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Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joseph Rodriguez State: Arkansas

Customer Name: [redacted] Service Request:71-[redacted] BBB Case No.: [redacted]

Vehicle ID No.: **1GNDT13S65[redacted]** In Service Date: 8-1-05 Vehicle is New BAC Code: 1[redacted]

Year, Make & Model: 2005 Chevrolet Trailblazer
Mileage at Time of BBB Filing
Lien holder: GMAC X Other☐: {Name}

DVM Name: Mario Perez
Phone/Cell Number: {Number - Cell Number Preferred}

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
Sale Type: Purchase X Lease☐ Other☐ : {Type}
CAM Name: {Name}
Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ **Head lights**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-16-05	[redacted]	1	3647	WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION – R terminal bad loose fit

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/30/06	[redacted]	1	13515	WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION – R repair terminals at pcm

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/04/07	[redacted]	1	23935	AMBIENT LIGHT SENSOR REPLACEMENT

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other Engine stalls/AC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/14/07	[redacted]	1	33138	THROTTLE BODY – CLEAN no failure codes found Cust states Vehicle stalls at times
06/19/07		1	33400	POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS cust vehicle stalls at times
10/17/06		1	21696	RELAY - FUEL SYSTEM – REPLACE Bracket on relay broken
07/11/07		1	35185	HVAC MODULE CONNECTOR AND RESISTOR - REPLACE
07/11/07		1	35185	CUSTOMER CONCERN NOT DUPLICATED Cust states a/c does nor work at high speed and fuel mileage has dropped

THE STATE LEMON LAW READS:

Days out of service: 8
Repairs 3
Time period 24/24
Does Lemon Law state nonconformity must continue to exist?

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

Number of repair attempts in the presumption period:	**5**
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	8

Vehicle Meets Presumption of Lemon Law NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a “substantial impairment” of the vehicle’s use, value or safety.

Dealership has not been able to duplicate the concerns for the headlights flickering and for the engine stalling and the vehicle does not meet the presumption period due vehicle being out of the mfg warranty.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD 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.**

Customer Claim Form

Contact Date: 08/17/07 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]
DENNARD, AR
Day Phone: [redacted] Evening Phone: Cell Phone:
Fax Number: E-mail Address:
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: James Van Holten / Elizabeth Quick
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: Chevrolet Model: Trailblazer Model Year: 2005 Current Mileage: 37400
Vehicle Identification Number: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Servicing Dealer/City/State : SUPERIOR CHEVROLET, INC.,
Selling Dealer/City/State : Joelee Chevrolet, Clinton, AR
Insurance Carrier : State Farm Insurance 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:08/01/05 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 the manufacturer to replace the vehicle or repurchase the vehicle and refund their money.

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:_____Mileage:_____
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. Vehicle shuts completely down while driving	yes				
2. Cruise control malfunctioning	yes				
3. Corroded sensor on the cam shaft / replaced	no				
4. Computer re-programmed / mileage dropped 25% less	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

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.

August 17, 2007

Re:m01 [redacted] vs Chevrolet Motor Division

JOSEPH RODRIGUEZ
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

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,

William Clopton at Extension 502

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. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

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 RV 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 or manufacturer-sponsored credit card earnings the customer received or 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 be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. 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 vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- 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.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple 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 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.

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 if it was purchased or leased new.

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 of a vehicle purchased or leased new** – 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.

  Important: Replacement is not an available remedy if the current customer purchased or leased a used 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 or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE ARKANSAS LEMON LAW

New Motor Vehicle Quality Assurance Act

The following is a brief explanation of most relevant provisions of the Arkansas lemon law. The complete text of the lemon law can be found at Ark. Code Ann. 4-90-401 *et seq.*

VEHICLES COVERED

The Arkansas lemon law covers motor vehicles that are licensed, purchased, or leased in Arkansas and primarily designed for transportation of persons or property over public streets and highways. The lemon law does not cover mopeds, motorcycles, or the living facilities of motor homes. Except for motor homes, the lemon law does not cover vehicles with a G.V.W. rating of over 10,000 pounds. Used vehicles might be covered if transferred during the MVQA period.

CONSUMERS COVERED

The lemon law covers:

1. The purchaser or lessee, other than for the purpose of resale or sublease, of a new or previously untitled motor vehicle, provided the motor vehicle is titled and registered as prescribed by law; or

2. Any other "person" entitled to enforce the obligations of a manufacturer's new vehicle warranty during the duration of the Motor Vehicle Quality Assurance period [see definition below], provided the motor vehicle is titled and registered as prescribed by law.

The definition of "person" includes any natural person, a partnership, firm, corporation, association, joint venture, trust, or other legal entity.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers vehicle **nonconformities.** A nonconformity means any specific or generic defect or condition, or any concurrent combination of defects or conditions, that:

1. Substantially impairs the use, market value, or safety of a motor vehicle; or

2. Renders the vehicle nonconforming to the terms of an applicable manufacturer's express warranty or implied warranty of merchantability.

The lemon law provides the manufacturer with an affirmative defense if it can be shown that:

1. The nonconformity, defect, or condition does not substantially impair the use, value or safety of the vehicle; or

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2. The nonconformity, defect or condition is the result of an accident, abuse, neglect or unauthorized modification or alteration of the vehicle by persons other than the manufacturer, its agent, or authorized dealer.

THE MOTOR VEHICLE QUALITY ASSURANCE PERIOD

The lemon law establishes a *Motor Vehicle Quality Assurance period,* which will be referred to as the *MVQA period*. The MVQA period is the period of time that:

BEGINS on the date of original delivery of a motor vehicle to a consumer* AND

ENDS 24 months after the date of the original delivery of the vehicle to a consumer, or the first 24,000 miles of operation attributable to the consumer, WHICHEVER IS LATER.

NOTICE TO THE MANUFACTURER

The Arkansas lemon law provides that, if a motor vehicle has a nonconformity and the consumer reports the nonconformity to the manufacturer, its agent, or authorized dealer during the MVQA period (see definition above), the nonconformity must be corrected, even if the repairs are made after the expiration of the MVQA period.

After 3 attempts have been made to repair the same nonconformity, or after 1 attempt to repair a nonconformity likely to cause death or serious bodily injury, the consumer must notify the manufacturer BY CERTIFIED OR REGISTERED MAIL of the need to repair the nonconformity in order to allow the manufacturer a final attempt to cure the nonconformity.

Guidance from the Arkansas Attorney General's Office indicates that the requirement for notice and final repair attempt does not apply to a consumer who is not asserting the presumptions that arise after three attempts to the same nonconformity or one attempt to a nonconformity likely to cause death or bodily injury.

FINAL REPAIR ATTEMPT

Within 10 days after receipt of the certified or registered notice from the consumer, the manufacturer must provide the consumer with the opportunity to have the vehicle repaired at a reasonably accessible repair facility. Repairs must be accomplished within 10 days after the vehicle is delivered by the consumer to that repair facility.

The requirement that the manufacturer be given a final attempt to cure the nonconformity does not apply if:

1. The manufacturer fails to notify and provide the consumer with the opportunity to have the vehicle repaired at a reasonably accessible repair facility; or

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* If the consumer has received a replacement vehicle from the manufacturer, the lemon law rights period begins on the date of delivery of the replacement vehicle to the consumer.

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2. The manufacturer fails to perform the repairs within 10 days after the vehicle is delivered by the consumer to the designated repair facility.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent, or authorized dealer has not conformed the motor vehicle to the warranty by repairing or correcting one or more nonconformities that substantially impair the motor vehicle after a reasonable number of attempts, the manufacturer must repurchase or replace the vehicle within 40 days.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Arkansas lemon law provides a ***rebuttable presumption*** that the manufacturer and its authorized service agent have had a reasonable number of attempts to repair a vehicle if *any* of the following occurs:

1. A nonconformity continues to exist after it has been subject to repair three times by the manufacturer and/or its dealers PLUS a final repair attempt by the manufacturer after receipt of certified or registered mail notice from the consumer;

2. A nonconformity that is likely to cause death or serious bodily injury continues to exist after it has been subject to repair one time by the manufacturer and/or its dealers PLUS a final repair attempt by the manufacturer after receipt of certified or registered mail notice from the consumer;

3. The vehicle is out of service by reason of repair, or attempt to repair, any nonconformity for a cumulative total of 30 calendar days*; or

4. There have been 5 or more attempts, on separate occasions, to repair any nonconformities that together substantially impair the use and value of the vehicle to the consumer.

Guidance from the Arkansas Attorney General's Office indicates that the requirement that the nonconformity continues to exist does not apply to a consumer who is not asserting the presumptions that arise after three attempts to the same nonconformity or one attempt to a nonconformity likely to cause death or bodily injury.

A ***nonrebuttable presumption*** arises if, after the consumer sends the required notice by certified or registered mail, the manufacturer fails to notify and provide the consumer with the opportunity to have the vehicle repaired at a reasonably accessible repair facility or the manufacturer fails to perform the repairs within 10 days after the vehicle is delivered by the consumer to the designated repair facility.

A manufacturer, its agent or authorized dealer may not refuse to diagnose or repair any vehicle for the purpose of avoiding liability under the lemon law. A manufacturer, its agent or

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* This 30-day period is extended by any period of time during which repair services are not available as a direct result of war, invasion, strike, fire, flood, or natural disaster. The manufacturer or dealer must provide for the free use of a vehicle by the consumer after the 30-day period if delay is due to the problems listed above.

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authorized dealer must provide the consumer with a written repair order each time the vehicle is brought in for examination or repair. The repair order must include reference to each defect, nonconformity, or other complaint brought to the attention of the manufacturer, its agent or authorized dealer. Each presentation of the vehicle by the consumer with a reasonable opportunity to repair the vehicle is considered a repair attempt for the defects, nonconformities or other complaints noted in the repair order.

