of Sale)	$20500
Actual Cash Value Statement	$15500
Difference (if positive, this is the overallowance)	$5000

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$19987.49
Actual Cash Value Statement	$15500
Difference (if positive, this is the negative equity)	$4487.49

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.)	$29988.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2,500
Overallowance and/or Negative Equity minus	$5000.00
Actual price of Vehicle that should be presented to BBB for ATA	$22488.00

COURTESY

COURTESY AUTOMOTIVE GROUP, INC.
4750 Johnston Street
Lafayette, LA 70503
P.O. Box 61130
Lafayette, LA 70596-1130
PH: 337.984.1GMC
FX: 337.769.2265

AUTOMOTIVEGROUP GMCTRUCKCENTER

DEAL 34252

B.O.S

SOLD TO [redacted]

ADDRESS BREAUX BRIDGE, LA 7[redacted]
[redacted]

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENTIFICATION NO.
2006	GMC	ENVOY	N	1GKDS13S3523[redacted]

SALESMAN 09502JOHNSON,CHRI 260 KEY NOS 5779C COLOR SIL

4
N-2004-00511
HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS LA 70161

Seller: [redacted]

Buy[redacted]

Sworn to and subscribed to before the JULY day of 05

NOTARY PUBLIC

USED VEHICLE TRADED

YEAR	NICKNAME	BODY STYLE & MODEL	VEHICLE IDENTIFICATION NO.
[redacted]			

BODY COLOR

DATE	VEHICLE INVOICE NO.	STOCK NO.	KEY
07/19/2005	[redacted]	[redacted]	I
SOURCE		C	+

PRICE OF VEHICLE

DESCRIPTION	KEY	ACCT NO.	SALE	KEY
TST5506	C		29986.00	-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
	C			-
RECORDING FEE	C		10.00	-
ST INSP/TEMP TAG	C		14.00	-
DEQ WASTE TIRE FEE	C		9.00	-
ST HANDLING FEE	C		9.00	-
NOTARY FEE	C		15.00	-
DOCUMENTATION FEE	C		35.00	-
CONVENIENCE FEE	C		12.00	-
	C			-
VEHICLE DEAL NO.				
SALES TAX			541.57	
LICENSE AND TITLE			58.50	
TOTAL CASH PRICE			30690.07	
FINANCING			6542.68	
INSURANCE			455.00	
TOTAL TIME PRICE			38127.15	

SETTLEMENT

REBATE	2500.00
CASH ON DELIVERY	1500.00
TRADE-IN AS APPRAISED	20506.00
LIEN PAYOFF	19987.49
PAYMENTS MADE MONTHS 29 DOLS 466.87 PER MONTH	512.51
USED VEHICLE ACV/M	33614.64
TOTAL	38127.15
CONTRACTS IN TRANSIT	26672.46 +
DISCOUNT OR OVERALLOWANCE (REF. VEH. LINE)	+
DUE FROM FIN. INSTIT. - CURRENT	+
(Auto) 253533A	20506.00 +
VALUE OF TRADE STOCK NO.	N/A +
OTHER AUTO NON-A.C.V.	+

CUSTOMER FILE COPY

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST DAY OF: SEP 2008

MAIL TO:
[redacted]
BREAUX BRIDGE LA [redacted]

2005	GMC	ENV	
YEAR	MAKE	MODEL	WEIGHT
SIL/	LL		[redacted]
COLOR	BODY	USE	TITLE
2800	1GKDS13S352[redacted]		
DOM	VEHICLE IDENTIFICATION NUMBER		
[redacted]	[redacted]		
OWNER'S NAME			
1202 AUGILLARD RD			
ADDRESS			
BREAUX BRIDGE LA [redacted]			
CITY		STATE	ZIP
[redacted]		$110.00	
LICENSE PLATE		FEE PAID	

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY OF IT IN YOUR VEHICLE AT ALL TIMES.

Voluntary Repurchase

- ☐ **BBB Case** **Trade**

COMPLIANCE DATE – June 19, 2007

ADR REQUEST NUMBER – [redacted]

CUSTOMER NAME – [redacted]

LAST SIX OF VIN - [redacted]

ADR CRS – Carol Robinon **EXT. - 11059**

DVM – David Garner **PHONE – 972075/8107**

DATE ACCEPTANCE RECEIVED – 4/5/07

NUMBER OF DAYS FOR COMPLIANCE – 75 days

TEAM LEAD'S 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.

Voluntary Repurchase

- **BBB Case: PGM0737354 Trade: Tahoe vin# 1GNFC13047R[redacted]**

COMPLIANCE DATE: _____Voluntary_____

ADR REQUEST NUMBER:[redacted]

CUSTOMER NAME:[redacted]

LAST SIX OF VIN: [redacted]

ADR CRM: Carol Robinson PHONE: 866-790-5600 EXT. 11059

DVM: Garner, David PHONE: 972075 8107

DATE ACCEPTANCE RECEIVED: 4/05/07

NUMBER OF DAYS FOR COMPLIANCE: Voluntary

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.

2005 ENVOY SLE 2WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
48H EBONY 100 RENAISSANCE CENTER
ORDER NO. [redacted] STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S3 5[redacted] VEHICLE INVOICE 5[redacted]2
**********48*51147S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY SLE 2WD (4-DOOR)	28525.00	25815.13	INVOICE 06/22/05
C4D GVW RATING - 5,550 LBS	N/C	N/C	SHIPPED 06/22/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 07/03/05
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 07/05/05
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 06/21/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS XXXXX XXXXX
			WFP-S QTR OPT-1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	BANK: HIBERNIA NA
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	CHG-TO 51-147
1SA SLE STANDARD PACKAGE	N/C	N/C	
			SHIP WT: 4307
			HP: 32.1
			GVWR: 5550
			GAWR.FT: 2950
			GAWR.RR: 3200
			GMS: 26130.23
			SUPPLR: 27302.72
			MRM: 29705.00
			NTR: 1/2
			DAN: ESAP2
			MEMO 1376.00

TOTAL MODEL & OPTIONS	29020.00	26240.83	ACT 237 26055.23
DESTINATION CHARGE	685.00	685.00	H/B 261 870.60
DEALER CO-OP ADVERTISING		290.20	ADV 261 290.20
TOTAL	29705.00	27216.03	PAY 310 27216.03

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25917.55

****

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

****

COURTESY GMC TRUCK

GM Vehicle Inquiry System
Summary

VIN :	1GKDS13S352[redacted]

VEHICLE INFORMATION

Merchandising Model :	TS15506 -2005 ENVOY SLE 2WD (4-DOOR)	Warranty Start Date :	07/19/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY GMC PONTIAC BUICK PO BOX 61130 LAFAYETTE , LA 70596-1130 (337) 984-1462	Selling Source :	48 - GMC TRUCK
		Site Code :	51147
		Business Associate Code :	119662

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	[redacted]	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

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	No	XM Radio ID	N/A	XM Status	N/A	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	07/19/2005	4 miles	07/19/2008	36004 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/19/2005	4 miles	07/19/2011	100004 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/19/2005	4 miles	07/19/2013	80004 miles
36/36000 FEDERAL EMISSION	07/19/2005	4 miles	07/19/2008	36004 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/22/2007	[redacted]6	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	16675 miles

02/22/2007	[redacted]	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	16675 miles
02/22/2007		G	Z7903 - 3-DAY COURTESY TRANSPORTATION	16675 miles
03/01/2006		#	B7760 - MOLDING, ROCKER PANEL - RIGHT - R&R OR REPLACE	7508 miles
03/01/2006		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	7508 miles
12/29/2005		#	N0410 - BULB, BACK-UP LAMP (RIGHT) - REPLACE	5754 miles
06/22/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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COURTESY AUTOMOTIVE GROUP, INC.
DEAL RECAP SHEET

DEAL # 34252
CONTRACT DATE 19 JUL 2005

INVOICE #

[redacted]

[redacted]

LA [redacted]

SOLD STOCK # [redacted]
05 GMC ENVOY
1GKDS13S352[redacted]

LIENHOLDER
HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS LA 70161

PRICE		29988.00
DEALER SERVICES		0.00
FRONT WE OWES		0.00
TOTAL SELLING PRICE		29988.00
TAXES AND LICENSES		702.07
CASH DOWN		1500.00
REBATE		2500.00
TRADES		20500.00
PAYOFF		19987.49
EXTENDED WARRANTY		0.00
GAP INSURANCE		495.00
CREDIT LIFE PREMIUM		0.00
ACCIDENT/HEALTH PREMIUM		0.00
BACK END WE OWES		0.00
AMOUNT FINANCED		26672.56
FINANCE CHARGE	7.9400	6942.08
TOTAL OF PAYMENTS		33614.64
RESIDUAL/BALLOON		0.00
TOTAL VEHICLE PRICE (ABOVE)		29988.00
TRADE #1 ALLOWANCE		20500.00
TRADE #1 ACV		15500.00
TRADE #2 ALLOWANCE		0.00
TRADE #2 ACV		0.00
NET SELLING PRICE		24988.00

TRADE #1 STOCK # 253533A
05 NISS ALTIMA
1N4AL11D35N[redacted]

PAYOFF TRADE #1 19987
HIBERNIA NATIONAL BANK

TRADE #2 STOCK #

72 PAYMENTS OF 466.

EASY CARE 0.

KEY CODE: S779C

Revised 7/21/04

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

Customer: [redacted] **Request #:** 7[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)	$29988.00
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$29705.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$283.00

Trade Allowance (from dealer Bill of Sale)	$20500
Actual Cash Value Statement	$15500
Difference (if positive, this is the overallowance)	$5000

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$19987.49
Actual Cash Value Statement	$15500
Difference (if positive, this is the negative equity)	$4487.49

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.)	$29988.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$2,500
Overallowance and/or Negative Equity minus	$5000.00
Actual price of Vehicle that should be presented to BBB for ATA	$22488.00

PAGE 02
MARTIN CHEV
05/17/2007 11:06 3373325116

MARTIN Chevrolet, Inc.

P.O. Box 69
Breaux Bridge, LA 70517
Phones (337) 332-2132 - (337) 234-1930

CAR INVOICE

SOLD TO [redacted]
ADDRESS

Date 17 MAY 20 07

SALESMAN

N2006B0432

MODEL	MAKE	NEW OR USED	SERIAL NO.	KEY NO.
2007	CHEVROLET TAHOE	NEW	1GNFC13047[redacted]	

SIL

GROSS TRADE 22847.33
PAYOFF 20729.57
NET-TRADE 2117.76

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, thereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and Martin Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

No. N2006B0432

By _____

Sworn to and subscribed before me this 17

Day of MAY 20 07

_____
Notary Public

	PRICE OF CAR	33564.13
	VIN ETCH	
	TIRE & WHEEL	
	DEQ WASTE TIRE FEE	8.00
4	SUB TOTAL	33564.13
324	SALES TAX	803.76
301	LICENSE & TITLE	167.00
	TOTAL CASH PRICE	34542.89
439	EXTENDED WARRANTY	N/A
	DOCUMENTARY FEES	35.00
302	CREDIT LIFE	N/A
302	A. & H. INSURANCE	N/A
	GAP INSURANCE	
	FINANCE CHARGES	N/A
	TOTAL TIME PRICE	N/A
	SETTLEMENT	
220	DEPOSIT	751.57
225	CASH ON DELIVERY	31788.56 - Amount Due
24	USED CAR 2005	2117.76
	TYPE GMC ENVO	
	MOTOR NO. 1GKDS13S352[redacted]	
	SER. NO.	
	LIC. NO.	
	TITLE NO.	
205	PAYMENTS	N/A
	TOTAL	34577.89

2005 ENVOY SLE 2WD (4-DOOR) PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
48H EBONY 100 RENAISSANCE CENTER
ORDER NO. JFKXPS/T STOCK NO. DETROIT MI
VIN 1GK DS13 S3 52[redacted] VEHICLE INVOICE [redacted]
**********[redacted]**********

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY SLE 2WD (4-DOOR)	28525.00	25815.13	INVOICE 06/22/05
C4D GVW RATING - 5,550 LBS	N/C	N/C	SHIPPED 06/22/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 07/03/05
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 07/05/05
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 06/21/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS XXXXX XXXXX
			WFP-S QTR OPT-1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	BANK: HIBERNIA NA
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	CHG-TO 51-147
1SA SLE STANDARD PACKAGE	N/C	N/C	
			SHIP WT: 4307
			HP: 32.1
			GVWR: 5550
			GAWR.FT: 2950
			GAWR.RR: 3200
			GMS: 26130.23
			SUPPLR: 27302.72
			MRM: 29705.00
			NTR: 1/2
			DAN: ESAP2
			MEMO 1376.00

TOTAL MODEL & OPTIONS	29020.00	26240.83	ACT 237 26055.23
DESTINATION CHARGE	685.00	685.00	H/B 261 870.60
DEALER CO-OP ADVERTISING		290.20	ADV 261 290.20
TOTAL	29705.00	27216.03	PAY 310 27216.03
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25917.55	

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

COURTESY GMC TRUCK

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

April 5, 2007

Re: Tauzin vs Pontiac/GMC Division [redacted] VIN: 1GKDS13S35[redacted]

[redacted]

BREAUX BRIDGE LA [redacted]

Dear [redacted]

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

Carol Robinson of General Motors and customer Kyle Tauzin have reached a voluntary agreement regarding the customer's 2005 Pontiac Envoy.

GM will provide the customer with a replacement vehicle; the customer will receive an MSRP credit for his vehicle; if the customer selects a vehicle of greater value, he'll be obliged to pay the difference in cost and tax; the customer will be responsible for a usage deduction of $2,476.80, and if there is any tax on the usage the customer will be responsible to pay it; also, the customer will not be allowed any new incentives and will be responsible for the overallowance of $5,000. The manufaturer will be responsible for all transfer fees and has agreed to reimburse the customer the sales tax on the old vehicle, which came to $541.57.

The customer has been permitted to select a replacement vehicle from a Chevy Dealership. Once he selects his replacement vehicle he's advised to give the VIN to Ms. Robinson; within 60 days from that date of conveyance, the replacement will be fully processed.

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: Mary Sewell

Case Assessment By: CAROL ROBINSON		Siebel/CARS Request #: [redacted]	
Customer Name: [redacted]			
Veh year: 2005	Make: GMC	Model: ENVOY	Current mileage: 17,400
Veh ID #: 1GKDS13S35[redacted]	In Service Date: 07/19/2005	Purchased: NEW	If used: N/A
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Headlights and instrument lights on dash go off and on.

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
11/4/04	37[redacted]	4024	1	Could not duplicate.
2/22/07	3[redacted]6[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]9	17059	3	Unable to duplicate.
3/28/04	[redacted]	17776	1	Reprogrammed BCM.

OTHER SYMPTOM/CONCERN: A/C doesn't cool well

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
7/25/05	3[redacted]	246	1	No problem found.

OTHER SYMPTOM/CONCERN: Right Rear Light not working

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
12/29/05	[redacted]	5754	1	Replaced bulb.

OTHER SYMPTOM/CONCERN: Rocker Panel paint peeling

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
3/1/06	[redacted]9	7508	3	Painted both Rocker Panels.

Total Days Out of Service: 12 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: XXX

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Definition: (1) four or more attempts during warranty or one year, or (2) out of service for 90 days during warranty.

DVM and/or DEALER RECOMMENDATION(s):

DLR- David Antoine/Svc Mgr sts they've been unable to dup. concern or pick up any codes on issue. Dlr replaced BCM twice but this didn't help cust complaint, however, concern's never been duplicated.

DVM- offered voluntary trade repurchase. Dvm feels that if we try pilot box and continue trying to repair, cust will eventually be elig. For presumption.

CRS RECOMMENDATION & RATIONALE (EXPLAIN): Try the pilot box.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [XXX]

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

2007 TAHOE 2WD LT
59U SILVER BIRCH METALLIC /V8G
19D EBONY
ORDER NO. KSFG82/TR STOCK NO.
VIN 1GN FC13 04 7R3[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI [redacted]4
VEHICLE INVOICE [redacted]1
[redacted]S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CC10706 TAHOE 2WD LT	35625.00	32596.88
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80
C5Y GVW RATING-7100 LB	N/C	N/C
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85
LMG VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY	N/C	N/C
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C
QAS P265/70R17 ALS WOL TIRES	125.00	103.75
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C

RETAIL - STOCK
INVOICE 03/08/07
SHIPPED 03/08/07
EXP I/T 03/19/07
INT COM 03/19/07
PRC EFF 03/08/07
KEYS XXXXX XXXXX
WFP-F QTR OPT-1
BANK: GMAC - 084
CHG-TO 24-447

SHIP WT: 5337
HP: 45.7
GVWR: 7100
GAWR.FT: 3200
GAWR.RR: 4100
GMS: 33714.13
SUPPLR: 35224.52
MRM: 37945.00
NTR: 1/2
DAN: LT3RD
MEMO 1702.25

TOTAL MODEL & OPTIONS	37045.00	33775.48	ACT 237	33564.13
DESTINATION CHARGE	900.00	900.00	H/B 261	1111.35
LAM DEALER CONTRIBUTION		370.45	ADV 261	370.45
LAM GROUP CONTRIBUTION		370.45	EXP 65A	370.45
TOTAL	37945.00	35416.38	PAY 310	35416.38

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33770.65

****

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****

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

GERRY LANE CHEVROLET

REMI
[redacted]

Customer Claim Form

Contact Date: 03/19/07 Start Date: Case Number : P[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]

BREAUX BRIDGE, L[redacted]
Day Phone: ([redacted] Evening Phone [redacted] Cell Phone: [redacted]
Fax Number: ([redacted] E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Kyle Tauzin
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: Envoy Model Year: 2005 Current Mileage: 17300
Vehicle Identification Number: 1GKDS13S352[redacted]
Servicing Dealer/City/State : COURTESY GMC TRUCK,
Selling Dealer/City/State : COURTESY GMC TRUCK, LAFAYETTE, LA
Insurance Carrier : State Farm Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of acciden[redacted]
Description of Damage :

Purchase/Lease Information *(Complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date:07/19/05 Mileage at purchase: 4 Lease Date: Mileage at lease:
Purchased As : ☒ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes Is the vehicle in your possession?
Lienholder's Name: Hibernia National Bank Leasing Company's Name:
Address: P.O. Box 61007 Address:
City/St/Zip: New Orleans, LA 70161 City/St/Zip:
Phone: ([redacted] Phone:
Lienholder Acct # : [redacted] Leasing Company's Acct #:

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

The customer would like to have the vehicle repurchased.

Signature of Titled Owner(s)/Lessee(s [redacted] Date 3/27/07
I am submitting this dispute for resolution i[redacted]e 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: P[redacted]

First Repair Attempt (any reported problem) Date: 12/29/05 Mileage: 5754
Last Repair Attempt (last reported problem) Date: 3/21/07 Mileage: 17,364
Total Days out of Service: 9

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 and instrument lights on dash go off and on	yes	Courtesy GMC	12/29/05	5,754	1
2. Headlights and instrument lights on dash go off and on.	yes	Courtesy GMC	2/22/07	16,675	2
3. Headlights and instrument lights on dash go off and on.	yes	Courtesy GMC	3/7/07	16,943	3
4. Headlights and instrument lights on dash go off and on.	yes	Courtesy GMC	3/14/07	17,059	3
5. Headlights and instrument lights on dash go off and on.	yes	Courtesy GMC	3/22/07	17,364	0

If you need additional space, please attach a separate sheet of paper following the above outline.

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

☒ 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 (For CA cases, attach the CCF)

☐ 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 #

COURTESY

COURTESY AUTOMOTIVE GROUP, INC.

4750 Johnston Street
Lafayette, LA 70503
P.O. Box 61130
Lafayette, LA 70596-1130
PH: 337.984.1GMC
FX: 337.769.2765

AUTOMOTIVE GROUP GMC TRUCK CENTER

DEAL 34252

B.O.S

SOLD TO [redacted]

ADDRESS BREAUX BRIDGE, LA [redacted]

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENTIFICATION NO.
2005	GMC	ENVOY	N	1GKDS13S35[redacted]

SALESMAN 09502 JOHNSON, CHRI 260 KEY NOS 5779E COLOR SIL

4
N-2004-00511
HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS LA 70161

Seller: [redacted]

Buyer: [redacted]

Sworn to and subscribed before me this 19 day of JULY 05

NOTARY PUBLIC

USED VEHICLE TRADED

YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENTIFICATION
98	NISSAN	PATHFINDER	[redacted]

BODY COLOR

DATE	VEHICLE INVOICE NO.	STOCK NO.	KEY
07/19/2005	[redacted]	2[redacted]	C

SOURCE

PRICE OF VEHICLE

DESCRIPTION	KEY	ACCT NO.	SALE	KEY
TST5506	C		29586.00	
RECORDING FEE	C		10.00	
ST INSP/TEMP TAG	C		14.00	
DEQ WASTE TIRE FEE	C		1.00	
ST HANDLING FEE	C		8.00	
NOTARY FEE	C		15.00	
DOCUMENTATION FEE	C		35.00	
CONVENIENCE FEE	C		12.00	
VEHICLE DEAL NO.				
SALES TAX			541.[illegible]	
LICENSE AND TITLE			50.[illegible]	
TOTAL CASH PRICE			30690.07	
FINANCING			6942.08	
INSURANCE			495.00	
TOTAL TIME PRICE			38127.15	

SETTLEMENT

REBATE	2500.00
CASH ON DELIVERY	1500.00
TRADE-IN AS APPRAISED	20500.00
LIEN PAYOFF	19987.49
USED VEHICLE SCORE	512.51
PAYMENTS MADE MONTHS 29 DOLL 465.87 PER MONTH	13514.64
TOTAL	38127.15
CONTRACTS IN TRANSIT	26672.96 +
DISCOUNT OR OVERALLOWANCE (REF. VEH. LINE)	+
DUE FROM FIN. INSTIT. - CURRENT	+
(Auto [illegible] 2535230	20500.00
YEAR OF TRADE STOCK NO.	N/A

CUSTOMER FILE COPY

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]7	[redacted]	Heidi Stecker
Old Vehicle VIN	**New Vehicle VIN:**	**Date:**
1GKDS13S35238[redacted]	**1GNFC13047R**[redacted]	**May 15, 2007**

TRADE REPURCHASE					
Replacement Veh.Cost ([redacted]7)	$33,564.13	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$210.00	R			
Taxes Reimbursed on old vehicle	$541.57	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
Unused portion of non-GMPP	$0.00	O			
H/B, ADV, EXP	$538.85	R		HB/ADV for replacement $1852.25; HB/ADV for traded vehic	
Transportation Fees	$25.50	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$34,880.05**				
State Sales Tax	$803.76			7.5% on trade difference ($10,716.80)	
Additional Tax	$0.00				
Reg./Lic./Title Fees (opt)	$0.00	C			
New Aftermarket Items	$0.00	U			
Fees (Explain)	$0.00	S			
State Fees	$0.00	T			
Items below contibute to trade-in allowance		O			
Usage/Depreciation	$2,476.80	M			
Damage	$0.00	E			
MSRP Upgrade	$8,240.00	R		New MSRP $37,945	
MSRP Downgrade (deducted)	$0.00			Old MSRP $29,705	
Reimb. of Aft. Mkts on Old Unit	$0.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**$11,520.56**				
Trade Repurchase Amount	**$24,163.25**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$24,163.25**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$20,729.57				
Good Through (06-06-07)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$3,433.68**			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)	**-$24,163.25**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$33,564.13
State Sales Tax	$803.76
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$210.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$34,577.89
Trade-In Allowance	$22,847.33
Loan Payoff	$20,729.57
Net Allowance	$2,117.76
Cash on Delivery (Paid by GM)	$751.57
Total Balance Due	$31,708.56
Amount to Dealer for additional Fees	$564.35
New Vehicle VIN:	
1GNFC13047R[redacted]	
Form Rev 11/11/2005	

2007 TAHOE 2WD LT
59U SILVER BIRCH METALLIC /V8G
19D EBONY
ORDER NO. K[redacted]/TRE[redacted] STOCK NO.
VIN 1GN[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
13-244475

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CC10706 TAHOE 2WD LT	35625.00	32596.88
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80
C5Y GVW RATING-7100 LB	N/C	N/C
FE9 FEDERAL EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85
LMG VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY	N/C	N/C
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C
QAS P265/70R17 ALS WOL TIRES	125.00	103.75
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C

RETAIL - STOCK
INVOICE 03/08/07
SHIPPED 03/08/07
EXP DLVT 03/19/07
INT COM 03/19/07
PRC EFF 03/08/07
KEYS XXXXX XXXXX
WFP-F QTR OPT-1
BANK: GMAC - 084
CHG-TO 24-447

SHIP WT: 5337
HP: 45.7
GVWR: 7100
GAWR.FT: 3200
GAWR.RR: 4100
GMS: 33714.13
SUPPLR: 35224.52
MRM: 37945.00
NTR: 1/2
DAN: LT3RD
MEMO 1702.25

TOTAL MODEL & OPTIONS	37045.00	33775.48	ACT 237	33564.13
DESTINATION CHARGE	900.00	900.00	H/B 261	1111.35
LAM DEALER CONTRIBUTION		370.45	ADV 261	370.45
LAM GROUP CONTRIBUTION		370.45	EXP 65A	370.45
TOTAL	37945.00	35416.38	PAY 310	35416.38

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33770.65

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

GERRY LANE CHEVROLET

REMIT TO GMAC NO. 084
VIN 1GNFC13047R3[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: [redacted]
Created Date: 04/09/2007

Vehicle Info

* VIN:	1GKDS13S352[redacted]	MSRP:	29705.0		
Year:	2005	Make:	GMC	Model:	E
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:	Dlr performed repairs without TAC involvement		
* Date Reviewed with Customer :	04/05/2007	* Repurchase Mileage:	8338		
Original Purchase Date:	07/19/2005	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Joint Owners				
* Name(s) on Title:	[redacted]	* Title State:	LA		
* Primary Owner:	[redacted]	* Secondary Owner:	Diona B. Tauzin		
* Address:	[redacted]				
* City:	[redacted]	* State:	LA	* ZIP Code:	7(
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	3 2 4
E-mail:	[redacted]	Fax Phone:	337-254-4361		

Repurchase

* Reason:	Headlights and instrument panel lights go off and on.

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
N1103				

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:**	114283	**Dealer Name:**	MARTIN CHEVROLET INC	**Region:** **Di** **20**
* **Phone:**	(337) 332-2132	**Fax:**	(337) 332-5116	
* **Contact Name:**	Unknown	* **Contact Title:**	Unknown	**E-mail:**

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	Steve Fray	* **Contact Title:**	

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:	[redacted]	* **Disposition:**	Unselected Auction
* **Transaction State:**	LA	* **Transaction Type:**	Trade - Collateral
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:	1GNFC13047R3[redacted] Year 2007 Make: Chevrolet Model: Tahoe		
MSRP:	37945.0		

Repurchase

* **Processing Instructions:**	Cust is to pay $2,476.80 in usage. Cust to pay difference in cost and tax of new veh if greater. If there is any tax on usage he cust will be responsible to pay. Cust will not be allowed any new incentives and will be responsible for the overallowance of $5,000.00. Manufacturer will be responsible for all transfer fees and has agreed to reim the cust the sales tax on old veh, which came to be $541.57.

Disposition

* **Disposition Instructions:**	Auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	2476.80
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

CERTIFICATE OF TITLE

STATE OF LOUISIANA

DEPARTMENT OF PUBLIC SAFETY — OFFICE OF MOTOR VEHICLES

VIN	TITLE NUM	DATE ISSUED
1GKDS13S352 [redacted]	[redacted]	08/25/2005

MAKE	MODEL	BODY	COLOR	YR	DATE ACQUIRED	ODOMETER	N/U
GMC	ENV	LL	SIL/	2005	07/19/2005	4	N

* * MAIL TO * *

HIBERNIA NATIONAL BANK

PO BOX 61007
NEW ORLEANS LA 70161

1L

* * OWNER * *

[redacted]

BREAUX BRIDGE LA [redacted]

(LIEN) DATE

08/23/2005

HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS LA 70161

First Lien Released _____ Date

_____ Lienholder

By _____ Authorized Representative

Second Lien Released _____ Date

_____ Lienholder

By _____ Authorized Representative

The undersigned Motor Vehicle Commissioner of the State of Louisiana, certifies that the applicant named herein has been duly registered in this office as owner of the motor vehicle described, pursuant to the laws of the State of Louisiana subject to the mortgages and encumbrances, if any, herein set forth.

In witness whereof, I have affixed my signature at Baton Rouge.

Stephen J. Hymel

29163325

DPSMV 1693 (R6/04)

ANY ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

Federal and State Law require that you state the mileage in connection with transfer of ownership. Failure to complete ODOMETER STATEMENT OR providing a FALSE STATEMENT may result in fines and/or imprisonment.

*****NOTICE: ANY ALTERATION OR ERASURE VOIDS THE ASSIGNMENT and all assignments that follow. ASSIGNMENT MUST BE EXECUTED BY THE SELLER IN THE PRESENCE OF A NOTARY PUBLIC OR TWO (2) WITNESSES. IF EXECUTED IN THE PRESENCE OF TWO (2) WITNESSES, THE ACKNOWLEDGEMENT OF WITNESS MUST BE SIGNED BY ONE (1) OF THE WITNESSES IN THE PRESENCE OF A NOTARY PUBLIC.*****

ASSIGNMENT OF TITLE BY REGISTERED OWNER (not valid unless completed in full). I/we warrant this title and certify that the vehicle described herein has been transferred on ____/____/____ for the sum of $ _____ to the following:

Name(s)- **Address-**

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

_____ NO TENTHS
ODOMETER READING

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING-ODOMETER DISCREPANCY

SIGNATURE(S) of Buyer(s)-X **of Seller(s)-X**

PRINTED NAME(S) of Buyer(s)- **of Seller(s)-**

SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____
SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____

Sworn to and subscribed by seller before me this
_____ day of _____
SIGNATURE of Notary Public-X _____
PRINTED NAME of Notary Public _____

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X _____ SIGNATURE of Notary Public-X _____
PRINTED NAME of Witness _____ PRINTED NAME of Notary Public _____

FIRST RE-ASSIGNMENT BY LICENSED DEALER **DEALER'S LICENSE NO.** _____

I/we warrant this title and certify that the vehicle described herein has been transferred to the following:

Name(s)- **Address-**

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

_____ NO TENTHS
ODOMETER READING

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING-ODOMETER DISCREPANCY

Date of Sale ____/____/____

SIGNATURE(S) of Buyer(s)-X **of Seller(s)-X**

PRINTED NAME(S) of Buyer(s)- **of Seller(s)-**

SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____
SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____

Name of Dealership
Sworn to and subscribed by seller before me this
_____ day of _____
SIGNATURE of Notary Public-X _____
PRINTED NAME of Notary Public _____

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X _____ SIGNATURE of Notary Public-X _____
PRINTED NAME of Witness _____ PRINTED NAME of Notary Public _____

SECOND RE-ASSIGNMENT BY LICENSED DEALER **DEALER'S LICENSE NO.** _____

I/we warrant this title and certify that the vehicle described herein has been transferred to the following:

Name(s)- **Address-**

I certify to the best of my knowledge that the ODOMETER READING is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked:

_____ NO TENTHS
ODOMETER READING

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is NOT the actual mileage.
WARNING-ODOMETER DISCREPANCY

Date of Sale ____/____/____

SIGNATURE(S) of Buyer(s)-X **of Seller(s)-X**

PRINTED NAME(S) of Buyer(s)- **of Seller(s)-**

SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____
SIGNATURE of Witness-X _____
PRINTED NAME of Witness _____

Name of Dealership
Sworn to and subscribed by seller before me this
_____ day of _____
SIGNATURE of Notary Public-X _____
PRINTED NAME of Notary Public _____

ACKNOWLEDGEMENT OF WITNESS - STATE OF LOUISIANA - PARISH OF _____

Before me, Notary, personally came and appeared the undersigned, who, after being duly sworn, said that he subscribed his name to the assignment above as a witness to the signature(s) of seller(s) and he saw seller(s) sign his name as his voluntary act and deed.

DATE _____

SIGNATURE of Witness-X _____ SIGNATURE of Notary Public-X _____
PRINTED NAME of Witness _____ PRINTED NAME of Notary Public _____

THIS TITLE MUST BE SURRENDERED BY DISMANTLER TO THE OFFICE OF MOTOR VEHICLES WHEN VEHICLE IS JUNKED

COURTESY AUTOMOTIVEGROUP

GMC WE ARE PROFESSIONAL GRADE® PONTIAC DESIGNED FOR ACTION® BUICK BEYOND PRECISION®

www.courtesyautomotive.com

FACSIMILE COVER SHEET

TO: Carol Robinson FAX NO: 866 363 8699

COMPANY: BBC Total Pages (incl. cover)-

FROM: DAVID Antoine Tel No: 337-769-4500 Fax No: 337-769-2263

Urgent____ *Reply ASAP____ For your review____

If you do not receive all pages, please contact our office.

Mar 30 07 12:59p Courtesy Gmc Service Depa 3377692263 p.1

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S352[redacted]		17776/17776	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			15:12 29MAR07		75.00	CASH	28MAR07

R.O. OPENED	READY	OPTIONS:	STK: 253533
13:42 28MAR07	15:19 28MAR07		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES WHILE DRIVING LIGHTS BLINK OFF											
CAUSE: OUT OF CALIBRATION											
	N4800	MODULE, COMPUTER (CONTROL)	BODY	REPLACE							
		305	WG	1.65	1.50	3150	10763			107.63	107.63
1	25802312	MODULE				10747	15046	0	214.96	150.46	150.46
	FC: 6C										
	PART#: 25802312										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						10747	15046	TPARTS			
						3150	10763	TLABOR			
B RENTAL PER DAVID ANTOINE											
CAUSE: RENTAL											
	Z7901	RENTAL CAR CHARGES									
		305	WG	0.00	0.00	0	0			0.00	0.00
	FC: 98 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MJ										
						0	0	TPARTS			
						0	0	TLABOR			
SUBL ENTERPRISE RENTAL CAR PO#14344 PO#											
	PO#399042										
			WG			4200	4200			42.00	42.00

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!!

*** NO RO PUNCH TIMES ON FILE ***

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 this sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

WARRANTY COPY

Mar 30 07 12:59p Courtesy Gmc Service Depa 13377692263 p.2

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA 70[redacted]
HOME: [redacted]141 BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S35[redacted]		17776/17776	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			15:12 29MAR07		75.00	CASH	28MAR07

R.O. OPENED	READY	OPTIONS:
13:42 28MAR07	15:19 28MAR07	STK [redacted]

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	10763	3150		48000G	15046	10747	
	4200	4200	399042	26300G	30009	*******	

COST, SALE, & COMP TOTALS 18097 30009 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARRANTY COPY

Mar 30 07 12:59p Courtesy Gmc Service Depa 13377692263 p.3

CHEVROLET PONTIAC BUICK GMC Oldsmobile SATURN

May 16, 2007

MARTIN CHEVROLET INC
Steve Frey
1315 REES ST
BREAUX BRIDGE, LA 70517

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer: [redacted]

Vehicle: 2005 GMC Envoy
VIN: [redacted]
Ref [redacted]

Dear Steve Frey:
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 **$3,433.68** to MARTIN CHEVROLET 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 $20,729.57 to **Capital One Auto Finance** to payoff the customer's loan.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNFC13047R[redacted]
New Vehicle Sales Price:	**$33,564.13**
Used Vehicle Trade Value:	**$22,847.33**
Trade Difference:	**$10,716.80**
Taxes:	**$803.76**
Reg/Lic/Title Fees:	**$210.00**
Cash Paid on Delivery	**$751.57**
Document Fees:	**Not paid by either party**
Dealer Processing Fee:	$200 applied as warranty credit via W.I.N.S.

Not to be included on the Bill of Sale:

Holdback/Adv/EXP:	$538.85
Transportation Fees:	$25.50

****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 May 18, 2007. If you have any questions you may reach me at 866-802-6625 ext1122.

Gen Mgr
MARTIN CHEVROLET INC 114283 Management Agent's Signature and Title.

MICHAEL J. FREY Gen Mgr.
MARTIN CHEVROLET INC 114283 Management Agent's Printed Name and Title.

[redacted]

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

April 5, 2007
Re: Tauzin vs Pontiac/GMC Division # PC[redacted] VIN: 1GKDS13S3523[redacted]

[redacted]
BREAUX BRIDGE LA[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:

Carol Robinson of General Motors and customer Kyle Tauzin have reached a voluntary agreement regarding the customer's 2005 Pontiac Envoy.

GM will provide the customer with a replacement vehicle; the customer will receive an MSRP credit for his vehicle; if the customer selects a vehicle of greater value, he'll be obliged to pay the difference in cost and tax; the customer will be responsible for a usage deduction of $2,476.80, and if there is any tax on the usage the customer will be responsible to pay it; also, the customer will not be allowed any new incentives and will be responsible for the overallowance of $5,000. The manufaturer will be responsible for all transfer fees and has agreed to reimburse the customer the sales tax on the old vehicle, which came to $541.57.