In the case of a motor home, where 2 or more manufacturers contributed to the construction of the vehicle, it shall be considered a repair attempt only if the facility is authorized by the manufacturer to provide warranty service for the vehicle. If a consumer presents their motor home for repairs at an authorized facility but decides to continue traveling rather than having the repairs done at that time, it does not count as a repair attempt.

DISPUTE RESOLUTION

A manufacturer doing business in Arkansas, entering into franchise agreements for the sale of its vehicles in Arkansas, or offering express warranties on its vehicles sold or distributed in Arkansas must operate or participate in an informal dispute settlement procedure. The informal procedure must be located in Arkansas and must comply with the lemon law.

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used the informal procedure before commencing a civil action, unless the manufacturer allows a consumer to forego the procedure or the manufacturer, its agent or authorized dealer has failed to provide the consumer with the Attorney General's description of the consumer's rights and obligations under the lemon law.

TIME PERIOD FOR FILING CLAIMS

Claims must be filed with BBB AUTO LINE within two years following the date the nonconformity is first reported to the manufacturer, agent or dealer.

An action in court must be commenced within two years following the date that the consumer first reports the nonconformity to the manufacturer, its agent, or authorized dealer, or two years following the date that the consumer files a claim with the informal dispute settlement procedure.

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REMEDIES UNDER THE ARKANSAS LEMON LAW

REPURCHASE

Owned Vehicles

The Arkansas lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. *Vehicle purchase price.* This means the cash price paid for the vehicle appearing in the sales agreement or contract, including any net allowance given for a trade-in vehicle.

2. *Collateral charges.* These are defined as additional charges to a consumer wholly incurred as a result of the acquisition of the motor vehicle. They include, but are not limited to:

   - Manufacturer-installed or agent-installed items;
   - Earned finance charges;
   - Sales taxes;
   - Title charges; and
   - Charges for extended warranties provided by the manufacturer, its subsidiary or agent.

3. *Incidental charges.* These are defined as reasonable costs (not including loss of use, loss of income, or personal injury claims) incurred by the consumer which are directly caused by nonconformity or nonconformities that are the subject of the claim. They include, but are not limited to:

   - Towing charges; and
   - Costs of obtaining alternative transportation.

4. Less a reasonable offset for use and a reasonable offset for physical damage to the vehicle.

Refunds must be made to the consumer and lienholder of record, if any, as their interests may appear. At the time of the refund, the consumer or lienholder must furnish to the manufacturer clear title to and possession of the motor vehicle.

Leased Vehicles

The Arkansas lemon law provides that the manufacturer must pay the following amounts when it repurchases a leased vehicle:

To the Lessor:

1. 105% of the lessor's actual purchase costs, minus the total of all deposit and rental payments paid by the lessee to the lessor;

2. *Collateral charges* (see above), if applicable;

3. Any fee paid to another to obtain the lease;

4. Any insurance or other costs expended by the lessor for the benefit of the lessee, and

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5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was purchased.

To the Lessee:

1. All deposit and rental payments paid by the lessee to the lessor; and

2. *Incidental charges* (see above), if applicable.

3. Less a reasonable offset for use and a reasonable offset for physical damage to the vehicle.

At the time of the refund, the consumer or lessor must furnish to the manufacturer clear title to and possession of the motor vehicle. The consumer's lease agreement with the lessor is terminated upon payment of the refund, and no penalty for early termination can be assessed.

Allowance for the consumer's use of or damage to vehicle

The Arkansas lemon law states that a reasonable offset for the vehicle's use is deducted from the amounts a manufacturer pays to the owner or lessee when it repurchases a vehicle. The reasonable offset for use is determined by the following formula:

# miles traveled by vehicle prior to time the consumer first delivered vehicle to the manufacturer, agent or dealer for correction of the problem that gave rise to the nonconformity	X	vehicle purchase price (including charges for transportation and manufacturer-installed options)
120,000		

The Arkansas lemon law also provides that a reasonable offset be made for physical damage sustained to the vehicle while under the ownership of the consumer.

REPLACEMENT

If a manufacturer replaces a vehicle under the Arkansas lemon law, the consumer must receive a replacement vehicle that is identical or reasonably equivalent to the replaced motor vehicle as it existed at the time of original acquisition. The manufacturer must also pay all *collateral* and reasonably incurred *incidental charges* (see above).

The consumer is responsible for paying a reasonable offset for use of the vehicle. The reasonable offset for use is determined by the following formula:

		# miles traveled by vehicle prior to time the consumer first delivered vehicle to the manufacturer, agent or dealer for correction of the problem that gave rise to the nonconformity		vehicle purchase price (including charges for transportation and manufacturer-installed options)
Reasonable offset for use	=	120,000	X	

The Arkansas lemon law also provides that a reasonable offset be made for physical damage sustained to the vehicle while under the ownership of the consumer.

At the time of the replacement, the consumer, lienholder, or lessor must furnish to the manufacturer clear title to and possession of the motor vehicle.

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

Customer: [redacted]	**SR #:** [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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32270.00
MSRP (from BARS Invoice screen)	- 33395.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 1125.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	10505.42
Actual Cash Value (ACV) (from ACV Statement)	- 6500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 4005.42

Section 3

Trade Allowance (from Bill of Sale)	10505.42
Payoff on Trade (from Bill of Sale)	- 10340.88
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 164.54

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32270.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2500.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4005.42
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 25764.58

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

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 Reque[redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S6[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

Sales Mgr Joey Lee
Joe Lee Chevrolet
P O Box 849
Clinton, AR 72031-0849

Re: [redacted]
Siebel Request: [redacted]
2005 Chevrolet Trailblazer
VIN # 1GNDT13S652[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

September 28, 2007

William Clopton
800-955-5100 ext 502
Arkansas

Re: [redacted]
BBB case #[redacted]
2005 Cadillac STS
VIN NO # 1G6DW677[redacted]

To Whom It May Concern:

General Motors regrets that Mr[redacted]s dissatisfied with his 2005 Cadillac STS.. We have and will continue to address all concerns per the terms of the warranty.

The concern Mr.[redacted] has is for a intermittent no start condition. Mr.[redacted] has been to the dealership three times for this concern. The dealer has preformed extensive test and has never been able to duplicate the concern. To the best of our knowledge at this time the vehicle is operating to General Motors specifications. General Motors would not agree to repurchase or replace the vehicle and since the concern has never been duplicated no repair would be recommended.

Sincerely,

Joseph Rodriguez
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11237
FAX# 866-749-7732

Service Satisfaction Survey

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

Dissatisfied Customer

[redacted]
Shelby Township MI
4[redacted]

Home telephon[redacted]
Change to: ( )

Please provide us with your preferred email address:

Dear [redacted]

Our records indicate that you had your **2005 Envoy serviced at Shelton GMC on August 16, 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: 025735001601** and **Password: w84mfd2uyx**. 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 Shelton GMC.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 16, 2007, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

1GKDT13S[redacted]21132
025735001601 00000115897 249823 2101

Please complete other side

CSI 020770

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) Condition explained but Could not fix, it is a "Quirk" of the Mode
- ☐ 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 Shelton GMC?	☐	☐	☐	☐	☒

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

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

19. Are you... ☐ Male ☒ Female

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

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

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

I wrote a 2 page letter to GMC Customer Service regarding my experience with Shelton Pontiac GMC. This was my 3rd trip to get the problem taken care of.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782 - I did, It does no good.

0599

Thank You!!

Your opinions will help us serve you better.

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

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

1GKDT13S552[redacted]21132
025735001601 2486517234 249823 2102

00016

December 12, 2017

[redacted]
Shelby Township, MI 4[redacted]

Service Request: [redacted]
Customer Relationship Specialist: David Suarez

Dear [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

[redacted]
Shelby Township, MI
[redacted]

ROYAL OAK MI 480
20 AUG 2007 PM 6 T

USA FIRST-CLASS FOREVER

AUG 21 2007

GMC Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

48232+5172

August 17, 2007
[redacted]
Shelby Twp, MI [redacted]

GMC Customer Assistance Center
P.O. BOX 33172
Detroit, MI 48232-5172

I am writing this letter to inform you that after twenty-five years as a loyal GM customer I am strongly considering a foreign purchase when my current lease is up. I have been having difficulty with my 2005 Envoy and have been working on getting it fixed since January 2nd of this year.

It started with my headlights and dash lights, including the fan, dimming down so it appears that the lights are flickering and the fan would quit. I took the car in to Shelton Pontiac in Rochester Hills, Michigan. They could not reproduce the flickering so of course it was not fixed. The service manager that I worked with that day, Mark, could not have been more condescending to me. As a woman I detest having to take my car in for any type of service for this very reason, they look at you as if you are making the entire thing up and if it cannot be reproduced this just reinforces their opinion. The lights continued to flicker all winter but when summer arrived, it was not noticeable because I was not driving to work in the dark.

On July 7th, 2007 it was brought to my attention, by a fellow driver after he almost ran into the back of my car, that I had no brake lights. I took the car in for service at Shelton Pontiac, where they decided it was the post market remote starter that was causing the problem. This was decided after the electrical system was computer analyzed for the cost of $100. The started was disconnected and the brake lights worked so no further analysis was done.

On July 21st, I was again told by a fellow driver that I had no brake lights, so on July 23rd I was back at the dealership for further service. This time the car was there all day, with not one phone call to tell me what was occurring. I arrived back at the dealership about 4:30 pm to be told that they were just getting to my car because they had been busy all day and had not had time to look at it. I had called twice in the afternoon for an update only to be told they had not gotten around to my car yet but that it was "next". This time it was determined that when the remote starter was disconnected that they had left one of the cables still attached, so this was disconnected and the brake lights worked. Again no further analysis was done and the flickering of the headlights and dash was not addressed. I was able to talk with the mechanic about the fan cutting off and he did replace a part that he felt might take care of the problem.