The customer has been permitted to select a replacement vehicle from a Chevy Dealership. Once he selects his replacement vehicle he's advised to give the VIN to Ms. Robinson; within 60 days from that date of conveyance, the replacement will be fully processed.

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: Mary Sewell

Mar 27 07 09:02a test 337 234 3761 p.6

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST DAY OF: SEP 2008

YEAR	MAKE	MODEL	WEIGHT
2005	GMC	ENV	

COLOR	BODY	USE	TITLE
SIL/	LL		[redacted]

DOM	VEHICLE IDENTIFICATION NUMBER
2800	1GKDS13S352[redacted]

[redacted]
OWNER'S NAME

[redacted]
ADDRESS

BREAUX BRIDGE LA [redacted]
CITY STATE ZIP

LICENSE PLATE	FEE PAID
TAUZIN	$110.00

MAIL TO:

[redacted]
BREAUX BRIDGE LA [redacted]

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY OF IT IN YOUR VEHICLE AT ALL TIMES.

Customer Claim Form

Contact Date: 03/19/07 Start Date: Case Number : PGM0737354

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]
BREAUX BRIDGE, L[redacted]
Day Phone: (3[redacted] Evening Phone: Cell Phone: [redacted]
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: Envoy Model Year: 2005 Current Mileage: 17300
Vehicle Identification Number: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Servicing Dealer/City/State : COURTESY GMC TRUCK,
Selling Dealer/City/State : COURTESY GMC TRUCK, LAFAYETTE, LA
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:07/19/05 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)*

The customer would like to have the vehicle repurchased.

Signature of Titled Owner(s)/Lessee(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: 12/29/05 Mileage: 5754
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 and instrument lights on dash go off and on	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

Date: 3/20/07

David Antoine
COURTESY GMC
LAFAYETTE, LA. 70596-1130

Re: [redacted]
Siebel Reques[redacted]
2005 GMC Envoy
VIN # 1GKDS13S352[redacted]

Dear Mr. Antoine

This is a letter of notification regarding a (Better Business Bureau case/State case) involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- URGENT!! DLR RESPONSE REQUIRED! PLEASE SUBMIT DOCS -
-
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies). **BRC-ADR for GM is requesting all customer copies and dealer copies of all repair orders.** Dealer copies and customer copies must include front and back, if any.

Please fax them to the number found below. If there are any fax difficulties, 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,

Carol Robinson
BRC Customer Relationship Manager
Ph# 866-790-5600, extension 11059
FAX# 866-363-8699

** TOTAL PAGE.01 **

34252 253533 *LP0000000000000IL.A0000NOTE*

HIBERNIA

COMBINATION PROMISSORY NOTE, TRUTH IN LENDING DISCLOSURE STATEMENT AND SECURITY AGREEMENT (this "AGREEMENT")

Indirect-Louisiana Motor Vehicle Sales Finance Act
Fixed/Variable Rate Simple Interest

DATE: 07/19/2005

BUYER: [redacted]
(Print) [redacted] BREAUX BRIDGE, , L[redacted]
(Street) [redacted] (City) (Parish) [redacted] (Zip)

CO-BUYER: [redacted]
(Print) [redacted] BREAUX BRIDGE,, L[redacted]
(Street No.) (City) (Parish) (State) (Zip)

DEALER/CREDITOR: COURTESY AUTOMOTIVE GROUP, INC 4750 JOHNSTON STREET LAFAYETTE, LA 70503

I have entered into a credit sale with Dealer evidenced by this Agreement to finance the purchase of the motor vehicle described below (my "Vehicle"). I understand and agree that my credit sale will be assigned to **HIBERNIA NATIONAL BANK, 440 Third Street, Baton Rouge, Louisiana 70802-5575** ("Hibernia"). I further understand and agree that Dealer may participate in and receive a portion of the Finance Charge under my credit sale.

NEW OR USED	YEAR	MAKE	MODEL	BODY TYPE	SERIAL NUMBER	ODOMETER
NEW	2005	GMC	ENVOY	LL	1GKDS13S35[redacted]	4

DISCLOSURES REQUIRED UNDER THE FEDERAL TRUTH IN LENDING ACT AND REGULATION Z

Itemization of Amount Financed

(1)	**Cash Price**	
(a)	Cash Price of Vehicle and Accessories	$ 29988.00
(b)	Sales Tax	$ 541.57
(c)	Federal Excise Tax N/A	$ N/A
(d)	_____	$ N/A
	Total Cash Price (Sum of (a) through (d))	$ 30529.57
(2)	**Downpayment**	
(a)	Cash Downpayment	$ 1500.00
(b)	Manufacturer's Incentive Payment	$ 2500.00
(c)(i)	Trade-In Allowance	$ 20500.00
(ii)	Lien Amount Paid to HIBERNIA NATIONAL for Prior Credit or Lease Balance	$ 19987.49
(iii)	*Equals* Net Trade-in Allowance	$ 512.51
	Total Downpayment (a + b + c(iii))	$ 4512.51
(3)	**Unpaid Balance - Amount Paid or You (Dealer)** (1 minus 2)	$ 26017.06
(4)	**Additional Amounts Paid to You (Dealer)**	
(a)	Documentation Fee	$ 35.00
(b)	Service Contract (Optional)	$ N/A
(c)	Waste Tire Fee	$ 8.00
(5)	**Amounts Paid to Others on My Behalf** (I understand and agree that you (Dealer) may receive and retain a portion of certain of these amounts)	
	Amounts Paid to Insurance Companies:	
(a)	Credit Life Insurance	$ N/A
(b)	Credit Disability Insurance	$ N/A
(c)	Property Insurance	$ N/A
(d)	Voluntary GAP Insurance	$ N/A
	Amounts Paid to Public Officials:	
(e)	Filing Fee	$ 10.00
(f)	Termination Fee	$ N/A
(g)	DPS Handling Fee	$ 8.00
(h)	Certificate of Title Fee	$ 18.50
(i)	License Fee	$ 40.00
(j)	Temporary License Fee	$ N/A
(k)	Vehicle Inspection Fee	$ 14.00
(l)	Notary Fee	$ 15.00
	Additional Amounts:	
(m)	Amount Paid to Hibernia for Voluntary Debt Cancellation Protection	$ 495.00
(n)	Other Amount Paid to CONVENIENCE FEE N/A	$ 12.00
(o)	Amount Paid to N/A For _____	$ N/A
(6)	**Amount Financed** (3 + 4 + 5)	$ 26672.56

ANNUAL PERCENTAGE RATE: The cost of my credit sale as a yearly rate. 7.94 %

FINANCE CHARGE: The dollar amount my credit sale will cost me. $ 6942.08

Amount Financed: The amount of credit provided to me or on my behalf. $ 26672.56

Total of Payments: The amount I will have paid after I have made all payments as scheduled. $ 33614.64

Total Sales Price: The total cost of my purchase on credit (including my downpayment of $ 4512.51). $ 38127.15

Payment Schedule: My credit sale is repayable as follows:

Number of Payments	Amount	When Payments Are Due
71 equal installment payments	$ 466.87	Monthly beginning on AUG 18 2005
One Final Payment	$ 466.87	Due on JUL 18 2011

Late Charges: If any payment is more than 10 days late, I will be charged 5% of the delinquent payment amount, or $10.00, whichever is greater.

Prepayment: If I pay my credit sale off early, I will have to pay a penalty.

☐ **Variable Rate:** I understand that the simple interest rate under my credit sale may increase if the Index Rate under my Note increases.

(1) Index Rate is the highest Wall Street Journal Prime Rate of Interest.

(2) The simple interest rate is adjustable quarterly.

(3) The maximum simple interest rate (ceiling rate) under my credit sale is N/A % per annum.

(4) Any increase in the simple interest rate under my credit sale will result in an increase in the amount of my final payment.

(5) For example, if the Amount Financed under my credit sale was $20,000.00, and my initial rate is 6% over a 48 month term, and the simple interest rate increases to 6.5% at the end of the third month, my final payment would increase to $692.55.

Security Interest: My credit sale is secured by the goods being purchased.

Security Interest Charges: (if not financed)

Filing Fee: $ _____

Termination Fee: $ N/A

Contract Reference: I should look to my Note and Security Agreement for additional information about non-payment, default, your right to accelerate payment and my right to prepay in full.

N/A [redacted]

NOT APPLICABLE UNLESS CHECKED

Required Property Insurance: I am required to maintain comprehensive damage insurance on the Vehicle against damage, destruction and loss in an amount equal to the lesser of the insurable value of the Vehicle or the net amount owed, with you being named as a loss payee beneficiary. I have the right to furnish the required insurance either through existing policies of insurance owned or controlled by me or by providing the insurance through any insurance company authorized to transact business in Louisiana. If I choose to voluntarily purchase property insurance through you (Dealer), the cost will be $ N/A for a term of N/A months. Insurance Company: N/A. ☐ I wish to purchase property insurance coverage through you: ____ (initials).

All motorists are required to be covered by an automobile liability policy with legally prescribed liability limits, which ☐ is ☐ is not included in the insurance listed above. Failure to obtain liability insurance in legally prescribed amounts may result in penalties, including suspension or revocation of driving privileges.

Voluntary Credit Insurance: Credit life insurance and credit disability insurance are not required in order to obtain this credit sale. I have the option of voluntarily electing to purchase credit insurance through you (Dealer).

Cost of Credit Life Insurance $ N/A — I/We want voluntary credit life insurance. _____ (initials)

Cost of Credit Disability Insurance $ _____ — I/We want voluntary credit disability insurance. _____ (initials)

Unless otherwise indicated, the cost of credit insurance is for the term of the credit sale. Credit insurance insures up to the Total of Payments under this Agreement.

Debt Cancellation Protection: I understand that I may at my option purchase voluntary debt cancellation protection from Hibernia in connection with my credit purchase of the Vehicle, for an additional cost of $ 495.00. I will be provided a separate disclosure in connection with this option. ☐ I wish to purchase voluntary debt cancellation protection from Hibernia. _____ (initials)

PROMISSORY NOTE

Promise to Pay: I promise to pay to Dealer the principal amount of $ 26672.56, together with simple interest at the rate specified below, from the date of this Note until this Note is paid in full.

Fixed Interest Rate: (check as applicable) ☐ The fixed simple interest rate under this Note is 7.94 % per annum.

Variable Interest Rate: (check as applicable) ☐ The variable simple interest rate under this Note is N/A % per annum in excess of the Index Rate described below. The interest rate may vary on a quarterly basis, one or more times, beginning on _____, _____, and every quarter thereafter based on corresponding increases and/or decreases in the Index Rate in effect on the business day immediately preceding each quarterly rate adjustment. However, the simple interest rate will not exceed N/A % per annum (ceiling rate), or be less than N/A % per annum (floor rate).

Additional Promissory Note Terms and Conditions and Security Agreement Continued on Reverse

I (We) acknowledge receipt of a completed copy of this Agreement, with all blank spaces filled in, and agree to its terms. I (We) further acknowledge having the opportunity to review a completed copy of this Agreement prior to signing. I(We) authorize you to make disbursements as itemized above.

[redacted] [redacted]

COURTESY AUTOMOTIVE GROUP

COURTESY AUTOMOTIVE GROUP, INC.
4750 Johnston Street
Lafayette, LA 70503
P.O. Box 61130
Lafayette, LA 70596-1130
PH: 337.984.1GMC
FX: 337.769.2265

GMC

AUTOMOTIVEGROUP GMCTRUCKCENTER

DEAL 34252

SOLD TO [redacted]

ADDRESS BREAUX BRIDGE, LA [redacted]

[redacted]

YEAR	MAKE	BODY STYLE & MODEL	NEW OR USED	VEHICLE IDENTIFICATION NO.
2005	GMC	ENVOY	N	1GKDS13S352[redacted]

SALESMAN 09502JOHNSON,CHRI 280 KEY NOS S779C COLOR SIL

4
N-2004-00511
HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS LA 70161

S[redacted]

B[redacted]

Sworn to and subscribed to before the _____ day of JULY 05

NOTARY PUBLIC

USED VEHICLE TRADED

YEAR	MAKE	BODY STYLE & MODEL	VEHICLE IDENTIFICATION
05	NISSAN	[illegible]	[redacted]

BODY COLOR

DATE	VEHICLE INVOICE NO.	STOCK NO.	KEY
07/19/2005	[redacted]	[redacted]	I

SOURCE | SALESMAN NUMBER | C | +

DESCRIPTION	KEY	ACCT. NO.	SALE	KEY
TS15506	C		29988.00	–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
	C			–
RECORDING FEE	C		10.00	
ST INSP/TEMP TAG	C		14.00	
DEQ WASTE TIRE FEE	C		8.00	
ST HANDLING FEE	C		8.00	
NOTARY FEE	C		15.00	
DOCUMENTATION FEE	C		35.00	
CONVENIENCE FEE	C		12.00	
	C			–

PRICE OF VEHICLE

VEHICLE DEAL NO.

SALES TAX	541.57
LICENSE AND TITLE	58.50
TOTAL CASH PRICE	30690.07
FINANCING	6942.68
INSURANCE	495.00
TOTAL TIME PRICE	38127.15
REBATE	2500.00
CASH ON DELIVERY	1500.00
TRADE-IN AS APPRAISED	20500.00
LIEN PAYOFF	19987.49
PAYMENTS-MEMO MONTHS 72 DOLLARS 466.87 PER MONTH — USED VEHICLE ALLOW	512.51
	33614.64
TOTAL	38127.15
	26672.56
CONTRACTS IN TRANSIT	+
	+
DISCOUNT OR OVERALLOWANCE (REF. VEH. LINE)	+
	–
	–
DUE FROM FIN. INSTIT. - CURRENT	+
FIN. AND INS. INCOME (Auto NEW 4677 USED 4616) 253533A	20500.00
VALUE OF TRADE — STOCK NO. I	N/A +
I	+
OTHER AUTO NON-AUTO I	+

CUSTOMER FILE COPY

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GKDS13S3523[redacted] **(or see attached list*)**

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**
I assign the total amount of customer incentive(s) listed to COURTESY GMC 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 COURTESY GMC:

Incentive Program Reference	Amount	GM Incentive Code
CSR	$2500	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)
   a. I elect to receive _____
   in lieu of _____
   or
   b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser of lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by COURTESY GMC. 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 GM Division from any future claim or obligation for incentive(s) on this [redacted]

07 19 05

Purchaser/Lessee Signature: [redacted] Date: 7 / 19 / 05

The undersigned person, as Dealer representative, certified 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 COURTESY GMC and that properly completed accurate delivery data has been forwarded to General Motors.

07 19 05

Authorized Dealer Signature: _____ Date: ____ / ____ / ____

COURTESY GMC Dealer Code: 51147

* 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

White Copy - COURTESY GMC Yellow Copy - Customer

Form No. 061004

Reaux & Son Printing

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S3523[redacted]		17059/17215	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			16:24 15MAR07		75.00	CASH	16MAR07

R.O. OPENED	READY	OPTIONS:	STK: [redacted]
09:00 14MAR07	14:22 16MAR07		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES WHILE DRIVING HEADLIGHTS SHUT OFF FEW SECONDS THEN COME BACK ON AT TIMES										
	CAUSE: TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN.										
	N9995 CUSTOMER CONCERN NOT DUPLICATED										
		20	WG	1.15	0.30	750	2153			21.53	21.53
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						750	2153	TLABOR			
	VERSION 1 (EMP# 20,16MAR07 12:15): 17215 TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. TEST DROVE VEHICLE ON THREE WAS UNABLE TO DUPLICATE CONCERN AT THIS TIME. THERE WERE NO DTC'S AT THIS TIME. PUT 156 MILES ON VEHICLE DURING TEST DRIVE. NO REPAIR MADE.										
B	CUSTOMER REQUESTED RENTAL VEHICLE DURING REPAIRS										
	CAUSE: RENTAL										
	Z7902 2 DAYS RENTAL.										
		20	WG	0.00	0.00	0	0			0.00	0.00
	FC: 98 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MJ										
						0	0	TPARTS			
						0	0	TLABOR			
	SUBL ENTERPRISE RENTAL CAR PO# PO#398349										
			WG			8400	8400			84.00	84.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

***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

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CUSTOMER SIGNATURE

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

ACCOUNTING COPY

[redacted]

[redacted]

ACCOUNTING

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GMC TRUCK CENTER

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LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S352[redacted]		17059/17215	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			16:24 15MAR07		75.00	CASH	16MAR07

R.O. OPENED	READY	OPTIONS:	STK: [redacted]
09:00 14MAR07	14:22 16MAR07		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

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!!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-16-07	11:06	12:15	1.15	W	20	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200G	2153	750	398349	46200G	0	0	
46600G	8400	8400	398349	26300G	10553	*******	

COST, SALE, & COMP TOTALS 9150 10553 0

ON BEHALF OF SERVICING DEALER, I HERBY 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 THIS 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.

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBR	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

ACCOUNTING COPY

[redacted]

[redacted]

BREAUX BRIDGE, LA [redacted]

HOME: 3[redacted] BUS: 3[redacted]

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 33 TYLER LATIOLAIS

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S35238[redacted]		16675/16675	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			17:24 23FEB07		75.00	CASH	23FEB07

R.O. OPENED	READY	OPTIONS:	STK:
08:49 22FEB07	15:41 23FEB07		[redacted]

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	LIGHTS CUT OFF WHILE DRIVING-HAPPENED TWICE OVER WEEKEND.										
	N9995										
	TEST DROVE VEHICLE, PERFORMED BULLETIN SEARCH, REPROGRAMMED BODY CONTROL MODULE TO CORRECT CONCERN.										
		305	WG	0.19	0.30	630	2153			21.53	21.53
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						630	2153	TLABOR			
SUBL	ENTERPRISE RENTAL, PO#14255 PO# PO#397406										
			WG			8400	8400			84.00	84.00
	VERSION 1 (EMP# 305, 23FEB07 15:19): 16675 CHECKED FOR CODES. FOUND NO CODES AND UPDATES. LIGHT WERE WORKING NORMAL.										
	VERSION 2 (EMP# 33, 23FEB07 15:39): 16675 REPROGRAMMED BODY CONTROL MODULE										
B	PERFORM ENGINE OIL & FILTER REPLACEMENT, LUBE CHASIS AS NEEDED, SET AIR PRESSURES IN TIRES, FILL ALL FLUIDS										
	LOF										
	PERFORM ENGINE OIL & FILTER REPLACEMENT, LUBE CHASIS AS NEEDED, SET AIR PRESSURES IN TIRES, FILL ALL FLUIDS										
		358	CG	1.00	0.30	240	1995			19.95	19.95
	VERSION 1 (EMP# 358, 22FEB07 09:54): 16675 PERFORMED LOF										
C	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}										
	WASH										
	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}										
		358	CG	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 358, 22FEB07 09:54): 16675 WASHED										
**	MISCELLANEOUS SUPPLIES/MATERIA					0	149				1.49

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.

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

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CUSTOMER SIGNATURE

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

ACCOUNTING COPY

[redacted]

[redacted]

BREAUX BRIDGE, LA 7[redacted]

HOME: 337 [redacted]

[redacted]

ACCOUNTING

PAGE 2

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
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www.courtesyautomotive.com

SERVICE ADVISOR: 33 TYLER LATIOLAIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S352[redacted]		16675/16675	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			17:24 23FEB07		75.00	CASH	23FEB07

R.O. OPENED	READY	OPTIONS:	STK:
08:49 22FEB07	15:41 23FEB07		[redacted]

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

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!!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-22-07	08:54	09:54	1.00	W	358	B	
	09:54	09:54	0.00	W	358	C	
02-23-07	15:08	15:19	0.19	W	305	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200G	2153	630	397406	46600G	8480	8400	397406
46000G	1995	240		66500	149	0	
32410	86	0		32420	86	0	
26300G	10553	*******		22500	2316	*******	

COST, SALE, & COMP TOTALS	9270	12697	0

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.49
TOTAL CHARGES	21.44
LESS INSURANCE	0.00
SALES TAX	1.72
PLEASE PAY THIS AMOUNT	23.16

ACCOUNTING COPY

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

BREAUX BRIDGE, LA [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 33 TYLER LATIOLAIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S35238[redacted]		16674/16674	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 DD			08:47 22FEB07		75.00	CASH	22FEB07

R.O. OPENED	READY	OPTIONS:	STK: 2[redacted]
08:47 22FEB07	08:52 22FEB07		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A** MAINTENANCE/LOP											
100	NO REPAIRS MADE										
		999	IGSP	0.00	0.00		0	0		0.00	0.00

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!!

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300G	0	0		6704G	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

ON BEHALF OF SERVICING DEALER, I HERBY 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

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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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

[redacted]

[redacted]

BREA [redacted]
HOME [redacted] BUS: [redacted]

ACCOUNTING

PAGE 1

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
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SERVICE ADVISOR: 257 MICHAEL KLEINPETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S3523[redacted]		94006/94006	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			09:00 03MAY06		70.00	CASH	29APR06

R.O. OPENED	READY	OPTIONS:	STK: [redacted]
08:57 29APR06	10:15 29APR06		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS										
	LOF	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS									
		266	CG	0.00	0.30	248	1995			19.95	19.95
B	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}										
	WASH	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}									
		266	CG	0.00	0.00	0	0			0.00	0.00
	** MISCELLANEOUS SUPPLIES/MATERIA					0	149				1.49

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000G	1995	248		66500	149	0	
32410	86	0		32420	86	0	
22500	2316	*******					

COST, SALE, & COMP TOTALS	248	2144	0

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GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.49
TOTAL CHARGES	21.44
LESS INSURANCE	0.00
SALES TAX	1.72
PLEASE PAY THIS AMOUNT	23.16

WARRANTY COPY

[redacted] [redacted]

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LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, 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]		7508/7508	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			08:36 06MAR06		70.00	CASH	03MAR06

R.O. OPENED	READY	OPTIONS: STK: [redacted]
09:31 01MAR06	16:46 03MAR06	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
4 CUST STATES THE PAINT IS PEELING						
CAUSE: PEELING						
B7760 PAINTED BOTH ROCKER PANELS						
999 WG 0.00 0.30	0	2075			20.75	20.75
FC: SL PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
VV						
	0	0 TPARTS				
	0	2075 TLABOR				
SUBL LANDRYS COLLISION CENTER						
PO#380959						
WG	37000	37000			370.00	370.00
3 CUSTOMER REQUESTED RENTAL VEHICLE DURING REPAIRS						
CAUSE: RENTAL						
Z7902 2 DAYS RENTAL.						
999 WG 0.00 0.00	0	0			0.00	0.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						
	0	0 TPARTS				
	0	0 TLABOR				
SUBL ENTERPRISE RENTAL CAR PO#12459						
PO#380959						
WG	8400	8400			84.00	84.00

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CUSTOMER SIGNATURE [redacted]

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

WARRANTY COPY

[redacted]

[redacted]

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[redacted]
BREAUX BRIDGE, LA 7[redacted]
HOME: 3[redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 257 MICHAEL KLEINPETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S352[redacted]		7508/7508	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			08:36 06MAR06	[redacted]	70.00	CASH	03MAR06

R.O. OPENED	READY	OPTIONS: STK [redacted]
09:31 01MAR06	16:46 03MAR06	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	2075	0		46600G	45400	45400	380959
	47475	*******					

5/16/05

COST, SALE, & COMP TOTALS 45400 47475 0

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

WARRANTY COPY

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S35[redacted]		5754/5754	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			WAIT 03JAN06	[redacted]	70.00	CASH	29DEC05

R.O. OPENED	READY	OPTIONS:	STK:
10:20 29DEC05	11:35 29DEC05		[redacted]

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS										
	LOF	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS									
		288	IGN	0.00	0.30	240	1995			19.95	19.95
B	WASH CUST SAT.										
	WASH	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION ($10.00 VALUE)									
		288	CG	0.00	0.00	0	0			0.00	0.00
C	RT REAR BACKUP LIGHT NOT WKING										
	CAUSE: FOUND BULB TO BE BURNT										
	N0410	BULB, BACK UP LAMP (RIGHT) REPLACE									
		288	WG	0.00	0.20	160	1333			13.33	13.33
	1	12450108	BULB			159	223	0	3.19	2.23	2.23
		FC: 6C									
		PART#: 12450108									
		COUNT: 1									
		CLAIM TYPE:									
		AUTH CODE:									
		OJ									
						159	223	TPARTS			
						160	1333	TLABOR			
**	MISCELLANEOUS SUPPLIES/MATERIA					0	149				1.49

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*** NO RO PUNCH TIMES ON FILE ***

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

WARRANTY COPY

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

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www.courtesyautomotive.com

[redacted]
BREAUX BRIDGE, LA [redacted]
HOME [redacted] BUS [redacted]

PAGE 2

SERVICE ADVISOR: 294 RAY LANDRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S3[redacted]		5754/5754	TZIN

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			WAIT 03JAN06		70.00	CASH	29DEC05

R.O. OPENED	READY	OPTIONS:
10:20 29DEC05	11:35 29DEC05	STK:253533

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300G	1995	240	378389	46000G	0	0	
46200G	1333	160		48000G	223	159	
66500	149	0		23100G	1995	*******	378389
22500	0	*******		26300G	1556	*******	
24000	149	*******					

COST, SALE, & COMP TOTALS 559 3700 0

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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

1054

WARRANTY COPY

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

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(337) 984-1GMC (1462)
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[redacted]
BREAUX BRIDGE, LA
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	1GKDS13S352382006		4024/4024	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			16:54 07NOV05		70.00	CASH	04NOV05

R.O. OPENED	READY	OPTIONS: STK:253533
07:58 04NOV05	17:23 04NOV05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES WHILE DRIVING ALL LIGHTS GO DIM										
	400	COULD NOT DUPLACATE									
		16	CG	0.00	0.00	0	0			0.00	0.00
B	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}										
	WASH	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}									
		16	CG	0.00	0.00	0	0			0.00	0.00

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*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000G	0	0		22500	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

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

WARRANTY COPY

[redacted]

[redacted]

[redacted]

BREAUX BRIDGE, LA [redacted]

HOME: [redacted] BUS: [redacted]

ACCOUNTING

PAGE 1

COURTESY
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4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

SERVICE ADVISOR: 90 MICHELLE HARGRODER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	05	GMC ENVOY	1GKDS13S3523[redacted]		3238/3238	AUZIN

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			WAIT 18OCT05		70.00	CASH	14OCT05

R.O. OPENED	READY	OPTIONS: STK:253533
15:09 14OCT05	15:43 14OCT05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS										
	LOF	PERFORM ENGINE OIL & FILTER REPLACEMENT,LUBE CHASIS AS NEEDED,SET AIR PRESSURES IN TIRES,FILL ALL FLUIDS									
		279	IGN	0.00	0.30	270	1995			19.95	19.95
B	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}										
	WASH	FREE EXTERIOR WASH FOR CUSTOMER SATISFACTION {$10.00 VALUE}									
		279	CG	0.00	0.00	0	0			0.00	0.00
**	MISCELLANEOUS SUPPLIES/MATERIA					0	149				1.49

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!!

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300G	1995	270	375360	46000G	0	0	
66500	149	0		23100G	1995	*******	375360
22500	0	*******		24000	149	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	270	2144	0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**"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

WARRANTY COPY

[redacted]

[redacted]

ACCOUNTING

COURTESY
GMC TRUCK CENTER

4750 JOHNSTON ST.
LAFAYETTE, LA 70503
(337) 984-1GMC (1462)
www.courtesyautomotive.com

[redacted]

BREAUX BRIDGE, LA [redacted]
HOME: 3[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]		246/246	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUL05 IS			08:54 26JUL05		70.00	CASH	25JUL05

R.O. OPENED	READY	OPTIONS: STK:253533
07:55 25JUL05	11:49 25JUL05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES THE A/C DOES NOT COOL WELL											
	700	NO PROBLEM FOUND AT THIS TIME									
		70	CG	0.00	0.00	0	0			0.00	0.00

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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!!

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000G	0	0		22500	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

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

WARRANTY COPY

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
Krysta Fischer

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

Vehicle VIN:
1GKDT13S2422[redacted]

Date:
April 27, 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$37,421.00	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	$9.00	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	$175.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$3,458.83	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**	**$41,063.83**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$9,500.00	11			11		
12			12	*** Usage/Depreciation**	**$9,500.00**	12	*** Usage/Depreciation**	**$9,500.00**
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	$7,500.00	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)**	**$33,388.83**	22	**Total Deductions**	**$17,000.00**	22	**Total Deductions**	**$9,500.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$24,063.83**	24	**Total Refund to Customer**	**-$9,500.00**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$24,063.83**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$24,063.83**	28	**Total Repurchase**	**-$9,500.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$24,063.83**	31	**Projected Loss**	**-$9,500.00**

	PURCHASE PRICE (before t/t/t)	$ 37,421.00		TRADE ALLOWANCE	$ -		PURCHASE PRICE	$ 37,421.00
	MSRP (FROM BARS INVOICE)	$ 40,905.00		PAYOFF OF TRADE	n/a		INCENTIVE* (from BARS)	$ 7,500.00
	DIFFERENCE	$ (3,484.00)		DIFFERENCE	#VALUE!		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 29,921.00
				TRADE ALLOWANCE	$ -			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

Case [redacted]

2004 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
952 MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GVJS5W/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S2 42[redacted] 140957 VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLT 4WD (4-DOOR)	36220.00	32779.10	INVOICE 01/13/04
CF5 POWER SUNROOF	800.00	688.00	SHIPPED 01/13/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	EXP I/T 01/26/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	INT COM 01/26/04
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 01/12/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	KEYS S140E S140E
G67 LOAD LEVELING SUSPENSION	375.00	322.50	WFP-S MTH OPT-2
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 021
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	CHG-TO 40-092
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4637 HP: 32.1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	GVW: 5750
QTE ON/OFF ROAD TIRES (REPLACES STANDARD TIRES)	95.00	81.70	GVWF: 2950 GVWR: 3200
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 35789.00
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70	SUPPLR: 37399.51 MRM: 40905.00 NTR: 1/2
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50	DAN: CF5LT MEMO 1936.00
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SD SLT COMFORT & CONVENIENCE PKG * HEADLAMP WASHERS * HEATED FRONT SEATS * CONTENT THEFT ALARM * TRAVELNOTE DIGITAL RECORDER * ETR AM/FM STEREO,CD/CASSETTE (REPLACES STD/OPT PKG RADIO) * BOSE PREMIUM SOUND SYSTEM * RAIN SENSING WIPERS	1165.00	1001.90	
TOTAL MODEL & OPTIONS	40220.00	36235.60	ACT 237 35714.00
DESTINATION CHARGE	685.00	685.00	H/B 261 1206.60
TOTAL	40905.00	36920.60	PAY 310 36920.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35170.70	

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

WESTON PONTIAC BUICK GMC, INC.

REMIT TO GMAC NO. 021
VIN 1GKDT13S24[redacted]
$ 36920.60 INV [redacted]
DUE 01/26/04 DEALER 40-092

PAGE 3/4 * RCVD AT 4/19/07 5:58:08 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID:5032836657 * DURATION (mm-ss):03-06

Case #
28923
3 of 3

STATE OF WASHINGTON

VEHICLE CERTIFICATE OF OWNERSHIP

CERTIFICATE NUMBER [redacted]

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	POWER/USE	SERIES & BODY STYLE
[redacted]	10/30/2004	2004	GMC	G/PAS	ENVOY

VEHICLE IDENTIFICATION NUMBER (VIN)	FLEET/EQUIP NUMBER	SCALE WT	MILEAGE	ODOMETER CODE
1GKDT13S242[redacted]			0000076	ACTUAL MILEAGE

COMMENTS/ BRANDS
35845-2004

PRIOR TITLE STATE: WA
PRIOR TITLE NUMBER: [redacted]

REGISTERED OWNER: SAME AS LEGAL OWNER BELOW

LEGAL OWNER: [redacted]
LYNNWOOD WA [redacted]

SIGNATURE(S) OF REGISTERED OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

SALE PRICE ...

SIGNATURE(S) OF LEGAL OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ FIRST LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

BY _____ SECOND LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

LEGAL OWNER- When lien is satisfied, release interest by signing above and transmit this document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the owner pursuant to RCW 46.12.170.

TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY
(SEE REVERSE FOR ADDITIONAL INFORMATION)

THIS IS A RECORD OF THE DEPARTMENT OF LICENSING SHOWING THE NAMES HEREON AS REGISTERED OWNERS AND LEGAL OWNERS OF THE VEHICLE DESCRIBED.

DIRECTOR, DEPARTMENT OF LICENSING

10/04 0004527 AV

TD-420-002 0004527 AV

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

Seller Please DETACH HERE

STATE OF WASHINGTON - DEPARTMENT OF LICENSING

VEHICLE REPORT OF SALE

Seller: Please DETACH HERE
ONLY RETURN THIS PORTION

REQUIRED WHENEVER OWNERSHIP CHANGES - INCLUDING DEALER TRADES

DOL USE ONLY

WARNING: THIS FORM DOES NOT TRANSFER OWNERSHIP

PLEASE PRINT OR TYPE - SEE IMPORTANT INSTRUCTIONS BELOW

LICENSE NUMBER	VEHICLE IDENTIFICATION NUMBER (VIN)	MODEL YEAR	MAKE	SERIES/BODY	CERTIFICATE NUMBER
[redacted]	1GKDT13S2422[redacted]	2004	GMC	ENVOY	[redacted]

TRANSFEROR/SELLER: To be released from civil/criminal liability for the operation of the vehicle you must fill in this form **COMPLETELY**. The completed form **MUST** be delivered to your local Washington vehicle license office **within 5 days from the date of sale of the vehicle. A service fee** will apply.

VISIT THE DOL WEBSITE AT: www.dol.wa.gov

SELLER

NAME OF SELLER (TRANSFEROR) CURRENT REGISTERED OWNER(S)

COMPLETE ADDRESS OF SELLER (TRANSFEROR)

CITY STATE ZIP CODE

PURCHASER

NAME OF PURCHASER(S)/TRANSFEREE

COMPLETE ADDRESS OF PURCHASER(S)/TRANSFEREE

CITY STATE ZIP CODE

DATE VEHICLE SOLD/TRADED | DEALER'S DATE | VEHICLE PURCHASE PRICE | SELLER'S/TRANSFEROR'S SIGNATURE

X

Seller: Please DETACH HERE

Seller: Please DETACH HERE

PENALTY FEE FOR LATE TRANSFER

Transfer of ownership is required when there is a change in ownership. This includes, but is not limited to, adding or deleting registered owner(s) when the vehicle is sold, traded or given as a gift. The transferee/buyer of a vehicle is required to transfer the vehicle certificate

TD-420-[illegible] to transfer

PAGE 3/3 * RCVD AT 4/19/07 11:00:30 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID:425 745 6993 * DURATION (mm-ss):02-08

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

April 2, 2007

Re:CC1 PGM0736798 :ross vs Pontiac/GMC Division 1GKDT13S242[redacted]

[redacted]
LYNNWOOD WA [redacted]

Dear Mrs [redacted]

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to provide assistance to you.

Sincerely,

Scott Estep at Extension 515
CC: Lu'Andrea Dudley

1 of 28

ATT: SCOTT ESTEP

FROM SANDY ROSS

RE: C 20 PGM073C 798 ROSS VS Pontiac/GMC Division

Seaview
CHEVROLET · PONTIAC · GMC

17731 HIGHWAY 99
PO BOX 1976
LYNNWOOD, WA 98046

PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

CUSTOMER	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	TODD M KELSAY 392	448	01/26/05	[redacted]
[redacted]	LABOR [redacted]	MILEAGE 3,596	COLOR CARBON/	STOCK NO.
LYNNWOOD, WA [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE 10/30/04	DELIVERY MILES
	VEHICLE I.D. 1GKDT13S242 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	TAX #	P.O. NO.	R.O. DATE 01/25/05	
HOME PHONE / WORK PHONE [redacted]	COMMENTS			

TOTAL - MISC 1.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $30.00 (+TAX)
TOTALS----------

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

TOTAL LABOR....	12.40
TOTAL PARTS....	6.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.17
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.59
TOTAL INVOICE $	**31.66**

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER, IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

GQ-512812 (04/03)

TOTAL INVOICE $ 0.00

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

GQ-512812 (04/03)

PO BOX 1970
LYNNWOOD, WA 98046 SERVICE 425-608-5720

Seaview

CHEVROLET · PONTIAC · GMC

[redacted]

LYNNWOOD, WA [redacted]

RANDY GOAD 1306 067 12/07/05

248SYG 14,265 CARBON/

04/GMC/ENVOY/ENVOY 4WD 4DR 10/30/04

CUSTOMER	ADVISOR K D T 1 3 5 2 4 2 [redacted]	INVOICE DATE	INVOICE NO.
[redacted]	LABOR / LICENSE NO. / MILEAGE	COLOR 12/07/05	STOCK NO.
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D.	SELLING DEALER NO.	PRODUCTION DATE
		R. O. DATE	

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

HOME PHONE	WORK PHONE	COMMENTS
** SERVICE AND PARTS OPEN	7:30 AM TO 6:00 PM MON-FRI **	
*** SATURDAY 8:00 AM TO 5:00 PM ***		

TOTAL LABOR....	0.00
TOTAL PARTS NO.	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

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Thank you for this opportunity to serve you. It is our aim to perform all repairs requested o this repair order to your complete satisfactior

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SUPPLIES: A token charge will be include for supplies used on your vehicle. Supplie include: Nuts, bolts, rags, aerospray, s der wire, tape, pins, etc., and any ha ardous substance disposal such antifreeze, solvent, etc.