August 16th it was again pointed out to me that I had no brake lights so back to the dealership I went. I did ask for a loaner vehicle this time as I told them I would not be picking up the car until it was fixed. I also asked them to look at the headlights again since they were flickering every morning on my way to work. They kept the car over night and this time they determined there was a problem with the brake light lamp behind the brake pedal. This was replaced and the lights again worked. I was also informed that the flickering of the headlights and dash lights is just something that occurs in the Envoy and there is nothing to do for that. I did receive an explanation of why it occurs and told that is also occurs in the Trailblazer and Bravada. It is just a quirk of those models. I again thought to myself, it is no wonder that people purchase foreign cars.

I am writing this letter, as I think back on my experiences with the service department, because of my frustration even though the brake lights are currently working. I have been inconvenienced, have had to be shuttled to work, missed hours of work, and not one time did anyone apologize. A simple "I am sorry that it has been so difficult to fix the problem with your car" would have sufficed. I have tried to be patient throughout this entire ordeal and a simple apology would have gone a long way. Today, I did tell them that I wanted my $100 fee for the original analysis reimbursed and they did say they would take care of that and they did not charge me for the loaner car, since it was a part that was still under warranty.

As a nurse, I certainly understand customer service and how to build customer loyalty. It is unbelievable to me that at a dealership as busy and as large as Shelton customer service does not seem to be one of their priorities. To be fair, the last three visits I worked with Pete, who did his best to help but I do not think that the service manager in that area is a very good role model for customer service. He seems to have an attitude of indifference. I am very sad as I think about having to buy a car other than a GM model because I try and support American made products but the more I think about it they more I think my relationship with GM is probably over and I certainly have a different point of view as to why people buy foreign cars.

Sincerely

[redacted]

Fax

To: HEATHER MORRIS 866·263·6939

From: Crystal Breedlove
Phone: 303-547-6858
Office: 303-967-6624

RE: BMC ENVOY

FILE #: [redacted]

To Whom it May Concern: August 28, 2007

On June 17th, 2005, I purchased a new 2005 GMC Envoy. My current mileage is 28,680. Shortly after my purchase (about 2 months), I started having issues with the vehicle. My first issue was having the front shocks replaced on the vehicle. They both needed to be replaced because they were both leaking oil.

Once this issue was fixed, another issue came about. In November 2005, my headlights and fog lights started flickering all the way dim to all the way bright. It looks as if I am flashing my headlights on and off. When this starts to happen it also makes my control panel, mirror or radio anything with a light in it to do the same. I wasn't able to see the road or my control panel due to the lights going all the way dim. This also caused my battery gauge to go from 9 volts to 14 volts. The gauge would go up and down according to what the lights were doing. I took the vehicle into the Burt GM dealership located at 19201 Lincoln Ave in Parker, CO. I spoke with the manager and he had stated that they were seeing this on a couple of vehicles and would try and get it fixed. Later that day, they stated to me that they couldn't get the vehicle to do it again and nothing had showed on the diagnostic test. I had asked them to keep the vehicle for more testing and they did. Once all the testing was complete they could not find a fix for the problem. Several mechanics had said they were seeing a lot and didn't have a fix for it.

Shortly after that visit GMC had come out with a "memo" stating that they were aware of the problem and were trying to find a fix for it. I took my vehicle back from the dealership hoping GM would find a fix within a couple of weeks. Seeing how this is a major vehicle defect and a safety hazard I thought GM would give this top priority.

My vehicle did not have the issue again until about a month later. On January 16, 2006 I took my vehicle in again to the same Burt GM dealership in Parker, CO. They stated they might have found a fix for the problem. They decided to replace my alternator. After they had replaced my alternator everything I thought was good to go.

On March 6, 2006 the problem started again. Once this had happened I took my vehicle again into the dealership. This time I took it into the John Elway GM dealership located at 8101 Parkway Lone Tree, CO. They looked over the vehicle and told me this was a problem that GMC was still trying to find a fix for but wasn't having any luck. I was told that the bulbs used for the fog lights were too powerful for the alternator to handle so I needed to just drive with my fog lights off until GM could find a resolution. I had no problem with it as long as it stopped the problem and knowing GM was working on a fix. I also had taken in my vehicle because the battery had died less than a year after I bought the vehicle. During this visit I had asked for any updates on the situation from GM, There continued to be no new updates on the problem.

Several months had gone by and I continued to have the problem but GM did not have any updates. I continued to not drive my vehicle at night and to drive with my fog lights off. On July 9, 2007, I started experiencing the problem again but this time it started happening when my fog lights were off and just my headlights were on. I was driving in the dark and my lights started flashing on and off. I couldn't see at all and they continued to do this until I got home and turned off my engine, which was about 25

minutes. Seeing as how I couldn't see the road this is a huge safety hazard. I don't feel comfortable driving the vehicle at night. The next day I took my vehicle into Burt GM dealership located at 5850 S Broadway Littleton, CO. I told them not to give it back to me until they could fix the problem because I do not feel safe in the vehicle. The dealership kept the vehicle for 2 and half days. They had engineers from GM on the phone working through the problem with them. They ran a series of test and each test came up with no solution to the problem. While on the phone with GM they had stated to the Manager of Service Tim Konetshik at the GM dealership in Littleton, CO that there would be no fix for this issue on the vehicle. When I went in to pick up my car the lead service advisor had told me everything they had done and that there would be no fix for the issue.

I am very disappointed in GM due to the fact they are continuing to sell SUVs with this same issue. This is a huge safety hazard and should be rectified immediately due to the safety of my family and I being at stake. I spoke with GM at 800-462-8782 and started a case with them. My case number is [redacted] I have several other case numbers which were started by the GMC dealership these will be included on a copy of the service records.

I spoke with the acting General Manager Chuck Reynolds at the Burt GMC dealership in Littleton, CO about GM buying the vehicle back. He informed me I had given GM enough chances to fix the vehicle and now that they were saying there was absolutely no fix to the problem this would be the next step in the process to get the "buy back" process started. During this process I have taken my vehicle into the dealerships a total of 7 times. In my opinion I have given GM more than enough chances to rectify the situation. Please let me know if you need any other information from me.

I have all my service records along with case numbers and notes that I am including with my letter. Below is contact information regarding this matter, thank you for your time.

Sincerely,

[redacted]

My contact information

[redacted]
Parker, CO [redacted]
Home [redacted]
Cel [redacted]
Work: [redacted]
Work Cell: [redacted]

Dealership Contact Information

Chuck Reynolds
General Manager
Burt GMC Littleton location
Direct 720-284-5120

Tim Konetshik
Service Manager
Burt GMC Littleton location
720-284-5100

SERVICE # → FILE #

ALICIA DISILVA

[redacted]

INVOICE

Burt BUICK PONTIAC
[redacted]
5850 SOUTH BROADWAY · LITTLETON, CO 80121
Ph: (720) 284-5100
Service: (720) 284-5150
Fax: (720) 284-5220

[redacted]

PARKER CO [redacted]
HOME: [redacted] BUS [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 3686 DAN BITONDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S75[redacted]		26675/26675	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05	IS25OCT04		17:00 10JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS: STK[redacted]
12:16 09JUL07	12:24 12JUL07	

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL

A C/S HEADLAMPS AND DASH LIGHTS BLINK AT RANDOM TIMES - NO PATTERN -SEE HISTORY - MULTIPLE REPAIRS OF THIS CONDITION

NRA NO REPAIR ATTEMPTED

7201 IPS (N/C)

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

26675 CUSTOMER STATES LINKS BLINK AT RANDOM. WARR SCAN FREEZE FRAME AND FAILURE RECORDS,NO DTC STORED IN ANY SYSTEM. PERFORMED DOCUMENTS ID#S [redacted] AND [redacted] CONTACTED TECH ASIST SPOKE TO JOHN VAUGHAN CASE # 9746722. SOME LAMP DEFLECTION IS A NORMAL CONDITION AS VARIOUS LOADS ARE PLACED ON SYSTEMS DURING OPERATION. NO REPAIRS ARE ATTEMPTED OR RECOMMENDED AT THIS TIME.

****

B RENTAL CAR

RC RENTAL CAR

999 IRCS (N/C)

SUBL HERTZ IN[redacted] PO#16016

IRCS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C C/S PASSENGER FRONT WINDOW CLUNKS WHEN GOING UP (ALL THE WAY AT TOP)

NAP NO APPARENT PROBLEM FOUND

7201 CTC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

26675 CUSTOMER STATES RIGHT FRONT WINDOW CLUNKS. WARR INSPECTED OPERATION OF RIGHT FRONT WINDOW. NORMAL WINDOW OPERATION,WINDOW REGULATOR CONTACTING STOP..