THANK YOU

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 03:59pm

GO-613612 (

SANDY ROSS

YOUR LOYALTY IS REWARDED AT SEAVIEW PONTIAC GMC!

THIS CERTIFICATE IS ISSUED FOR THE

SANDY ROSS

OPEN

SATURDAYS

SANDY ROSS

OTHER GM DEALER COUPONS HONORED

Seaview
CHEVROLET · PONTIAC · GMC

17731 HIGHWAY 99
PO BOX 1976
LYNNWOOD, WA 98046

PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

Form #3004

CUSTOMER [redacted]
LYNNWOOD, WA

ADVISOR: RANDY GOAD | 1306 | 422
INVOICE DATE: 03/02/06
LABOR | LICENSE [redacted] | MILEAGE: 16,797
COLOR: CARBON/
STOCK NO.
YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY 4WD 4DR
DELIVERY DATE: 10/30/04
DELIVERY MILES
VEHICLE ID: 1GKDT13S242 [redacted]
SELLING DEALER NO.
PRODUCTION DATE
TAX # | P.O. NO. [redacted]
R.O. DATE: 03/02/06
HOME [redacted]

LABOR & PARTS

J# 1 01CTZ03 LOF TECH(S):392 10.40
CUSTOMER STATES: PERFORM LUBE OIL FILTER CHANGE
SERVICE INCLUDES: LUBE, OIL & FILTER CHANGE, 10PT INSPECTION
PERFORM LOF SERVICE AS ABOVE.
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	6.50	6.50
			JOB # 1 TOTAL PARTS		6.50
			JOB # 1 TOTAL LABOR & PARTS		16.90

J# 2 01CTZ22 TIRE ROTATION TECH(S):392 [redacted]
CUSTOMER STATES: ROTATE ALL TIRE/WHEEL ASSEMBLIES. (F6)
SERVICE INCLUDES: CHECK TIRE PRESSURE & FOR ABNORMAL WEAR.
ROTATE TIRES
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		10.95

J# 3 03CTZ28 KEYLESS ENTRY TECH(S):334 WARRANTY
CUSTOMER STATES THAT WITH KEY FOB 1 AND BACKING UP
RIGHT REAR RATCHETS
INSPECTED AND TESTED RESET CURB VIEW MODE CUSTOMER WILL NEED
TO RESET SETTINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 03CTZ BODY ELECTRICAL TECH(S):334 WARRANTY
CUSTOMER STATES THAT WHEN USING ACCESSORIE SOCKETS
ANY OF THE THREE YOU GET STATIC ON AM RADIO
REMOVED RADIO AND CHECK ANTENA ADDED GROUND TO RADIO CASE
WORKING NORMAL NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB #						
1	6.7	10/30 BULK	@	1.410 /UNIT		9.45
					TOTAL - GOG	9.45

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARD WASTE		1.00
			TOTAL - MISC	1.00

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal, such as antifreeze, solvent, etc.

THANK YOU

CUSTOMER COPY
[CONTINUED ON NEXT PAGE] 12:03pm
GQ-812612 (04/03)

Sale

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PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

WISA [redacted]

Total:

[redacted]
LYNNWOOD, WA [redacted]

ADVISOR: RANDY GOAD 1306	RO NO. 422	INVOICE DATE: 03/02/06	[redacted]
LABOR	MILEAGE: 16,797	COLOR: CARBON/	STOCK NO.
YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE: 10/30/04	DELIVERY MILES
1GKDT13S242294267		SELLING DEALER NO.	PRODUCTION DATE
TAX #	P. O. NO.	R. O. DATE: 03/02/06	

[redacted]

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $45.00 (+TAX)

COMMENTS
WAITER

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

TOTAL LABOR....	21.35
TOTAL PARTS....	6.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.45
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.41
TOTAL INVOICE $	**41.71**

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends. If not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

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SALES 425-787-0787
SERVICE 425-608-5720

Form 1902d

CUSTOMER [redacted]
[redacted]
LYNNWOOD, WA [redacted]

ADVISOR: RANDY GOAD 1306 [redacted] 261
LABOR [redacted] MILEAGE: 18,783
YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY 4WD 4DR
VIN: 1GKDT13S242292642
TAX # P.O. NO.

INVOICE DATE: 05/15/06
COLOR: CARBON/
DELIVERY DATE: 10/30/04
SELLING DEALER NO.
R.O. DATE: 05/15/06
STOCK NO. [redacted]
DELIVERY MILES
PRODUCTION DATE

[redacted]

LABOR & PARTS

J# 1 02CTZ DRIVEABILITY TECH(S):334 WARRANTY

CUSTOMER SATTES THAT ENGINE SURGES WHILE DRIVING AT TIMES
RUNS ROUGH AT TIMES
INSPECTED AND TESTED TRACED TO BAD OXYGEN SENSOR
REPLACED SENSOR AND RETESTED WORKING NORMAL AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12586996	SENSOR 3.682		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+90CTZ02 COURTESY TRANS; VAN TECH(S):109 WARRANTY

COURTESY TRANSPORTATION
ONE-WAY SHUTTLE
COMPLETE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

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

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

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SERVICE 425-608-5720

CUSTOMER [redacted]
[redacted]
LYNNWOOD, WA [redacted]

ADVISOR: PAUL A. SCHOENFELD 370 387
INVOICE DATE: 09/18/06
INVOICE NO.: [redacted]
LABOR | LICENSE NO. [redacted] | MILEAGE: 23,390
COLOR: CARBON/
YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY 4WD 4DR
DELIVERY DATE: 10/30/04
DELIVERY MILES:
VIN: 1GKDT13S242294267
SELLING DEALER NO.:
PRODUCTION DATE:
TAX #:
P.O. NO.:
R.O. DATE: 09/16/06
HOME PHONE: [redacted]

LABOR & PARTS

J# 1 03CTZ — BODY ELECTRICAL — TECH(S):334 — WARRANTY
CUSTOMER STATES ODOMETER - RADIO LAMPS - HEATER CONTROL
LAMPS - AND PRNDL LAMPS - DONT WORK AT TIMES -
INSPECTED FOUND FOUND DIMMER TURNED ALL THE WAY DOWN
ILLUMINATION LAMPS GO OFF WHEN AUTO HEAD LAMPS
COME ON AND DRLS GO OFF CUSTOMER TO MONITER

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03CTZ26 — RADIO/TAPE/CD UNIT — TECH(S):334 — WARRANTY
CUSTOMER STATES WONT POWER UP AT TIMES - IF TAKE KEY
IN AND OUT IT WILL START TO WORK -
UNABLE TO VERIFY AT THIS TIME CUSTOMER TO MONITER

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 03CTZ10 — POWER WINDOWS — TECH(S):334 — WARRANTY
CUSTOMER STATES NOISE FROM RT FT WINDOW WHEN ALL THE WAY
UP THEN PRESS RT FT SWITCH FROM DRIVERS SWITCH -
THIS IS A NORMAL CONDITION WHEN WINDOW IS UP

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+03CTZ15 — I/P WARNING LAMPS — TECH(S):334 — WARRANTY
CUSTOMER STATES THAT THE GAS CAP LIGHT CAME ON IN INFO
CENTER
SCAN TESTED NO CODES SET WORKING NORMAL AT THIS TIME

JOB # 4 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

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

CUSTOMER SIGNATURE

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 01:38pm

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. I
is our aim to perform all repairs requested or
this repair order to your complete satisfaction.
If our service was satisfactory tell your friends
If not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTH
OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder, wire, tape, pins, etc., and any hazardous substance disposal, such as antifreeze, solvent, etc.

THANK YOU

GO-513612 (04/06)

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PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

CUSTOMER [redacted] LYNNWOOD, WA [redacted]	ADVISOR RANDY GOAD 1306	TAG NO. 915	INVOICE DATE 11/09/06	INV [redacted]
	LABOR	MILEAGE 24,594	COLOR CARBON/	STOCK NO.
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE 10/30/04	DELIVERY MILES
	VEHICLE I.D. 1GKDT13S242 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	TAX #	P.O. NO.	R.O. DATE 11/09/06	
HOME PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CTZ09 POWER MIRRORS TECH(S):365 WARRANTY

CUSTOMER STATES THAT PASS SIDE MIRROR GOES UP INSTEAD OF DOWN FOR CURB ASSIST
:INSPECTED AND TESTED FOUND SOFTWARE UPDATE FOR MIRRORS REPROGRAMED SYSTEM AND RETESTED WORKING NORMAL AT THIIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03CTZ26 RADIO/TAPE/CD UNIT TECH(S):365 WARRANTY

CUSTOMER STATES THAT THERE IS NOISE FROM SPEAKERS WHEN YOU STEP OON BRAKE
INSPECTED AND TESTED FOUND POPPING NOISE NOISE COMMING FROM RADIO ON BRAKE APPLY TRACED AND CLEANED ALL ANTENA CONECTIONS WORKING NORMAL AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

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

CUSTOMER SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

GO-512612 (04/03)

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SALES 425-787-0787
SERVICE 425-608-5720

CUSTOMER [redacted] LYNNWOOD, WA [redacted]	ADVISOR RANDY GOAD 1306	TAG NO. 915	INVOICE DATE 11/09/06	INVOICE NO. [redacted]
	LABOR	LICENSE NO. [redacted]	MILEAGE 24,594	COLOR CARBON/
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE 10/30/04	DELIVERY MILES
	VEHICLE I.D. 1GKDT13S2422 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	TAX #	P.O. NO.	R.O. DATE 11/09/06	
HOME PHONE 4 [redacted]	COMMENTS			

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

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**

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY
GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

THANK YOU

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PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

CUSTOMER [redacted] LYNNWOOD, WA [redacted]	ADVISOR RANDY GOAD 1306	TAG NO. 915	INVOICE DATE 11/09/06	INVOICE NO. [redacted]	
	LABOR	LICENSE NO. 248SYG	MILEAGE 24,594	COLOR CARBON/	
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR			DELIVERY DATE 10/30/04	DELIVERY MILES
	VEHICLE I.D. 1GKDT13S242 [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	TAX #	P.O. NO.	R.O. DATE 11/09/06		
HOME [redacted] 4	COMMENTS				

LABOR & PARTS

J# 1 03CTZ09 POWER MIRRORS TECH(S):365 WARRANTY

CUSTOMER STATES THAT PASS SIDE MIRROR GOES UP INSTEAD OF DOWN FOR CURB ASSIST
:INSPECTED AND TESTED FOUND SOFTWARE UPDATE FOR MIRRORS REPROGRAMED SYSTEM AND RETESTED WORKING NORMAL AT THIS TIME - CUSTOMER RETURNED MIRROR ACTING UP REINSPECTED FOUND DEFECTIVE MIRROR ORDER AND REPLACED PASS SIDE MIRROR TESTED WORKING NORMAL AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15287076	MIRROR 16.068		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03CTZ26 RADIO/TAPE/CD UNIT TECH(S):365 WARRANTY

CUSTOMER STATES THAT THERE IS NOISE FROM SPEAKERS WHEN YOU STEP OON BRAKE
INSPECTED AND TESTED FOUND POPPING NOISE NOISE COMMING FROM RADIO ON BRAKE APPLY TRACED AND CLEANED ALL ANTENA CONECTIONS WORKING NORMAL AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		10372950	SWITCH 2.485		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+03CTZ06 MISC. LAMPS TECH(S):334 365 WARRANTY

CUSTOMER STATES THAT LIGHTING FOR RADIO HEATER CONTROLS AND SHIFTER GO FROM DIM TO BRIGHT AT TIMES TAKES ABOUT 1-2 MIN
INSPECTED AND TESTED TRACED WIRING AROUND ANTENA AREA -
ALL OK UNABLE TO FIND ANY WIRE ISSUES AT HIS TIME
ORDER HEAD LAMP SWITCH INSTALLED AND DROVE MULITPLE TIMES
CUSTOMER TO MONITER LIGHTS DID NOT ACT UP AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY

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SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

<- Back | Forward -> | Feedback | Print

Document ID# [redacted]
2004 GMC Truck Envoy - 4WD

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving** [redacted] **(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 #1563904)
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID [redacted]

- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID [redacted]
- Service Information - Charging System Test (SI Document ID #[redacted]
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID #[redacted]

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter 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 #1[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

Document ID# [redacted]
2004 GMC Truck Envoy - 4WD

Subject: **Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #** [redacted] **(04/20/2006)**

Models: **2004-2005 Buick Rainier**

2004-2005 Chevrolet TrailBlazer

2004-2005 GMC Envoy

2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8) and Electric Air Injection Reactor System (RPO K18)

Attention: **This bulletin applies to short wheelbase models only and supplements the information in Corporate Bulletin Number 05-08-42-001.**

This bulletin is a supplement to Corporate Service Bulletin 05-08-42-001 to clarify the effect of the Secondary Air Injection (AIR) system.

A customer concern regarding headlamp flicker, headlamps dim slightly and/or battery voltage fluctuates may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Please refer to Corporate Service Bulletin 05-08-42-001 for additional information. This bulletin specifically addresses the operating characteristics of the AIR system. Refer to the Secondary Air Injection System Description section of SI for further information on the AIR system.

The Powertrain Control Module (PCM) will command the AIR system ON during Closed Loop operation to perform an active test. The active test will pass or fail based on the response from the HO2S 1. The active test consists of three tests run at 3-second intervals that are run during closed throttle (and other specific parameters, see SI for details) and will continue to cycle until the correct conditions are met and passed. The AIR pump motor has a steady current draw of 35-40 amps under normal operation, with a higher initial in-rush current. This current draw will reduce the available current for other components, such as headlamps, and acoordingly 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.

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LYNNWOOD, WA 98046

PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

Form #9024

CUSTOMER [redacted] LYNNWOOD, WA [redacted]	ADVISOR RANDY GOAD 1306	TAG NO. 915	INVOICE DATE 02/20/07	INVOICE NO. [redacted]
	LABOR	LICENSE NO. [redacted]	MILEAGE 27,249	COLOR CARBON/
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE 10/30/04	DELIVERY MILES
	VEHICLE ID. 1GKDT13S242 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	TAX #	P.O. NO.	R.O. DATE 02/13/07	REPRINT# 1
HOME PHONE [redacted]	COMMENTS			

LABOR & PARTS

J# 1 03CTZ BODY ELECTRICAL TECH(S):334 WARRANTY

CUSTOMER STATES THAT INSTRUMENT CLUSTER DISPLAY IS
MISSING LETERS AND # VERY ERRATIC INSPECTED AND ORDER
CLUSTER 15115883
I9NSPECTED FOUND BAD INSTRUMENT CLUSTER INFO
CENTER MISSING LETTERS AND WONT CHANGE TO MILES
REPLACED CLUSTER WORKING NORMAL NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15115883	CLUSTER 9.735		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+03CTZ02 HEADLAMPS TECH(S):334 WARRANTY

CUSTOMER STATES THAT HEAD LAMPS FLICKER
SPOKE TO GM FIELD ENGINEER WAS ADVISED TO INSTALL
02 SENSOR
COMPLETED CUSTOMER TO MONITER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12586996	SENSOR 3.682		
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01CTZ03 LOF TECH(S):1321 13.95

CUSTOMER STATES: PERFORM LUBE OIL FILTER CHANGE
SERVICE INCLUDES: LUBE, OIL & FILTER CHANGE, 20PT INSPECTION
PERFORM LOF SERVICE AS ABOVE.
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	89017342	FILTER 1.836	6.50	6.50
			JOB # 3 TOTAL PARTS		6.50
			JOB # 3 TOTAL LABOR & PARTS		20.45

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		WARRANTY
JOB # 1	185956		02/20/07	RENTAL		
					TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES

JOB # 3	7.0	10/30 BULK	@	1.700	/UNIT	11.90
					TOTAL - GOG	11.90

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARD WASTE		1.00
			TOTAL - MISC	1.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $350.00 (+TAX)

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately.

WARRANTY

GM PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

SUPPLIES: A token charge will be included for supplies used on your vehicle. Supplies include: Nuts, bolts, rags, aerospray, solder wire, tape, pins, etc., and any hazardous substance disposal such as antifreeze, solvent, etc.

THANK YOU

GO-512612 (04/03)

SEAVIEW CHEVROLET BUIC
17909 HIGHWAY 99
LYNNWOOD, WA 98046
TID: 00016263
02/21/07 08:52:02

SALE

518564140112533
BATCH: 91
VS XXXXXXXXX[redacted]
APPR CODE: 07980B
INV#: 000001

AMOUNT: $ 36.32
TOTAL: $ 36.32

CUSTOMER COPY

view · PONTIAC · GMC

17731 HIGHWAY 99
PO BOX 1976
LYNNWOOD, WA 98046

PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

ADVISOR: RANDY GOAD 1306	TAG NO.: 915	INVOICE DATE: 02/20/07	[redacted]
LABOR	LICENSE NO.: [redacted]	MILEAGE: 27,249	COLOR: CARBON/
			STOCK NO.
YEAR / MAKE / MODEL: 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE: 10/30/04	DELIVERY MILES
VEHICLE I.D.: 1GKDT13S242 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
TAX #	P.O. NO.	R.O. DATE: 02/13/07	REPRINT# 1
[redacted]	CONTACT		

COMMENTS
WAITER

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

TOTAL LABOR....	13.95
TOTAL PARTS....	6.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	11.90
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.97
TOTAL INVOICE $	**36.32**

CUSTOMER SIGNATURE

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THANK YOU

GO-812612 (04/00)

Seaview
CHEVROLET · PONTIAC · GMC

17731 HIGHWAY 99
PO BOX 1976
LYNNWOOD, WA 98046

PARTS 425-608-5730
SALES 425-787-0787
SERVICE 425-608-5720

CUSTOMER [redacted] LYNNWOOD, WA	ADVISOR GARY L DANIELSEN 109	TAG NO. 915	INVOICE DATE 03/23/07
	LABOR	LICENSE NO. [redacted]	MILEAGE 28,050
	YEAR / MAKE / MODEL 04/GMC/ENVOY/ENVOY 4WD 4DR		DELIVERY DATE 10/30/04
	VEHICLE I.D. 1GKDT13S2422 [redacted]		SELLING DEALER NO.
	TAX #	P.O. NO.	R.O. DATE 03/16/07
HOME PHONE [redacted]	COMMENTS		

INVOICE NO. [redacted]
COLOR CARBON/
STOCK NO.
DELIVERY MILES
PRODUCTION DATE
REPRINT# 1

LABOR & PARTS

J# 1 03CTZ BODY ELECTRICAL TECH(S):359 WARRANTY

CUSTOMER STATES HEADLIGHTS FLICKER AT TIMES WHILE DRIVING
WITH HEADLIGHTS IN MANUAL POSITION AND AUTO SENSOR
COVERED LIGHTS AND DASH LIGHTS APPEAR TO ONLY DIM ONCE
AT TIMES
UNABLE TO DUPLICATE OWNERS COMPLAINT
REVIEWED PRIOR REPAIRS-THEY WERE PERFORMED AS POSSIBLE
FIXES-CUSTOMER STATED LIGHTS WOULD STILL FLICKER AT TIMES
DOCUMENT 1750221 MENTIONS AND ELECTRICAL FLUCUATION
COULD CAUSE INTERMITTENT FLICKER
FOLLOWED DOCUMENT PROCEDURES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15306009	CONNECTOR 2.530		WARRANTY
JOB # 1	1		21910	TERMINAL		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	188238		03/16/07	1 DAY RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

COMMENTS
HAVE TALKED TO TECH ASSIST AND FIELD ENGINEER
THESE ARE THE REPAIRS RECOMMENDED
ROAD TESTED VEHICLE DURING WEEK OF MARCH 19TH
DID NOT EXPERIENCE FLICKING LIGHTS BEFORE REPAIR OR AFTER-GARY

TOTALS

THANK YOU FOR ALLOWING US TO BE OF SERVICE
SHOULD YOU HAVE ANY QUESTIONS ABOUT YOUR VEHICLE OR SERVICE
PLEASE CALL YOUR ADVISOR AS NOTED ON YOUR INVOICE

** SERVICE AND PARTS OPEN 7:30 AM TO 6:00 PM MON-FRI **
*** SATURDAY 8:00 AM TO 5:00 PM ***

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

CUSTOMER SIGNATURE

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THANK YOU

GG-613612 (04/03)

Subject: **IPC, Interior Lights and/or Headlamps Flicker - keywords battery courtesy electrical fluctuation generator head intermittent lamp light #PIT3170E - (01/11/2006)**

Models:

1999-2005 All Cadillac Full Size Utilities

1999-2005 All Chevrolet Full Size Trucks and Utilities

1999-2004 Chevrolet Blazer, S-10

1999-2005 All GMC Full Size Trucks and Utilities

1999-2004 GMC Envoy Classic, Jimmy, Sonoma

1999-2001 Oldsmobile Bravada

Without Regulated Voltage Control

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Customers may have comments of a flickering light condition in the IPC, interior lamps or headlights. This condition is most likely to be noticed when the engine RPM is low and when high electrical load requirements are in place on the generator.

Recommendation/Instructions:

Important: Review bulletin 02-06-03-008A - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, before proceeding with this PI.

1. Disconnect the negative battery cable from the battery/batteries.
2. Slide the protective boot on the generator BAT terminal aside and remove the retainer and wire cable from the BAT terminal.
3. Unplug the generator 4-cavity terminal from the top of the generator.
4. Inspect cavity D on the generator connector for a red cavity plug. If a red cavity plug is present, it is not necessary to replace the generator connector. Remove the CPA and save. Remove the red cavity plug and continue with step 9. If a red cavity plug is NOT present, continue with the next step.
5. Remove and save the orange Weatherpack seal and CPA from the 4-way connector.
6. Using the proper terminal removal tool, remove the two or three wires from the 4-way connector. On vehicles without Supplemental Brake Assist (SBA), install a red cavity plug, P/N 12059168, into cavity "A" of the new 4-way connector, P/N 12186568. On some 2003 and 2004 model year vehicles with SBA, install the dark blue (Circuit 5668) wire of the vehicle wiring harness into cavity "A" of the new 4-way connector.

Subject: **IPC, Interior Lights and/or Headlamps Flicker - keywords battery courtesy electrical fluctuation generator head intermittent lamp light #PIT3170E - (01/11/2006)**

Models:
1999-2005 All Cadillac Full Size Utilities
1999-2005 All Chevrolet Full Size Trucks and Utilities
1999-2004 Chevrolet Blazer, S-10
1999-2005 All GMC Full Size Trucks and Utilities
1999-2004 GMC Envoy Classic, Jimmy, Sonoma
1999-2001 Oldsmobile Bravada
Without Regulated Voltage Control

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7. Depending on the vehicles model and year, install the brown wire (Circuit 25) or red wire (Circuit 225) of the vehicles wiring harness into cavity "B" of the new 4-way connector.
8. Install the gray (Circuit 23) wire of the vehicle wiring harness into cavity "C" of the new 4-way connector.
9. Obtain a piece of 0.80 mm/18GA black wire, 254 mm (8 in) long.
10. Install a red terminal seal, P/N 12048086, and terminal, P/N 12048074, (crimp and solder) on one end of the new black wire.
11. Install the new black wire into cavity "D" of the new 4-way connector.
12. Reinstall the connector seal and CPA, from the original connector, to the new connector.
13. Plug the 4-way connector into the generator.
14. Route the black wire to the generator BAT terminal, sliding the wire into the small end to the output terminal boot, along side the generator output wire.
15. Obtain a ring terminal from the terminal kit (J-38125-D) that is the same diameter as the positive post of the generator. Crimp and solder the ring terminal from the terminal kit (J-38125-D) on to the open end of the new black wire.
16. Place the generator output wire and the new black wire onto the generator BAT terminal and install the retainer.
17. Connect the negative battery cable.

Note: This modification will not work if the vehicle is utilizing the new "Regulated Voltage Control" system. This is new feature on some full-size trucks and utilities for the 2005 model year. Please inspect the vehicle prior to performing this modification.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

March 13, 2007

Re:m01 [redacted]ross vs Pontiac/GMC Division

LU'ANDREA DUDLEY
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Scott Estep at Extension 515

Customer Claim Form

Contact Date: 03/13/07 Start Date: Case Number [redacted]

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
LYNNWOOD, WA [redacted]
Day Phone: ([redacted] Evening Phone: ([redacted] Cell Phone: [redacted]
Fax Number: E-mail Address: sandyesite@aol.com
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: Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: Envoy Model Year: 2004 Current Mileage: 27890
Vehicle Identification Number: _____
Servicing Dealer/City/State : Seaview,
Selling Dealer/City/State : DSU Peterbilt & GMC Inc, Portland, OR
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: 10/30/04 Mileage at purchase:
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: none
Address: _____
City/St/Zip: _____
Phone: ( ) -
Lienholder Acct # : _____

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

I have had the car in many times, dealer has replaced radio, put ground wire to metal, replaced cluster, plus many other items. Dealer gave me information about waiting 1 miin before driving car. Also asked me to turn lights switch on. Dealer has tape over auto light on dash. now tolded to wait !! Mediation/arbitration.

Signature of Titled Owner(s)/Lessee(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: 02/21/05 Mileage: 4166
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 flash when driving	yes				
2. dash lights flash	yes				
3. radio flash stations	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot R.V Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles -- whichever comes first -- from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving salvaged or branded titled vehicles.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Allegations of fraud or other violations of law.
- Claims seeking compensation for loss of wages.
- Claims seeking compensation for personal injury or mental anguish.
- Claims seeking punitive damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of your General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles -- whichever comes first -- from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies For Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle.

Repairs/Reimbursement For Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** -- The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.

- **Leased vehicle repurchase** -- To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).

- **Replacement vehicle** -- The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\text{Use Deduction/ Payment} = \frac{\text{\# miles attributable to the customer at the time of the arbitration hearing}}{100{,}000} \times \text{Vehicle purchase price or gross capitalized cost}$$

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.

- The award will not include debt from a previous transaction.

- The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE WASHINGTON LEMON LAW

The following is a brief explanation of most relevant provisions of the Washington lemon law. The complete text of the lemon law can be found at Rev. Code of Washington §§ 19.118.005 *et seq.*

VEHICLES COVERED

The Washington lemon law covers a *new motor vehicle* that:

1. Is primarily designed for the transportation of persons or property over the public highways;
2. Was originally purchased or leased at retail from a new motor vehicle dealer or leasing company in Washington; and
3. Was initially registered in Washington, or for which a temporary license was issued to a nonresident member of the armed forces of the United States who has applied for out-of-state registration.

New motor vehicle includes motorcycles, trucks with a gross vehicle weight rating of less than 19,000 pounds, the self-propelled vehicle and chassis of motor homes, and demonstrators or lease-purchase vehicles sold with a manufacturer's warranty. The lemon law does not cover new motor vehicles purchased or leased by a business as part of a fleet of ten or more vehicles at one time or under a single purchase or lease agreement.

CONSUMERS COVERED

The lemon law covers the "consumer", defined as any person who, during the duration of the *warranty period* (defined below), has entered into an agreement or contract for the transfer, lease or purchase of a new motor vehicle, other than for purposes of resale or sublease. The lemon law also covers the "subsequent transferee", defined as a consumer who, within the *warranty period*, acquires a motor vehicle with an applicable manufacturer's written warranty and where the vehicle otherwise met the definition of a new motor vehicle at the time of original retail sale or lease.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

WARRANTY PERIOD

The lemon law defines "warranty period" as two years after the date of original delivery to the consumer of a new motor vehicle or the first 24,000 miles of operation, whichever occurs first.

PROBLEMS COVERED

The lemon law covers any "nonconformity", defined as a defect, serious safety defect, or condition that substantially impairs the use, value, or safety of the new motor vehicle. This does

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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not include a defect or condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

A "serious safety defect" is defined as a life-threatening malfunction or nonconformity that impedes the consumer's ability to control or operate the new motor vehicle for ordinary use or reasonable intended purposes or creates a risk of fire or explosion.

A "condition" is defined as a general problem that results from a defect or malfunction of one or more parts, or their improper installation by the manufacturer, its agents, or the new motor vehicle dealer.

"Substantially impair" means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the new motor vehicle below the average resale value for comparable vehicles.

MANUFACTURER'S DUTY TO REPAIR

If the new motor vehicle does not conform to the warranty and the consumer reports the nonconformity to the manufacturer, its agent or the new motor vehicle dealer that sold the new motor vehicle, during either the *warranty period* or the coverage period of the applicable manufacturer's written warranty, whichever is less, then the manufacturer, its agent or dealer must make the necessary repairs to conform the new motor vehicle to the warranty, regardless of whether such repairs are made after the expiration of the *warranty period*.

The manufacturer's written warranty must be at least one year after original delivery to the consumer or the first 12,000 miles of operation, whichever comes first.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent, or the new motor vehicle dealer is unable to conform the new motor vehicle to the warranty by repairing or correcting any nonconformity after a *reasonable number of attempts*, then the manufacturer must, at the option of the consumer, replace or repurchase the new motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS – VEHICLES OTHER THAN MOTOR HOMES

A reasonable number of attempts for vehicles other than motor homes acquired after June 30, 1998, is be deemed to have been undertaken by the manufacturer, its agent, or the new motor vehicle dealer if, during the *warranty period*, any of the following occurs:

1. The same serious safety defect has been subject to diagnosis or repair two or more times, at least one of which is during the coverage period of the applicable manufacturer's written warranty, and the serious safety defect continues to exist;

2. The same nonconformity has been subject to diagnosis or repair four or more times, at least one of which is during the coverage period of the applicable manufacturer's written warranty, and the nonconformity continues to exist; or

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3. The new motor vehicle is out-of-service by reason of diagnosis or repair of one or more nonconformities for a cumulative total of 30 calendar days, at least 15 of them during the period of the applicable manufacturer's written warranty.

The manufacturer's written warranty must be at least one year after original delivery to the consumer or the first 12,000 miles of operation, whichever comes first. The *warranty period* and the 30-day out of service period are extended by any time that repair services are not available to the consumer as a direct result of a strike, war, invasion, fire, flood or other natural disaster.

REASONABLE NUMBER OF REPAIR ATTEMPTS – MOTOR HOMES

A reasonable number of attempts for motor homes acquired after June 30, 1998, is deemed to have been undertaken by the motor home manufacturers, their respective agents, or respective new motor vehicle dealers if, during the *warranty period*, any of the following occurs:

1. The same serious safety defect has been subject to diagnosis or repair one or more times during the period of coverage of the applicable motor home manufacturer's written warranty, plus a final repair attempt as described below, and the serious safety defect continues to exist.

2. The same nonconformity has been subject to repair three or more times, at least one of which is during the period of coverage of the applicable motor home manufacturer's written warranty, plus a final repair attempt as described below and the nonconformity continues to exist.

3. The motor home is out-of-service by reason of diagnosis or repair of one or more nonconformities for a cumulative total of 60 calendar days, aggregating all motor home manufacturer days out of service, and the motor home manufacturers have had at least one opportunity to coordinate and complete and inspection and any repairs of the vehicle's nonconformities after receipt of notification from the consumer as described below.

The manufacturer's written warranty must be at least one year after original delivery to the consumer or the first 12,000 miles of operation, whichever comes first. The *warranty period* and the 60-day out of service period are extended by any time that repair services are not available to the consumer as a direct result of a strike, war, invasion, fire, flood or other natural disaster.

NOTICE AND OPPORTUNITY TO REPAIR

The consumer must send a written request for replacement or repurchase to the manufacturer's corporate, dispute resolution, zone, or regional office.

For motor homes acquired after June 30, 1998:

1. After one attempt to repair a serious safety defect, or after three attempts to repair the same nonconformity, the consumer must give written notification of the need to repair the nonconformity to each of the motor home manufacturers at their respective corporate, zone or regional office addresses to allow the manufacturers to coordinate and complete a final attempt to cure the nonconformity. Upon receipt of this notice, each of the manufacturers has 15 days to respond and inform the consumer of the location of the facility where the

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vehicle will be repaired. (If a serious safety defect makes the vehicle unsafe to drive, or to the extent the repair facility is more than 100 miles from the motor home location, the motor home manufacturers are responsible for the cost of transporting the vehicle to and from the facility.) After the consumer delivers the motor home to the designated repair facility, the manufacturers have a cumulative total of 30 days to conform the vehicle to the applicable motor home manufacturer's written warranty. This 30-day period may be extended if the consumer agrees in writing. If a motor home manufacturer fails to respond to the consumer or perform repairs within the prescribed time period, that manufacturer is not entitled to a final attempt to cure the nonconformity.

2. If the vehicle is out of service by reason of diagnosis or repair of one or more nonconformities by the motor home manufacturers, their respective agents, or their respective new motor vehicle dealers for a cumulative total of 30 or more days, aggregating all motor home manufacturer days out of service, the consumer must notify each motor home manufacturer in writing at their respective corporate, zone, or regional office addresses to allow the manufacturers, agents or dealers an opportunity to coordinate and complete an inspection and any repairs. Upon receipt of this notice, the manufacturers have 15 days to respond and inform the consumer of the location of the facility where the vehicle will be repaired. (If a serious safety defect makes the vehicle unsafe to drive, or to the extent the repair facility is more than 100 miles from the motor home location, the motor home manufacturers are responsible for the cost of transporting the vehicle to and from the facility.) After the consumer delivers the motor home to the designated repair facility, the manufacturers must complete inspection and repairs either within 10 days or before the vehicle is out of service by reason of diagnosis or repair of one or more nonconformities for 60 days, whichever time period is longer. This time period may be extended if the consumer agrees in writing. If a motor home manufacturer fails to respond to the consumer or perform repairs within the prescribed time period, that manufacturer is not entitled to at least one opportunity to inspect and repair the vehicle's nonconformities after receipt of notification from the consumer.

DISPUTE RESOLUTION

The Washington Attorney General must establish a new motor vehicle arbitration board to settle lemon law disputes between consumers and manufacturers. If a manufacturer has established an informal dispute resolution settlement procedure that complies with 16 C.F.R. Part 703, the consumer may choose to first submit a dispute to that procedure.

Before filing an action in court, the consumer must first exhaust the remedy afforded by the Attorney General's new motor vehicle arbitration board or the manufacturer's informal dispute settlement procedure.

TIME PERIOD FOR FILING CLAIMS

A claim must be filed within 30 months from the date of the new motor vehicle's original delivery to a consumer at retail. If the claim involves a motor home, the 30-month period is extended by the amount of time it takes the motor home manufacturers to complete the final repair attempt at the designated repair facility.

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REMEDIES UNDER THE WASHINGTON LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Washington lemon law provides that the manufacturer must pay the following amounts when it repurchases an owned vehicle:

1. *Purchase Price.* This is the cash price of the motor vehicle appearing in the sales agreement or contract, including any allowance for a trade-in-vehicle. Purchase price excludes any manufacturer-to-consumer rebate appearing in the agreement or contract that the consumer received or that was applied to reduce the purchase cost. Where the consumer is a subsequent transferee, "purchase price" means the consumer's subsequent purchase price;

2. *Collateral Charges.* These are any sales related charges including but not limited to sales tax, use tax, arbitration service fees, unused license fees, unused registration fees, unused title fees, finance charges, prepayment penalties, credit disability and credit life insurance costs not otherwise refundable, any other insurance costs prorated for time out of service, transportation charges, dealer preparation charges, or any other charges for service contracts, undercoating, rustproofing, or factory or dealer installed options; and

3. *Incidental Costs.* These are reasonable expenses incurred by the consumer in connection with the repair of the motor vehicle, including any towing charges and the costs of obtaining alternative transportation;

4. Less a reasonable offset for use.

The reasonable offset for use is computed by the following formula:

$$\frac{\text{number of miles traveled directly attributable to use by the consumer}}{120{,}000} \times \text{purchase price}$$

Where the consumer is a second or subsequent purchaser or transferee of the motor vehicle, "the number of miles that the vehicle traveled" shall be calculated from the date of purchase by that consumer, and "purchase price" means the consumer's subsequent purchase price.

If the new motor vehicle is a motorcycle, the denominator is 25,000.