****

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

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

STATEMENT OF WARRANTIES

ANY WARRANTIES ON THE ITEM/ ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, **BURT BUICK-PONTIAC-GMC, INC.**, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND **BURT BUICK-PONTIAC-GMC, INC.** 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	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

JOHN ELWAY
PONTIAC - BUICK - GMC
SOUTH
8101 PARKWAY
LONE TREE, COLORADO 80124
(303) 799-1157

[redacted]

PARKER, CO 8[redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 2401 CHRIS BRADFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S75[redacted]		15033/15033	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22MAR06 IS			17:24 03APR06			CASH	23MAR06

R.O. OPENED	READY	OPTIONS:
13:39 22MAR06	12:35 23MAR06	DLR:3333333333 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL
A	CUST STATES THAT AT NIGHT WHEN THE FOG LIGHTS ARE ON, THE WHOLE DASH LIGHTS COME UP AND DOWN. VOLTAGE GAUGE IN THE DASH FLUCTUATES UP AND DOWN TOO. ONCE TURNING FOG LIGHTS OFF IT STOPS. FOG AND HEADLIGHT FLICKER WHEN THIS IS OCCURING.									
	NC	NO CHARGE								
		4653	CT						0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:			0.00

15033 ALT PUTTIN OUT OVER 100A, BATT TESTS GOOD, FOUN D BULLITEN FOR NORMAL CONDITION, PUT BULLITEN I TO CAR FOR CUSTAMER

****

B	CUST STATES THAT THE PASS REAR DOOR, RIGHT BEHIND THE PASS FRT SEAT HAS A WIND LEAK, WORSE AT HIGHER SPEEDS. CAN FEEL A WIND RUSH AT TOP DOOR HINGE CORNER OF WINDOW/DOOR WHEN REACHING BACK.									
CAUSE:										
	C0351	CHANNEL, REAR DOOR WINDOW RUN (LOWER REAR)								
		LEFT	REPLACE							
		4653	WG40							(N/C)
	FC: PART#: COUNT: 0									
	CLAIM TYPE:									
	AUTH CODE:									
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:			0.00

15033 LEAKING FOUND LR WINDOW RUN CHANALE LEAKING, RESEAL RUN CHANLE

****

C	"FREE" COURTESY VEHICLE INSPECTION									
	21PT	"FREE" COURTESY VEHICLE INSPECTION								
		4653	CT						0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:			0.00

Thank You For Your Business!

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

(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	

AWC-SI-IN Reynolds and Reynolds TO ORDER: www.revsource.com; 877-698-5751; fax 1-800-531-6055

[redacted] [redacted]

[redacted]

INVOICE

JOHN ELWAY
PONTIAC - BUICK - GMC
SOUTH
8101 PARKWAY
LONE TREE, COLORADO 80124
(303) 799-1157

PARKER, CO [redacted]
HOME: [redacted] BUS:

PAGE 2

SERVICE ADVISOR: 2401 CHRIS BRADFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S7521[redacted]		15033/15033	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22MAR06 IS			17:24 03APR06			CASH	23MAR06

R.O. OPENED	READY	OPTIONS:
13:39 22MAR06	12:35 23MAR06	DLR:3333333333 ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

15033 DUE FOR 15K SEE SHEET

****

D CUST STATES THAT THE CD PLAYER DOES NOT WORK AT ALL AFTER IT HAS BEEN USED, CAR IS TURNED OFF THEN RETURNING TO THE VEHICLE. HAVE TO EJECT CD THEN REINSERT THEN IT WILL WORK.

CAUSE: .

R0762 RECEIVER, RADIO ORDER OR REMOVE
4653 WG40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

15033 SHORTED FOUND RADIO C/D PLAYER NOT WORKING AFTER KEY UP R AND R RADIO AND SEND OUT FOR REPAIR, TO BE RE INSTALED ON NEXT VISIT

****

E WHILE YOUR VEHICLE WAS IN FOR SERVICE TODAY WE CHECKED YOUR VEHICLE FOR ANY SAFETY RECALL'S AT THIS TIME THERE ARE NO SAFETY RECALL'S

VISS WHILE YOUR VEHICLE WAS IN FOR SERVICE TODAY WE CHECKED YOUR VEHICLE FOR ANY SAFETY RECALL'S AT THIS TIME THERE ARE NO SAFETY RECALL'S

4653 CT 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

15033

****

SUBL ENTERPRISE
PO#1256699
CT 5000.00 5000.00

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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	

Reynolds and Reynolds TO ORDER: www.revsource.com; 877-598-5751; fax 1-800-531-9000

[redacted]

[redacted]

INVOICE

JOHN ELWAY
PONTIAC - BUICK - GMC
SOUTH
8101 PARKWAY
LONE TREE, COLORADO 80124
(303) 799-1157

[redacted]

PARKER, CO [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 2401 CHRIS BRADFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S7521[redacted]		15033/15033	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22MAR06 IS			17:24 03APR06			CASH	23MAR06

R.O. OPENED	READY	OPTIONS:
13:39 22MAR06	12:35 23MAR06	DLR:3333333333 ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

IT'S NORMAL TO GENERATE WASTE BYPRODUCTS THAT REQUIRE DISPOSAL PER GOVERNMENT GUIDELINES.IT IS ALSO NECESSARY TO USE ITEMS THAT ARE FROM BULK SUPPLIERS THAT CAN NOT BE BILLED ON THE REPAIR ORDER INDIVIDUALLY.THOSE ITEMS ARE ACC OUNTED FOR UNDER SHOP SUPPLIES WHICH IS 10% O F THE LABOR WITH A $2.00 MIN & $49.99 MAX

Thank You For Your Business!

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	5000.00
MISC. CHARGES	0.00
TOTAL CHARGES	5000.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	5000.00

[redacted] [redacted]

INVOICE

Burt BUICK PONTIAC GMC
5850 SOUTH BROADWAY · LITTLETON, CO 80121
Ph: (720) 284-5100
Service: (720) 284-5150
Fax: (720) 284-5220

[redacted]

PARKER, CO [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 7040 MONTY MOORE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S752[redacted]		14446/14446	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05	IS25OCT04		17:00 06MAR06			CASH	07MAR06

R.O. OPENED	READY	OPTIONS: STK:G12061
13:07 06MAR06	14:53 07MAR06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	FRONT HEADLITES AND GUAGE LITES FLICKER WITH FOG LITES ON-ALT GUAGE GOES UP AND DOWN							
	SPC "VEHICLE IS OPERATING TO SPECIFICATION"							
	7037	CTC					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00

14446 WARG CK FOR UPDATES AND BULLETINS.COMPARE TO LIKE MODEL ENVOY,GAUGE FLUCTUTION NORMAL. HIGH ALT LOAD WITH FOG LIGHTS ON

****

B	R/REAR DOOR LEAKS AIR WHILE DRIVING							
	CAUSE: MISALIGNED							
	B4379	STRIKER, FRONT/REAR/SWING OUT OR SLIDING DOORS ADJUST OR REPLACE						
		7037WARR4						(N/C)
	FC: 3A PART#: COUNT: 0							
	CLAIM TYPE:							
	AUTH CODE:							
	VP							
PARTS:	0.00	LABOR:	A I D 0.00	OTHER:	0.00	TOTAL LINE B:		0.00

14446 WARG ADJUST R/R DOOR 2006

****

C	5K	CHANGE ENGINE OIL & FILTER, LUBRICATE CHASSIS, ROTATE TIRES - CHECK PRESSURE, INSPECT BRAKE SYSTEM - LININGS AND COMPONENTS, VISUALLY CHECK UNDERCARRIAGE FOR LEAKS OR DAMAGE.						
	5K	5K CHANGE ENGINE OIL & FILTER, LUBRICATE CHASSIS, ROTATE TIRES - CHECK PRESSURE, INSPECT BRAKE SYSTEM - LININGS AND COMPONENTS, VISUALLY CHECK UNDERCARRIAGE FOR LEAKS OR DAMAGE.						
		7037	CTC				35.65	35.65
	1	89032612	FILTER			4.58	4.58	4.58

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

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

STATEMENT OF WARRANTIES

ANY WARRANTIES ON THE ITEM/ ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, BURT BUICK-PONTIAC-GMC, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BURT BUICK-PONTIAC-GMC, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

Burt BUICK PONTIAC GMC
5850 SOUTH BROADWAY · LITTLETON, CO 80121
Ph: (720) 284-5100
Service: (720) 284-5150
Fax: (720) 284-5220

[redacted]

HOME: 7[redacted] BUS: [redacted]
CELL: 3[redacted]

SERVICE ADVISOR: 7040 MONTY MOORE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	GMC ENVOY	1GKDT13S752[redacted]		14446/14446	[redacted]

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05	IS25OCT04		17:00 06MAR06			CASH	07MAR06

R.O OPENED	READY	OPTIONS: STK:G12061
13:07 06MAR06	14:53 07MAR06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
7	AM-OIL		OIL		1.60	1.60	11.20

PARTS: 15.78 LABOR: 35.65 OTHER: 0.00 TOTAL LINE C: 51.43

14446 5K COMPLETE
****

D RENTAL CAR
CAUSE: 2 DAY RENTAL
Z7902 2 DAYS RENTAL
999WARR4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL HERTZ-H33115176-PO#195299
WARR4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****
CUSTOMER PAY HAZ-MAT & SHOP S FOR REPAIR ORDER 4.28
****
SHOP SUPPLY CHARGES: DEALER USES STANDARD SHOP SUPPLIES IN CONNECTION WITH VEHICLE REPAIRS. CHARGES ALSO INCLUDED DISPOSAL OF HAZARDOUS MATERIALS REGULATED BY STATE LAWS. SERVICE HOURS ARE 7AM -6PM MONDAY THRU FRIDAY
****

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	35.65
PARTS AMOUNT	15.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.28
TOTAL CHARGES	55.71
LESS INSURANCE	0.00
SALES TAX	1.16
PLEASE PAY THIS AMOUNT	56.87

CUSTOMER COPY

[redacted]

[redacted]

BURT
CHEVROLET IN PARKER

INVOICE

19201 Lincoln Ave.
Parker, CO 80138
Main Phone (720) 851-3300
Service Phone (720) 851-3310
Service Fax (720) 851-3311

[redacted]
PARKER, CO [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 11974 ANDY M CIARLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SLV	05	GMC ENVOY	1GKDT13S75[redacted]		12719/12719	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			17:00 16JAN06		0.00	CASH	16JAN06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
12:19 16JAN06	16:31 16JAN06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PARTS IN RT REAR DOOR AIR LEAK
CAUSE: E
C1130 WEATHERSTRIP - REAR DOOR OPENING - RIGHT - ALIGN OR REPLACE
11947 W94 (N/C)
1 19120579 F-WEATHERST (N/C)
FC: 2E
PART#: 19120579
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VN