If the new motor vehicle is a motor home, the denominator is 90,000. If the wear and tear on those portions of a motor home designated, used or maintained primarily as a mobile dwelling, office, or commercial space are significantly greater or significantly less than that which could be reasonably expected based on the mileage attributable to the consumer's use of the motor home, the reasonable offset for use calculation total may be increased or decreased up to a maximum of one-third of the offset total.

REPURCHASE OF A LEASED VEHICLE

The Washington lemon law provides that the manufacturer must pay the following amounts when it repurchases a leased vehicle:

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To the Lessor

Pay-off amount. The manufacturer shall make such payment to the lessor as necessary to obtain clear title to the motor vehicle. The pay-off amount does not include any late payment charges, which are the responsibility of the consumer.

To the Lessee

1. *Lease Payments.* This means all payments made by the consumer under the lease, including but not limited to all lease payments, trade-in value or inception payment, and security deposit;

2. *Collateral Charges.* These are any sales related charges including but not limited to sales tax, use tax, arbitration service fees, unused license fees, unused registration fees, unused title fees, finance charges, prepayment penalties, credit disability and credit life insurance costs not otherwise refundable, any other insurance costs prorated for time out of service, transportation charges, dealer preparation charges, or any other charges for service contracts, undercoating, rustproofing, or factory or dealer installed options; and

3. *Incidental Costs.* These are reasonable expenses incurred by the consumer in connection with the repair of the motor vehicle, including any towing charges and the costs of obtaining alternative transportation;

4. Less a reasonable offset for use.

The reasonable offset for use is computed by the following formula:

$$\frac{\text{number of miles traveled directly attributable to use by the consumer}}{120{,}000} \times \text{purchase price}$$

Where the consumer is a second or subsequent lessee of the motor vehicle, "the number of miles that the vehicle traveled" shall be calculated from the date of lease by that consumer, and "purchase price" means the consumer's subsequent purchase price.

The "purchase price" for a leased vehicle means the actual written capitalized cost disclosed to the consumer as contained in the lease agreement. If there is no disclosed capitalized cost in the lease agreement, the "purchase price" is the manufacturer's suggested retail price including manufacturer-installed accessories or items of optional equipment displayed on the manufacturer label. Purchase price excludes any manufacturer-to-consumer rebate appearing in the agreement or contract that the consumer received or that was applied to reduce the purchase cost.

If the new motor vehicle is a motorcycle, the denominator is 25,000.

If the new motor vehicle is a motor home, the denominator is 90,000. If the wear and tear on those portions of a motor home designated, used or maintained primarily as a mobile dwelling, office, or commercial space are significantly greater or significantly less than that which could be reasonably expected based on the mileage attributable to the consumer's use of the motor

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home, the reasonable offset for use calculation total may be increased or decreased up to a maximum of one-third of the offset total.

REPLACEMENT

The Washington lemon law provides that a replacement motor vehicle must be identical or reasonably equivalent to the vehicle being replaced as the vehicle to be replaced existed at the time of original purchase or lease, including any service contract, undercoating, rustproofing, and factory or dealer installed options.

The manufacturer is responsible for sales tax, license and registration fees for the replacement vehicle. The manufacturer must also refund any incidental costs, as defined above.

If the consumer accepts a replacement motor vehicle, the consumer must compensate the manufacturer for a reasonable offset for use. The reasonable offset for use is computed by the following formula:

$$\frac{\text{number of miles traveled directly attributable to use by the consumer}}{120{,}000} \times \text{purchase price}$$

Where the consumer is a second or subsequent purchaser, lessee, or transferee of the motor vehicle, "the number of miles that the vehicle traveled" shall be calculated from the original purchase, lease, or in-service date, and "purchase price" means the original purchase price.

If the new motor vehicle is a motorcycle, the denominator is 25,000.

If the new motor vehicle is a motor home, the denominator is 90,000. If the wear and tear on those portions of a motor home designated, used or maintained primarily as a mobile dwelling, office, or commercial space are significantly greater or significantly less than that which could be reasonably expected based on the mileage attributable to the consumer's use of the motor home, the reasonable offset for use calculation total may be increased or decreased up to a maximum of one-third of the offset total.

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Reacquired Vehicle Disclosure Center

Case Number: 2[redacted]

Originator Name: Lu Andrea Dudley
Created Date: 04/17/2007

Vehicle Info

* VIN:	1GKDT13S242[redacted]	MSRP:	40905.0		
Year:	2004	Make:	GMC	Model:	E
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:			
* Date Reviewed with Customer :	04/06/2007	* Repurchase Mileage:	28000		
Original Purchase Date:	10/30/2004	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	WA		
* Primary Owner:	S[redacted]				
* Address:	1[redacted]				
* City:	LYNNWOOD	* State:	WA	* ZIP Code:	9[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	(2[redacted]
E-mail:	[redacted]	Fax Phone:	[redacted]		

Repurchase

* Reason:	HEADLIGHTS FLICKERING ON AND OFF; INTERIOR LIGHTS FLICKER ON AND OFF; CLUSTER INOP;

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
R1002	N1102	N3404		

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:		Account #:	
Contact or Attention:					
Address:					

City:		State:	AL	ZIP Code:	
* Day Phone:		Fax:		E-mail/Web:	

Originial Selling Dealer

* Dealer Number:	119434	Dealer Name:	DSU PETERBILT & GMC, INC.	Region: 10	D
* Phone:	(503) 285-7771	Fax:	(503) 283-6657		
* Contact Name:	JIM BUCK	* Contact Title:	SALES MGR	E-mail:	

Repurchasing Dealer: [GM Dealer]

* Dealer Number:	176613	Dealer Name:	SEAVIEW PONTIAC GMC TRUCK	Region: 10	D
* Phone:	(425) 787-0787	Fax:	(425) 787-8127		
* Contact Name:	KATHY ARAMBLE	* Contact Title:	SALES	E-mail:	

Repair Dealer

* Contact Name:	GARY DANIELSON	* Contact Title:	SVC MGR

Vehicle Location: [GM Dealer]

* Dealer Number:	176613	Dealer Name:	SEAVIEW PONTIAC GMC TRUCK	Region: 10	D
* Phone:	(425) 787-0787	Fax:	(425) 787-8127		
* Contact Name:	KATHY ARAMBLE	* Contact Title:	SALES	E-mail:	

Transaction Details:

Siebel Request #:	71-494593360	* Disposition:	Unselected Auction
* Transaction State:	WA	* Transaction Type:	Trade - New Finance
* Transaction Source:	AVM Voluntary		
Replacement VIN:	1GKEV2376[redacted]	Year 2007 Make: GMC Model: Acadia	
Order Number:			
MSRP:	39964.0		
MSRP:	39964.0		

Repurchase

* Processing Instructions:	THERE IS NO LEINHOLDER, VEH IS PAID OFF; THERE IS NO COMPLAINCE DATE AS THIS IS A AVM VOLUNTARY REPURCHASE

Disposition

* Disposition Instructions:	N/A

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	NA	Usage per Lemon Law	9500.00
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Customer	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

CASE# [redacted]

DSU PETERBILT & GMC, INC. www.dsutrucks.com

3727 N. Phoenix Rd. Phoenix, OR 97535
Phone (541) 535-1446
(800) 232-7383

4810 N. BASIN AVE. PORTLAND, OR 97217
PHONE (503) 285-7771 (800) 556-4998

2408 Talley Way Kelso, WA 98626
Phone (360) 425-5856
(800) 810-1205

INVOICE NO. [redacted]

PURCHASER'S NAME [redacted] DATE 10-30-06

ADDRESS [redacted] BUS. PHONE [redacted]

CITY, STATE & ZIP Lynnwood, WA [redacted] RES./FAX/PHONE [redacted]

VEHICLE BEING PURCHASED

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED

YEAR 2004 MAKE GMC MODEL TT15506

BODY TYPE ENVOY COLOR CARBON

V.I.N. 1GKDT13S24[redacted]

EXPECTED DELIVERY DATE SALES REP. Brian Heinrich

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

STOCK NO. 1	YEAR	MAKE	MODEL
	V.I.N.		
STOCK NO. 2	YEAR	MAKE	MODEL
	V.I.N.		

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE (1 & 2)	$	0.00
BALANCE OWED ON TRADE-IN (1 & 2)		0.00
NET ALLOWANCE ON USED TRADE-IN (1 & 2)	$	0.00
DEPOSIT OR CREDIT BALANCE		
DOWN PAYMENT		30,000.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$	30,000.00

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails EPA-approved emission test prior to the expiration of three month or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. ☐ Check if the vehicle is a company car or demonstrator and complete the following:
   The vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commences on the date the vehicle was first placed in service, namely on

NOTE: THE DEALER MAKES NO REPRESENTATION OR WARRANTY THAT THE EMISSION CONTROL SYSTEM OR ANY PART THEREOF IS WITHOUT DEFECT NOR THAT THE SYSTEM WILL PROPERLY PERFORM. THE MANUFACTURER'S EMISSION PERFORMANCE WARRANTY REFERRED TO ABOVE FURNISHED WITH THIS VEHICLE IS SOLELY THAT OF THE MANUFACTURER.

The above statement is required by Section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT X [signature] (INITIALS)

LIMITED WARRANTY

0
IF THIS IS A NEW VEHICHLE SEE PARAGRAPH 8 ON THE REVERSE SIDE.

CASH SALE PRICE	$	37,421.00
72|72|$0.00		
ACCESSORIES (CWE) Consumer cash		~~1,600.00~~
	$	-4,500.00
(GCT) GMAC Bonus Cash		-1,500.00
(LFN) Instant Value Cert		-500.00
(RBB) Oldsmobile Loyalty		-1,000.00
Non-GM Billit grille		175.00
		0.00
		0.00
		0.00
		0.00
		0.00
		0.00
CASH PRICE OF VEHICLE & ACCESSORIES	$	31,776.00
STATE & LOCAL TAXES WA ID 409 023 579		3,458.83
LICENSE, TITLE & REGISTRATION FEES		9.00
TOTAL PRICE OF UNIT	$	35,243.83
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$	30,000.00
WA Tax Code 3131		
UNPAID CASH BALANCE DUE ON DELIVERY	$	5,243.83

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreements, promises or representations made by any party hereto, and as of the date hereof comprise the complete and exclusive statement of the terms and the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DSU OR ITS AUTHORIZED REPRESENTATIVE. Purchaser by their execution of this Order certifies he is of majority age and acknowledges that they have read its terms and conditions and has received a true copy of this order and any supplemental documents delivered p[redacted]

PURCHASER'S X [redacted]

ACCEPTED BY [redacted]
DEALER OR AUTHORIZED REPRESENTATIVE

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but the Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle *AS IS*. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing and repair AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

PURCHASER'S X [redacted]

2007 ACADIA AWD SLT-2 GENERAL MOTORS CORPORATION
62U CARBON METALLIC /V6G & SUBSIDIARIES
192 EBONY RENAISSANCE CENTER
ORDER NO. KTZNBR/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK EV33 76 7J1[redacted] VEHICLE INVOICE 5[redacted]
**********48*40054S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TV14526 ACADIA AWD SLT-2	37370.00	34940.95	INVOICE 04/05/07
C3U DUAL SKYSCAPE SUNROOF	1300.00	1079.00	SHIPPED 04/05/07
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/24/07
LY7 ENGINE, 3.6L VVT V6	N/C	N/C	INT COM 04/24/07
MH6 TRANSMISSION 6 SPEED AUTO AWD	N/C	N/C	PRC EFF 04/05/07
P64 19" ULTRA BRIGHT ALUM WHEELS	1295.00	1074.85	KEYS G1219 G1219
(SEE WHL CONTENT CREDIT BELOW)			WFP-S QTR OPT-1
RCA CARGO AREA AUDIO CONTROLS	150.00	124.50	BANK: GMAC - 085
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	CHG-TO 40-054
TVD HID HEADLAMPS	500.00	415.00	
UV6 HEAD-UP DISPLAY	350.00	290.50	SHIP WT: 4946
U3R TOUCH SCREEN NAVIGATION SYSTEM	2145.00	1780.35	HP: 32.9
(REPLACES STD/OPT RADIO)			GVWR: 6400
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GAWR.FT: 3196
V92 TRAILERING PACKAGE:	425.00	352.75	GAWR.RR: 3527
* COOLING SYSTEM - HEAVY DUTY			GMS: 39156.85
* TRAILER HITCH			SUPPLR: 40912.16
1SZ WHEEL CONTENT CREDIT	600.00-	498.00-	MRM: 44270.00
			NTR: 1/2
			MEMO 1996.75

TOTAL MODEL & OPTIONS	42935.00	39559.90	ACT 237 39006.85
DESTINATION CHARGE	735.00	735.00	H/B 261 1288.05
TOTAL	43670.00	40294.90	PAY 310 40294.90
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		38446.30	

****
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.

WILLAMETTE AUTO GROUP

REMIT TO GMAC NO. 085
VIN [redacted]
[redacted]
DUE 04/24/07 DEALER 40-054

CASE# [redacted]

DSU PETERBILT & GMC, INC. www.dsutrucks.com

3727 N. Phoenix Rd. Phoenix, OR 97535
Phone (541) 535-1446
(800) 232-7383

4810 N. BASIN AVE. PORTLAND, OR 97217
PHONE (503) 285-7771 (800) 556-4998

2408 Talley Way Kelso, WA 98626
Phone (360) 425-5856
(800) 610-1205

INVOICE NO. [redacted]

PURCHASER'S NAME [redacted] DATE 10-30-06

ADDRESS [redacted] BUS. PHONE [redacted]

CITY, STATE & ZIP Lynnwood, WA [redacted] RES./FAX/PHONE [redacted]

VEHICLE BEING PURCHASED

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED

YEAR 2004 MAKE GMC MODEL TT15506

BODY TYPE ENVOY COLOR CARBON

V.I.N. 1GKDT13S242[redacted]

EXPECTED DELIVERY DATE SALES REP. Brian Heinrich

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

STOCK NO. 1	YEAR	MAKE	MODEL
	V.I.N.		
STOCK NO. 2	YEAR	MAKE	MODEL
	V.I.N.		

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE (1 & 2)	$ 0.00
BALANCE OWED ON TRADE-IN (1 & 2)	0.00
NET ALLOWANCE ON USED TRADE-IN (1 & 2)	$ 0.00
DEPOSIT OR CREDIT BALANCE	
DOWN PAYMENT	30,000.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 30,000.00

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails EPA-approved emission test prior to the expiration of three month or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. ☐ Check if the vehicle is a company car or demonstrator and complete the following:
   The vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commences on the date the vehicle was first placed in service, namely on

NOTE: THE DEALER MAKES NO REPRESENTATION OR WARRANTY THAT THE EMISSION CONTROL SYSTEM OR ANY PART THEREOF IS WITHOUT DEFECT NOR THAT THE SYSTEM WILL PROPERLY PERFORM. THE MANUFACTURER'S EMISSION PERFORMANCE WARRANTY REFERRED TO ABOVE FURNISHED WITH THIS VEHICLE IS SOLELY THAT OF THE MANUFACTURER.

The above statement is required by Section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT X [redacted] INITIALS

LIMITED WARRANTY

0
IF THIS IS A NEW VEHICHLE SEE PARAGRAPH 8 ON THE REVERSE SIDE.

CASH SALE PRICE	$ 37,421.00
72|72|$0.00	1,600.00
ACCESSORIES (CWE) Consumer cash	$ -4,500.00
(GCT) GMAC Bonus Cash	-1,500.00
(LFN) Instant Value Cert	-500.00
(RBB) Oldsmobile Loyalty	-1,000.00
Non-GM Billit grille	175.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
CASH PRICE OF VEHICLE & ACCESSORIES	$ 31,776.00
STATE & LOCAL TAXES WA ID 409 023 579	3,458.83
LICENSE, TITLE & REGISTRATION FEES	9.00
TOTAL PRICE OF UNIT	$ 35,243.83
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 30,000.00
WA Tax Code 3131	
UNPAID CASH BALANCE DUE ON DELIVERY	$ 5,243.83

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreements, promises or representations made by any party hereto, and as of the date hereof comprise the complete and exclusive statement of the terms and the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DSU OR ITS AUTHORIZED REPRESENTATIVE. Purchaser by their execution of this Order certifies he is of majority age and acknowledges that they have read its terms and conditions and has received a true copy of this order and any supplemental documents deli[redacted]

PURCHASER X [redacted]

ACCEPTED BY

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but the Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle *AS IS*. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing and repair AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

PURCHASER X

1 of 3

[redacted] [redacted]

[redacted]

Licensing

[redacted]

248SYG

09/18/2006 VEHIC[redacted]ATE [redacted]

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-R[redacted]	Pwr	Use	Mdyr
[illegible]	10/2004		10/30/2007	35945/2004	1	12 [redacted]	G	PAS	2004

Make	Body	VIN or Serial No	Res-Co	Sclwt	Seats	Model/BT	Gwt	Gwt-St	Gwt-Exp
GMC	ENVOY	1GKDT13S24:	31	4730		/		/ /	/ /

Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	Check	G[redacted]
		$3.00		[redacted]				[redacted]9.75	$149.75	

BATCH NO

[redacted]

14527 40TH AVE W
LYNNWOOD

SIGNATURE OF REGISTERED OWNERS SIGNATURE OF REGISTERED OWNERS

COMMENTS:
- DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

REMARKS:

BRANDS:

[redacted]

RPT ID: AREGPR-1 VALIDATION CODE
THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

FPD: AREG AREGPR:2006/25/4.00002(1)

11/420-802 VFS SHORT FORM (R2/05)OR Page 1 of 2

ASE #

1 of 3

ASE #[redacted]

Licensing

248SYG

09/18/2006 VEHICLE REGISTRATION CERTIFICATE

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-Reg	Mo-Gwt	Pwr	Use	Mdyr
[redacted]	10/2004	F934070	10/30/2007	35945/2004	1	12	[redacted]	G	PAS	2004

Make	Body	VIN or Serial No	Res-Co	[redacted]	Seats	Model/BT	Gwt	Gwt-St	Gwt-Exp	Flt
GMC	ENVOY	1GKDT13S24[redacted]	31	[redacted]		/		/ /	/ /	

Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	Check	Gwt Cr
		$3.00		$96.00		$20.00	$30.75	$149.75	$149.75	

BATCH NO 9999

[redacted]

LYNNWOOD WA [redacted]

[redacted]

SIGNATURE OF REGISTERED OWNERS

[redacted]

SIGNATURE OF REGISTERED OWNERS

COMMENTS:
- DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

REMARKS:

BRANDS:

RPT ID: AREGPR-1 VALIDATION CODE [redacted]

THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

FPD: AREG AREGPR:2006/25/4.00002(1)

11/420-802 VFS SHORT FORM (R:2/05)OR Page 1 of 2

Voluntary Repurchase

☐ **BBB Case** **Trade**

COMPLIANCE DATE: **N/A**

ADR REQUEST NUMBER: [redacted]

CUSTOMER NAME: [redacted]

LAST SIX OF VIN: [redacted]

ADR CRS: LU'ANDREA DUDLEY **EXT.: 11054**

DVM: ASHENAFIE TSEGAYE **PHONE: 80509-58603**

DATE ACCEPTANCE RECEIVED: **APRIL 6, 2007**

NUMBER OF DAYS FOR COMPLIANCE: **N/A**

TEAM LEAD'S 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.

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

☒ 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 (For CA cases, attach the CCF)

☐ 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 #

GM PDC
Reacquired Vehicle Disclosure Center

Case Number [redacted]
Originator Name: Lu Andrea Dudley
Created Date: 04/17/2007

Vehicle Info

* VIN:	1GKDT13S24[redacted]	MSRP:	40905.0		
Year:	2004	Make:	GMC	Model:	E
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:			
* Date Reviewed with Customer :	04/06/2007	* Repurchase Mileage:	28000		
Original Purchase Date:	10/30/2004	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	WA		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	LYNNWOOD	* State:	WA	* ZIP Code:	9
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	(2 8 1
E-mail:		Fax Phone:			

Repurchase

* Reason:	HEADLIGHTS FLICKERING ON AND OFF; INTERIOR LIGHTS FLICKER ON AND OFF; CLUSTER INOP;

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
R1002	N1102	N3404		

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:		Account #:	
Contact or Attention:					
Address:					

City:		State:	AL	ZIP Code:	
* Day Phone:		Fax:		E-mail/Web:	

Original Selling Dealer

* Dealer Number:	119434	Dealer Name:	DSU PETERBILT & GMC, INC.	Region: 10	D
* Phone:	(503) 285-7771	Fax:	(503) 283-6657		
* Contact Name:	JIM BUCK	* Contact Title:	SALES MGR	E-mail:	

Repurchasing Dealer: [GM Dealer]

* Dealer Number:	176613	Dealer Name:	SEAVIEW PONTIAC GMC TRUCK	Region: 10	D
* Phone:	(425) 787-0787	Fax:	(425) 787-8127		
* Contact Name:	KATHY ARAMBLE	* Contact Title:	SALES	E-mail:	

Repair Dealer

* Contact Name:	GARY DANIELSON	* Contact Title:	SVC MGR

Vehicle Location: [GM Dealer]

* Dealer Number:	176613	Dealer Name:	SEAVIEW PONTIAC GMC TRUCK	Region: 10	D
* Phone:	(425) 787-0787	Fax:	(425) 787-8127		
* Contact Name:	KATHY ARAMBLE	* Contact Title:	SALES	E-mail:	

Transaction Details:

Siebel Request #:	[redacted]	* Disposition:	Unselected Auction
* Transaction State:	WA	* Transaction Type:	Trade - New Finance
* Transaction Source:	AVM Voluntary		
Replacement VIN:	1GKEV23767J[redacted]	Year 2007 Make: GMC Model: Acadia	
MSRP:	39964.0		

Repurchase

* Processing Instructions:	THERE IS NO LEINHOLDER, VEH IS PAID OFF; THERE IS NO COMPLAINCE DATE AS THIS IS A AVM VOLUNTARY REPURCHASE

Disposition

* Disposition Instructions:	N/A

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	NA	Usage per Lemon Law	9500.00
Sales Tax	Customer	NA	Sales Tax	0

State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Customer	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

04 ENVOY SLT 4WD (4-DOOR) /L6G
:U CARBON METALLIC
;2 MEDIUM PEWTER
RDER NO. GVJS5W/TRE STOCK NO.
IN 1GK DT13 S2 4[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI [redacted]
VEHICLE INVOICE [redacted]48*40092S

ODEL & FACTORY OPTIONS	MSRP	INV AMT
T15506 ENVOY SLT 4WD (4-DOOR)	36220.00	32779.10
F5 POWER SUNROOF	800.00	688.00
5N GVW RATING - 5,750 LBS	N/C	N/C
T4 ASHTRAY AND LIGHTER	30.00	25.80
E9 50-STATE EMISSIONS	N/C	N/C
T4 REAR AXLE - 3.73 RATIO	50.00	43.00
67 LOAD LEVELING SUSPENSION	375.00	322.50
80 LOCKING DIFFERENTIAL	270.00	232.20
F4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00
L8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
J80 POLISHED ALUMINUM WHEELS	495.00	425.70
QTE ON/OFF ROAD TIRES (REPLACES STANDARD TIRES)	95.00	81.70
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
1SD SLT COMFORT & CONVENIENCE PKG	1165.00	1001.90
* HEADLAMP WASHERS		
* HEATED FRONT SEATS		
* CONTENT THEFT ALARM		
* TRAVELNOTE DIGITAL RECORDER		
* ETR AM/FM STEREO,CD/CASSETTE (REPLACES STD/OPT PKG RADIO)		
* BOSE PREMIUM SOUND SYSTEM		
* RAIN SENSING WIPERS		

RETAIL - STOCK
INVOICE 01/13/04
SHIPPED 01/13/04
EXP I/T 01/26/04
INT COM 01/26/04
PRC EFF 01/12/04
KEYS S140E S140E
WFP-S MTH OPT-2
BANK: GMAC - 021
CHG-TO 40-092

SHIP WT: 4637
HP: 32.1
GVW: 5750
GVWF: 2950
GVWR: 3200
GMS: 35789.00
SUPPLR: 37399.51
MRM: 40905.00
NTR: 1/2
DAN: CF5LT
MEMO 1936.00

TOTAL MODEL & OPTIONS	40220.00	36235.60	ACT 237 35714.00
DESTINATION CHARGE	685.00	685.00	H/B 261 1206.60
TOTAL	40905.00	36920.60	PAY 310 36920.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35170.70	

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

WESTON PONTIAC BUICK GMC, INC.

REMIT TO GMAC NO. 021
VIN 1GKDT13S24[redacted]
$ 36920.60 INV [redacted]
DUE 01/26/04 DEALER 40-092

07 ACADIA AWD SLT-1
U CARBON METALLIC /V6G
2 TITANIUM
DER NO. KTHJZT/T[redacted] STOCK NO.
N 1GK EV23 76 7J[redacted] Replacement

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********48*40018S

DDEL & FACTORY OPTIONS	MSRP	INV AMT
/14526 ACADIA AWD SLT-1	35225.00	32935.38
3U DUAL SKYSCAPE SUNROOF	1300.00	1079.00
61 POWER LIFTGATE	350.00	290.50
E9 50-STATE EMISSIONS	N/C	N/C
Y7 ENGINE, 3.6L VVT V6	N/C	N/C
H6 TRANSMISSION 6 SPEED AUTO AWD	N/C	N/C
DD CONVENIENCE PACKAGE:	435.00	361.05
* REMOTE START		
* ULTRASONIC REAR PARKING ASSIST		
6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C
VA AM/FM STEREO CD/MP3 PLAYER (REPLACES STD/OPT RADIO)	N/C	N/C
J2K XM SATELLITE RADIO - SERVICE FEE EXTRA.1ST 3 MONTHS INCL.	199.00	165.17
J42 ENTERTAINMENT SYSTEM - DVD 2 HEADPHONES WITH BOSE SPEAKER SURROUND SOUND	1295.00	1074.85
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
V92 TRAILERING PACKAGE:	425.00	352.75
* COOLING SYSTEM - HEAVY DUTY		
* TRAILER HITCH		

RETAIL - STOCK	
INVOICE 04/04/07	
SHIPPED 04/04/07	
EXP I/T 04/29/07	
INT COM 04/30/07	
PRC EFF 04/03/07	
KEYS G3595 G3595	
WFP-S QTR OPT-1	
BANK: GMAC - 085	
CHG-TO 40-018	
SHIP WT:	4911
HP:	32.9
GVWR:	6400
GAWR.FT:	3196
GAWR.RR:	3527
GMS:	35966.83
SUPPLR:	37578.59
MRM:	39964.00
NTR: 1/2	
MEMO	1811.45

TOTAL MODEL & OPTIONS	39229.00	36258.70	ACT 237	35816.83
DESTINATION CHARGE	735.00	735.00	H/B 261	1176.87
LAM DEALER CONTRIBUTION		392.29	ADV 261	392.29
LAM GROUP CONTRIBUTION		392.29	EXP 65A	392.29
TOTAL	39964.00	37778.28	PAY 310	37778.28
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		36073.03		

****

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.

SEAVIEW PONTIAC GMC TRUCK

REMIT TO GMAC NO. 085
VIN 1GKEV23767J[redacted]
$ 37778.28 INV [redacted]
DUE 04/30/07 DEALER 40-018

GM

General Motors Corporation

140957

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GKDT13S24[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
Consumer Cash	$ 4500.00	CWE
GMAC Bonus Cash	$ 1500.00	GCT
Instant Value Cert.	$ 500.00	LFN
Olds Loyalty	$ 1000.00	RBB
	$	
Total Incentive Amount Received	$ 7500.00	

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 10/30/04 I acknowledge receipt of incentive(s) as described in Item # 1/2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 10/30/04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 1/2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that pro[redacted] has been forwarded to General Motors.

Authorized Dealer Signature: [redacted] Date: 10/30/04

Dealership Name: DSU Peterbilt & GMC, Inc. Dealer Code: 40093

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-4055

DSU PETERBILT & GMC, INC. www.deutrucks.com

3727 N. Phoenix Rd. Phoenix, OR 97535
Phone (541) 535-1448
(800) 232-7383

4810 N. BASIN AVE. PORTLAND, OR 97217
PHONE (503) 285-7771 (800) 588-4998

2408 Valley Way Kelso, WA 98626
Phone (360) 425-6856
(800) 810-1205

PURCHASER'S NAME [redacted] DATE 10-30-04

ADDRESS [redacted] BUS. PHONE (206)-817-1903

CITY, STATE & ZIP Lynnwood, WA [redacted] RES./FAX/PHONE [redacted]

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED

YEAR	MAKE	MODEL
2004	GMC	TT15506

BODY TYPE: ENVOY COLOR: CARBON

V.I.N. 1GKDT13S242[redacted]

EXPECTED DELIVERY DATE SALES REP. Brian Heinrich

STOCK NO. 1	YEAR	MAKE	MODEL
	V.I.N.		
STOCK NO. 2	YEAR	MAKE	MODEL
	V.I.N.		

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE (1 & 2)	$ 0.00
BALANCE OWED ON TRADE-IN (1 & 2)	0.00
NET ALLOWANCE ON USED TRADE-IN (1 & 2)	$ 0.00
DEPOSIT OR CREDIT BALANCE	
DOWN PAYMENT	30,000.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 30,000.00

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails EPA-approved emission test prior to the expiration of three month or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. ☐ Check if the vehicle is a company car or demonstrator and complete the following:
The vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commences on the date the vehicle was first placed in service, namely on

NOTE: THE DEALER MAKES NO REPRESENTATION OR WARRANTY THAT THE EMISSION CONTROL SYSTEM OR ANY PART THEREOF IS WITHOUT DEFECT NOR THAT THE SYSTEM WILL PROPERLY PERFORM. THE MANUFACTURER'S EMISSION PERFORMANCE WARRANTY REFERRED TO ABOVE FURNISHED WITH THIS VEHICLE IS SOLELY THAT OF THE MANUFACTURER.

The above statement is required by Section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT X [redacted]

LIMITED WARRANTY

0
IF THIS IS A NEW VEHICHLE SEE PARAGRAPH 8 ON THE REVERSE SIDE.

CASH SALE PRICE	$ 37,421.00
72|72|$0.00	1,680.00
ACCESSORIES (CWS) Consumer cash	$ -4,500.00
(GCT) GMAC Bonus Cash	-1,500.00
(LFN) Instant Value Cert	-500.00
(RBB) Oldsmobile Loyalty	-1,000.00
Non-CM Billit grille	175.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
CASH PRICE OF VEHICLE & ACCESSORIES	$ 31,776.00
STATE & LOCAL TAXES WA ID 409 023 579	3,458.83
LICENSE, TITLE & REGISTRATION FEES	9.00
TOTAL PRICE OF UNIT	$ 35,243.83
[redacted]	$ 30,000.00
WA Tax Code 3131	
UNPAID CASH BALANCE DUE ON DELIVERY	$ 5,243.83

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreements, promises or representations made by any party hereto, and as of the date hereof comprises the complete and exclusive statement of the terms and the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DSU OR ITS AUTHORIZED REPRESENTATIVE. Purchaser by their execution of this Order certifies he is of majority age and acknowledges that they have read its terms and conditions and has received a true copy of this order and any supplemental documents delive[redacted]

ACCEPTED BY [redacted]

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but the Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle *AS IS*. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing and repair AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

RETAIL ORDER FOR MOTOR VEHICLE
WHITE: DEALER WHITE: ACCOUNTING PINK: CREDIT YELLOW: CUSTOMER

4/10/07

[redacted]

CASE #

EXT # 11034

Licensing

248SYG

09/18/2006 VEHICLE REGISTRATION CERTIFICATE

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-Reg	Mo-Gwt	Pwr	Use	Mdyr
2[redacted]	10/2004	[redacted]	10/30/2007	35945/2004	1	12	[redacted]	G	PAS	2004

Make	Body	VIN or Serial No	Res-Co	Sclwt	Seats	Model/BT	Gwt	Gwt-St	Gwt-Exp	Flt
GMC	ENVOY	1GKDT13S24[redacted]	31	4730		/		/ /	/ /	

Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	Check	Gwt Cr
		$3.00		$96.00		$20.00	$30.75	$149.75	$149.75	

BATCH NO 9999

[redacted]

LYNNWOOD WA[redacted]

[redacted]

SIGNATURE OF REGISTERED OWNERS

[redacted]

SIGNATURE OF REGISTERED OWNERS

COMMENTS:
- DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

REMARKS:

BRANDS:

RPT ID: AREGPR-1 VALIDATION CODE [redacted]

THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

FPD: AREG AREGPR:2006(25/4.00002(1)

TD-420-002 VES SHORT FORM (R2/05)OR Page 1 of 2

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)	$37421.00
MSRP (from BARS Invoice)	$40905.00
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP.**	$-3484.00

Trade Allowance (from dealer Bill of Sale)	$N/A
Actual Cash Value Statement	$N/A
Difference (if positive, this is the overallowance)	$N/A

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

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.)	$37421.00
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$7500.00
Overallowance and/or Negative Equity minus	$N/A
Actual price of Vehicle that should be presented to BBB for ATA	$29921.00

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Lu Andrea Dudley
Created Date: 04/27/2007

Vehicle Info

* VIN:	1GKDT13S2[redacted]	MSRP:	40905.0		
Year:	2004	Make:	GMC	Model:	E
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:			
* Date Reviewed with Customer :	04/27/2007	* Repurchase Mileage:	28000		
Original Purchase Date:	10/30/2004	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	WA		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	[redacted]	* State:	WA	* ZIP Code:	9[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	2[redacted]
E-mail:	[redacted]	Fax Phone:			

Repurchase

* Reason:	HEADLIGHTS FLICKER ON AND OFF; INTERIOR LIGHTS FLICKER ON AND OFF; CLUSTER INOP

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
R1002	N1102	N3404		

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:		Account #:	
Contact or Attention:					

Address:				
City:		**State:**		**ZIP Code:**
* **Day Phone:**		**Fax:**		**E-mail/Web:**

Originial Selling Dealer

* **Dealer Number:**	119434	**Dealer Name:**	DSU PETERBILT & GMC, INC.	**Region:** D 10
* **Phone:**	(503) 285-7771	**Fax:**	(503) 283-6657	
* **Contact Name:**	JIM BUCK	* **Contact Title:**	SALES MGR	**E-mail:**

Repurchasing Dealer: [GM Dealer]

* **Dealer Number:**	176613	**Dealer Name:**	SEAVIEW PONTIAC GMC TRUCK	**Region:** D 10
* **Phone:**	(425) 787-0787	**Fax:**	(425) 787-8127	
* **Contact Name:**	KATHY ARAMBLE	* **Contact Title:**	SALES	**E-mail:**

Repair Dealer

* **Contact Name:**	GARY DANIELSON	* **Contact Title:**	SVC MGR

Vehicle Location: [GM Dealer]

* **Dealer Number:**	176613	**Dealer Name:**	SEAVIEW PONTIAC GMC TRUCK	**Region:** D 10
* **Phone:**	(425) 787-0787	**Fax:**	(425) 787-8127	
* **Contact Name:**	KATHY ARAMBLE	* **Contact Title:**	SALES	**E-mail:**

Transaction Details:

Siebel Request #:	[redacted]	* **Disposition:**	Unselected Auction
* **Transaction State:**	WA	* **Transaction Type:**	Straight Repurchase
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:			
Order Number:			
MSRP:	0.0		
MSRP:	0.0		

Repurchase

* **Processing Instructions:**	THERE IS NO LEINHOLDER, VEH IS PAID OFF; THERE IS NO COMPLIANCE DATE AS THIS IS A dvm VOLUNTARY STRAIGHT REPURCHASE

Disposition

* **Disposition Instructions:**	N/A

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	AGREED ON USAGE CHARGE BY DVM, CUST, AND CRS	AGREED ON USAGE CHARGE BY DVM, CUST, AND CRS	9500.00
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	GM	NA	GRILLE	175.00
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

GMC
PROFESSIONAL GRADE

Monday, May 14, 2007

[redacted]

LYNNWOOD, W[redacted]

Trade Settlement Letter

Subject: Repurchase of 2004 GMC Envoy
VIN: 1GKDT13S2[redacted]
Ref SR:7[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2004 GMC Envoy, VIN **1GKDT13S[redacted]** and that our attempts to resolve your concerns have not met your expectations. GMC 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 GMC customer, GMC will assist you into a **2007** GMC Acadia, VIN **1GKEV33767J1[redacted]** Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus usage	$ 9,500.00
Plus upgrade	$ 2,765.00
Less Reimbursement of Aft. Mkts on Old Veh	$ 175.00
Total Responsibility of Customer	**$ 12,090.00**

****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 x 2351 if you have any questions or [redacted]

[redacted] 5-14-07 [redacted] 5-14-07

Customer's and Co-Customer's Signature(s) and Date

[redacted]

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

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.