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

12719 REPLACED RT REAR DOOR WEATHERSTRIP C1130 2 COMM FC2E
****

B LIGHTS DIM AND BRIGHTEN AND VOLT METER DROPS
CAUSE: E
J4100 GENERATOR ASSEMBLY REPLACE
11946 W94 (N/C)
1 10464468 W-GEN REM (N/C)
FC: 6D
PART#: 10464468
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

12719 FOUND VOLTAGE SPIKE REPLACED ALTERNATOR J4100 1.0 CCOR FC6D

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

CUSTOMER COPY

[redacted]

[redacted]

BURT
CHEVROLET IN PARKER

INVOICE

[redacted]

PARKER, CO [redacted]
HOME: [redacted] BUS:

PAGE 2

19201 Lincoln Ave.
Parker, CO 80138
Main Phone (720) 851-3300
Service Phone (720) 851-3310
Service Fax (720) 851-3311

SERVICE ADVISOR: 11974 ANDY M CIARLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SLV	05	GMC ENVOY	1GKDT13S7521[redacted]		12719/12719	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			17:00 16JAN06		0.00	CASH	16JAN06

R.O. OPENED	READY	OPTIONS:
12:19 16JAN06	16:31 16JAN06	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

THANK YOU FOR CHOOSING BURT CHEVROLET IN PARKER FOR YOUR SERVICE NEEDS! WE WANT TO MAKE SURE YOU ARE COMPLETELY SATISFIED!!! IF FOR ANY REASON YOU ARE NOT PLEASE CONTACT TOM ROGERS SERVICE MANAGER 720-851-3310 THANK YOU ONCE AGAIN VISIT US @ WWW.BURT.COM

GENUINE CHEVROLET

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS120

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 31, 2007

Tim Konetshik
19201 Lincoln Ave.
Parker, CO 80138
Ph: 720-281-5100
Fax: 720-284-5220

Re: [redacted]
Siebel Request: [redacted]
2005 GMC Envoy
VIN #: 1GKDT13S752[redacted]

Dear Mr. [redacted]

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,

Heather Morris
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21117
FAX# 866-263-6939

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

Customer: [redacted]	SR # [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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	28572.00
MSRP (from BARS Invoice screen)	- 32510.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -3938.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	13642.04
Actual Cash Value (ACV) (from ACV Statement)	- 12500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 1142.04

Section 3

Trade Allowance (from Bill of Sale)	13642.04
Payoff on Trade (from Bill of Sale)	- 14022.63
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= -380.59

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	28572.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2500.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 1142.04
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 24929.96

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

[redacted] [redacted]

[redacted]

INVOICE

PARKER, CO 8[redacted] PAGE 1
HOME: [redacted] BUS:

11974 ANDY M CIARLA

SLV 05 GMC ENVOY 1GKDT13S7521[redacted] 12719/12719 T468

17JUN05 IS 17:00 16JAN06 0.00 CASH 16JAN06
ENG:4.2_Liter_MFI_DOHC

12:19 16JAN06 16:31 16JAN06

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PARTS IN RT REAR DOOR AIR LEAK							
CAUSE: E								
	C1130 WEATHERSTRIP - REAR DOOR OPENING - RIGHT - ALIGN OR REPLACE							
	11947 W94							(N/C)
	1 19120579 F-WEATHERST							(N/C)
	FC: 2E							
	PART#: 19120579							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							
	VN							

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

12719 REPLACED RT REAR DOOR WEATHERSTRIP C1130 .2 CCVN FC2E
****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	LIGHTS DIM AND BRIGHTEN AND VOLT METER DROPS							
CAUSE: E								
	J4100 GENERATOR ASSEMBLY REPLACE							
	11946 W94							(N/C)
	1 10464468 W-GEN REM							(N/C)
	FC: 6D							
	PART#: 10464468							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							
	OR							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

12719 FOUND VOLTAGE SPIKE REPLACED ALTERNATOR J4100 1.0 CCOR FC6D

[redacted] 1[redacted]

INVOICE

[redacted]

PARKER, CO [redacted]
HOME [redacted] BUS:

PAGE 2

11974 ANDY M CIARLA

SLV 05 GMC ENVOY 1GKDT13S751[redacted] 12719/12719 T468

17JUN05 IS 17:00 16JAN06 0.00 CASH 16JAN06
ENG:4.2_Liter_MFI_DOHC

12:19 16JAN06 16:31 16JAN06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

THANK YOU FOR CHOOSING BURT CHEVROLET IN
PARKER FOR YOUR SERVICE NEEDS! WE WANT TO
MAKE SURE YOU ARE COMPLETELY SATISFIED!!!
IF FOR ANY REASON YOU ARE NOT PLEASE CONTACT
TOM ROGERS SERVICE MANAGER 720-851-3310
THANK YOU ONCE AGAIN
VISIT US @ WWW.BURT.COM

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

[redacted] [redacted]

INVOICE

[redacted]

PARKER, CO [redacted] PAGE 1

HOME: [redacted] US:

11974 ANDY M CIARLA

SLV 05 GMC ENVOY 1GKDT13S752[redacted] 11808/11808 T176

17JUN05 IS 17:00 29DEC05 0.00 CASH 30DEC05
ENG:4.2_Liter_MFI_DOHC

11:54 29DEC05 15:04 30DEC05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ALL LIGHTS HEADLIGHTS AND DASHLIGHTS WOULD DIM AND BRIGHTEN WHILE DRIVING LAST NIGHT						
	ELEC	11947	CT			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
	11808 ROAD TEST AND VAT TEST SYSTEM OPERATING NORMALLY						
	**********						
B	AIR NOISE HEARD AND FELT RT REAR DOOR FRONT TOP EDGE TRIM TRIM						
		11947	CT			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
	11808 ORDERED RR WEATHERSTRIP						
	**********						

THANK YOU FOR CHOOSING BURT CHEVROLET IN PARKER FOR YOUR SERVICE NEEDS! WE WANT TO MAKE SURE YOU ARE COMPLETELY SATISFIED!!! IF FOR ANY REASON YOU ARE NOT PLEASE CONTACT TOM ROGERS SERVICE MANAGER 720-851-3310
THANK YOU ONCE AGAIN
VISIT US @ WWW.BURT.COM

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 31, 2007

Kurt Miles
19201 Lincoln Ave.
Parker, CO 80138
Ph: 720-281-5100
Fax: 720-284-5131

Re: [redacted]
Siebel Reques[redacted]
2005 GMC Envoy
VIN #: 1GKDT13S752[redacted]

Dear Mr. Miles:

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,

Heather Morris
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21117
FAX# 866-263-6939

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Heather Morris State: CO

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]

Vehicle ID No.: 1GKDT13S7521[redacted]
In Service Date: 6-17-05
Vehicle is: New
BAC Code: 118749

Year, Make & Model: 2005 GMC Envoy
Mileage at Time of BBB Filing: 26,680
Lien holder: GMAC☐
DVM Name: Gary Cochrane
Phone/Cell Number: 80509//58773
Sale Type: Purchase ☒
CAM Name: Miklos (Mick) Gonzalez
Phone Number: 805-373-8417

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☒ Headlights

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-05	[redacted]	*1	11,808	Cust sts all lights, headlights, and dashlights would dim and brighten while driving. Dlr road test vehicle and tested system, found vehicle to be operating normally.
1-16-06		*1	12,719	Cust sts lights dim and brighten and volt meter drops. Dlr found voltage spike and replaced alternator.
3-6-06		*1	14,446	Cust sts front headlights and gauge lights flicker with fog lights on, alternator gauge goes up and down. Vehicle is operating to spec.
3-22-06		*1	15,033	Cust sts that at night when the fog lights are on, the whole dash lights come up and down. Voltage gauge in the dash fluctuates up and down too. Once turning fog lights off it stops. Fog and headlight flicker when this is occurring. Dlr found alternator putting out over 100A and battery tests ok. Found bulletin for normal condition. Provided copy to cust.

☐ Weatherstrip

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-29-05	[redacted]	*	11,808	Cust sts hearing and feeling air at right rear door top edge trim. Dlr ordered weatherstrip.
1-16-06	[redacted]	*	12,719	Weatherstrip part in, dlr completed repair.

☐ Door

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3-6-06	[redacted]	*1	14,446	Cust sts right rear door leaks air while driving. Dlr adjusted door.
3-22-06		*1	15,033	Cust sts that the pass rear door, right behind the pass front seat has a wind leak, worse at higher speeds. Can feel a wind rush at top door hinge corner of window/door when reaching back. Dlr replaced rear door window run channel.

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service:
Repairs:
Time period:
Does Lemon Law state nonconformity must continue to exist?

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

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:

Vehicle Meets Presumption of Lemon Law YES OR NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

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

December 12, 2017

[redacted]
Sugar Creek, MO [redacted]

Service Request [redacted]
Customer Relationship Specialist: Jessica Vokey

Dear Ms [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 Letter not to exceed $200.00 for your next scheduled maintenance visit. This letter is not transferable and holds no cash value. 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,

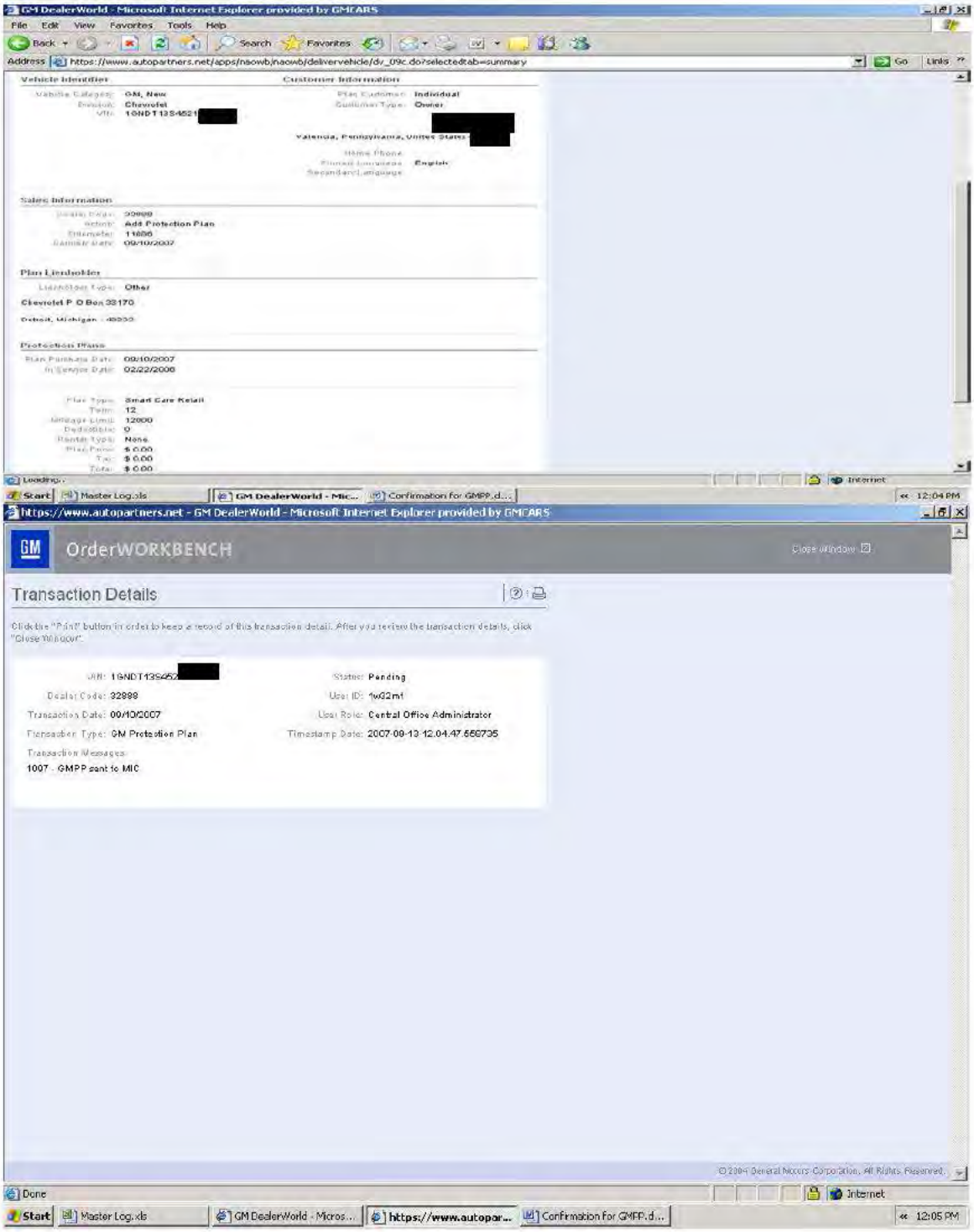
Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary other

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

September 13,2007

SR 71-554849473



December 12, 2017

[redacted]
Valencia, PA [redacted]

Service Request [redacted]
Customer Relationship Specialist: Stephanie Myrick

Dear Mr. [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S452[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on September 10, 2007 ending on September 10, 2008 begins with 11,886 and ends with 23,886 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.

[redacted]

Green Cove Springs FL [redacted]

UNITED STATES POSTAL SERVICE

0000

[redacted]

U.S. POSTAGE
PAID
ORANGE PARK, FL
32003
SEP 21, '07
AMOUNT

$3.91
00048677-08

SEP 24 2007

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

CERTIFIED MAIL™

[redacted]

Chevrolet
c/o Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

FIRST CL

[redacted]

September 20, 2007

Green Cove Springs, FL [redacted]
Home
Cell ([redacted]

TO: Chevrolet Customer Assistance Center
RE: On-going issue with my 2005 Trailblazer, VIN 1GNDT13S352 [redacted]

I'm writing to request replacement of my 2005 Trailblazer. I purchased this car July 2005 in the State of WA. A few months after the purchase my husband and I hit a snow bank going approximately ten miles per hour in the mountains. Repair work was done on my vehicle at Central Collision, Oak Harbor WA. The damage wasn't much more than a new bumper, fan and hood. Every since the repair I have been having serious problems with the automobile; problems that are unassociated with the minor accident. I noticed the fluid in my transmission was milky before the accident and took it to Frontier Chevrolet in Oak Harbor WA. They told me that was normal, then Central Collision told me that it wasn't normal. So I took it back to the dealership and they ordered me a new transmission cap and sent me on my way. I drove that car 3600 miles through mid-west winter storms in March so that my husband could deploy to Iraq for a year with his family stationary. Soon after I arrived in Jacksonville FL, the car began to have major problems. The transmission was rebuilt by Garber Automall, Green Cove Springs FL. I was told we were lucky the car didn't break down somewhere in Wisconsin. Then they discovered problems with my cables and wires, it was still under warranty so they fixed it. I was told that a bulletin came out about the transmission fluid cap as well as the milky fluid and my car and my concerns were neglected by Frontier Chevrolet. Had we broken down at any point during our trip from WA to FL, my husband would have had to leave us there and fly out to Iraq. Still I had faith in GM and their services so I held onto the Trailblazer. More problems surfaced and still continue to surface with the mileage at 28000. I had burning wires behind my a/c vent. I had to take the car to Garber Automall several times before the problem was diagnosed and fixed. Now my headlights are shutting off while I'm driving and the problem cannot be duplicated at the dealership. I understand how the dealership is having a hard time finding this problem but the fact of the matter is I do not feel secure in this car. I lost headlights and had to turn my car around. I'm scared to drive it at night so I'm begging my husband to stay on day-shift so his car is here for emergencies. He also owns a Chevy and has had no problems with it. I've owned 5 GM automobiles and have worked with GM through many issues on all of them. I've been a dedicated customer, a patient customer and a nearly stranded customer. I'm pregnant and we have two children, if this car cannot be replaced by GM I don't know what we'll do. We can't afford a new car; our payments are right where we can afford them. I'm not asking you to replace this car because it's a Lemon, I'm asking you to replace this car because it's a safety hazard and I have 2 children with one on the way and I've always believed GM to be a safe vehicle for my family. I've already called GM and submitted a complaint. My service request # is 71-557-680-675.

Sincerely,

[redacted]

December 12, 2017

[redacted]
Lakewood, CO [redacted]0

Service Request: [redacted]
Customer Relationship Specialist: Emiliano Velasquez

Dear [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]
Lakewood, CO [redacted]

Service [redacted]
Customer Relationship Specialist: Emiliano Velasquez

Dear [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

Service Satisfaction Survey

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

[redacted]
Lakewood CO
[redacted]

Home telephone:
Change to: ( ) _____

Please provide us with your preferred email address:

[redacted]

Dear [redacted]

Our records indicate that you had your **2005 Envoy serviced at Go GMC on August 7, 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: 025732076861** and **Password: yabpfpfavv**. 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 Go GMC.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 7, 2007, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

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

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

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

About Your Service Consultant/Advisor

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

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

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

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

Please complete other side

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)

SERVICE DEPT. CAN NOT FIGURE OUT WHY MY HEADLIGHTS FLASH ON AND OFF. VERY DANGEROUS WHEN DRIVING IN THE MOUNTAINS AT NIGHT AND LIGHTS GO OFF FOR NO REASON.

- ☐ 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

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

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

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

REP. CONTACTED ME - I EXPLAINED PROBLEM WITH LIGHTS - SOMEONE WAS SUPPOSE TO CONTACT ME... NO CALL YET.

Summing Up Your Experience

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

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

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

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 Go GMC?

01

MC

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

01

Thank You!!

Your opinions will help us serve you better.

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

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

1GKDT13S9[redacted]44195

025732076861 3033844550 304240 2102 007687

[redacted]
Watsontown PA [redacted]

CERTIFIED MAIL™



UNITED STATES POSTAL SERVICE

0000

U.S. POSTAGE
PAID
TURBOTVILLE,PA
17772
SEP 28, '07
AMOUNT

$5.21

00023847-01

OCT 03 2007

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

48232$5170 B050

September 27 2007

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

NHTSA
U.S. Department of Transportation
Washington DC 20590

I am writing to inform you of a potentially life threatening situation regarding my 2004 Chevrolet Trailblazer.

On July 21, while driving the vehicle after dark, the headlights and dash lights went out. I immediately turned on the fog lights and since I was about 8 mile from home, I used those lights to go home. When I pulled into the garage the head lights came back on and worked after that.

On July 25, I took my vehicle to Carl Haga Chevrolet in Milton, was told the technician could not find any problems and was charged $50.88. At this time, the lights were working.

On September 14, the lights once again went out and stayed out 7 days. (I used the vehicle only during the daylight hours.) This time I traveled to Fairfield Chevrolet in Lewisburg. (In late summer, Carl Haga Chevrolet closed without much notice to the community or the employees and I have been forced to find another location for service for both of my Chevrolets.) Ken Bennett, formerly from the Haga dealership, is now at Fairfield and has been trying to help resolve my problem. He has contacted me several times during the last couple of days and feels that we will need to use the eliminating method to try to solve this problem. I am worried that this could be very costly and still may not solve the problem. I do not feel that I should have to pay to have numerous operations performed which may or may not be the answer. As you can see from the attached work order the first time that this happened, the vehicle had 58,547 miles. Today, the mileage is 61,010.

Having Chevrolets my entire life, I am anxious to have this most serious safety issue resolved.