[redacted]

CASE# [redacted]

DSU PETERBILT & GMC, INC. www.dsutrucks.com

5727 N. Phoenix Rd. Phoenix, OR 97535
Phone (541) 535-1446
(800) 232-7383

4810 N. BASIN AVE. PORTLAND, OR 97217
PHONE (503) 285-7771 (800) 556-4998

2408 Talley Way Kelso, WA 98626
Phone (360) 425-5856
(800) 810-1205

INVOICE NO. [redacted]

PURCHASER'S NAME [redacted] DATE 10-30-04

ADDRESS [redacted] BUS. PHONE [redacted]

CITY, STATE & ZIP Lynnwood, WA [redacted] RES./FAX/PHONE [redacted]

VEHICLE BEING PURCHASED

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☐ USED

YEAR	MAKE	MODEL
2004	GMC	TT15506

BODY TYPE: ENVOY COLOR: CARBON

V.I.N. 1GKDT13S242[redacted]

EXPECTED DELIVERY DATE SALES REP. Brian Heinrich

USED VEHICLE TRADED-IN AND/OR OTHER CREDITS

STOCK NO. 1	YEAR	MAKE	MODEL
	V.I.N.		
STOCK NO. 2	YEAR	MAKE	MODEL
	V.I.N.		

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE (1 & 2)	$ 0.00
BALANCE OWED ON TRADE-IN (1 & 2)	0.00
NET ALLOWANCE ON USED TRADE-IN (1 & 2)	$ 0.00
DEPOSIT OR CREDIT BALANCE	
DOWN PAYMENT	30,000.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 30,000.00

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ("Emissions control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails EPA-approved emission test prior to the expiration of three month or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. ☐ Check if the vehicle is a company car or demonstrator and complete the following:
   The vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commences on the date the vehicle was first placed in service, namely on

NOTE: THE DEALER MAKES NO REPRESENTATION OR WARRANTY THAT THE EMISSION CONTROL SYSTEM OR ANY PART THEREOF IS WITHOUT DEFECT NOR THAT THE SYSTEM WILL PROPERLY PERFORM. THE MANUFACTURER'S EMISSION PERFORMANCE WARRANTY REFERRED TO ABOVE FURNISHED WITH THIS VEHICLE IS SOLELY THAT OF THE MANUFACTURER.

The above statement is required by Section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued t[redacted]

PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT X [redacted] (INITIAL) (PURCHASER)

LIMITED WARRANTY

0
IF THIS IS A NEW VEHICHLE SEE PARAGRAPH 8 ON THE REVERSE SIDE.

CASH SALE PRICE	$ 37,421.00
72|72|$0.00	~~1,600.00~~
ACCESSORIES (CWE) Consumer cash	$ -4,500.00
(GCT) GMAC Bonus Cash	-1,500.00
(LFN) Instant Value Cert	-500.00
(RBB) Oldsmobile Loyalty	-1,000.00
Non-GM Billit grille	175.00
	0.00
	0.00
	0.00
	0.00
	0.00
	0.00
CASH PRICE OF VEHICLE & ACCESSORIES	$ 31,776.00
STATE & LOCAL TAXES WA ID 409 023 579	3,458.83
LICENSE, TITLE & REGISTRATION FEES	9.00
TOTAL PRICE OF UNIT	$ 35,243.83
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	$ 30,000.00
WA Tax Code 3131	
UNPAID CASH BALANCE DUE ON DELIVERY	$ 5,243.83

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreements, promises or representations made by any party hereto, and as of the date hereof comprise the complete and exclusive statement of the terms and the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DSU OR ITS AUTHORIZED REPRESENTATIVE. Purchaser by their execution of this Order certifies he is of majority age and acknowledges that they have read its terms and conditions and has received a true copy of this order and any supplemental documents delive[redacted]

PURCHASER(S) [redacted]

ACCEPTED BY [redacted]
DEALER OR AUTHORIZED REPRESENTATIVE

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but the Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle *AS IS*. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing and repair AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

BARS Document Display

Case # [redacted]

2004 ENVO[redacted] (4 DOOR)
62U CARBON METALLIC /L6G
952 MEDIUM PEWTER
ORDER NO. GVJS5W/TRE STOCK NO. [redacted]
VIN 1GK DT13 S2 4[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]
**********48*400925

MODEL & FACTORY OPTIONS	MSRP	INV AMT
TT15506 ENVOY SLT 4WD (4-DOOR)	36220.00	32779.10
CF5 POWER SUNROOF	800.00	688.00
C5N GVW RATING - 5,750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
G67 LOAD LEVELING SUSPENSION	375.00	322.50
G80 LOCKING DIFFERENTIAL	270.00	232.20
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
N80 POLISHED ALUMINUM WHEELS	495.00	425.70
QTE ON/OFF ROAD TIRES (REPLACES STANDARD TIRES)	95.00	81.70
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C
1SD SLT COMFORT & CONVENIENCE PKG	1165.00	1001.90
* HEADLAMP WASHERS		
* HEATED FRONT SEATS		
* CONTENT THEFT ALARM		
* TRAVELNOTE DIGITAL RECORDER		
* ETR AM/FM STEREO,CD/CASSETTE (REPLACES STD/OPT PKG RADIO)		
* BOSE PREMIUM SOUND SYSTEM		
* RAIN SENSING WIPERS		

RETAIL - STOCK	
INVOICE 01/13/04	
SHIPPED 01/13/04	
EXP I/T 01/26/04	
INT COM 01/26/04	
PRC EFF 01/12/04	
KEYS S140E S140E	
WFP-S MTH OPT-2	
BANK: GMAC - 021	
CHG-TO 40-092	
SHIP WT:	4637
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	35789.00
SUPPLR:	37399.51
MRM:	40905.00
NTR: 1/2	
DAN:	CF5LT
MEMO	1936.00

TOTAL MODEL & OPTIONS	40220.00	36235.60	ACT 237 35714.00
DESTINATION CHARGE	685.00	685.00	H/B 261 1206.60
TOTAL	40905.00	36920.60	PAY 310 36920.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35170.70	

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

WESTON PONTIAC BUICK GMC, INC.

REMIT TO GMAC NO. 021
VIN 1GKDT13S24[redacted]
$ 36920.60 INV [redacted]
DUE 01/26/04 DEALER 40-092

PAGE 3/4 * RCVD AT 4/19/07 5:58:08 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID:5032836657 * DURATION (mm-ss):03-06

Case Number: 29286

Originator Name: Lu Andrea Dudley

Created Date: 04/27/2007

Vehicle Info

*** VIN:**	1GKDT13S24[redacted]	**MSRP:**	40905.0		
Year:	2004	**Make:**	GMC	**Model:**	Envoy
*** TAC Number:**	N/A	**Vehicle Comments & TAC Explanation:**			
*** Date Reviewed with Customer :**	04/27/2007	*** Repurchase Mileage:**	28000		
Original Purchase Date:	10/30/2004	*** Original Purchase Condition:**	New		

Vehicle Owner(s)

Entity Type: Person

*** Name(s) on Title:** [redacted] *** Title State:** WA

*** Primary Owner:** [redacted]

*** Address:** [redacted]

*** City:** LYNNWOOD *** State:** WA *** ZIP Code:** [redacted]

*** Day Phone:** [redacted] **Evening Phone:** [redacted] **Cell Phone:** 206-817-1903

E-mail: [redacted] **Fax Phone:** [redacted]

Repurchase

*** Reason:** HEADLIGHTS FLICKER ON AND OFF; INTERIOR LIGHTS FLICKER ON AND OFF; CLUSTER INOP

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

R1002 N1102 N3404

Vehicle Lien Holder

Type of Secured Interest:	No Lien	*** Company Name:**	**Account #:**
Contact or Attention:			
Address:			
City:		**State:**	**ZIP Code:**

*** Day Phone:**		**Fax:**		**E-mail/Web:**	

Originial Selling Dealer

*** Dealer Number:**	119434	**Dealer Name:**	DSU PETERBILT & GMC, INC.	**Region: 10**	**District: 2252**
*** Phone:**	(503) 285-7771	**Fax:**	(503) 283-6657		
*** Contact Name:**	JIM BUCK	*** Contact Title:**	SALES MGR	**E-mail:**	

Repurchasing Dealer: [GM Dealer]

*** Dealer Number:**	176613	**Dealer Name:**	SEAVIEW PONTIAC GMC TRUCK	**Region: 10**	**District: 2251**
*** Phone:**	(425) 787-0787	**Fax:**	(425) 787-8127		
*** Contact Name:**	KATHY ARAMBLE	*** Contact Title:**	SALES	**E-mail:**	

Repair Dealer

*** Contact Name:**	GARY DANIELSON	*** Contact Title:**	SVC MGR

Vehicle Location: [GM Dealer]

*** Dealer Number:**	176613	**Dealer Name:**	SEAVIEW PONTIAC GMC TRUCK	**Region: 10**	**District: 2251**
*** Phone:**	(425) 787-0787	**Fax:**	(425) 787-8127		
*** Contact Name:**	KATHY ARAMBLE	*** Contact Title:**	SALES	**E-mail:**	

Transaction Details:

Siebel Request #:	[redacted]	*** Disposition:**	Auction
*** Transaction State:**	WA	*** Transaction Type:**	Straight Repurchase
*** Transaction Source:**	AVM Voluntary		
Replacement VIN:			
Order Number:			
MSRP:	0.0		
MSRP:	0.0		

Repurchase

*** Processing Instructions:**	THERE IS NO LEINHOLDER, VEH IS PAID OFF; THERE IS NO COMPLIANCE DATE AS THIS IS A dvm VOLUNTARY STRAIGHT REPURCHASE

Disposition

*** Disposition Instructions:**	N/A

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	AGREED ON USAGE CHARGE BY DVM, CUST, AND CRS	AGREED ON USAGE CHARGE BY DVM, CUST, AND CRS	9500.00
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	GM	NA	GRILLE	175.00
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

Case #[redacted]

3 of 3

STATE OF WASHINGTON
VEHICLE CERTIFICATE OF OWNERSHIP

CERTIFICATE NUMBER [redacted]

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	POWER/USE	SERIES & BODY STYLE
[redacted]	10/30/2004	2004	GMC	G/PAS	ENVOY

VEHICLE IDENTIFICATION NUMBER (VIN)	FLEET/EQUIP NUMBER	SCALE WT	MILEAGE	ODOMETER CODE
1GKDT13S24[redacted]			0000076	ACTUAL MILEAGE

COMMENTS/ BRANDS
35945-2004

PRIOR TITLE STATE: WA
PRIOR TITLE NUMBER: [redacted]

REGISTERED OWNER: SAME AS LEGAL OWNER BELOW

[redacted]
LYNNWOOD WA [redacted]

SIGNATURE(S) OF REGISTERED OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

SALE PRICE

SIGNATURE(S) OF LEGAL OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ FIRST LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

BY _____ SECOND LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

LEGAL OWNER: When lien is satisfied release interest by signing above and transmit this document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the debtor pursuant to RCW 46.12.170

TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY
(SEE REVERSE FOR ADDITIONAL INFORMATION)

[PRINT NAME OF AUTHORIZED DEPARTMENT OF LICENSING] SHOWN AS BRAND NAMES HEREON AS PRIOR REGISTERED OWNERS AND LEGAL OWNERS OF THE VEHICLE DESCRIBED
DIRECTOR DEPARTMENT OF LICENSING

10/04 0004527 AV
TD-420-002 0004527 AV

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

Seller Please DETACH HERE

STATE OF WASHINGTON - DEPARTMENT OF LICENSING

VEHICLE REPORT OF SALE

Seller: Please DETACH HERE
ONLY RETURN THIS PORTION

REQUIRED WHENEVER OWNERSHIP CHANGES - INCLUDING DEALER TRADES

WARNING: THIS FORM DOES NOT TRANSFER OWNERSHIP

PLEASE PRINT OR TYPE - SEE IMPORTANT INSTRUCTIONS BELOW

DOL USE ONLY

LICENSE NUMBER	VEHICLE IDENTIFICATION NUMBER (VIN)	MODEL YEAR	MAKE	SERIES/BODY	CERTIFICATE NUMBER
[redacted]	1GKDT13S242[redacted]	2004	GMC	ENVOY	[redacted]

TRANSFEROR/SELLER: To be released from civil/criminal liability for the operation of the vehicle you must fill in this form **COMPLETELY**. The completed form **MUST** be delivered to your local Washington vehicle license office within 5 days from the date of sale of the vehicle. A service fee will apply.

VISIT THE DOL WEBSITE AT: www.dol.wa.gov

[redacted]

SELLER

NAME OF SELLER (TRANSFEROR / CURRENT REGISTERED OWNER)

COMPLETE ADDRESS OF SELLER (TRANSFEROR)

CITY STATE ZIP CODE

DATE VEHICLE SOLD/TRADED | TRADE $ DUE | VEHICLE PURCHASE PRICE

PURCHASER

NAME OF PURCHASER/TRANSFEREE

COMPLETE ADDRESS OF PURCHASER (TRANSFEREE)

CITY STATE ZIP CODE

SELLER'S/TRANSFEROR'S SIGNATURE

X

Seller: Please DETACH HERE

Seller: Please DETACH HERE

PENALTY FEE FOR LATE TRANSFER

Transfer of ownership is required when there is a change in ownership. This includes, but is not limited to, adding or deleting registered owner(s) when the vehicle is sold, traded or given as a gift. The transferee/buyer of a vehicle is required to transfer the vehicle certificate TD-420-[illegible] to transfer

Case Assessment By:Lu'Andrea Dudley		**Siebel/CARS Request #** [redacted]	
Customer [redacted]			
Veh year:2004	**Make:GMC**	**Model:ENVOY**	**Current mileage:28000**
Veh ID #:1GKDT13S242 [redacted] **7**	**In Service Date:10/30/07**	**Purchased:New**	**If used:**
What is the customer seeking?Replacement Electrical--(WA)			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

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

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

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

All Remedies

DVM and/or DEALER RECOMMENDATION(s):

3/16/07—SVC MGR: GARY DANIELSON:::the veh is in the shop today and they are taking another look at the flickering light issue; they have never been able to duplicate this concern; have been working w/ TAC and Engineering and they have seen this on other vehs; at this point we are taking the cust word for it that she does have it; they have had svc try a couple of different things; today they are trying another item

4/03/07—DVM: ASHE TSEGAYE::: talked w/ the dlrship and everything seems to be working wok w/ the veh; understands that the cust has had some concerns; we should offer the cust a 24/24 MG; if not then offer a trade replacement w/ full usage.

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRS: Arbitrate case: ☐ Settle case: xx

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

1 of 3

ASE #[redacted]

Licensing

248SYG

09/18/2006 VEHICLE REGISTRATION CERTIFICATE

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-Reg	Mo-Gwt	Pwr	Use	Mdyr
[redacted]	10/2004	F934070	10/30/2007	35945/2004	1	12		G	PAS	2004

Make	Body	VIN or Serial No	Res-Co	Sclwt	Seats	Model/BT	Gwt	Gwt-St	Gwt-Exp	Flt
GMC	ENVOY	1GKDT13S242[redacted]	31	4730		/		/ /	/ /	

Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	Check	Gwt Cr
		$3.00		$96.00		$20.00	$30.75	$149.75	$149.75	

BATCH NO 9999

[redacted]

LYNNWOOD W[redacted]

[redacted]

SIGNATURE OF REGISTERED OWNERS

[redacted]

SIGNATURE OF REGISTERED OWNERS

COMMENTS:
- DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

REMARKS:

BRANDS:

RPT ID: AREGPR-1 VALIDATION CODE [redacted]

THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

FPD: AREG AREGPR:2006/25/4.00002(1)

11/420 802 VFS SHORT FORM 08/2005/OR Page 1 of 2

PAGE 1/3 * BOVD AT 4/10/07 11:00:30 PM [Eastern Daylight Time] * SVR:OPTIK AREQUEST/0 * DNIS:009602 * CSID:425 745 6993 * DURATION (mm-ss):09-09

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Cindy Reed
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GKDT13S2422[redacted]	**1GKEV33767J[redacted]**	**May 11, 2007**

TRADE REPURCHASE					
Replacement Veh.Cost (2[redacted])	$39,006.85	G			
Conversion / Upfit Cost	$0.00	E			
State Sales Tax	$0.00	N			
Additional Tax	$0.00	E			
Reg./Lic./Title Fees (opt)	$0.00	R			
Taxes Reimbursed on old vehicle	$0.00	A			
Fees (Explain)	$0.00	L			
State Fees	$0.00	M			
Items below not shown on new Bill of Sale		O			
Cost to transfer Aftermarket Items	$0.00	T			
Unused portion of non-GMPP	$0.00	O			
H/B, ADV, EXP	$398.20	R			
Transportation Fees	$200.00	S			
Misc. (Explain)	$0.00				
Total Replacement Price	**$39,605.05**				
State Sales Tax	$0.00				
Additional Tax	$0.00			Cust paying taxes and fees at DMV	
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	$9,500.00	M		negociated	
Damage	$0.00	E			
MSRP Upgrade	$2,765.00	R			
MSRP Downgrade (deducted)	$0.00				
Reimb. of Aft. Mkts on Old Unit	$175.00				
Misc. Customer Credit	$0.00				
Less Dealer Contribution to Cust	$0.00				
Total Customer Cost	**$12,090.00**				
Trade Repurchase Amount	**$27,515.05**				
Attorney Fees	$0.00				
Total Repurchase Amount	**$27,515.05**				
Less Dealer Contribution to GM	$0.00				
(30-day) Lien Payoff	$0.00			no lien	
Good Through (mm/dd/yy)					
Dealer Due to GM	**NA**				
GM Due to Dealer	**$27,515.05**			Authorized Signature	Date
NADA (Legal Only)	$0.00			****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**			**by a Authorized Representative****	
Projected (Loss)	**-$27,515.05**			**(Repurchase Group Only)**	
					Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$39,006.85
State Sales Tax	$0.00
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$0.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$39,006.85
Trade-In Allowance	$26,916.85
Loan Payoff	$0.00
Net Allowance	$26,916.85
Cash on Delivery (Paid by GM)	$0.00
Total Balance Due	$12,090.00
Amount to Dealer for additional Fees	$598.20
New Vehicle VIN:	
1GKEV33767J[redacted]	
Form Rev 11/11/2005	

Case #[redacted]

3 of 3

STATE OF WASHINGTON

VEHICLE CERTIFICATE OF OWNERSHIP

CERTIFICATE NUMBER [redacted]

LICENSE NUMBER	DATE OF APPLICATION	MODEL YEAR	MAKE	POWER/USE	SERIES & BODY STYLE
[redacted]	10/30/2004	2004	GMC	G/PAS	ENVOY

VEHICLE IDENTIFICATION NUMBER (VIN)	FLEET/EQUIP NUMBER	SCALE WT	MILEAGE	ODOMETER CODE
1GKDT13S2[redacted]			0000076	ACTUAL MILEAGE

COMMENTS/ BRANDS
35845 - 2004

PRIOR TITLE STATE: WA

PRIOR TITLE NUMBER: [redacted]

REGISTERED OWNER: SAME AS LEGAL OWNER BELOW

LEGAL OWNER: [redacted]
LYNNWOOD WA 98037 [redacted]

SIGNATURE(S) OF REGISTERED OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

BY _____ REGISTERED OWNER SIGNATURE _____ DATE OF SALE

SALE PRICE ...

SIGNATURE(S) OF LEGAL OWNER(S) BELOW HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

BY _____ FIRST LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

BY _____ SECOND LEGAL OWNER-SIGNATURE & TITLE _____ DATE RELEASED

LEGAL OWNER: When lien is satisfied, release interest by signing above and transmit the document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the debtor pursuant to RCW 46.12.170.

TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY (SEE REVERSE FOR ADDITIONAL INFORMATION)

THIS IS TO CERTIFY THAT THE DEPARTMENT OF LICENSING HAS RECORDED THE NAMES AND ADDRESSES OF THE REGISTERED OWNERS AND LEGAL OWNERS OF THE VEHICLE DESCRIBED

DIRECTOR, DEPARTMENT OF LICENSING

10/04 0004527 AV

TD-420-002 0004527 AV

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

Seller Please DETACH HERE

STATE OF WASHINGTON - DEPARTMENT OF LICENSING

VEHICLE REPORT OF SALE

Seller: Please DETACH HERE

ONLY RETURN THIS PORTION

REQUIRED WHENEVER OWNERSHIP CHANGES - INCLUDING DEALER TRADES

WARNING: THIS FORM DOES NOT TRANSFER OWNERSHIP

PLEASE PRINT OR TYPE - SEE IMPORTANT INSTRUCTIONS BELOW

DOL USE ONLY

LICENSE NUMBER	VEHICLE IDENTIFICATION NUMBER (VIN)	MODEL YEAR	MAKE	SERIES/BODY	CERTIFICATE NUMBER
[redacted]	1GKDT13S2422[redacted]	2004	GMC	ENVOY	[redacted]

TRANSFEROR/SELLER: To be released from civil/criminal liability for the operation of the vehicle you must fill in this form **COMPLETELY**. The completed form **MUST** be delivered to your local Washington vehicle license office within 5 days from the date of sale of the vehicle. A service fee will apply.

VISIT THE DOL WEBSITE AT: www.dol.wa.gov

SELLER

NAME OF SELLER/TRANSFEROR (CURRENT REGISTERED OWNER)

COMPLETE ADDRESS OF SELLER/TRANSFEROR

CITY STATE ZIP CODE

PURCHASER

NAME OF PURCHASER/TRANSFEREE

COMPLETE ADDRESS OF PURCHASER/TRANSFEREE

CITY STATE ZIP CODE

DATE VEHICLE SOLD/TRADED	ODOMETER	VEHICLE PURCHASE PRICE	SELLER'S/TRANSFEROR'S SIGNATURE
			X

Seller: Please DETACH HERE

Seller: Please DETACH HERE

PENALTY FEE FOR LATE TRANSFER

Transfer of ownership is required when there is a change in ownership. This includes, but is not limited to, adding or deleting registered owner(s) when the vehicle is sold, traded or given as a gift. The transferee/buyer of a vehicle is required to transfer the vehicle certificate

TD-420-[illegible] to transfer

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

May 14, 2007

DSU PETERBILT & GMC, INC.
Brian Heinrick
4810 N BASIN AVE
PORTLAND, OR 97217

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: W[redacted]

Vehicle: 2004 GMC Envoy
VIN: 1GKDT13S2[redacted]
Ref S[redacted]

Dear Brian Heinrick:
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 $ 27,515.05 to DSU PETERBILT & GMC, INC.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKEV3376[redacted]
New Vehicle Sales Price:	**$ 39,006.85**
Used Vehicle Trade Value:	**$ 26,916.85**
Trade Difference:	**$ 12,090.00**
Dealer Processing Fee:	**<<$200 applied as warranty credit via W.I.N.S.>>**

Not to be included on the Bill of Sale:

Holdback/Adv/EXP:	$ 398.20
Transportation Fees:	$ 200.00

****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 Wednesday May 16, 2007. If you have any questions you may reach me at 866-802-6625 x 2351.

Sales Mgr

DSU PETERBILT & GMC, INC. 119434 Management Agent's Signature and Title.

Jim Buck Sales Mgr

DSU PETERBILT & GMC, INC. 119434 Management Agent's Printed Name and Title.

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

* [redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Lu Andrea Dudley 866 790-5600 x11054 LuAndrea_Dudley@gmexpert.com
Created Date: 05/09/2007

Vehicle Info

* VIN:	1GKDT13S242[redacted]	MSRP:	40905.0		
Year:	2004	Make:	GMC	Model:	Envoy
Model:	Envoy				
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:	N/A		
* Date Reviewed with Customer :	04/06/2007	* Repurchase Mileage:	28000		
Original Purchase Date:	10/30/2004	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	WA		
* Primary Owner:	[redacted]				
* Address:					
* City:	LYNNWOOD	* State:	WA	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	[redacted]
E-mail:	[redacted]	Fax Phone:			

Repurchase

* Reason: HEADLIGHTS FLICKER ON AND OFF; INTERIOR LIGHTS FLICKER ON AND OFF; CLUSTER INOP

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
R1002	N1102	N3404		

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:		Account #:	
Contact or Attention:					

Address:

City: **State:** **ZIP Code:**

*** Day Phone:** **Fax:** **E-mail/Web:**

Originial Selling Dealer

*** Dealer Number:** 119434 **Dealer Name:** DSU PETERBILT & GMC, INC.

Region: 10 **District:** 2252

*** Phone:** (503) 285-7771 **Fax:** (503) 283-6657

*** Contact Name:** JIM BUCK *** Contact Title:** SALES MGR **E-mail:**

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

*** Contact Name:** GARY DANIELSON *** Contact Title:** SVC MGR

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #: [redacted] *** Disposition:** Unselected Auction

*** Transaction State:** WA *** Transaction Type:** Trade - New Finance

*** Transaction Source:** AVM Voluntary

Replacement VIN: 1GKEV33767J1[redacted] Year 2007 Make: GMC Model: Acadia

Order Number:

MSRP: 43670.0

Repurchase

*** Processing Instructions:** THERE IS NO LEINHOLDER, VEH IS PAID OFF; THERE IS NO COMPLIANCE DATE AS THIS IS A AVM VOLUNTARY REPURCHASE

Disposition

*** Disposition Instructions:** N/A

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	NA	AGREED ON USAGE CHAGRED BY DVM, CUST, AND CRS	9500.00
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	GM	NA	GRILLE	175.00
Negative Equity	Customer	NA	Negative Equity	0

Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

DSU PETERBILT & GMC, INC. www.dsutrucks.com

3727 N. Phoenix Rd. Phoenix, OR 97535
Phone (541) 535-1446
(800) 232-7383

4810 N. BASIN AVE. PORTLAND, OR 97217
PHONE (503) 285-7771 (800) 556-4998

2408 Talley Way Kelso, WA 98626
Phone (360) 425-5856
(800) 810-1205

INVOICE NO. [redacted]

PURCHASER'S NAME [redacted] DATE

ADDRESS [redacted] BUS. PHONE [redacted]

CITY, STATE & ZIP LYNNWOOD, WA [redacted] RES./FAX/PHONE

VEHICLE BEING PURCHASED

STOCK NO. [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☐ NEW ☒ USED

YEAR	MAKE	MODEL
2007	GMC	TV14526

BODY TYPE: Acadia COLOR: Carbon

V.I.N. 1GKEV33767J[redacted]

EXPECTED DELIVERY DATE SALES REP. Brian Heinrich

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

STOCK NO. 1	YEAR	MAKE	MODEL
42294267	2004	GMC	ENVOY
	V.I.N. 1GKDT13S242[redacted]		
STOCK NO. 2	YEAR	MAKE	MODEL
	V.I.N.		

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE (1 & 2)	$26,916.85
BALANCE OWED ON TRADE-IN (1 & 2)	0.00
NET ALLOWANCE ON USED TRADE-IN (1 & 2)	$26,916.85
DEPOSIT OR CREDIT BALANCE	0.00
DOWN PAYMENT	0.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$26,916.85

LIMITED WARRANTY

IF THIS IS A NEW VEHICLE SEE PARAGRAPH 8 ON THE REVERSE SIDE.

CASH SALE PRICE	$ 39,006.85
ACCESSORIES	$
CASH PRICE OF VEHICLE & ACCESSORIES	$ 39,006.85
STATE & LOCAL TAXES	0.00
LICENSE, TITLE & REGISTRATION FEES	0.00
TOTAL PRICE OF UNIT	$ 39,006.85
TOTAL CREDIT (FROM LEFT COLUMN)	$ 26,916.85
UNPAID CASH BALANCE DUE ON DELIVERY	$ 12,090.00

A WORD FROM YOUR DEALER ABOUT THE EMISSION CONTROL EQUIPMENT ON YOUR NEW AUTOMOBILE

If the vehicle described above is new, Dealer wants you to know that at the time of delivery:

1. Based upon written notification furnished by the manufacturer, we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emissions control devices or portions thereof which are visible without removal or adjustment of any component or system of the vehicle, whether emissions related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by the manufacturer. ('Emissions control device' is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparation required by the manufacturer prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by the manufacturer.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails EPA-approved emission test prior to the expiration of three month or 4,000 miles (whichever occurs first) from the date or mileage at the time of delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then the vehicle manufacturer shall remedy the nonconformity free of charge to the vehicle owner under the terms of the manufacturer's emission performance warranty.
5. ☐ Check if the vehicle is a company car or demonstrator and complete the following:
   The vehicle with which this statement is delivered was placed in service as a demonstrator or company car prior to delivery. The manufacturer's emission performance warranty period commences on the date the vehicle was first placed in service, namely on.

NOTE: THE DEALER MAKES NO REPRESENTATION OR WARRANTY THAT THE EMISSION CONTROL SYSTEM OR ANY PART THEREOF IS WITHOUT DEFECT NOR THAT THE SYSTEM WILL PROPERLY PERFORM. THE MANUFACTURER'S EMISSION PERFORMANCE WARRANTY REFERRED TO ABOVE FURNISHED WITH THIS VEHICLE IS SOLELY THAT OF THE MANUFACTURER.

The above statement is required by Section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

PURCHASER ACKNOWLEDGES RECEIPT OF ABOVE STATEMENT X

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreements, promises or representations made by any party hereto, and as of the date hereof comprise the complete and exclusive statement of the terms and the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DSU OR ITS AUTHORIZED REPRESENTATIVE. Purchaser by their execution of this Order certifies he is of majority age and acknowledges that they have read its terms and conditions and has received a true copy of this order and any supplemental documents delivered pursuant to the terms thereof.

PURCHASER

ACCEPTED BY

DEALER OR AUTHORIZED REPRESENTATIVE

SERVICE PROTECTION WAIVER

Purchaser acknowledges that Dealer has offered to sell to Purchaser extended service protection but the Purchaser has elected not to purchase that protection. Instead, Purchaser will purchase Vehicle *AS IS*. Except for the Manufacturer's warranty, if any, Purchaser will assume the entire cost of all necessary servicing and repair, AND PURCHASER WAIVES ALL RIGHTS TO THE EXTENDED SERVICE PROTECTION OFFERED, IF ANY.

PURCHASER

BARS Document Display

Case # [redacted]

2004 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
952 MEDIUM PEWTER 100 RENAISSANCE CENTER
ORDER NO. GVJS5W/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DT13 S2 4[redacted] VEHICLE INVOICE [redacted]
**********48*40092S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLT 4WD (4-DOOR)	36220.00	32779.10	INVOICE 01/13/04
CF5 POWER SUNROOF	800.00	688.00	SHIPPED 01/13/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	EXP I/T 01/26/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	INT COM 01/26/04
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 01/12/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	KEYS S140E S140E
G67 LOAD LEVELING SUSPENSION	375.00	322.50	WFP-S MTH OPT-2
G80 LOCKING DIFFERENTIAL	270.00	232.20	BANK: GMAC - 021
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	CHG-TO 40-092
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	SHIP WT: 4637 HP: 32.1
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	GVW: 5750
QTE ON/OFF ROAD TIRES (REPLACES STANDARD TIRES)	95.00	81.70	GVWF: 2950 GVWR: 3200
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 35789.00
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70	SUPPLR: 37399.51 MRM: 40905.00 NTR: 1/2
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	279.50	DAN: CF5LT MEMO 1936.00
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SD SLT COMFORT & CONVENIENCE PKG	1165.00	1001.90	

* HEADLAMP WASHERS
* HEATED FRONT SEATS
* CONTENT THEFT ALARM
* TRAVELNOTE DIGITAL RECORDER
* ETR AM/FM STEREO,CD/CASSETTE (REPLACES STD/OPT PKG RADIO)
* BOSE PREMIUM SOUND SYSTEM
* RAIN SENSING WIPERS

TOTAL MODEL & OPTIONS	40220.00	36235.60	ACT 237 35714.00
DESTINATION CHARGE	685.00	685.00	H/B 261 1206.60
TOTAL	40905.00	36920.60	PAY 310 36920.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35170.70	

****

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.

****

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

WESTON PONTIAC BUICK GMC, INC.

REMIT TO GMAC NO. 021
VIN 1GKDT13S242[redacted]
$ 36920.60 INV [redacted]
DUE 01/26/04 DEALER 40-092

PAGE 3/4 * RCVD AT 4/19/07 5:58:08 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/0 * DNIS:908602 * CSID:5032836657 * DURATION (mm-ss):03-06

December 12, 2017

[redacted]
Sioux City, NE [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Ricky Spencer

Dear Mr [redacted]

We would like to discuss your request for assistance regarding your 2004 Buick Rainier, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. 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.

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

Sincerely,

Buick Customer Assistance Center

December 12, 2017

[redacted]
College Town, GA [redacted]

Service Request: 7[redacted]
Customer Relationship Specialist: Angie Mercer

Dear [redacted]

Thank you for your support of Buick. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Buick Rainier, Vehicle Identification Number 5GADS13S642[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on May 3, 2007 and ending on May 3, 2008 and begins with 89, 442 and ends with 101, 442 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.

Don Brown CHEVROLET

2244 South Kingshighway, St. Louis, MO 63110 314/772-1400
www.donbrownchevrolet.com FAX: 314/772-5015

DATE: 3-21-07

THIS IS PAGE ONE OF 7

FAX NUMBER 1-866-430-2718

TO:

ATTN: AUM Team

MESSAGE:

THANK YOU

Chevrolet Dealer Code: 03-145

South Central Region Enhanced Dealership Empowerment Process

(Service Manager Template revised 2/24/2006)

1. **Please complete this template by either typing or legibly writing in all required information.**

2. **Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com**
   - NOTE: It is NOT necessary to fax in all 12 pages of the template, only those that apply

3. **Place the template in your VIN history file for future reference**

Questions pertaining to the status of the processing can be directed to the AVM Team in Tampa @ 1-800-231-1841 prompt 3, prompt 2

AVM's Name & Phone	[redacted]
Service Manager's Name & Phone	
Dealership Name & BAC	163122
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted] Imperial Mor [redacted]
Daytime phone number	[redacted]
Evening phone number	
FULL VIN	1GNDT13S05[redacted]
Current Mileage	35264
Short explanation as to why the goodwill tool was offered to the customer (Specific information appreciated)	Customer has history of Electrical Concerns. Has had to replace Cluster and worried about headlight flicker. We gave customer copy of Bulletin showing flicker normal but because of Previous Cluster problem he is worried about future problems.
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

☐ **Component Coverage Letter**	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	➢ The customer has concerns regarding repeated failure(s) of a specific component ➢ The customer has concerns about potential out of warranty expenses on a specific component
When NOT to use:	➢ For the "complete vehicle" ➢ For a system ("electrical system") ➢ The vehicle has a salvage or branded title ➢ Wear and maintenance items (tires, brake pads, wiper blades, etc.) ➢ In conjunction with other goodwill tools
Parameters of use:	➢ Can be written up to and not to exceed 84 months/100,000 miles from the original in-service date ➢ NOT transferable to subsequent owners (except cold start knock) ➢ For Diesel Engines, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date ➢ For Cold Start Knock, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception). ➢ Electrical components MUST be specific (e.g. alternator, radio). NEVER the entire system ➢ Should be offered while the vehicle is still within warranty ➢ Match terms to the customer's ownership cycle
Examples:	➢ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter ➢ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter

Time limit (months)	Mileage limit
5yrs	100,000

Specified Component(s) (i.e. transmission)
(1) Alternator (2) Instrument Cluster (3) Headlight System

188908



Don Brown Chevrolet
2244 South Kingshighway • St. Louis, MO 63110
Phone 314/772-1400

STATE REG# A

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/04/06	171568	15389	1521	1911 1911	W W	40CTZ 50CTZ006	DRIVEABILITY RENTAL

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GNDT13S05[redacted]

YEAR - MAKE - MODEL: 05/CHEVROLET TRUCK/TRAILBLAZER/4 DO

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE: 08/30/05 | DELIVERY MILES | SELLING DEALER NO | R.O. DATE: 03/20/07

IMPERAIL, MO [redacted]

COLOR: SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO: 6134

TURBO	M-F MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO	PRODUCTION DATE
	CTZZ	Y	Y	A	35,264	1521	

[redacted] TIME RECEIVED: 10:42am

[redacted] LABOR RATE

DATE TIME PROMISED: 03/20/07 06:00pm | PRIORITY: 5

APPOINTMENT ☐ Yes ☒ No

Advisor: WAYNE D KINZEL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, DON BROWN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose [redacted] authorizes any other person to assume for it any liability in connection with the [redacted]

X _____ SIGNATURE

JOB | LAB

W 24CTZ [redacted] ELECTRICAL MINOR

CUSTOMER STATES: WHILE DRIVING AT NIGHT,HEAD LITES PULSATE QUICKLY AND SOMEITMES GO OUT AND BACK ON.MAINLY ON DECEL. GAGES SHOWED OK, ALT GAGE FLICKERING WITH LITES. USUALLY ACTS UP WHEN VEHICLE IS AT NORMAL TEMP.

CALL WHEN READY: ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

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

1356

W 50CTZ006 [redacted] RENTAL 22640

RENTAL VEHICLE
UNABLE TO DRIVE AT NIGHT

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

Don Brown CHEVROLET

2244 South Kingshighway
ST. LOUIS, MO. 63110
Phone 314 / 772-1400

ALL GENUINE GM PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. NON GM PARTS AND LABOR ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. NORMAL WEAR AND TEAR, MISUSE OR ABUSE, NOT GUARANTEED. ONLY DEFECTS IN WORKMANSHIP AND/OR MATERIALS. ALL LABOR ONLY REPAIRS ARE GUARANTEED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THE ABOVE MENTIONED PERIODS, WE'LL REPAIR IT FREE OF CHARGE, IN OUR SERVICE DEPARTMENT.

Reynolds and Reynolds BRANTWOLF (0408)(0410) © (6100)

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 5:30 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:00 p.m.

Body Repair Facility Hours
7:00 a.m. - 5:30 p.m.

004/007
DON BROWN CHEVROLET
03/21/2007 12:50 FAX 3147725015

Back Forward

Document ID#[redacted]
2005 Chevrolet TrailBlazer - 4WD

Feedback Print

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 #1[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 #1[redacted]
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID [redacted]

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID #[redacted]

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID[redacted]

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair

and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

© Copyright General Motors Corporation. All Rights Reserved.

[redacted] [redacted]

Document ID# [redacted]

2005 Chevrolet TrailBlazer - 4WD

[redacted] [redacted]

December 12, 2017

[redacted]
Imperial, MO [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Roger Kniffen

Dear Mr [redacted]

Chevrolet is pleased to provide service coverage for the alternator, and instrument cluster on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S052[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 30, 2010 or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Electrical - Alternator/Generator and instrument panel cluster display and related parts.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, 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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

December 12, 2017

[redacted]
Beckemeyer, IL 6[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Emily Fleming

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13SX4[redacted], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 5/18/07 and ending on 05/18/09, and beginning with 35, 600 and ending with 59,600 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]
Summerville, SC [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Adina Reaume

Dear Mr. [redacted]

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13S052[redacted] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on April 13, 2007 and ending on April 13, 2011, and begins with 38,693 odometer miles and ends with 86,693 odometer miles
- Standard rental
- A $50.00 deductible

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

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 01/10/2007)

1) Please complete this template by either typing or legibly writing in all required information
2) Either fax the completed template to 1-866-430-2718, or attach it to any e-mail and send to AVM.TEAM@GMEXPERT.COM
   - It is NOT necessary to FAX all 13 pages; only those that apply to your request
3) Place a copy of the completed template in your VIN history file for future reference

NOTE: Questions pertaining to potential goodwill options (prior to committing to the customer), value &/or the status of a pending request can be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2)

Region	☐ NEast	☒ S East	☐ N Central	☐ S Central	☐ Western

Service Manager Name & Phone Number	Zachary T. Waters 843-818-7960
Dealership Name, Location & BAC Number	Marathon of North Charleston 8199 Rivers Ave N. Charleston, SC BAC 218032
CAC Case (SR) Number (if known)	
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted] Summerville SC [redacted]
Daytime Phone Number	Cell [redacted]
Evening Phone Number	[redacted]
FULL VIN	1GNDT13S25[redacted]
Current Mileage	38693
District Service Manager's Name & Phone Number	Yolanda Hatten Cell 843-412-9846
Customer's Concern(s) And Business Reason(s) For Offering Goodwill	Headlamp and dash flicker Performed bulletin 1619135, 1819049, 1540541 - showed customers all of these bulletins - Customer unhappy wants assurance will not be problem later
Additional Information, Such As RO #s And Used Vehicle Purchase Information (date & mileage at purchase, and seller)	[redacted] Purchased used on 4-27-2006 with 20250 miles Purchased from Marathon Chevrolet of North Charleston

2004 – 2006 Model Years (continued)

2004-2006 Model Years / In service 12 months or more and with 36,001 – 50,000 odometer miles
Note: Only plans available for Aveo & Cobalt are $0 & $100 deductible Major Guard ($200 deductible Major Guard, ALL Basic Guard & ALL Value Guard plans are unavailable)

☐ Basic Guard ☐ Value Guard ☐ Major Guard

12 Months	24 Months	36 Months	48 Months	60 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 40,000
☐ 15,000	☐ 30,000	☐ 30,000	☐ 40,000	☐ 50,000
☐ 18,000	☐ 36,000	☐ 36,000	☒ 48,000	
☐ 20,000	☐ 40,000	☐ 45,000		
	☐ 50,000	☐ 54,000		

Available Deductible: ☒ $50 ☐ $100 ☐ $200

2004-2006 Model Years / In service 12 months or more and with 50,001 – 60,000 odometer miles

☐ Basic Guard ☐ Value Guard ☐ Major Guard

12 Month	24 Months	36 Months	48 Months	60 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 40,000
☐ 15,000	☐ 30,000	☐ 30,000	☐ 40,000	
☐ 18,000	☐ 36,000	☐ 36,000	☐ 48,000	
☐ 20,000	☐ 40,000	☐ 45,000		

Available Deductible: ☐ $50 ☐ $100 ☐ $200

2004-2006 Model Years / In service 12 months or more and with 60,001 – 75,000 odometer miles

☐ Basic Guard ☐ Value Guard ☐ Major Guard

12 Months	24 Months	36 Months	48 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000
☐ 15,000	☐ 30,000	☐ 30,000	
☐ 18,000			
☐ 20,000			

Available Deductible: ☐ $50 ☐ $100 ☐ $200

December 12, 2017

[redacted]
Richmond, NH [redacted]

Service [redacted]
Customer Relationship Specialist: Donald Prole

Dear [redacted]:

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

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

December 12, 2017

[redacted]
Richmond, NH [redacted]

Service [redacted]
Customer Relationship Specialist: Donald Prole

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your General Motor's Vehicle but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our General Motor's 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.

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

Sincerely,

Customer Assistance Center

December 12, 2017

[redacted]
Columbus, IN 4[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Krystina McKeon

Dear Mr[redacted]

We would like to discuss your request for assistance regarding your 2005 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship 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.

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

Sincerely,

GMC Customer Assistance Center

December 12, 2017

[redacted]
Cottage Grove, MN [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Jason Garnett

Dear [redacted]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

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

December 12, 2017

Chipman & Taylor Chevrolet-Oldsmobile Co.
Attn: Tom Taylor
SE 250 Bishop Blvd
Pullman, WA 99163-9163

Service Request: [redacted]

Dear Mr. Taylor:

This is in reference to the commitment of an Owner Loyalty Certificate to Mrs. [redacted] We truly appreciate your assistance in retaining Mrs. [redacted]'s confidence in Chevrolet and in extending the goodwill in the amount of $2,300.00. Customer satisfaction is a top priority for us at Chevrolet.

Please place the Owner Loyalty Certificate in your deal jacket and use Certificate number 1GNDT13S252[redacted] to request the credit on this transaction. Apply in the normal manner as you would any other goodwill certificate or incentive.

Again, thank you for assisting us in keeping Mrs. Hall as a loyal Chevrolet owner and we apologize for the delays you have encountered. Should you have any questions regarding the process of this certificate, please contact the Dealer Business Center at 1-888-414-6322.

Sincerely,

Chevrolet Customer Assistance Center

Issued by: **Certificate No. 1GNDT13S25[redacted]**

Chevrolet

Issue Date: December 12, 2017

Issued exclusively for: [redacted]

Clarkston, WA[redacted]

Valid through: June 8, 2008

Amount: **Two Thousand Three Hundred Dollars and Zero Cents**
******$2,300.00******

December 12, 2017

[redacted]
Lakeland, FL 3[redacted]

Service Request [redacted]
Customer Relationship Specialist: Wendy Rose

Dear Ms. [redacted]

We would like to discuss your request for assistance regarding your 2005 Buick Rainier, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. 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.

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

Sincerely,

Buick Customer Assistance Center

December 12, 2017

[redacted]
Latrobe, PA 1[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Jennifer Dube

Dear Mrs [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

December 12, 2017

[redacted]
Grand Blanc, MI [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Tiffany Schmoldt

Dear [redacted]

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

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

[redacted]
Clemmons, NC [redacted]

PIEDMONT TRIAD AREA
NC 274 2 L
12 JUN 2007 PM



GMC Consumer Relations Manager
PO Box 33172
Detroit, MI 48232-5172

JUN 14 2007

48232+5172

[redacted]
Clemmons, NC [redacted]
June 8, 2007

GMC Consumer Relations Manager
PO Box 33172
Detroit, MI 48232-5172

Ref: 2004 GMC Envoy (29926 mi.) Veh. ID # 1GKDT13S44[redacted]

Dear Sir:

The purpose of this letter is to request your help in determining the solution to a problem I have with my 2004 GMC Envoy. On Monday, June 4, 2007, I was driving my Envoy, with the air conditioner on. I stopped and cut the switch off for less than five minutes. When I got back in, the blower came on, but no A/C. I cut the A/C switch off and on a few times, but still no A/C cooling. I lowered the windows, but left the A/C on just in case it started working. My next stop was to enter a very dark warehouse where my vehicle lights were the only light, and my high beam lights would not come on…only the running lights or low beams. I traveled about fifteen miles back to my home, and still no A/C. I made arrangements to take the Envoy to Flow GMC in Winston-Salem, NC the next day since I have the extended warranty. The next morning when I started it, in my garage, and when I pulled out into my driveway, to take it to the dealership, the A/C started working, but no lights came on until I turned the light switch to on. Flow GMC kept the Envoy for two days but could find no problem. The Service Advisor, Rick Baxter was very nice and knowledgeable, but he said the mechanics and the Service Mgr. said there was nothing they could do, and further, they had never heard of a problem like I had described.

Maybe, since you deal with GMC dealerships nation-wide, someone on your staff will have the knowledge, experience, or expertise to recommend a solution. My wife and I have planned to make several short trips soon, and one possible cross-country trip; however I am afraid to trust the Envoy now. I may be better off in my '99 Honda.

When I purchased the Envoy, at then Bob Neil GMC, now Flow GMC, it had about 3000 miles on it, because, according to the sales manager, it was used at the GMC factory or headquarters. I asked how it was used and why it had been titled, but he was very evasive. I suppose I should have questioned it further, but it didn't seem to be hurt, and we were happy with it. We have had some problems with the electronics before and now I am wondering it had been returned under a "lemon law" of some sort, or agreement. Can you research that with the VIN in your GMC system so I will know the history of my Envoy?

Even with the extended warranty, I had to pay a diagnostic fee (which was never originally disclosed) and I don't feel I should have to pay that again when the problems with the A/C and lights happen again.

I will appreciate any assistance you can provide with my current problem, and with the vehicle history.

Sincerely,

[redacted]

December 12, 2017

[redacted]
Clemmons, NC [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Vera Cinco

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2004 GMC Envoy and we would have to contact another representative specializing in this type of issue. We do apologize but we would not be able to resolve this through mail since we have to contact a representative through phone. We have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship 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.

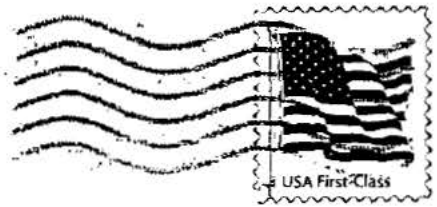
GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

GMC Customer Assistance Center

[redacted]
Clemmons, NC [redacted]

PIEDMONT TRIAD AREA
NC 274 5 L
25 JUN 2007 PM



JUN 27 2007

Customer Assistance Center
GMC
PO Box 33712
Detroit, MI 48232-5172

48232+3712

GMC

Customer Assistance Center
GMC
PO Box 33712
Detroit, MI 48232-5172

June 19, 2007

[redacted]

Clemmons, NC [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Vera Cinco

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2004 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship 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.

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

Sincerely,

GMC Customer Assistance Center

I prefer a written response, by a knowledgeable person, to my written request for assistance and information. That is not asking too much.

Sincerely,
[redacted]

General Motors Corporation

December 12, 2017

[redacted]
Clemmons, NC [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Vera Cinco

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2004 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship 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.

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

Sincerely,

GMC Customer Assistance Center

December 12, 2017

[redacted]
Vauxhall, NJ [redacted]

Service Request [redacted]
Customer Relationship Specialist: Lisa Bernarducci

Dear [redacted]:

We would like to discuss your request for assistance regarding your 2004 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship 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.

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

Sincerely,

GMC Customer Assistance Center

(12)

BUICK

Service Satisfaction Survey

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

Dissatisfied Customer
[redacted]
Toledo OH
[redacted]

Home telephone:
Change to: ( )

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2005 Rainier serviced at Ballas Buick on May 15, 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID: 024720000165** and **Password: PEhgY58YX9**. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, 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 Ballas Buick.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 15, 2007, COMPLETE THIS SURVEY.****

About Your Buick Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

5GADT13S1[redacted]42476
024720000165 00000206632 349204 2101

Please complete other side →

CSI 020610

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?	☒	☐	☐	☐	☐

I AM NOT SATISFIED AT ALL WITH THE ~~ANSWERS PROVIDED BY GM TO HIM.~~

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?	☐	☒

SERVICE DID DUPLICATE PROBLEM. GM ACKNOWLEDGES DEFECTS BUT REFUSES TO CORRECT (STATING NORMAL). IT IS NOT NORMAL TO HAVE HEADLIGHTS FLASH ON AND OFF, NOR IS IT NORMAL FOR VEHICLE TO BUCK AND STUTTER AT 1-2 UPSHIFT.

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
- ☐ 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 Ballas Buick?	☒	☐	☐	☐	☐

VERY WITH GM — NOT AT ALL

	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 Rainier?	☐	☐	☐	☐	☒

19. Are you... ☒ Male ☐ Female

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

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

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

0399

MG THIS IS ABOUT MY 11TH OR 12TH NEW BUICK SINCE 1981; ALL RECENT ONES FROM BALLAS. DEALERSHIP IS GOOD — THESE PROBLEMS ARE WITH GM AS A WHOLE, TO THE EXTENT I'M LOOKING AT OTHER MAKES. WHAT A DISAPPOINTMENT.

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

(THE DEALER SHOULD NOT GET ZINGED FOR GM'S PROBLEMS.)

Thank You!!

0399

Your opinions will help us serve you better.

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

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

5GADT13S15[redacted] 42476

024720000165 4195356647 349204 2102

000017

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 :	5GADT13S[redacted]

CLAIM HISTORY

Repair Order Date :	04/30/2007	Repair Order Number :	[redacted]	Odometer Reading :	27141 miles

Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/11/2007	794	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 22.15	N
05/11/2007	794	02	#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 22.15	N

Repair Order Date :	03/06/2007	Repair Order Number :	[redacted]	Odometer Reading :	25041 miles

Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/09/2007	776	01	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N
03/09/2007	776	02	#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	15102673 - LINK	N/A	N/A	$ 130.53	N

Repair Order Date :	11/29/2006	Repair Order Number :	[redacted]	Odometer Reading :	21057 miles

Serviced	CLIFT BUICK-PONTIAC-GMC	Selling Source :	11 - BUICK

By :	1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/05/2006	749	01	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	N/A	N/A	N/A	$ 35.59	N
12/05/2006	749	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N
12/05/2006	749	03	#	J5480 - THROTTLE BODY - CLEAN	N/A	N/A	N/A	$ 21.35	N

Repair Order Date :	11/14/2006	Repair Order Number :	[redacted]	Odometer Reading :	20404 miles

Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/17/2006	744	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 21.35	N
11/17/2006	744	02	#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 7.12	N
11/17/2006	744	03	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N

Repair Order Date :	11/03/2004	Repair Order Number :	[redacted]	Odometer Reading :	4 miles

Serviced By :	LEMMEN-GRAND CHEVROLET PONTIAC BUICK 930 O'MALLEY DR COOPERSVILLE, MI 49404-9678 (616) 837-3800	Selling Source :	13 - CHEVROLET
		Site Code :	44282
		Business Associate Code :	166577

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/09/2004	533	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 5.00	N

Repair Order Date :	10/14/2004	Repair Order Number :	[redacted]	Odometer Reading :	0 miles

Serviced By :	LEMMEN-GRAND CHEVROLET PONTIAC BUICK 930 O'MALLEY DR COOPERSVILLE, MI 49404-9678 (616) 837-3800	**Selling Source :**	11 - BUICK
		Site Code :	42678
		Business Associate Code :	166577

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/19/2004	527	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 86.71	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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	5GADT13S952[redacted]

SERVICE CONTRACT

Vehicle Has No GM Service Contracts.

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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	5GADT13S95[redacted]

VEHICLE BUILD

Merchandising Model :	4T15506 -2005 RAINIER CXL AWD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	[redacted]
Build Date :	10/14/2004	Build Plant :	55206

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINT PRIVACY GLASS
AK5 - DR/PASS AIRBAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT-FOLDING REAR SEAT	AR9 - FRONT BUCKET SEATS W/RECLINERS AND CLOTH TRIM
AU0 - KEYLESS REMOTE LOCK CONTROL SYS	AXP - VIN IDENT POSITION
B30 - COVERING FLOOR CARPET	B32 - COVERING FRT FLOOR MATS
B33 - COVERING REAR FLOOR MATS	CJ2 - AUTOMATIC CLIMATE CONTROL WITH DRIVER & PASSENGER CONTROLS
C49 - ELECTRIC REAR WINDOW DEFOGGER	C5N - GVW RATING 5750 LBS
DAY - GM TRUCK & BUS-MORAINE,OH PLANT	DD4 - MIRROR
DH2 - MIRRORS-INSIDE ILLUMINATED	DK7 - INTERIOR ROOF CONSOLE
DS3 - O/S REARVIEW MIRRORS	EVA - EVAP EMISSIONS REQ
FE9 - 50-STATE EMISSIONS	GT4 - FINAL DRIVE RATIO 3.73
G67 - AUTOMATIC LOAD LEVELING	G80 - LOCKING DIFFERENTIAL
JF8 - BRAKE VAC POWER, 4WHL DISC	JJB - PT DRESS SUBASSEMBLY NT INST
KA1 - HEATED FRONT SEATS	KG4 - GNERATOR 150 AMP
K18 - REACTOR SYSTEM AIR INJECTION	K34 - ELECTRONIC CRUISE CONTROL
LL8 - VORTEC 4200 MFI I6	M30 - TRANSMISSION-4 SPEED AUTO
NP4 - TRANSFER CASE ACTIVE, AWD	NT7 - EMISSION SYSTEM FEDERAL
N30 - STEERING WHEEL DELUXE	N40 - POWER STEERING
N75 - ALUMINUM WHEELS	N79 - FULL SIZE SPARE STEEL WHEEL
QTM - P245/65R17-105S BW PE/ST TL ALS	R4W - TIRE BRAND ALL MICHELIN

R6J - CUSTOMER DIALOG NETWORK	R6X - OPTION PACKAGE PDB NOT DESIRED
R7E - INTERIM PRICE DECREASE	SLM - SALES STOCK ORDERS
TB4 - BODY EQUIPMENT LIFT GATE	TGA - LANGUAGE CONTROL
T61 - LIGHTS - DAYTIME RUNNING	T96 - FOG LAMPS
T98 - PROCESSING OPTION	UA6 - THEFT DETERENT SYSTEM AND REMOTE KEYLESS ENTRY SYSTEM
UB1 - AM/FM STEREO W/CD AND CASSETTE	UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO WITH HEADPHONE JACKS AND VOLUME CONTROLS
UY7 - HEAVY DUTY TRAILER HARNESS	U68 - DRIVER INFO CENTER DISPLAY
U73 - ANTENNA - FIXED MAST	VK3 - FRONT LICENSE PLATE BRACKET
VXS - VEHICLE COMPLETE	V1K - LUGGAGE RACK CROSS BARS
V40 - POWER PASSENGER SEAT	V73 - STATEMENT OF VEHICLE CERT- U.S.
W49 - MARKET BRAND BUICK	YD3 - AXLE BASE FOR GVW PLATE
YD5 - SPRING FRONT	YD6 - SPRING RR
ZQ3 - CONVENIENCE 11 PACKAGE	ZW7 - PREMIUM SMOOTH RIDE CHASSIS PKG
ZY1 - COLOR COMBINATION SOLID	1SC - PREMIUM OPTION PACKAGE (1SC)
1SZ - OPTION PACKAGE DISCOUNT	16U - TITANIUM METALLIC
28I - LIGHT GRAY/DARK GRAY	282 - GRAY
6HX - SUSPENSION	7HX - SUSPENSION
8JP - COMPONENT FRT LH COMPUTER SEL	9JP - COMPONENT FRT RH COMPUTER SEL

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Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	Legal
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Non Component GM	**Sub-Area**	Discovery
Address		**City**		**Involved Dlr**	Clift, Inc.	**Safety**	Yes
State	**Postal Cd**	**Con. Acct.**		**Source**	White Mail	**Updated**	7/17/2007 09:05:58 AM
Serial #/VIN	5GADT13S95[redacted]	**Model Year**	2005	**Priority**	Medium **License #** [redacted]	**Owner**	JOHNSOLY
Make	Buick	**Warr. Start**	10/31/2005	**Status**	Open	**Opened**	7/11/2007 12:03:00 PM
Model	Rainier CXL	**Mileage**	21,000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	BRC Legal N-ER NISM Discovery						
Customer Description	This is a BRC Case. Do not assume case. Forward any attorney inquiries to Lynn Johnson, ext 11156. Refer customers to their attorney.						

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	Dlr. Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/11/2007 12:04:40 PM	WEIGELKR	JOHNSOLY	Ownership Changed		Done	7/11/2007 12:04:40 PM	Service Request Ownership has changed FROM: WEIGELKR TO: JOHNSOLY

Contact Last Name	Contact First Name	Account	BAC Code
Smith	Hollie		

Comments

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/09/06
PROCESSING SOURCE: BUICK 12:51:52
PAGE: 1

VIN: 5GADT13S9 52[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]

ODATE: 09/23/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 11 42401
DDATE: 10/31/05 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 11/07/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 06/28/05 DLVY TO: [redacted]
TRD DOE: 06/28/05 [redacted]
SRVC IN: ADDISON MI [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNC	01	11 42401	[redacted]	11/10/05	4,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CQV	01	11 42401	[redacted]	11/08/05	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
C4C	01	11 42678	[redacted]	11/06/04	58.87	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 10/29/04 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	11 42401	[redacted]	11/08/05	48.10	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/09/06
PROCESSING SOURCE: BUICK 12:51:52
PAGE: 2

VIN: 5GADT13S9 52[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
GMS	01	11 42401	[redacted]	11/08/05	1,721.50	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD: [redacted]
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VEG	01	11 42401	[redacted]	11/09/05	0.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD: 515053933
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VEH	01	11 42401	PER SPENCE	11/19/05	500.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: PER SPENCE AUTH PUR CD:
MISC DATE: MISC: INC - GAS CARD SENT TO CUSTOMER JAM
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VNB	01	11 42401	[redacted]	11/09/05	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD: 515053933
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR028 VEHICLE EVENT SELECTION 12/09/06
PROCESSING SOURCE: BUICK 13:57:15
PAGE: 1

VIN: 5GADT13S9 5[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	11 42401	PER SPENCE		11/19/05	VEH	500.00	
INCTV PAYMENT	11 42401	PER SPENCE		11/19/05	VEH	500.00	
INCTV APPLICATN	11 42401	PER SPENCE		11/18/05	VEH	500.00	
INCENTIVE MEMO	11 42401	00029162631		11/10/05	CNC	4,500.00	
INCTV PAYMENT	11 42401	00029162631		11/10/05	CNC	4,500.00	
INCENTIVE MEMO	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCTV PAYMENT	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCTV APPLICATN	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCENTIVE MEMO	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV PAYMENT	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV APPLICATN	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV APPLICATN	11 42401	00029162631		11/08/05	CNC	4,500.00	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCTV PAYMENT	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCTV APPLICATN	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	FFC	48.10	
INCTV PAYMENT	11 42401	00029149510		11/08/05	FFC	48.10	
INCTV APPLICATN	11 42401	00029149510		11/08/05	FFC	48.10	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	CQV	500.00	
INCTV PAYMENT	11 42401	00029149510		11/08/05	CQV	500.00	
INCTV APPLICATN	11 42401	00029149510		11/08/05	CQV	500.00	
DELIVERY D.O.E.	11 42401			11/07/05		0.00	
DELIVERY TO CUS	11 42401			10/31/05		0.00	
DLR TRADE D.O.E	11 42401			06/28/05		0.00	
DEALER TRADE (P	11 42401			06/28/05		0.00	
ADJUSTMENT INVO	11 42678	4XD03025455		02/07/05		1,113.70	CR
REPLACEMENT LAB	11 42678			02/07/05		36,615.00	
INCENTIVE MEMO	11 42678	00027027066		11/06/04	C4C	58.87	
INCTV PAYMENT	11 42678	00027027066		11/06/04	C4C	58.87	
INCTV APPLICATN	11 42678	00027027066		11/06/04	C4C	58.87	
EXPIRATION TRAN	11 42678	4AD40293090		10/17/04		0.00	
SETTLEMENT DATE	11 42678	4AD40293090		10/16/04		35,030.67	CR
ORIGINAL INVOIC	11 42678	4AD40293090		10/14/04		35,030.67	
SHIPMENT DATE	11 42678			10/14/04		0.00	
PRODUCTION (BUI	11 42678			10/13/04		0.00	
PREFERENCE TO P	11 42678			09/28/04		0.00	
GM ORDER ACCEPT	11 42678			09/23/04		0.00	
GM ORDER ACCEPT				09/23/04		0.00	

2005 RAINIER CXL AWD
16U TITANIUM METALLIC /L6G
282 GRAY
ORDER NO. HQJVQ8/TRE STOCK NO.
VIN 5GA DT13 S9 5[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE [redacted]

**********11*42678S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
4T15506 RAINIER CXL AWD	36905.00	33399.03
C5N GVW RATING 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
KA1 HEATED FRONT SEATS	275.00	236.50
LL8 VORTEC 4200 MFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
R6J CUSTOMER DIALOG NETWORK	0.00	20.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70

RETAIL - STOCK
INVOICE 10/14/04
SHIPPED 10/14/04
EXP I/T 10/17/04
INT COM 10/18/04
PRC EFF 10/13/04
KEYS S522D S522D
WFP-S QTR OPT-1
BANK: GMAC - 045
CHG-TO 42-678

SHIP WT: 4579
HP: 32.1
GVW: 5750
GVWF: 2950
GVWR: 3200
GMS: 33337.48
SUPPLR: 34834.29
MRM: 37910.00
NTR: 1/2
MEMO 1786.25

TOTAL MODEL & OPTIONS	37225.00	33694.23	ACT 237	33262.48
DESTINATION CHARGE	685.00	685.00	H/B 261	1116.75
LAM DEALER CONTRIBUTION		372.25	ADV 261	372.25
LAM GROUP CONTRIBUTION		279.19	EXP 65A	279.19
TOTAL	37910.00	35030.67	PAY 310	35030.67

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33360.34

****

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.

LEMMEN-GRAND CHEVROLET PONTIAC BUICK

REMIT TO GMAC NO. 045
VIN 5GADT13S95[redacted]
$ 35030.67 IN[redacted]
DUE 10/18/04 DEALER 42-678

2005 RAINIER CXL AWD
16U TITANIUM METALLIC /L6G
282 GRAY
ORDER NO. [redacted] STOCK NO.
VIN 5GA DT13 S9 5[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
ADJUSTMENT INVOICE [redacted]

**********11*42678S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
4T15506 RAINIER CXL AWD	35610.00	32227.05
C5N GVW RATING 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
KA1 HEATED FRONT SEATS	275.00	236.50
LL8 VORTEC 4200 MFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
R6J CUSTOMER DIALOG NETWORK	0.00	20.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70
ADD		
R7E GM BUYPOWER		

RETAIL - STOCK	
INVOICE	02/07/05
SHIPPED	10/14/04
EXP I/T	10/20/04
INT COM	02/17/05
PRC EFF	10/13/04
KEYS	S522D S522D
WFP-S QTR	OPT-1
CHG-TO	42-678
SHIP WT:	4579
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	32204.35
SUPPLR:	33650.17
MRM:	36615.00
NTR: 1/2	
MEMO	1721.50

MSRP ADJUSTMENT	1295.00-
DEALER INVOICE	1194.64-
SPECIAL ACCT ADJ.	80.94
NET ADJUSTMENT	1113.70-
TOTAL ADJUSTMENT	1113.70-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	35930.00	32522.25	ACT 237	1113.70-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		359.30		
LAM GROUP CONTRIBUTION		269.48		
TOTAL	36615.00	33836.03		1113.70-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		32223.98		

****

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

****

LEMMEN-GRAND CHEVROLET PONTIAC BUICK

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 17, 2007

Cynthia DeFord, Esq.
McKelvie Deluca
5445 Corporate Dr Ste 170
Troy, MI 48098-2683

RE: [redacted]
Service Request [redacted]
2005 Buick Rainier CXL
Vehicle Identification Number: 5GADT13S[redacted]
Customer Relationship Specialist: LYNN JOHNSON

Dear Ms. DeFord:

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

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

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, MICHAEL GRUDNOSKI, PH: 800-823-0055, MAIBOX 38225 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 115903.

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

LG0002
V07092007

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 :	5GADT13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	4T15506 -2005 RAINIER CXL AWD	**Warranty Start Date :**	10/31/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN , MI 49221-4303 (517) 265-6107	**Selling Source :**	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06049	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

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	No	**XM Radio ID**	N/A	**XM Status**	**N/A**	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	10/31/2005	327 miles	10/31/2008	36327 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/31/2005	327 miles	10/31/2011	100327 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/31/2005	327 miles	10/31/2013	80327 miles
36/36000 FEDERAL EMISSION	10/31/2005	327 miles	10/31/2008	36327 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/30/2007	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	27141 miles
04/30/2007		#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	27141 miles
03/06/2007		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	25041 miles
03/06/2007		#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	25041 miles
11/29/2006		#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	21057 miles
11/29/2006		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	21057 miles
11/29/2006		#	J5480 - THROTTLE BODY - CLEAN	21057 miles
11/14/2006		#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	20404 miles
11/14/2006		#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	20404 miles
11/14/2006		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	20404 miles
11/03/2004		I	Z6999 - PDI RELATED FLUID ADDS	4 miles
10/14/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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

September 8, 2008

Edmund Yee, Esq.
McKelvie Deluca
280 W Maple Rd Ste 300
Birmingham, MI 48009-3344

RE: [redacted] v. General Motors Corporation
Service Request [redacted]
2005 Buick Rainier CXL
Vehicle Identification Number: 5GADT13S952[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Yee:

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

If you 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

LG0062
V07092007



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OCT 0 9 2007

The World

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ORIGIN ID: OXCA (313) 667-9392
ENIKO HAYASHI
PBMS GM CORP MHQ
100 REKAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 05OCT07
Actual Wgt: 2 LB
System#: 406865
Account: S 1776-0110-1

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ROB BROWN JR
1919 CONCEPT DR

(248) 552-5100
FedEx Express

OCT 0 9 2007, (US)

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MARREN, MI 48091-6013

[redacted]

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Barcode

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MON
Deliver By:
08Oct07

TRK# 7053 2661 9997 Form 0201

A2

48091 -MI-US [redacted]

For FedEx Express® Shipments Only

General Motors Corporation
Legal Staff

Facsimile
248/267-4317

Telephone
313/665-1436

October 4, 2007

Frank M. DeLuca, Esq.
McKelvie DeLuca P.C.
280 W. Maple Road, Suite 300
Birmingham, MI 48009

Dear Mr. DeLuca:

Re: GM Case No. [redacted]
[redacted]. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Lora Hauswirth
Legal Assistant

10/17

Service of Process Transmittal

09/26/2007
CT Log Number 512625556

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

RE: **Process Served In Michigan**

FOR: General Motors Corporation (Domestic State: DE)

✓

#[redacted]

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, etc. and Clift Buick Pontiac GMC, etc., Dfts.
DOCUMENT(S) SERVED:	Summons, Pre-Trial Notice, Pre-Trial Statement Form, Complaint and Jury Demand, Exhibit(s)
COURT/AGENCY:	39th Circuit Court, Lenawee County, MI Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Manufacturing Defect - a variety of which includes electrical, engine and transmission defects - Revocation of Acceptance & Refund of the purchase price is sought in reference to a 2005 Buick Ranier, VIN 5GADT13S95[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Company, Bingham Farms, MI
DATE AND HOUR OF SERVICE:	By Process Server on 09/26/2007 at 12:05
APPEARANCE OR ANSWER DUE:	Within 21 days after receipt of Summons - File Answer // January 28, 2008 at 2:00 p.m. - Pre-Trial Conference
ATTORNEY(S) / SENDER(S):	Steven S. Toth Consumer Legal Services, P.C. 30928 Ford Road Garden City, MI 48135 734-261-4700
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:**	The Corporation Company Stephanie Hendrickson 30600 Telegraph Road Suite 2345 Bingham Farms, MI 48025-5720
TELEPHONE:	248-646-9033

NER-LDH

CT-web

 9/26 3:43

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

FRANK M DeLuca

FAX

To: shera
Company:
Fax: 18662661792
Phone:

From: Lora D. Hauswirth
Fax: 248-267-4317
Phone: 313-665-1436

NOTES:

Approved Check Request - Smith

Captaris RightFax

Date and time of transmission: Monday, September 08, 2008 11:54:02 AM
Number of pages including this cover sheet: 07

Shera - the attached check request is approved.

Kellie - please update TC.

Thanks.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 09/08/2008 11:33 AM -----

Fax Server [USAH2SA0NAM19]

09/05/2008 04:10 PM

To: LORA D. HAUSWIRTH/US/GM/GMC

cc:

Subject: A new 3 page fax has arrived from <unknown

Time Processed:	09/05/2008 04:10:56 PM	Number of Pages:	3
Gateway:		Duration:	
Fax Server:	USAH2SA0NAM19	Remote CSID:	


Images.TIF
History.txt

MCKELVIE DELUCA, P.C.
ATTORNEYS AND COUNSELORS
280 W. MAPLE, SUITE 300
BIRMINGHAM, MICHIGAN, 48009

TELEPHONE (248) 952-5100
FACSIMILE (248) 952-5138
www.mckelvicdeluca.com

CHARLES L. McKELVIE
FRANK M. DeLUCA
RITA A. McKELVIE
EDMUND S. YEE
KELLIE C. ARMAN SCHONE
JAYSON M. MACYDA
STEPHEN EPACS

OF COUNSEL
DOLD, SPATH & KIRIAZIS, P.C.

FACSIMILE COVER SHEET

TO: Lora Hauswirth

FROM: Laurie Starr

DATE: September 5, 2008

MATTER: [redacted] General Motors Corporation and Clift Buick Pontiac GMC
Lenawee County Circuit Court Case No [redacted]
GM File No. 6[redacted]
2005 Buick Rainier, VIN: 5GADT13S9[redacted]

NO. OF PAGES (including this cover sheet): 3

Original Documents ☐ WILL
☐ WILL NOT Follow by Mail.

If you do not receive all of the pages, please call (248) 952-5100.

MESSAGE:

****

The information contained in this transmission is attorney privileged and confidential. It is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone collect and return the original message to us at the above address via the U.S. Mail. We will reimburse you for postage. Thank you.

****

DESTINATION FAX NUMBER: 248-267-4317

MCKELVIE DELUCA, P.C.
ATTORNEYS AND COUNSELORS
280 W. MAPLE, SUITE 300
BIRMINGHAM, MICHIGAN 48009

TELEPHONE (248) 952-5100
FACSIMILE (248) 952-5138
www.mckelvicdcluca.com

CHARLES L. McKELVIE
FRANK M. DeLUCA
RITA A. McKELVIE
EDMUND S. YEE
KELLIE C. ARMAN SCHONE
JAYSON M. MACYDA
STEPHEN EPACS

OF COUNSEL
DOLD, SPATH & KIRIAZIS, P.C.

FACSIMILE TRANSMISSION

September 5, 2008

Send to: [redacted]

Re: [redacted] General Motors Corporation and Clift Buick Pontiac GMC
Lenawee County Circuit Court Case No [redacted]
GM File No. [redacted]
2005 Buick Rainier, VIN: 5GADT13S9[redacted]

Dear [redacted]

Based upon the unfavorable repair history below, we negotiated a settlement of this claim for the total amount of $7,500.00. The settlement is based on the case evaluation award.

J01- Engine- General- Surge
N15- Electrical Lamps- Headlamp/Daytime RL/Switch-Inoperative

Please prepare and forward the drafts below to our office: a draft for **$7,500.00** made payable to [redacted] and her attorney, Consumer Legal Services;

[redacted] Onsted, MI [redacted]
Telephone: [redacted]

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

Odometer – 44,000 miles

Sincerely,

Edmund Yee (ems)

Edmund S. Yee

Form **W-9**
(Rev. November 2005)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
Consumer Legal Services, P.C.