Respectfully

[redacted]

Watsontown PA 1[redacted]

[redacted]

[redacted]

[redacted]

INVOICE

CARL HAGA CHEVROLET, INC.
1200 NORTH FRONT STREET
P.O. BOX 353
MILTON, PENNSYLVANIA 17847
(570) 742-7641
EMAIL: hservice@ptd.net

WATSONTOWN, PA [redacted]
HOM[redacted] BUS:538-2586

PAGE 1

COPY

SERVICE ADVISOR: 31 KEN BENNETT

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK/SILV	04	CHEVROLET TRAILBLAZE		1GNDT13S642[redacted]	[redacted]	58547/58547	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUN04 IS			17:00 25JUL07		0.00	CASH	25JUL07

R.O. OPENED	READY	OPTIONS:
08:01 25JUL07	09:09 25JUL07	STK:4125 DLR:CARLHAGA ENG:LL8 TRN:M30 AXL:GU6

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

B CUST COMMENT HEAD LIGHTS INTERMITTANT GO OUT. SEE BULLETIN 04 08 45
010 AND SEE KB

ELECTRICAL ELECTRICAL REPAIR

41 CPV 48.00 48.00

PARTS: 0.00 LABOR: 48.00 OTHER: 0.00 TOTAL LINE B: 48.00

CHECK HEAD LAMPS. WENT OUT, CAME BACK ON,, CHEC K SYSTEMS, WORKING OK,
FOLLOW BULLETIN 04 08 45 010 GROUND 201 CHECK AND CLEAN AND RECHECK OK
. POSSIBLE HEAD LAM SWITCH AND POSSIBLE BCM.

****

** Thank you & have a nice day **

PO VISA 7-25-07 LR

SERVICE REMINDER!
For your convenience,
our Service Department
is open Monday nights till 8:00 p.m.
Complete satisfaction is our 1st priority

TR TYP[illegible]

AMOUNT [illegible] 0.88

ACCT: ****** [redacted]
AP: 01591[illegible]

I AGREE TO [illegible] AMOUNT
ACCORDING [illegible] EMENT
(MERC-ANT [illegible] VOUCHER)

THAN[illegible]

X [redacted]
T[illegible]

[illegible]TIFY THAT THE
[illegible]ESS OTHERWISE
[illegible] NO CHARGE TO
[illegible]ARANCE OF THE
[illegible]D OR REPLACED
[illegible] WAY WITH ANY
[illegible]UPPORTING THIS
[illegible]TE OF PAYMENT
[illegible] INSPECTION BY

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	48.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	48.00
LESS INSURANCE	0.00
SALES TAX	2.88
PLEASE PAY THIS AMOUNT	50.88

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

CUSTOMER SIGNATURE

CUSTOMER COPY

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name [redacted]
File # [redacted]

Model: 2002 GMC envoy

VIN: 1GKES16S426[redacted]

Inspector R. S. Wagner

Number of Rolls _____

Roll Number

Neg.#	Description
1.	VIN plate
2.	Deleted
3.	Door label
4.	Deleted
5.	Vehicle front view. Headlamps removed for inspection of possible fire/electrical damage. None found.
6.	Exterior/interior views of vehicle to illustrate no damage as result of this incident. View of Left side.
7.	Rear of vehicle.
8.	Right side of vehicle.
9.	Drivers area. No indication of damage.
10.	Left side rear seat. No damage.
11.	Tail gate open to show no damage in rear storage area.
12.	Tail gate closed to show no external damage.
13.	Right rear passenger area no damage.
14.	OEM installed amusement center.
15.	Right front passenger area with no damage.
16.	Underhood view.Only item out of place is cover for PDC and dust remaining from fire extinguisher.
17.	Cross view of engine compartment with no collision or fire damage evident.
18.	Connectors to bottom of PDC
19 –20	The orange wire in the top row four pockets to the right of my thumb nail shows signs of slight overheating but I was unable to determine what that wire served.
21 – 22	The PDC showing the socket location charred and melted in the Headlamp Module location.
23 - 34	These 12 photos are of the remains of the headlamp module as it appears to be the possible cause of failure.
24.	_____
25.	_____
26.	_____
27,	_____
28.	_____
29.	_____
30.	_____
31.	_____
32.	_____
33.	_____
34.	_____
35.	_____
36.	_____
37.	_____

Coggin Pontiac GMC Buick of Orange Park

7245 Blanding Blvd
Jacksonville, Florida 32244

Phone (904) 777-9999
Fax (904) 779-8027

FAX TO 1(866)255 3725

FROM: David Allen

TO: KIMBERLY

Number of pages: 5

HERES THE INFORMATION YOU REQUESTED (PLEASE RESPOND)

[redacted]

[redacted]

MIDDLEBURG, FL [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 3
PAGE 1

COGGIN PONTIAC-GMC-BUICK OF ORANGE PARK
7245 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-9999
www.cogginauto.com

MV 07794

SERVICE ADVISOR: 8163 JOEL VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	02	GMC ENVOY	1GKES16S426[redacted]		50000/50000	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN02 IS		29JUN2005	17:00 16NOV07		85.00	CASH	28NOV07

R.O OPENED	READY	OPTIONS: ENG:4.2_Liter,_L6,_MFI,_DOHC
12:41 15OCT07	16:27 28NOV07	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S THAT THE FUSE BOX UNDER THE HOOD CAUGHT ON FIRE / CHECK AND ADVISE							
	20	ENGINE ELECTRICAL						
		7788	CT	4.00			308.04	308.04
	1	15196420	2483	CT BLOCK		251.91	201.02	201.02
	1	15319896	2483	BPCKT F-CONNECTOR		18.64	14.88	14.88
	1	7860	2230	BATTERY		59.95	59.95	59.95
	1	BATT	FEE			1.50	1.50	1.50
	1	19115561	8900	BOPCKT BOLT		1.38	0.98	0.98
PARTS:		278.33	LABOR:	308.04	OTHER: 0.00		TOTAL LINE A:	586.37
		50000 BEC CENTER UNDERHOOD CAUGHT ON FIRE DIAGNOSE AND HEADLAMP MODULE IN UNDERHOOD BATTERY ELECTRICAL CENTER CAUGHT ON FIRE CAUSING DAMAGE TO CENTER CONNECTOR AND UNDER- HOOD ELECTRICAL CENTER NECESSARY TO REPLACE UNDERHOOD ELECTRICAL CENTER AND REPLACE C ENTER BLACK CONNECTOR AND REPLACE SOME BURNT TERMINALS AND TRANSFER THE REST AND REPLACE BATTERY AND POSITIVE BATTERY BOLT AND CLEAN EXCESSIVE CORROSION FROM POSITIVE BATTERY CABLE AND RECHECK EVERYTHING						
		**********						
B	TOW							
	TOW	TOW						
		99	CC	0.00			0.00	0.00
SUBL	ASAP TOWING PO#77344							
			CC				65.00	65.00
PARTS:		0.00	LABOR:	0.00	OTHER: 65.00		TOTAL LINE B:	65.00
		**********						
C**	RENTAL							
	RENTAL	RENTAL						
		400	CC	0.00			0.00	0.00
SUBL	ENTERPRISE RENTAL/CONTRACT 000411/PO78897							
			CC				1395.00	1395.00
PARTS:		0.00	LABOR:	0.00	OTHER: 1395.00		TOTAL LINE C:	1395.00

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

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

DISCLAIMER OF WARRANTIES

The seller, Coggin Pontiac, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Coggin Pontiac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. (R.I. 63-037).

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE
X

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

Where There is Service After the Sale

CUSTOMER COPY

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/30/07	**Service Request #**	[redacted]
Customer Name	[redacted]		
VIN	1GKES16S426[redacted]		
In-Service Date	6/29/2002	**Service Contract?**	No
Current Mileage	100000	**Purchased New/Used?**	Used
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Kp Motors,		
Dealer Svc Mgr	dave allen	**Dlr Warranty Admin:**	mike borders
Dealer Phone	(904) 777-9999	**Dealer Fax**	904 779 8027
Dealer BAC	184306		
Dealer Division and Code	16-Pontiac-17083		
Repair Order Number	108288		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	2066.37	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	2066.37

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO ( ) -

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint: thermal event

Cause: wear and tear

Correction: replace parts

Justification: per eaa rtp

PAR CRS: kimberly labut

Additional Comments:

FAXED 4:44PM 11/28/07

Coggin Pontiac GMC Buick of Orange Park

7245 Blanding Blvd
Jacksonville, Florida 32244

Phone (904) 777-9999
Fax (904) 779-8027

FAX TO (866) 255 3725

FROM: David Allen

CALL (866) 790 5600 (11144

TO: KIMBERLY

Number of pages: 5

HERES THE INFORMATION YOU REQUESTED (PLEASE RESPOND)

[redacted]

[redacted]

INVOICE

DUPLICATE 3
PAGE 1

COGGIN PONTIAC-GMC-BUICK OF ORANGE PARK
7245 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-9999
www.coggInauto.com

MV 07794

[redacted]

MIDDLEBURG, FL [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 8163 JOEL VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	02	GMC ENVOY	1GKES16S4261[redacted]		50000/50000	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN02 IS		29JUN2005	17:00 16NOV07		85.00	CASH	28NOV07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter,_L6,_MFI,_DOHC
12:41 15OCT07	16:27 28NOV07	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S THAT THE FUSE BOX UNDER THE HOOD CAUGHT ON FIRE / CHECK AND ADVISE							
	20	ENGINE ELECTRICAL						
		7788	CT	4.00			308.04	308.04
	1	15196420	2483CT	BLOCK		251.91	201.02	201.02
	1	15319896	2483BPCKT	F-CONNECTOR		18.64	14.88	14.88
	1	7860	2230	BATTERY		59.95	59.95	59.95
	1	BATT FEE				1.50	1.50	1.50
	1	19115561	8900BOPCKT	BOLT		1.38	0.98	0.98
PARTS:		278.33	LABOR:	308.04	OTHER: 0.00		TOTAL LINE A:	586.37