Business name, if different from above

Check appropriate box: ☐ Individual/ Sole proprietor ☑ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

City, state, and ZIP code
Garden City, MI [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
			–			–		

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 9/5/08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

2008-09-05 16:09:47 Transmission Record

Transfer Type:	Receive fax
Remote CSID:	[]
Unique ID:	[redacted]
Time to Transfer:	0:54
Sent on Channel:	3
Inbound user ID:	DZMJLF, Routing Code: 4317
AOC:	[0] [0] [0] [0]
Result:	Success
Brooktrout Res:	Call [0:352]; Fax [0:0]
Pages Sent:	1 - 3








General Motors Business Resource Center

FAX

To: **Cynthia A. DeFord**
Company: McKelvie DeLuca, PC
Fax: 2489525138
Phone:

From: **Lynn Johnson**
Fax: 866-554-4015
Phone: 866-790-5600 ext 11156
E-mail:

cc:

NOTES:

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 :	5GADT13S952[redacted]

CLAIM HISTORY

Repair Order Date :	04/30/2007	Repair Order Number :	[redacted]	Odometer Reading :	27141 miles
Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK		
		Site Code :	42401		
		Business Associate Code :	115903		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/11/2007	794	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 22.15	N
05/11/2007	794	02	#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 22.15	N

Repair Order Date :	03/06/2007	Repair Order Number :	[redacted]	Odometer Reading :	25041 miles
Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK		
		Site Code :	42401		
		Business Associate Code :	115903		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/09/2007	776	01	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N
03/09/2007	776	02	#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	15102673 - LINK	N/A	N/A	$ 130.53	N

Repair Order Date :	11/29/2006	Repair Order Number :	[redacted]	Odometer Reading :	21057 miles
Serviced	CLIFT BUICK-PONTIAC-GMC	Selling Source :	11 - BUICK		

By :	1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/05/2006	749	01	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	N/A	N/A	N/A	$ 35.59	N
12/05/2006	749	02	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N
12/05/2006	749	03	#	J5480 - THROTTLE BODY - CLEAN	N/A	N/A	N/A	$ 21.35	N

Repair Order Date :	11/14/2006	Repair Order Number :	[redacted]	Odometer Reading :	20404 miles

Serviced By :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN, MI 49221-4303 (517) 265-6107	Selling Source :	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/17/2006	744	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 21.35	N
11/17/2006	744	02	#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 7.12	N
11/17/2006	744	03	#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 5.00	N

Repair Order Date :	11/03/2004	Repair Order Number :	[redacted]	Odometer Reading :	4 miles

Serviced By :	LEMMEN-GRAND CHEVROLET PONTIAC BUICK 930 O'MALLEY DR COOPERSVILLE, MI 49404-9678 (616) 837-3800	Selling Source :	13 - CHEVROLET
		Site Code :	44282
		Business Associate Code :	166577

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/09/2004	533	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 5.00	N

Repair Order Date :	10/14/2004	Repair Order Number :	[redacted]	Odometer Reading :	0 miles

Serviced By :	LEMMEN-GRAND CHEVROLET PONTIAC BUICK 930 O'MALLEY DR COOPERSVILLE, MI 49404-9678 (616) 837-3800	**Selling Source :**	11 - BUICK
		Site Code :	42678
		Business Associate Code :	166577

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/19/2004	527	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 86.71	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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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	5GADT13S95[redacted]

SERVICE CONTRACT

Vehicle Has No GM Service Contracts.

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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	5GADT13S952[redacted]

VEHICLE BUILD

Merchandising Model :	4T15506 -2005 RAINIER CXL AWD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	HQJVQ8
Build Date :	10/14/2004	Build Plant :	55206

OPTION CODES

AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINT PRIVACY GLASS
AK5 - DR/PASS AIRBAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT-FOLDING REAR SEAT	AR9 - FRONT BUCKET SEATS W/RECLINERS AND CLOTH TRIM
AU0 - KEYLESS REMOTE LOCK CONTROL SYS	AXP - VIN IDENT POSITION
B30 - COVERING FLOOR CARPET	B32 - COVERING FRT FLOOR MATS
B33 - COVERING REAR FLOOR MATS	CJ2 - AUTOMATIC CLIMATE CONTROL WITH DRIVER & PASSENGER CONTROLS
C49 - ELECTRIC REAR WINDOW DEFOGGER	C5N - GVW RATING 5750 LBS
DAY - GM TRUCK & BUS-MORAINE,OH PLANT	DD4 - MIRROR
DH2 - MIRRORS-INSIDE ILLUMINATED	DK7 - INTERIOR ROOF CONSOLE
DS3 - O/S REARVIEW MIRRORS	EVA - EVAP EMISSIONS REQ
FE9 - 50-STATE EMISSIONS	GT4 - FINAL DRIVE RATIO 3.73
G67 - AUTOMATIC LOAD LEVELING	G80 - LOCKING DIFFERENTIAL
JF8 - BRAKE VAC POWER, 4WHL DISC	JJB - PT DRESS SUBASSEMBLY NT INST
KA1 - HEATED FRONT SEATS	KG4 - GNERATOR 150 AMP
K18 - REACTOR SYSTEM AIR INJECTION	K34 - ELECTRONIC CRUISE CONTROL
LL8 - VORTEC 4200 MFI I6	M30 - TRANSMISSION-4 SPEED AUTO
NP4 - TRANSFER CASE ACTIVE, AWD	NT7 - EMISSION SYSTEM FEDERAL
N30 - STEERING WHEEL DELUXE	N40 - POWER STEERING
N75 - ALUMINUM WHEELS	N79 - FULL SIZE SPARE STEEL WHEEL
QTM - P245/65R17-105S BW PE/ST TL ALS	R4W - TIRE BRAND ALL MICHELIN

R6J - CUSTOMER DIALOG NETWORK	R6X - OPTION PACKAGE PDB NOT DESIRED
R7E - INTERIM PRICE DECREASE	SLM - SALES STOCK ORDERS
TB4 - BODY EQUIPMENT LIFT GATE	TGA - LANGUAGE CONTROL
T61 - LIGHTS - DAYTIME RUNNING	T96 - FOG LAMPS
T98 - PROCESSING OPTION	UA6 - THEFT DETERENT SYSTEM AND REMOTE KEYLESS ENTRY SYSTEM
UB1 - AM/FM STEREO W/CD AND CASSETTE	UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO WITH HEADPHONE JACKS AND VOLUME CONTROLS
UY7 - HEAVY DUTY TRAILER HARNESS	U68 - DRIVER INFO CENTER DISPLAY
U73 - ANTENNA - FIXED MAST	VK3 - FRONT LICENSE PLATE BRACKET
VXS - VEHICLE COMPLETE	V1K - LUGGAGE RACK CROSS BARS
V40 - POWER PASSENGER SEAT	V73 - STATEMENT OF VEHICLE CERT- U.S.
W49 - MARKET BRAND BUICK	YD3 - AXLE BASE FOR GVW PLATE
YD5 - SPRING FRONT	YD6 - SPRING RR
ZQ3 - CONVENIENCE 11 PACKAGE	ZW7 - PREMIUM SMOOTH RIDE CHASSIS PKG
ZY1 - COLOR COMBINATION SOLID	1SC - PREMIUM OPTION PACKAGE (1SC)
1SZ - OPTION PACKAGE DISCOUNT	16U - TITANIUM METALLIC
28I - LIGHT GRAY/DARK GRAY	282 - GRAY
6HX - SUSPENSION	7HX - SUSPENSION
8JP - COMPONENT FRT LH COMPUTER SEL	9JP - COMPONENT FRT RH COMPUTER SEL

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Service Request Activity

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	Legal
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Non Component GM	**Sub-Area**	Discovery
Address		**City**		**Involved Dlr**	Clift, Inc.	**Safety**	Yes
State	**Postal Cd**	**Con. Acct.**		**Source**	White Mail	**Updated**	7/17/2007 09:05:58 AM
Serial #/VIN	5GADT13S952[redacted]	**Model Year**	2005	**Priority**	Medium **License #** BUICK	**Owner**	[redacted]
Make	Buick	**Warr. Start**	10/31/2005	**Status**	Open	**Opened**	7/11/2007 12:03:00 PM
Model	Rainier CXL	**Mileage**	21,000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	BRC Legal N-ER NISM Discovery						
Customer Description	This is a BRC Case. Do not assume case. Forward any attorney inquiries to Lynn Johnson, ext 11156. Refer customers to their attorney.						

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	Dlv. Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/11/2007 12:04:40 PM	WEIGELKR	[redacted]	Ownership Changed		Done	7/11/2007 12:04:40 PM	Service Request Ownership has changed FROM: [redacted] TO: [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
Smith	Hollie		

Comments

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/09/06
PROCESSING SOURCE: BUICK 12:51:52
PAGE: 1

VIN: 5GADT13S9 52[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]

ODATE: 09/23/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 11 42401
DDATE: 10/31/05 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 11/07/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 06/28/05 DLVY TO: [redacted]
TRD DOE: 06/28/05 [redacted]
SRVC IN: ADDISON MI [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNC	01	11 42401	[redacted]	11/10/05	4,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CQV	01	11 42401	[redacted]	11/08/05	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
C4C	01	11 42678	[redacted]	11/06/04	58.87	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 10/29/04 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	11 42401	[redacted]	11/08/05	48.10	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/09/06
PROCESSING SOURCE: BUICK 12:51:52
PAGE: 2

VIN: 5GADT13S9 52[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
GMS	01	11 42401	[redacted]	11/08/05	1,721.50	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD: [redacted]
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VEG	01	11 42401	[redacted]	11/09/05	0.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD: 515053933
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VEH	01	11 42401	PER SPENCE	11/19/05	500.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: PER SPENCE AUTH PUR CD:
MISC DATE: MISC: INC - GAS CARD SENT TO CUSTOMER JAM
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VNB	01	11 42401	[redacted]	11/09/05	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD: 515053933
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR028 VEHICLE EVENT SELECTION 12/09/06
PROCESSING SOURCE: BUICK 13:57:15
PAGE: 1

VIN: 5GADT13S9 5[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	11 42401	PER SPENCE		11/19/05	VEH	500.00	
INCTV PAYMENT	11 42401	PER SPENCE		11/19/05	VEH	500.00	
INCTV APPLICATN	11 42401	PER SPENCE		11/18/05	VEH	500.00	
INCENTIVE MEMO	11 42401	00029162631		11/10/05	CNC	4,500.00	
INCTV PAYMENT	11 42401	00029162631		11/10/05	CNC	4,500.00	
INCENTIVE MEMO	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCTV PAYMENT	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCTV APPLICATN	11 42401	00029156860		11/09/05	VNB	1,000.00	
INCENTIVE MEMO	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV PAYMENT	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV APPLICATN	11 42401	00029156860		11/09/05	VEG	0.00	
INCTV APPLICATN	11 42401	00029162631		11/08/05	CNC	4,500.00	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCTV PAYMENT	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCTV APPLICATN	11 42401	00029149510		11/08/05	GMS	1,721.50	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	FFC	48.10	
INCTV PAYMENT	11 42401	00029149510		11/08/05	FFC	48.10	
INCTV APPLICATN	11 42401	00029149510		11/08/05	FFC	48.10	
INCENTIVE MEMO	11 42401	00029149510		11/08/05	CQV	500.00	
INCTV PAYMENT	11 42401	00029149510		11/08/05	CQV	500.00	
INCTV APPLICATN	11 42401	00029149510		11/08/05	CQV	500.00	
DELIVERY D.O.E.	11 42401			11/07/05		0.00	
DELIVERY TO CUS	11 42401			10/31/05		0.00	
DLR TRADE D.O.E	11 42401			06/28/05		0.00	
DEALER TRADE (P	11 42401			06/28/05		0.00	
ADJUSTMENT INVO	11 42678	4XD03025455		02/07/05		1,113.70	CR
REPLACEMENT LAB	11 42678			02/07/05		36,615.00	
INCENTIVE MEMO	11 42678	00027027066		11/06/04	C4C	58.87	
INCTV PAYMENT	11 42678	00027027066		11/06/04	C4C	58.87	
INCTV APPLICATN	11 42678	00027027066		11/06/04	C4C	58.87	
EXPIRATION TRAN	11 42678	4AD40293090		10/17/04		0.00	
SETTLEMENT DATE	11 42678	4AD40293090		10/16/04		35,030.67	CR
ORIGINAL INVOIC	11 42678	4AD40293090		10/14/04		35,030.67	
SHIPMENT DATE	11 42678			10/14/04		0.00	
PRODUCTION (BUI	11 42678			10/13/04		0.00	
PREFERENCE TO P	11 42678			09/28/04		0.00	
GM ORDER ACCEPT	11 42678			09/23/04		0.00	
GM ORDER ACCEPT				09/23/04		0.00	

2005 RAINIER CXL AWD
16U TITANIUM METALLIC /L6G
282 GRAY
ORDER NO. HQJVQ8/TRE STOCK NO.
VIN 5GA DT13 S9 5[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
VEHICLE INVOICE [redacted]

**********11*42678S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
4T15506 RAINIER CXL AWD	36905.00	33399.03
C5N GVW RATING 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
KA1 HEATED FRONT SEATS	275.00	236.50
LL8 VORTEC 4200 MFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
R6J CUSTOMER DIALOG NETWORK	0.00	20.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70

RETAIL - STOCK
INVOICE 10/14/04
SHIPPED 10/14/04
EXP I/T 10/17/04
INT COM 10/18/04
PRC EFF 10/13/04
KEYS S522D S522D
WFP-S QTR OPT-1
BANK: GMAC - 045
CHG-TO 42-678

SHIP WT:	4579
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	33337.48
SUPPLR:	34834.29
MRM:	37910.00
NTR: 1/2	
MEMO	1786.25

TOTAL MODEL & OPTIONS	37225.00	33694.23	ACT 237	33262.48
DESTINATION CHARGE	685.00	685.00	H/B 261	1116.75
LAM DEALER CONTRIBUTION		372.25	ADV 261	372.25
LAM GROUP CONTRIBUTION		279.19	EXP 65A	279.19
TOTAL	37910.00	35030.67	PAY 310	35030.67

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33360.34

****

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.

LEMMEN-GRAND CHEVROLET PONTIAC BUICK

REMIT TO GMAC NO. 045
VIN 5GADT13S95[redacted]
$ 35030.67 IN[redacted]
DUE 10/18/04 DEALER 42-678

2005 RAINIER CXL AWD
16U TITANIUM METALLIC /L6G
282 GRAY
ORDER NO. [redacted] STOCK NO.
VIN 5GA DT13 S9 5[redacted]

BUICK MOTOR DIVISION
GENERAL MOTORS CORPORATION
200 RENAISSANCE CENTER
DETROIT MI 48243-1300
ADJUSTMENT INVOICE [redacted]

**********11*42678S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
4T15506 RAINIER CXL AWD	35610.00	32227.05
C5N GVW RATING 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C
KA1 HEATED FRONT SEATS	275.00	236.50
LL8 VORTEC 4200 MFI I6	0.00	0.00
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00
R6J CUSTOMER DIALOG NETWORK	0.00	20.00
V1K LUGGAGE RACK CROSS BARS	45.00	38.70

ADD
R7E GM BUYPOWER

RETAIL - STOCK	
INVOICE	02/07/05
SHIPPED	10/14/04
EXP I/T	10/20/04
INT COM	02/17/05
PRC EFF	10/13/04
KEYS	S522D S522D
WFP-S QTR	OPT-1
CHG-TO	42-678
SHIP WT:	4579
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	32204.35
SUPPLR:	33650.17
MRM:	36615.00
NTR: 1/2	
MEMO	1721.50

MSRP ADJUSTMENT	1295.00-
DEALER INVOICE	1194.64-
SPECIAL ACCT ADJ.	80.94
NET ADJUSTMENT	1113.70-
TOTAL ADJUSTMENT	1113.70-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	35930.00	32522.25	ACT 237	1113.70-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		359.30		
LAM GROUP CONTRIBUTION		269.48		
TOTAL	36615.00	33836.03		1113.70-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		32223.98		

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

LEMMEN-GRAND CHEVROLET PONTIAC BUICK

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 17, 2007

Cynthia DeFord, Esq.
McKelvie Deluca
5445 Corporate Dr Ste 170
Troy, MI 48098-2683

RE: [redacted]
Service Reques[redacted]
2005 Buick Rainier CXL
Vehicle Identification Number: 5GADT13S9[redacted]
Customer Relationship Specialist: LYNN JOHNSON

Dear Ms. DeFord:

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

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

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, MICHAEL GRUDNOSKI, PH: 800-823-0055, MAIBOX 38225 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 115903.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0002
V07092007

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 :	5GADT13S9[redacted]

VEHICLE INFORMATION

Merchandising Model :	4T15506 -2005 RAINIER CXL AWD	**Warranty Start Date :**	10/31/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	CLIFT BUICK-PONTIAC-GMC 1115 S MAIN ST ADRIAN , MI 49221-4303 (517) 265-6107	**Selling Source :**	11 - BUICK
		Site Code :	42401
		Business Associate Code :	115903

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06049	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

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	No	**XM Radio ID**	N/A	**XM Status**	**N/A**	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	10/31/2005	327 miles	10/31/2008	36327 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/31/2005	327 miles	10/31/2011	100327 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/31/2005	327 miles	10/31/2013	80327 miles
36/36000 FEDERAL EMISSION	10/31/2005	327 miles	10/31/2008	36327 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/30/2007	[redacted]	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	27141 miles
04/30/2007		#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	27141 miles
03/06/2007		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	25041 miles
03/06/2007		#	E2147 - LINK OR BUSHINGS, FRONT STABILIZER SHAFT AT CONTROL ARM -	25041 miles
11/29/2006		#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	21057 miles
11/29/2006		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	21057 miles
11/29/2006		#	J5480 - THROTTLE BODY - CLEAN	21057 miles
11/14/2006		#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	20404 miles
11/14/2006		#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	20404 miles
11/14/2006		#	Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	20404 miles
11/03/2004		I	Z6999 - PDI RELATED FLUID ADDS	4 miles
10/14/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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FAX

To: shera
Company:
Fax: 18662661792
Phone:

From: Lora D. Hauswirth
Fax: 248-267-4317
Phone: 313-665-1436

NOTES:

Approved Check Request - Smith

Captaris RightFax

Date and time of transmission: Monday, September 08, 2008 11:54:02 AM
Number of pages including this cover sheet: 07

Shera - the attached check request is approved.

Kellie - please update TC.

Thanks.

Lora

----- Forwarded by Lora D. Hauswirth/US/GM/GMC on 09/08/2008 11:33 AM -----

Fax Server [USAH2SA0NAM19]

09/05/2008 04:10 PM

To: LORA D. HAUSWIRTH/US/GM/GMC

cc:

Subject: A new 3 page fax has arrived from <unknown

Time Processed:	09/05/2008 04:10:56 PM	Number of Pages:	3
Gateway:		Duration:	
Fax Server:	USAH2SA0NAM19	Remote CSID:	


Images.TIF
History.txt

MCKELVIE DELUCA, P.C.
ATTORNEYS AND COUNSELORS
280 W. MAPLE, SUITE 300
BIRMINGHAM, MICHIGAN, 48009

TELEPHONE (248) 952-5100
FACSIMILE (248) 952-5138
www.mckelviedeluca.com

CHARLES L. McKELVIE
FRANK M. DeLUCA
RITA A. McKELVIE
EDMUND S. YEE
KELLIE C. ARMAN SCHONE
JAYSON M. MACYDA
STEPHEN EPACS

OF COUNSEL
DOLD, SPATH & KIRIAZIS, P.C.

FACSIMILE COVER SHEET

TO: Lora Hauswirth

FROM: Laurie Starr

DATE: September 5, 2008

MATTER: [redacted] General Motors Corporation and Clift Buick Pontiac GMC
Lenawee County Circuit Court Case No [redacted]
GM File No. [redacted]
2005 Buick Rainier, VIN: 5GADT13S9[redacted]

NO. OF PAGES (including this cover sheet): 3

Original Documents ☐ WILL
☐ WILL NOT Follow by Mail.

If you do not receive all of the pages, please call (248) 952-5100.

MESSAGE:

****

The information contained in this transmission is attorney privileged and confidential. It is intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or duplication of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone collect and return the original message to us at the above address via the U.S. Mail. We will reimburse you for postage. Thank you.

****

DESTINATION FAX NUMBER: 248-267-4317

MCKELVIE DELUCA, P.C.
ATTORNEYS AND COUNSELORS
280 W. MAPLE, SUITE 300
BIRMINGHAM, MICHIGAN 48009

CHARLES L. McKELVIE
FRANK M. DeLUCA
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JAYSON M. MACYDA
STEPHEN EPACS

TELEPHONE (248) 952-5100
FACSIMILE (248) 952-5138
www.mckelvicdcluca.com

OF COUNSEL
DOLD, SPATH & KIRIAZIS, P.C.

FACSIMILE TRANSMISSION

September 5, 2008

Send to: [redacted]

Re: [redacted] General Motors Corporation and Clift Buick Pontiac GMC
Lenawee County Circuit Court Case No [redacted]
GM File No. [redacted]
2005 Buick Rainier, VIN: 5GADT13S9[redacted]

Dear [redacted]

Based upon the unfavorable repair history below, we negotiated a settlement of this claim for the total amount of $7,500.00. The settlement is based on the case evaluation award.

J01- Engine- General- Surge
N15- Electrical Lamps- Headlamp/Daytime RL/Switch-Inoperative

Please prepare and forward the drafts below to our office: a draft for **$7,500.00** made payable to [redacted] and her attorney, Consumer Legal Services;

[redacted], Onsted, MI [redacted]
Telephone: [redacted]

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

Odometer – 44,000 miles

Sincerely,

Edmund Yee (ms)

Edmund S. Yee

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

CHECK No [redacted]

50-837
213

DATE		AMOUNT
09/10/08	***********7,500 DOLLARS ****00 CENTS	***********7,500.00

PAY TO THE ORDER OF

HOLLIE SMITH ANDCONSUMER LEGAL
* SERVICES*
30928 FORD RD
GARDEN CITY MI 48135-1803

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 09/10/08

VENDOR DUNS NO. BB 000000193 1

VENDOR NAME HOLLIE SMITH ANDCONSUMER LEGAL

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
5GADT13S952[redacted]	09/09/08	[redacted]	00.0000	7,500.00	.00	7,500.00

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

M3

TOTAL	7,500.00	.00	7,500.00

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 23rd, 2007

Sales Mgr Joey Lee
Joe Lee Chevrolet
P O Box 849
Clinton, AR 72031-0849

Re: [redacted]
Siebel Request [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S65[redacted]

Dear Mr. Joey Lee:

This is a letter of notification regarding a {Better Business Bureau case/State case}involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please 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,

Joseph Rodriguez
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11237
FAX# 866-749-7732



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 23rd, 2007

Svc Mgr Steve Douglas
Joe Lee Chevrolet
P O Box 849
Clinton, AR 72031-2451

Re: Mr[redacted]
Siebel Reques[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S65[redacted]

Dear Mr. Steve Douglas

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

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Sincerely,

Joseph Rodriguez
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11237
FAX# 866-749-7732

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 23rd, 2007

Svc Mgr Steve Douglas
Joe Lee Chevrolet
P O Box 849
Clinton, AR 72031-2451

Re: Mr. [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S652[redacted]

Dear Mr. Steve Douglas

This is a letter of notification regarding a {Better Business Bureau case/State case}involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please 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,

Joseph Rodriguez
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11237
FAX# 866-749-7732

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 23rd, 2007

Svc Mgr Steve Douglas
Joe Lee Chevrolet
P O Box 849
Clinton, AR 72031-2451

Re: Mr [redacted]
Siebel Reques [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S65 [redacted]

Dear Mr. Steve Douglas

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

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Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Joseph Rodriguez
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11237
FAX# 866-749-7732

JOE LEE CHEVROLET, INC.

P.O. Box 849, Highway 65 South
Clinton, Arkansas 72031
Sales: (501) 745-2451
Service: (501) 745-2452
Fax: (501) 745-6104
Dealer # 17-360
GMAC #1285

To: Joseph Rodriguez

From: Joey Lee

Comments: Reg. Mr [redacted]

#511 [redacted]

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton. AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date 5-30-06

QTY	PART NO. OR DESCRIPTION	AMT
	P0068	
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
1	[illegible]	72 [illegible]
	TOTAL SUBLET REPAIRS	

UNLESS OTHERWISE PROVIDED BY LAW, THE SELLER, JOE LEE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE Dennard Ar [redacted]

HOME PHONE [redacted]

YEAR 05 MAKE Chev MODEL Trail Blaze

ODOMETER 13515 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1 G N D T 1 3 3 6 5 2 [redacted]

REPAIR ORDER - LABOR INSTRUCTIONS

Tow

CEL - Stalls out - Won't Stay Running

Scan W-Tech-2 Code P0068

Repair Terminals at PCM

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THE [redacted]

SIGNED [redacted]

WARRANTY LABOR	462
BODY LABOR	472
PARTS	480
HAZARDOUS WASTE	905W
SUBLET REPAIRS	466W
WARRANTY RENTALS	502W
SALES TAX	324
TOTAL AMOUNT	263

Thank You. We appreciate your business.

Jacobs Printery . 501-745-2742 . FORM 758-L13

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE

#124

MECHANICAL TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com

Date 5-30-06

CUSTOMER'S NAME [redacted]

ADDRESS [redacted]

CITY, STATE Denning Ark [redacted]

HOME PHONE BUS PHONE

YEAR 05 MAKE Chev MODEL Trailblazer

ODOMETER 13515 LICENSE NO.

VIN 1GNDT13S652 [redacted]

(CIRCLE ONE) DELIVER YES / NO

DATE & TIME PROMISED

M T W Th F AM PM

QTY	DESCRIPTION	AMT
1	[illegible]	14 32
1	[illegible]	3 50
1		17 50

MECHANICAL TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date

CUSTOMER'S NAME [redacted] BILL TO:

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 05 MAKE Chev MODEL Trailblazer

ODOMETER LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1 - N O T 1 3 [redacted]

QTY	PART NO.	DESCRIPTION	AMT

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 05

#24 [redacted]

MECHANICAL TICKET
JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton. AR 72031 • 501-745-2452
Toll-free 1-877-JoeLee1 www.joeleechev.com Date 11-28 05

QTY	PART NO. OR DESCRIPTION	AMT
7	Qts Sallow 30	14 00
1	PF61 Oil Filter	5 00
		19 60
	TOTAL PARTS	

CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 01 MAKE Chev MODEL Trail Blazer

ODOMETER 6765 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1GNDT13S6 52 [redacted]

REPAIR ORDER / LABOR INSTRUCTIONS

Lube Oil Filter 9 00

~~Free LOF~~

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

WARRANTY LABOR	460-461	9 00
BODY LABOR	470-471	
PARTS	467-468	19 60
HAZARDOUS WASTE	905	1 50
SUBLET REPAIRS	466	
SALES TAX	324	2 71
TOTAL AMOUNT	220-225	32 81

Thank You. We appreciate your business.

UNLESS OTHERWISE PROVIDED BY LAW, THE SELLER, JOE LEE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Jacobs Printery . 501-745-2742 . FORM 758-L12

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 06

05

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton. AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date

[redacted]

10

QTY	PART NO. OR DESCRIPTION	AMT
	P0340	
	TOTAL PARTS	

CUSTOMER'S NAME [redacted] BILL TO:

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR MAKE MODEL

ODOMETER LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1GNDT138652 [redacted]

REPAIR ORDER LABOR INSTRUCTIONS

Acton Scan Code P0340 observe active counter on CMP sensor, reading at 0, test circuits for CMP sensor, replace terminal A at CMP position sensor CKT 631 12 Volt ~~reser~~ referance, terminal had loose fit

N6620 05 24 77

Cruise was disabled due to poor engine performance

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

WARRANTY LABOR	462	24 77
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PARTS	480	
HAZARDOUS WASTE	905W	
SUBLET REPAIRS	466W	
WARRANTY RENTALS	502W	
SALES TAX	324	
TOTAL AMOUNT	263	24 77

UNLESS OTHERWISE PROVIDED BY LAW, THE SELLER, JOE LEE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Thank You. We appreciate your business.

Jacobs Printery . 501-745-2742 . FORM 758-L13

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 007

[redacted]

MECHANICAL TICKET
JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452
Toll-free 1-877-JoeLee1 www.joeleechevy.com Date

QTY	PART NO. OR DESCRIPTION	AMT
7	[illegible]	15 5
1	[illegible]	[illegible]
		20 65
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

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CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE

HOME PHONE 15-3471 BUS PHONE

YEAR 05 MAKE Chevy MODEL [illegible]

ODOMETER 3493 LICENSE NO.

VIN 1GNDT13S652 [redacted]

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

REPAIR ORDER - LABOR INSTRUCTIONS

LOF	9	10

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, T[redacted]

SIGNED [redacted]

WARRANTY LABOR	460-461	9	00
BODY LABOR	470-471		
PARTS	467-468	20	65
HAZARDOUS WASTE	905	1	50
SUBLET REPAIRS	466		
SALES TAX	324	2	70
TOTAL AMOUNT	220-225	35	85

Thank You. We appreciate your business.

Jacobs Printers 501-745-2742 FORM 268 L12

MECHANICAL TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date 8-02-05

CUSTOMER'S NAME Timber Quick BILL TO:

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 05 MAKE Chevy MODEL TrailBlazer

ODOMETER 25 LICENSE NO.

VIN 1GNDT13S652 [redacted]

(CIRCLE ONE) DELIVER YES / NO

DATE & TIME PROMISED M T W Th F AM PM

QTY	PART NO.	DESCRIPTION	AMT

TOTAL PARTS

SUBLET REPAIRS

QTY	DESCRIPTION	AMT

TOTAL SUBLET REPAIRS

REPAIR ORDER / AUTHORIZATION / INSTRUCTIONS

Replace Front Brakes 250.

Replace Oil Filter

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED _____

UNLESS OTHERWISE PROVIDED BY LAW, THE SELLER, JOE LEE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Thank You. We appreciate your business.

WARRANTY LABOR	460-461	25 00
BODY LABOR	470-471	
PARTS	467-468	79 62
HAZARDOUS WASTE	905	
SUBLET REPAIRS	466	
SALES TAX	324	9 42
TOTAL AMOUNT	220-225	114 04

Jacobs Printery . 501-745-2742 . FORM 758-L12

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 008

[redacted]

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date [illegible]

QTY	PART NO. OR DESCRIPTION	AMT
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

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CUSTOMER'S NAME [illegible] BILL TO:

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 08 MAKE Chev MODEL T/BLAZER LX 4WD

ODOMETER 3 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1 G N O T 1 3 8 6 5 2 1 1 [redacted]

REPAIR ORDER - LABOR INSTRUCTIONS

[illegible]

[illegible] 1.0 [illegible]

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

Thank You. We appreciate your business.

WARRANTY LABOR	462	45	17
BODY LABOR	472		
PARTS	480		
HAZARDOUS WASTE	905W		
SUBLET REPAIRS	466W		
WARRANTY RENTALS	502W		
SALES TAX	324		
TOTAL AMOUNT	263	45	17

Jacobs Printery . 501-745-2742 . FORM 758-L13

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 010

24 [redacted]

MECHANICAL TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton. AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date 12-17-06

CUSTOMER'S NAME [redacted] BILL TO:

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 05 MAKE Chev MODEL Duramax

ODOMETER 21696 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1GNDT13S652 [redacted]

QTY	PART NO. OR DESCRIPTION	AMT
7	7th Gen hi-30 oil	14.00
1	1" Clear F.C.	5.00

TOTAL PARTS

SUBLET REPAIRS

QTY	DESCRIPTION	AMT

TOTAL SUBLET REPAIRS

REPAIRS ORDERED / AUTHORIZATIONS

Lube Oil Filter TW

V Belt - Check Tech - Okay JC

DYNO

V-8 Service Engine

TERMS CASH OR CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED _____

WARRANTY LABOR	460-461	90.00
BODY LABOR	470-471	
PARTS	467-468	164.00
HAZARDOUS WASTE	905	1.50
SUBLET REPAIRS	466	
SALES TAX	324	2.71
TOTAL AMOUNT	220-225	32.81

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Thank You. We appreciate your business.

Jacobs Printery . 501-745-2742 . FORM 758-L12

(7)

WARRANTY TICKET

[redacted]

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-JoeLee1 www.joeleechevy.com Date 6-14-07

QTY	PART NO. OR DESCRIPTION	AMT
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

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CUSTOMER'S NA[redacted]

ADDRESS

CITY, STATE Donnard Ave [redacted]

HOME PHONE BUS PHONE

YEAR 2005 MAKE Chev MODEL [redacted]

ODOMETER 33138 LICENSE NO.

VIN 1GNDT138652 [redacted]

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

REPAIR ORDER - LABOR INSTRUCTIONS

Cs - Vehicle Stalls at Times, Slowing Down - Deaccell Very Intermittent Cleaned + Adjusted Throttle Plate - Scan W Tech 2 - NO DTC

J5480

.3

POSTED

16 01

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIR[redacted]

SIG[redacted]

WARRANTY LABOR	462
BODY LABOR	472
PARTS	480
HAZARDOUS WASTE	905W
SUBLET REPAIRS	466W
WARRANTY RENTALS	502W
SALES	324

ITEMIZATION OF AMOUNT FINANCED

1.	Amount given to you directly		$ N/A
2.	Amount paid on your account		$ 29694.46
3.	Amounts paid to others on your behalf		
	(A)	Amount paid to Public Officials	$ N/A
	(B)	Amount paid to _____ for Credit Life Insurance	$ N/A *
	(C)	Amount paid to _____ for Credit Disability Insurance	$ N/A *
	(D)	Amount paid to CNA NATIONAL for GAP GAP	$ 195.00 *
	(E)	Amount paid to CNA for EXT. SERVICE CON	$ 1956.00 *
4.	Amount Financed (Sum of Items 1 through 3):		$ 32085.46

* Lender may retain a portion of these amounts. e = estimate

CREDIT INSURANCE. You are not required to buy any of the optional credit insurance listed below to enter into the Loan and your failure to do so will not be a factor in the approval of this extension of credit. These products will not be provided unless you sign below and are accepted by the provider. If you sign below, you have received a notice of the terms of the product, you want to obtain the product, and you agree to pay the premium or charge shown.

Credit Insurance

Type	Term	Cost	
Credit Life		$ N/A	You ☐ do ☐ do XX not want credit life insurance.
Credit Disability		$ N/A	You ☐ do ☐ do XX not want credit disability insurance.
Joint Credit Life		$ N/A	You ☐ do ☐ do XX not want joint credit life insurance.
		$ N/A	

X _____ 11-28-1938 X _____ 05-19-1950

Borrower Signature DOB Co-Borrower Signature DOB

SECURITY AGREEMENT. To secure payment of this Note and performance of your obligations under this Note, you grant us a security interest in the Collateral described below plus any accessories, equipment and replacement parts installed in the Collateral, any accessions to the Collateral and the proceeds of the Collateral.

Collateral. Specify type: ☐ motor vehicle; ☐ boat trailer; ☐ recreational vehicle; ☐ watercraft; ☐ watercraft engine no. 1; ☐ watercraft engine no. 2

Year: 2005 Make: CHEVROLET Model: TRAILBLAZER Serial/Identification Number: 1GNDT13S65[redacted]

Year: _____ Make: _____ Model: _____ Serial/Identification Number: _____

Year: _____ Make: _____ Model: _____ Serial/Identification Number: _____

Year: _____ Make: _____ Model: _____ Serial/Identification Number: _____

You will not use or permit the Collateral to be used: (1) for any improper or illegal purpose, or to commit any illegal act; (2) to transport passengers or goods for hire; (3) in a way that causes the cancellation or suspension of any applicable insurance or manufacturer's warranty; (4) outside of the state where you reside for more than 30 consecutive days without our prior written approval unless the Collateral is a recreational vehicle; (5) outside of the United States for any period of time; (6) for any use not recommended by the manufacturer; or (7) if a license is required to operate the collateral, use by an unlicensed operator. You will not allow any lien or encumbrance to attach to the Collateral. You will deliver the Collateral to such location that we require for our inspection at any time during term of this Note.

NOTICE TO BORROWER (a) DO NOT SIGN THESE LOAN DOCUMENTS 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 THE LOAN DOCUMENTS.

EACH [redacted] EIPT OF A COMPLETED COPY OF THIS NOTE.

X [redacted] X [redacted]

CO-BORROWER

NOTICE: SEE OTHER SIDE FOR IMPORTANT INFORMATION AND ADDITIONAL TERMS AND CONDITIONS WHICH ARE PART OF THIS NOTE

PROMISSORY NOTE AND SECURITY AGREEMENT

BORROWER(S):	LENDER:
Name(s): [redacted]	Name: U.S. Bank N.A.
Address: [redacted]	Address: PO BOX 3427 OSHKOSH, WI 54903-
DENNARD, AR [redacted]	DATE: 08-01-2005

PROMISE TO PAY AND PAYMENT TERMS. This Promissory Note and Security Agreement ("Note") governs your loan with U.S. Bank N.A. ("LENDER"). By signing below, you agree to all terms and conditions of this Note and acknowledge receipt of these documents. BORROWER(S) means everyone who signs below as a borrower, jointly and severally. "You" and "your" refer to BORROWER(S) while "we", "us" and "our" refer to LENDER. This Note is made and entered into between you and us in Ohio, and you agree that this Note is governed by and will be enforced according to the internal laws of the State of Ohio and applicable federal law. You promise to pay us the principal amount of $ 32085.46 plus finance charges accruing on the unpaid balance at the rate of 7.39 % per year
from (**CHECK ONLY ONE**) either ☒ today's date **OR** ☐ __/__/20__
until (**CHECK ONLY ONE**) either ☒ paid in full. **OR** ☐ __/__/20____, and thereafter finance charges accruing at the rate of ____% per year until paid in full.

Finance charges accrue on a 365-day basis (366 days in a leap year). You agree to pay this Note according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Note.

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.
7.39 %	$ 7838.54	$ 32085.46	$ 39924.00

Your payment schedule will be:

Number of Payment(s)	Amount of Payment(s)	When Payment(s) Is(Are) Due
72	554.50	MONTHLY Beginning 09-14-2005

Security. You are giving a security interest in the Collateral being purchased with the loan proceeds.
Prepayment. You may pay off this Note early. If you do so, you will have to pay a penalty.
Late Charge. If all or any portion of any payment is not received within 10 days after its due date, a charge will be made for late payment in the amount of $25.
Note Document. See the terms and conditions of this Note for any additional information about nonpayment, default, any required repayment in full before the scheduled due date, and prepayment refunds and penalties.

ITEMIZATION OF AMOUNT FINANCED

1. Amount given to you directly ..... $ N/A
2. Amount paid on your account ..... $ 29634.46
3. Amounts paid to others on your behalf
   - (A) Amount paid to Public Officials ..... $ N/A
   - (B) Amount paid to _____ for Credit Life Insurance $ N/A *
   - (C) Amount paid to _____ for Credit Disability Insurance $ N/A *
   - (D) Amount paid to CNA NATIONAL GAP for GAP $ 195.00 *
   - (E) Amount paid to CNA for EXT. SERVICE CON $ 1956.00 *
4. Amount Financed (Sum of Items 1 through 3): $ 32085.46

* Lender may retain a portion of these amounts. c = estimate

CREDIT INSURANCE. You are not required to buy any of the optional credit insurance listed below to enter into the Loan and your failure to do so will not be a factor in the approval of this extension of credit. These products will not be provided unless you sign below and are accepted by the provider. If you sign below, you have received a notice of the terms of the product, you want to obtain the product, and you agree to pay the premium or charge shown.

Credit Insurance

Type	Term	Cost	
Credit Life		$ N/A	You ☐ do ☒ do not want credit life insurance.
Credit Disability		$ N/A	You ☐ do ☒ do not want credit disability insurance.
Joint Credit Life		$ N/A	You ☐ do ☒ do not want joint credit life insurance.
		$ N/A	

X _____ 11-28-1938 X _____ 05-19-1950
Borrower Signature DOB Co-Borrower Signature DOB

SECURITY AGREEMENT. To secure payment of this Note and performance of your obligations under this Note, you grant us a security interest in the Collateral described below plus any accessories, equipment and replacement parts installed in the Collateral, any accessions to the Collateral and the proceeds of the Collateral.

Collateral. Specify type: ☒ motor vehicle; ☐ boat trailer; ☐ recreational vehicle; ☐ watercraft; ☐ watercraft engine no. 1; ☐ watercraft engine no. 2

Year: 2005 Make: CHEVROLET Model: TRAILBLAZER Serial/Identification Number: 1GNDT135652 [redacted]
Year: _____ Make: _____ Model: _____ Serial/Identification Number: _____
Year: _____ Make: _____ Model: _____ Serial/Identification Number: _____

Joe Lee
CHEVROLET, INC.

Box 849
Clinton, AR
501-745-2451

SOLD TO: [redacted]
ADDRESS [redacted]
PHONE: DENNARD, AR [redacted]

DEAL #8688
DATE: 08-01-05
SALESMAN: 47

	N/U	YEAR	MAKE	MODEL	BODY STYLE	COLOR	SERIAL NUMBER	CYL	STOCK NO.
CAR PURCHASED	N	2005	CHEVROLET	TRAILBLAZER	LS 4WD	LIGHT	GRA1GNDT13S652 [redacted]	6	[redacted]
TRADE-IN # 1		2002	FORD	EXPLORER 4WD	SUV	BROWN	1FHZU73E4 [redacted]	6	[redacted]
TRADE-IN # 2								4	

PURCHASE PRICE OF VEHICLE	32270.00
OPTIONAL EQUIPMENT	494.00
SALES TAX (IF INCLUDED)	N/A
LICENSE & TRANSFER	N/A
*DOCUMENT, TITLE & FILING FEE	29.00
CREDIT LIFE INSURANCE Cust. Declines JVH	N/A
ACCIDENT/HEALTH INSURANCE Cust. Declines JVH	N/A
EXTENDED SERVICE CONTRACT Cust. Declines	1956.00
GAP INSURANCE Cust. Declines	495.00
TOTAL DELIVERED PRICE	35244.00
AMOUNT ON ACCOUNT	N/A
AMOUNT PAID AT DELIVERY	494.00
REBATES & INCENTIVES	2500.00
TRADE-IN AMOUNT: 10505.42	
LESS: PAYOFF: 10340.88	
PAYOFF TO:	
NET TRADE EQUITY	164.54
FINANCE SOURCE: US BANK N.A.	
FINANCE CHARGES: 7838.54	
TOTAL OF PAYMENTS: 39924.00	
72 AT 554.50	
1 AT N/A	
AMT. FINANCED @ 7.39 %	32085.46
TOTAL PAID UPON DELIVERY	35244.00

Key # S691F/S691F **www.joeleechevy.com**

ODOMETER DISCLOSURE STATEMENT: *Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.*

–Car purchased– ***–Trade-in–***

1. ☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits. 1. ☐
2. ☐ 2. I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY. 2. ☐

I, JOE LEE CHEVROLET, INC.
(PRINT TRANSFEROR'S NAME)
state the odometer now reads 3
(no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

Kit Holland
DEALER SIGNATURE
JOE LEE CHEVROLET, INC.
[redacted]
CUSTOMER SIGNATURE
JAMES W VAN HOLTEN

I, JAMES W VAN HOLTEN
(PRINT TRANSFEREE'S NAME)
state the odometer now reads 103522
(no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

[redacted]
CUSTOMER SIGNATURE
JAMES W VAN HOLTEN

Kit Holland
DEALER SIGNATURE
JOE LEE CHEVROLET, INC.

Any warranties on the products sold hereby are those made by the manufacturer(s) of those products. The above named dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOE LEE CHEVROLET, INC. neither assumes nor [redacted] in connection with the sale of said products.

BY: Kit Holland
JOE LEE CHEVROLET INC.

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. THIS NOTICE IS REQUIRED BY LAW.

Jacoba 745-2742 • Reorder 758-L4

GMAC FINANCIAL SERVICES

BRANCH NUMBER 647 CSG NUMBER 696 DEALER NUMBER

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

LAST NAME OR BUSINESS NAME [redacted] DATE OF BIRTH (MMDDYY) [redacted]

[redacted] MI W SOC 3 [redacted]

PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS) [redacted]

CITY Denwand STATE AR ZIP CODE [redacted]

AREA CODE [redacted] ● Own ○ Other ○ Rent ○ Family MTG PAYMENT OR RENT , 850 TIME AT ADDRESS 05 YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application) Retired OCCUPATION

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

(AREA CODE) BUSINESS PHONE - GROSS ANNUAL INCOME (ALL SOURCES) 35,000 TIME EMPLOYED 05 YRS MOS

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

○ Demo ○ Off-Lease

○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

● Finance ○ SmartLease ○ SmartBuy ○ ComTRAC ● New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ● Personal ○ Commercial ○ Credit Line

CASH SELLING PRICE	MSRP	TERM	EST. PAYMENT	SEC DEP
32270	32270	72		

NET TRADE	(yr) TRADE-IN (make)	MILEAGE (thousands)	UPFIT COST
185	02 Ford	New	

CASH/CAP REDIREBATE	VEHICLE YR	MAKE	CYL	# of UNITS	COST OF CHASSIS
2500	05	Chevy	6		

CAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION
29585	15506	Trailblazer 4x4

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

LAST NAME OR BUSINESS NAME [redacted] DATE OF BIRTH (MMDDYY) 05/19/50

[redacted] MI [redacted]

PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS) [redacted]

CITY Denwand STATE AR ZIP CODE [redacted]

(AREA CODE) HOME PHONE [redacted] ● Own ○ Other ○ Rent ○ Family MTG PAYMENT OR RENT , TIME AT ADDRESS 05 YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application) Affinity Embroidery OCCUPATION President

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

(AREA CODE) BUSINESS PHONE 501 - 745 - 3491 GROSS ANNUAL INCOME (ALL SOURCES) 18,000 TIME EMPLOYED 05 YRS MOS

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

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

● To opt-out now - - Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit. Applicant_____ Co-Applicant_____ (initials only)

See the other side for important notices. By signing below, I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have

[redacted] Date_____ [redacted]

U.S. bank
Five Star Service Guaranteed

INSURANCE VERIFICATION FORM

I understand that my installment contract requires my car to be continuously covered by insurance against the risk of fire, theft, and collision, I agree to maintain such insurance in the amount equal to the lesser of the unpaid amount under the contract or the value of the vehicle. Failure to maintain insurance gives U.S. Bank N.A. the right to declare the entire unpaid balance immediately due and payable or obtain the insurance at my expense. I have arranged for the insurance through the agent or company as shown below. U.S. Bank N.A. will be the loss payee of the policy to the extent of the Bank's interest.

Loss PAYEE: U.S. Bank N.A.
P.O. BOX 537
AMELIA, OH 45102

PURCHASER:

NAME [redacted] (first / middle / last)

ADDRESS [redacted] (number / street) DENNARD, AR [redacted] (city / state / zip)

TEL. NO. [redacted]

VEHICLE INSURED:

year	make	body	model	serial number
2005	CHEVROLET	LS 4WD	TRAILBLAZER	1GNDT135652[redacted]

INSURANCE AGENT/COMPANY:

AGENT CAROLINE WILLIAMS (number / street) TEL. NO. (501) 745-6323 (city / state / zip)

ADDRESS PO BOX 1519
CLINTON, AR 72031-

COMPANY STATE FARM INSURANCE POLICY NUMBER [redacted]

EFFECTIVE DATE FROM 08-01-2005 03-05-2006

COVERAGE XX XX XX ON $ 500 DEDUCTIBLE

PURCHASER SIG [redacted] DATE 08/01/2005

BY SIGNING THE DEALER VERIFIES THAT INSURANCE HAS BEEN OBTAINED

DEALER REPRESENTATIVE SIGNS Keith Holland DEALER JOE LEE CHEVROLET, INC.

30168(11/01)

VEHICLE SERVICE CONTRACT
PART I
PROOF OF REGISTRATION

Today's Date 08-01-2005 (CONTRACT SALE DATE)

TOGETHER WITH PART II COMPLETES THIS VEHICLE SERVICE CONTRACT

Name of Purchaser: [redacted]				DEALER Code: [redacted]	
Ad[redacted]		[redacted]	Zip [redacted]	CONTRACT SALE DATE: 08-01-2005	CONTRACT SALE MILEAGE: 3
S[redacted]	DENNARD	AR		Expiration Date: 08-01-2010	Expiration Mileage: 100000
Address: JOE LEE CHEVROLET, INC.	City:	State: [redacted]		Year: 2005	Make: CHEVROLET
P.O. BOX 849	CLINTON	AR	72031	Serial Number: 1 G N D T 1 3 S 6 5 2 [redacted]	
				Contract Term: 60 / 100000	TRAILBLAZER I
				VEHICLE Purchase Price: $ 22764.00	Service Contract Price: $ 1956.00

CHECK (✓) VEHICLE CYLINDERS

CYLINDERS (check one) ☐ 3 ☐ 4 ☐ 5 ☐ 6 XX ☐ 8 ☐ 10 ☐ 12

CHECK (✓) PROGRAM COVERAGE SELECTION (check one)

NEW/NEAR-NEW VEHICLE COVERAGE

- XX AUTOMOTIVE PREFERRED CARE℠
- ☐ MECHANICAL ADVANTAGE CARE℠
- ☐ FACTORY+PLUS PREFERRED CARE℠ (non-powertrain components only)
- ☐ FACTORY+PLUS ADVANTAGE CARE℠ (non-powertrain components only)

USED VEHICLE COVERAGE

- ☐ AUTOMOTIVE PREFERRED CARE℠
- ☐ MECHANICAL ADVANTAGE CARE℠
- ☐ VALUE CAR CARE+PLUS℠ (components 1 - 10)
- ☐ VALUE CAR CARE℠ (components 1 - 7)

Covered Components/Parts	Deductible
Per Contract Terms	$ (See Part I/II)

Lienholder (if applicable)

US BANK N.A.
OSHKOSH, WI 54903-

DEDUCTIBLE OPTIONS (applies per repair visit)

- ☐ $100 Deductible
- ☐ $100 Disappearing Deductible (applies if covered repair is made at the dealership listed above)
- ☐ $150 Deductible

If none of these boxes is checked, the deductible schedule applies (see Part II)

SELECT OPTIONAL COVERAGE

- XX SEAL AND GASKET PACKAGE (USED VEHICLES with 100,000 miles or less)
- ☐ SPECIALTY OPTION PACKAGE

The Seal and Gasket Package and Specialty Option Package provide additional component coverage and are provided only if eligible and if the box(es) is checked and additional surcharge(s) is paid (see Part II for details).

CONTRACT DEFINITIONS (See Section 11, "Definitions" of YOUR Part II): "WE," "US," and "OUR" refer to the obligor of this contract, which is Continental Service Provider, Inc.

The CNA company against which YOU may make a claim if WE do not settle YOUR claim within sixty (60) days of OUR receipt of YOUR proof of loss is Continental Casualty Company, 333 S. Wabash Ave., Chicago, Illinois 60604, 312-822-5000.

Purchase of this contract is not required in order to purchase, register or obtain financing for a motor vehicle.

The program selection determines YOUR coverage. Make sure YOUR Part II matches the program selected. It is further understood that YOUR coverage begins on the CONTRACT SALE DATE for NEW/NEAR-NEW VEHICLE coverage and for USED VEHICLE coverage. Expiration of coverage is determined by the greater of time or mileage, whichever occurs first. Specific state requirements may apply to YOUR contract and are listed on the reverse side of this page. Furthermore, please acknowledge by signing below that YOU have read and accept the provisions of the contract as a complete statement of YOUR coverage and rights and that YOU are not relying on any writings other than this contract or any other representations or promises. This service contract does not provide coverage for vehicles that are used or equipped for certain types of business, as specified in YOUR Part II of this service contract. Restrictions apply. See YOUR Part II.

YOU are hereby advised that in the event of cancellation of YOUR contract for reasons other than repossession or a total loss of the VEHICLE, any resulting refund will be made payable to both the SELLING DEALER and lienholder and forwarded to the SELLING DEALER.

WE have retained a SERVICE CENTER to provide administrative services on OUR behalf. Should YOU have any questions concerning coverage or benefits under this contract, YOU may call OUR SERVICE CENTER 800-722-4758, extension 444.

[redacted]	08-01-2005	Keith Holland	08-01-2005
	Date	Dealership Salesperson's Signature	Date

CNA NATIONAL WARRANTY CORPORATION

CNA NATIONAL WARRANTY CORPORATION

GAP
Preferred Program
Debt Relief Waiver Addendum

GAP NUMBER [redacted]

ENROLLMENT

This **Guaranteed Auto Protection (GAP) Financing Contract Debt Relief Waiver Addendum dated below amends YOUR Financing Contract:** The Issuing Dealer/Lender/Lessor/Assignee (WE, US, and OUR) elects to enroll the following Borrower(s)/Lessee(s) ("YOU" or "YOUR"):

DEALER/LENDER/LESSOR	BORROWER OR LESSEE
JOE LEE CHEVROLET, INC.	[redacted]
PHONE NO. ((501) 745-2451	PHONE NO. ([redacted]
MAILING ADDRESS P.O. BOX 849	MAILING ADDRESS [redacted]
CITY CLINTON, STATE AR ZIP 72031-	CITY DENNARD, STATE AR ZIP [redacted]

FINANCIAL INSTITUTION	PHONE NO.
US BANK N.A.	([redacted]
MAILING ADDRESS PO BOX 3427	CITY OSHKOSH, STATE WI ZIP [redacted]

AGREEMENT TYPE AND COVERAGE PERIOD	CONTRACT TERM* (MONTHS) 72	PURCHASE	XX	GAP ISSUE DATE *MONTH/DAY/YEAR* EFFECTIVE DATE	SALE MILEAGE 3	GAP ADDENDUM PURCHASE PRICE $ 495.00
		LEASE				
COVERED VEHICLE DESCRIPTION	YEAR 2005	MAKE CHEVROLET		MODEL TRAILBLAZER	VEHICLE IDENTIFICATION NUMBER "VIN" 1GNDT13S652 [redacted]	
VALUE OF COLLATERAL	MSRP/NADA RETAIL VALUE $ N/A			MONTHLY PAYMENT $ 554.50	FINANCED AMOUNT OR LEASE NET CAPITALIZED COST $ 22085.46	

*Maximum Contract Term cannot exceed 84 months and value of collateral cannot exceed $100,000.

The information shown above is true to the best of our knowledge

DEALER/LENDER/LESSOR	DATE		DATE
[signature]	08-01-2005	[redacted]	08-01-2005
			DATE 08-01-2005

6903 (11/03)

ADMINISTRATOR

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

CUSTOMER NAME: [redacted]

VIN: 1 G N D T 1 3 S 6 5 2 [redacted] (or see attached list*)

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: **(a)** ___ to the down payment of this vehicle, **(b)** ___ 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
CONSUMER CASH INCEN	$ 2500.00	CSR
DISCOUNT PRICING	$ N/A	GFP
	$	
	$	
	$	
Total Incentive Amount Received	$ 2500.00	

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

a. I elect to receive _____

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 08/01/05. I acknowledge receipt of incentive(s) as described in Item 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 08/01/05

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

Authorized Dealer Signature: Kirk Holbrook Date: 08/01/05

Dealership Name: JOE LEE CHEVROLET, INC. Dealer Code: 17360

* 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

[redacted]

TIMA FORM #2

POWER OF ATTORNEY TO SIGN FOR OWNER WHEN REGISTERING AND / OR TRANSFERRING OWNERSHIP OF A MOTOR VEHICLE

ORIGINAL #1: To be attached to the Certificate of Title for surrender at Registration by the purchaser.

WARNING: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the state by the person exercising power of attorney. Failure to do so may result in fines and / or imprisonment.

VEHICLE DESCRIPTION

Year 2002 Make FORD Model EXPLORER 4WD Body Type SUV

Vehicle Identification Number (VIN) 1FMZU73E42Z[redacted]

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE AND/OR TRANSFER OWNERSHIP

Federal law and State law require that you state the mileage upon transfer o[redacted]prisonment.

I, [redacted]
TRANSFEROR'S (SELLER'S) NAME OR NAMES IF JOINTLY OWNED, PRINT

appoint KEITH HOLBROOK -AGENT- JOE LEE CHEVROLET, INC. attorney-in-fact
TRANSFEREE'S (BUYER'S) NAME, PRINT

to disclose the mileage, on the title for the vehicle described above, exactly as stated in my following disclosure and to sign in my / our name, place, and stead any Certificate of Title, or other supporting papers, covering said motor vehicle, in whatever manner necessary to register and / or transfer ownership of said motor vehicle; and I / we do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

I state that the odometer now reads 103522 (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.
☐ 2. I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

TRANSFEROR'S (SELLER'S) SIGNATURE / PRINTED NAME — CO-TRANSFEROR'S (SELLER'S) SIGNATURE (IF JOINTLY OWNED / PRINTED NAME)

Transferor's Address 332 WHISTLE STOP ROAD, DENNARD, AR 72629-
STREET CITY STATE ZIP CODE

Date of Statement 08-01-05 KEITH HOLBROOK Keith Holbrook
TRANSFEREE'S (BUYER'S) SIGNATURE / PRINTED NAME

Transferee's Address P.O. BOX 849, CLINTON, AR 72031-
STREET CITY STATE ZIP CODE

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENTS AND ACKNOWLEDGE DISCLOSURE

(Part B is invalid unless Part A has been completed.)

I, [redacted]
TRANSFEREE'S (BUYER'S) NAME, PRINT

appoint [redacted] attorney-in-fact
TRANSFEROR'S (SELLER'S) NAME, PRINT

to sign the mileage disclosure, on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below and to sign in my / our name, place, and stead any Certificate of Title, or other supporting papers, covering said motor vehicle, in whatever manner necessary to register and / or transfer ownership of said motor vehicle; and I / we do hereby grant unto said attorney-in-fact full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted, as the grantor might or could do if personally present, with full power of substitution.

TRANSFEREE'S (BUYER'S) SIGNATURE / PRINTED NAME — TRANSFEREE'S (BUYER'S) ADDRESS (STREET, CITY , STATE, ZIP)

Federal law and State law require that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and / or imprisonment.

I state that the odometer now reads [redacted] (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.
☐ 2. I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

Date of Statement [redacted] TRANSFEROR'S (SELLER'S) SIGNATURE / PRINTED NAME

Transferor's Address [redacted]
STREET CITY STATE ZIP CODE

PART C. CERTIFICATION

I, KEITH HOLBROOK -AGENT- JOE LEE CHEVROLET, INC.
(person exercising above power of attorney, Print), hereby certify that the mileage I have disclosed on the title document is consistent with that provided to me in the above power of attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create, nor does it create any new or additional liability under Federal or State law.

Signature Keith Holbrook Printed Name KEITH HOLBROOK

Date 08-01-05 Address P.O. BOX 849, CLINTON, AR 72031-
STREET CITY STATE ZIP CODE

INITIAL PRIVACY NOTICE TO ALL CONSUMERS AND CUSTOMERS

In connection with your application or transaction, NONE may obtain information about you as described in this notice, which we handle as stated in this notice.

We collect nonpublic personal information about you from the following sources:

Information we receive from you on applications or other forms;

Information about your transactions with us, our affiliates or others; and,

Information we receive from a consumer reporting agency.

We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer.

We may also disclose nonpublic personal information about you as a consumer, customer, or former customer, to non-affiliated third parties as permitted by law – for example, to the state Department of Motor Vehicles.

We restrict access to nonpublic personal information about you to those employees and contract vendors who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

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

[redacted] [redacted] 8/1/05
TE

[redacted] [redacted] 8/1/05
DATE

ACV

$6500.

Hz

Joe Lee
CHEVROLET, INC.
BOX 849 • CLINTON, AR 72031
PHONE 501-745-2451
www.joeleechevy.com

STOCK [redacted]

SALESMAN Hassel Long

ORDER DATE 8-1-05

BUYER'S ORDER

[redacted]

Dennard, AR. [redacted]
CITY STATE ZIP

[redacted]
BUSINESS PHONE

2005 Chevy Trailblazer LS 4x4
YEAR MAKE MODEL

1GNDT13S652 [redacted]
SERIAL #

Silverstone
COLOR MILES

MSRP:	32,270	00
Delivered Price AMS	28,264	58
Dealer installed equipment & accessories:		
Documentary Fee		
Lien Fee		
Total Vehicle & Accessories		
Delivery & Handling		
Total Sale Price $	28,264	58
Sales Tax $		

Trade Allowance #1 $	4,500	00
Balance Owed #1 $	10,340	88
Trade Allowance #2 $		
Balance Owed #2 $		

Net Allowance $	4,500	00
Cash Down $		
Deposit $		
Rebate $	2500	00
Unpaid Balance Due $	29,605	76

RECORD LIEN: ☐ YES ☐ NO VERIFIED

LIENHOLDER

ADDRESS

CITY,STATE,ZIP

SALES DEPT. ORDER ACCEPTED BY

CREDIT DEPT. ACCEPTED BY

TRADE-IN INFORMATION

YEAR	MAKE	MODEL	BODY / COLOR	CYL
2002	Ford	Explorer	XLT 4x4 / Brown	6

VEHICLE ID NUMBER: 1FMZU73E42Z [redacted] MILES: 103,522

TRADE-IN INFORMATION #2

YEAR	MAKE	MODEL	BODY / COLOR	CYL

VEHICLE ID NUMBER MILES

INSURANCE INFORMATION

State Farm
AGENT'S NAME

ADDRESS Clinton, Ar.
CITY STATE ZIP

PHONE CARRIER NAME

POLICY # EFFECTIVE DATE FROM $ TO $

TALKED TO COLLISION COMP

PAY OFF

Regions Bank TITLE: ☐ YES ☒ NO
FINANCE COMPANY

ADDRESS Clinton, Ar. 72031
CITY [redacted] ZIP

ACCOUNT # PAY OFF AMOUNT 10,340.88

Amanda 8-11-05
TALKED TO GOOD UNTIL

NOTICE TO THE BUYER: Any warranties on the products sold hereby are those made by the manufacturer(s) of those products. The above named Dealership, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PURCHASER X

SALESMAN Hassel Long

SALES MGR

(ORDER NOT VALID UNLESS ACCEPTED BY SALES MANAGER)

CERTIFICATE OF ORIGIN FOR A VEHICLE

8304

GM

[redacted]

DATE
08/04/04

INVOICE NO
[redacted]

VEHICLE IDENTIFICATION NO
1GNDT13S652[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 4WD

SHIPPING WEIGHT
4537

HP (SAE)	GVWR	NO CYLS	SERIES OR MODEL
32.1	5750	06	CT15506

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER ETC

17360 HKQMT7

JOE LEE CHEVROLET, INC.
PO BOX 849
CLINTON AR 72031-0849

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

G37979297

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY. [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

DETROIT MI 48243-1114
(CITY - STATE)

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle FOR VALUE RECEIVED I TRANSFER DESCRIBED ON THE FACE OF THIS

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted]

I certify to the best of my knowledge that the odometer reading is 3 No Tenths

DEALER Joe Lee Chevrolet BY: Keith Holbrook ALT
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 1 day of Aug. 20 05

State of

County of

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S)

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER BY
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

State of

County of

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S)

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER BY
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

State of

County of

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S)

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER BY
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

State of

County of

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: Odometer Reading 3 NO Tenths ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage WARNING ODOMETER DISCREPANCY

Signature(s) of Seller(s) Keith Holbrook

Printed Name(s) of Seller(s) Keith Holbrook's No. F194

Date of Statement 8-1-05 Date of Sale 8-1-05

Signature of Purchaser(s)

Printed Name of Purchaser(s)

Company Name (if Applicable)

Address of Purchaser(s)

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

Notary Public

State of

County of

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

1st lien in favor of U.S. BANK N.A.

whose address is PO Box 3427 OSHKOSH, WI 54903

2nd lien in favor of

whose address is

SS827 REV. 1-2000

2005 TRAILBLAZER LS 4WD
670 SILVERSTONE METALLIC /L6G
26R LIGHT GRAY
ORDER NO. HKQMT7/TRE STOCK NO.
VIN 1GN DT13 S6 52[redacted]

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

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			
TOTAL MODEL & OPTIONS	32710.00	29470.25	ACT 237 29173.95
DESTINATION CHARGE	685.00	685.00	H/B 261 981.30
TOTAL	33395.00	30155.25	PAY 310 30155.25
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28727.40	

-967.50 Price Reduction 02-17-05 C

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.

$29,187.25 TOTAL COST

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

JOE LEE CHEVROLET, INC.

REMIT TO GMAC [redacted]
VIN 1GNDT13S65[redacted]
$ 30155.25 INV [redacted]
DUE 08/19/04 DEALER 17-360

2005 TRAILBLAZER LS 4WD
67U SILVERSTONE METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HKQMT7/TRE STOCK NO.
VIN 1GN DT13 S6 52[redacted]

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

**********5

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73	INVOICE 02/10/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 08/04/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 08/22/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/17/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 08/04/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S691F S691F
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	WFP-F QTR OPT-1
AND ELECTRONIC CONTROL			CHG-TO 17-360
N74 17" BRIGHT ALUMINUM WHEELS	150.00	129.00	
PCK ONSTAR PLUS PACKAGE	970.00	834.20	SHIP WT: 4537
* ONSTAR SYSTEM-INCLUDES 1 YEAR			HP: 32.1
SAFE & SOUND			GVWR: 5750
* CRUISE CONTROL			GAWR.FT: 2950
PCR SUN, SOUND, AND ENTERTAINMENT	2165.00	1861.90	GAWR.RR: 3200
PACKAGE			GMS: 28264.58
* POWER SUNROOF			SUPPLR: 29533.11
* BOSE PREMIUM SOUND SYSTEM			MRM: 34170.00
* XM SATELLITE RADIO - OVER 130			NTR: 1/2
CHNLS OF DIGITAL ENTERTAINMENT.			MEMO 1504.25
SERVICE FEE EXTRA 1ST 3MO INC			
* AM/FM STEREO W/6 DISC CHANGER			
(REPLACES STD/OPT PKG RADIO)			
* CUSTOM O/H CONSOLE			
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	
QTE P245/65R17 FOUR ON/OFF ROAD	N/C	N/C	
BLACKWALL TIRES			
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-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

JOE LEE CHEVROLET, INC.

EMPLOYEE/SUPPLIER PURCHASE/LEASE PROGRAM CLAIM FORM
(DO NOT SIGN THIS FORM UNLESS COMPLETELY FILLED OUT)

Joe Lee Chevrolet	17360	8-1-05
Dealership Name	Dealer Code	Delivery Date

Price of vehicle listed as GMS or Supplier $ 28,264.58

Non-Factory Installed Options or Conversion Package
(Price determined between Dealer and Eligible Customer, not a part of program.)

Description	Price
XZ1 Lon	$ 494
	$
	$

Less Doc Fee (Minus) $

TOTAL OPTIONS: $

Over allowance on Trade (financing purposes only) $ 4005.42

TOTAL: $
(Excludes tax & license)

Lease Acquisition Fee $

LEASE TOTAL: $

Customer: VIN: 1GNDT13S652 [redacted]

Relationship:
(i.e., relationship to employee, retiree or surviving spouse)

Employee/Retiree/Surviving Spouse Name:

Address:

City/State/Zip:

Kit Holland
Dealer Signature

James Van Holten
Customer Signature

JOE LEE CHEVROLET
PO BOX 849
CLINTON, AR 72031

CUSTOMER [redacted] DEAL# 8699

VEHICLE TRADE IN 2002 Ford Explorer

STOCK NUMBER [redacted]

PAID
57058
8-8-05
dg

DATE TODAY 8-1-05

LEINHOLDER ~~Bank of the Ozarks~~ Regions Bank

ACCOUNT# [redacted]

PAY OFF AMOUNT $ 10,340.88

CHARGE TO ACCT #303

PAY OFF GOOD TILL 8-11-05

CONFIRMED BY H. Long

VERIFIED BY Amanda

title in
8/18/05

(54) [redacted]

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-877-[redacted] Date 7-11-07

	QTY	PART NO. OR DESCRIPTION	AMT
23.06	1	89018400 Resistor	
47.50	1	15862656 Pigtail	
70.56			
		TOTAL PARTS	

CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE

HOME PHONE [redacted]

YEAR 2005 MAKE Chev MODEL Trail Blazer

ODOMETER 35185 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1 G N D T 1 3 S 6 5 2 [redacted]

REPAIR ORDER - LABOR INSTRUCTIONS

CS- Fuel Mileage - Has Dropped Since Last Visit J9992.3

CS- A/C Blow Fwd on High N9561.6

POSTED

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

TERMS [redacted]

I HEREBY A... ALS. YOU ... INSPECTIO... ABOVE VE... RESPONSI... FIRE, THE...

SIGNED [redacted]

WARRANTY LABOR	462	48.00
BODY LABOR	472	
PARTS	480	98.78
HAZARDOUS WASTE	905W	
SUBLET REPAIRS	466W	
WARRANTY RENTALS	502W	
SALES TAX	324	
TOTAL AMOUNT	263	146.82

Thank You We appreciate your business.

UNLESS OTHERWISE PROVIDED BY LAW, THE SELLER, JOE LEE CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

Jacobs Printery 501-745-2742 FORM 750 LT1

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE

[redacted]

MECHANICAL TICKET
JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452
Toll-free 1-877-JoeLee1 www.joeleechevy.com Date [illegible]

QTY	PART NO. OR DESCRIPTION	AMT
7	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]
		[illegible]
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

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CUSTOMER'S NAME [redacted]
ADDRESS [redacted]
CITY, STATE
HOME PHONE BUS PHONE
YEAR MAKE MODEL
ODOMETER LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO
DATE & TIME PROMISED M T W Th F AM PM

VIN 1GNDT13865 [redacted]

REPAIR ORDER - LABOR INSTRUCTI[illegible]

[illegible]	[illegible]
5[illegible]	

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

WARRANTY LABOR	460-461	[illegible]
BODY LABOR	470-471	
PARTS	467-468	19 60
HAZARDOUS WASTE	905	1 50
SUBLET REPAIRS	466	
SALES TAX	324	2 71
TOTAL AMOUNT	220-225	3[illegible] 81

Thank You. We appreciate your business.

Jacobs Printers 501 745-2742 FORM 258 1-12

08/31/2007 10:56 FAX 5017456104 JOE LEE CHEVROLE 031

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452
Toll-free 1-877-JoeLee1 www.joeleechevy.com

Date 1-[redacted]-07

QTY	PART NO. OR DESCRIPTION	AMT
1	[illegible]	[illegible]

WARRANTY PARTS RETURNED
Date 1/4/07
DW

TOTAL PARTS

SUBLET REPAIRS

QTY	DESCRIPTION	AMT

TOTAL SUBLET REPAIRS

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CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR MAKE MODEL [illegible]

ODOMETER 83935 LICENSE NO.

(CIRCLE ONE)
DELIVER
YES / NO
DATE & TIME
PROMISED
M T W Th F
AM
PM

VIN 1GNDT13S[redacted]

REPAIR ORDER - LABOR INSTRUCTIONS

[illegible]
Replace Ambient light sensor I/P Dash

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED _____

Thank You. We appreciate your business.

WARRANTY LABOR	462
BODY LABOR	472
PARTS	480
HAZARDOUS WASTE	905W
SUBLET REPAIRS	466W
WARRANTY RENTALS	502W
SALES TAX	324
TOTAL AMOUNT	263

MECHANICAL TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton. AR 72031 • 501-745-2452
Toll-free 1-877-JoeLee1 www.joeleechevy.com Date 9-06-06

[redacted]

QTY	PART NO. OR DESCRIPTION	AMT
1		14.00
		5
		19.60
	TOTAL PARTS	

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

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CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE /

HOME PHONE BUS PHONE

YEAR 05 MAKE Chev MODEL T Blazer

ODOMETER 16702 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1GND713S652 [redacted]

REPAIR ORDER - LABOR INSTRUCTION

[illegible]

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

WARRANTY LABOR	460-461	9.00
BODY LABOR	470-471	
PARTS	467-468	19.60
HAZARDOUS WASTE	905	1.50
SUBLET REPAIRS	466	
SALES TAX	324	2.71
TOTAL AMOUNT	220-225	32.81

Thank You. We appreciate your business.

[redacted]

WARRANTY TICKET

JOE LEE CHEVROLET, INC.

1820 Hwy.65 South • Clinton, AR 72031 • 501-745-2452

Toll-free 1-87[redacted]evy.com Date 10-17-06

	QTY	PART NO. OR DESCRIPTION	AMT
	1	15319851 Relay	
		TOTAL PARTS	

CUSTOMER'S NAME [redacted]

ADDRESS

CITY, STATE

HOME PHONE BUS PHONE

YEAR 05 MAKE Chev MODEL Trail Blazer

ODOMETER 21696 LICENSE NO.

(CIRCLE ONE) DELIVER YES / NO DATE & TIME PROMISED M T W Th F AM PM

VIN 1GNDT138652[redacted]

REPAIR ORDER - LABOR INSTRUCTIONS

OK Relay Hanging Down
Barton Relay Broken

WARRANTY PARTS RETURNED Date 10/17/06

SUBLET REPAIRS

QTY	DESCRIPTION	AMT
	TOTAL SUBLET REPAIRS	

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SERVICE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

SIGNED

WARRANTY LABOR	462	2-5
BODY LABOR	472	
PARTS	480	19
HAZARDOUS WASTE	905W	
SUBLET REPAIRS	466W	
WARRANTY RENTALS	502W	
SALES TAX	324	
TOTAL AMOUNT	263	39 6

Thank You. We appreciate your business.

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Jacobs Printery 501-745-2742 FORM 758-L13