50000 BEC CENTER UNDERHOOD CAUGHT ON FIRE DIAGNOSE AND HEADLAMP MODULE IN UNDERHOOD BATTERY ELECTRICAL CENTER CAUGHT ON FIRE CAUSING DAMAGE TO CENTER CONNECTOR AND UNDER- HOOD ELECTRICAL CENTER NECESSARY TO REPLACE UNDERHOOD ELECTRICAL CENTER AND REPLACE C ENTER BLACK CONNECTOR AND REPLACE SOME BURNT TERMINALS AND TRANSFER THE REST AND REPLACE BATTERY AND POSITIVE BATTERY BOLT AND CLEAN EXCESSIVE CORROSION FROM POSITIVE BATTERY CABLE AND RECHECK EVERYTHING

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	TOW							
	TOW	TOW						
		99	CC	0.00			0.00	0.00
SUBL	ASAP TOWING PO#77344							
			CC				65.00	65.00
PARTS:		0.00	LABOR:	0.00	OTHER: 65.00		TOTAL LINE B:	65.00

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C**	RENTAL							
	RENTAL	RENTAL						
		400	CC	0.00			0.00	0.00
SUBL	ENTERPRISE RENTAL/CONTRACT 000411/PO78897							
			CC				1395.00	1395.00
PARTS:		0.00	LABOR:	0.00	OTHER: 1395.00		TOTAL LINE C:	1395.00

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

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

DISCLAIMER OF WARRANTIES

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I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE
X

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

Where There is Service After the Sale

CUSTOMER COPY

NOV-30-2007 FRI 01:31 PM FAX NO. P. 02

[redacted]

[redacted]

INVOICE

DUPLICATE 3
PAGE 2

COGGIN PONTIAC-GMC-BUICK OF ORANGE PARK
7245 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-9999
www.coggin auto.com

MV 07794

[redacted]

MIDDLEBURG, FL [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 8163 JOEL VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	02	GMC ENVOY	1GKES16S426[redacted]		50000/50000	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN02 IS		29JUN2005	17:00 16NOV07		85.00	CASH	28NOV07

R.O. OPENED	READY	OPTIONS:
12:41 15OCT07	16:27 28NOV07	ENG:4.2_Liter,_L6,_MFI,_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
SHOP CHARGE/ HAZARDOUS WASTE DISPOSAL FEE								20.00
VEHICLE RENTAL WAS FROM SAN JOSE OFFICE. VEHICLE RENTURNED ON 11/15/07 /1550					*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. FLA. STAT. 559.905 (1)(h)			

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)

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I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicle herein describe 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.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	308.04
PARTS AMOUNT	278.33
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	1460.00
MISC. CHARGES	20.00
TOTAL CHARGES	2066.37
LESS INSURANCE	0.00
SALES TAX	144.64
PLEASE PAY THIS AMOUNT	**2211.01**

Where There is Service After the Sale

CUSTOMER COPY

NOV-30-2007 FRI 01:32 PM FAX NO. P. 03

ASAP TOWING & STORAGE CO.

10053 103rd Street
Jacksonville, Fl 32210
(904) 771-7111
Fax: (904) 771-7744

PWOF

DATE [illegible]	FINISHING TIME 11 3.5 A.M. P.M.	REQUESTED BY
NAME [redacted]		[redacted]
ADDRESS [redacted]		[redacted]
CITY [illegible]	STATE FL	ZIP [redacted]
LOCATION OF VEHICLE [illegible]	ODOMETER ON VEHICLE [illegible]	
YEAR, MAKE, MODEL [illegible]	COLOR [illegible]	DRIVER Charles
STATE 17 / LIC. PLATE NO. X16 11K	VEHICLE I.D. NO. 15KE51-5426 [redacted]	

MILES TO VEHICLE	MILEAGE TOWED	BILLING TO:
		Cossin Sev

REASON FOR TOW

- ☐ ACCIDENT
- ☐ ARREST
- ☐ UNREGISTERED
- ☐ TOW ZONE
- ☐ FLATBED
- ☐ ABANDONED
- ☐ STOLEN CAR
- ☐ BREAK DOWN
- ☐ LOCK OUT
- ☐ WHEEL LIFT
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ IMPOUND
- ☐ JUMP
- ☐ OTHER _____

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

MEMBER NO.	VEHICLE TOWED TO FIRST TOW Cossin Sev
DISPATCH NO./P.O. NO. 77344	SECOND TOW

COMMENTS: 108288

DRIVER'S LIC. NO.

PAID BY
☐ CASH ☐ CHECK ☐ VISA EXP.
☐ CREDIT CARD ☐ MC ☐ AMEX DATE _____
C.C. NO. _____

TOWING CHARGE	65.00
MILAGE CHARGE	
EXTRA PERSON	
PAYOUT AMOUNT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	65.00

ENCD OCT 29 2007

OPERATOR'S SIGNATURE [signature]	DATE
OWNER'S SIGNATURE [signature]	DATE [illegible]
AUTHORIZED TO RELEASE VEHICLE [signature]	DATE
PERSON PICKING UP VEHICLE	DATE

Not responsible for loss or damage to the vehicle
In case of fire, theft or any other cause beyond our control.

Thank You [redacted]

Pd, Ck# 11/20

[redacted]

IN 04:22PM 11/15/07
OUT 09:41AM 10/15/07

24-HOUR DAY

ENTERPRISE LEASING COMPANY A FLORIDA CORPORATION
12608 SAN JOSE BLVD 904-260-6790
JACKSONVILLE FL 32223-2647 4348
RENTAL TYPE R SOURCE 43PHONE- 068

RENTAL AGREEMENT
D000411
PAGE 1 OF 1

UNIT 1
UNIT # JGH544
LIC# [redacted]
MODEL SIEN
COLOR WHITE
IN 19000
OUT 18114

RENTER
ALAN SALMI
14426 DRAKEWOOD CT
Jacksonville FL 32223-
LOCAL: SACRAMENTO
(H) 904-607-0847 (W) 904-333-1255
(P) 904-759-1456

DR. LICENSE XXXXXXXXX[redacted]
STATE FL EXPIRE 9/21/08
DOB [redacted] HT WT
EYES HAIR
S.S #
EMPLOYER
NA

BILL TO Y CUST #[redacted]
COGGIN PONTIAC GMC BLANDNG BLV
ATTN: JOEL**
P.O. BOX 441269
JACKSONVILLE FL
904-777-9999 32222-0013

ADDITIONAL DRIVER
DUTCHEN OCLON
LICENSE # [redacted]
STATE FL EXPIRES 12/09/10 AGE 27

CLAIM INFO
POL/CLAIM/PO#

RO [redacted]
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
ENVOY

SHOP COGGIN PONTI
PHONE 904-777-9999
NAME [redacted]

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
45.00 VISA SALE 11/20/07 04560A

CLOSED TICKET PAYMENT INFO

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

32 DAYS	@	36.70	1174.40
VLF REC			9.60
32 UNDERAGE		8.00	256.00
TOTAL CHARGES			1440.00
DEPOSITS			45.00
REFUND			
BILL TO CUST 43A1418			1395.00

OPENED BY #821CG STEVEN P FULTS
CLOSED BY #821CG STEVEN P FULTS

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/30/07	**Service Request #**	[redacted]
Customer Name	[redacted]		
VIN	1GKES16S426[redacted]		
In-Service Date	6/29/2002	**Service Contract?**	No
Current Mileage	100000	**Purchased New/Used?**	Used
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Kp Motors,		
Dealer Svc Mgr	dave allen	**Dlr Warranty Admin:**	mike borders
Dealer Phone	(904) 777-9999	**Dealer Fax**	904 779 8027
Dealer BAC	184306		
Dealer Division and Code	16-Pontiac-17083		
Repair Order Number	108288		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	2066.37	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	2066.37

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO ( ) -

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint: thermal event

Cause: wear and tear

Correction: replace parts

Justification: per eaa rtp

PAR CRS: kimberly labut

Additional Comments:

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted]
Inspection Date: 10/23/2007
Vehicle Brand: 2002 GMC
Model: Envoy
File # [redacted]
VIN: 1GKES16S4[redacted]

Mileage at Inspection: 130,000
Inspection Location: Coggin Pontiac/Buick/GMC, 7245 Blanding Blvd S Jacksonville, Fl 32244
Inspector's phone number: 904-744-3624
Inspected By: R. S. Wagner, EAA/SPX

Section 1 INSPECTION SUMMARY

Type XX Non Collision, ☐ Collision

Fire Hot Spot XX Engine Compartment, ☐ Underdash, ☐ Other Interior, ☐ Trunk, ☐ Unknown, Other - specify

Following the inspection, summarize the facts and observations:
The only damage evident in this incident is the Headlamp Module contained within the Power Distribution Center. The module is mainly melted apart and the socket it was in is severely melted (see photos). There is no visual indication of any other electrical damage. All the fuses in the PDC were checked and found to be good and are OEM types.. Prior to this inspection the dealer had removed both headlamp assemblies to check for any electrical malfunctions within them and none were noted. Both headlamps are OEM. A TECH 2 scanner could not be used due to the state of PDC disassembly. There is no other exterior or interior damage to this vehicle.

Section 2 INTERVIEW - INCIDENT DETAILS

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

Interview mode: XX By Telephone ☐ In Person Incident Date and Time: 10/14/2007 10:30 AM
Interview date: 10/22/2007
Was a police/fire department report written? ☐ Yes XX No
Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:
Mrs. Duchen Oclon states "We were preparing to leave for church. I started the engine then realized that I had forgotten some thing. I went back into the house leaving the engine running. I was only moments in the house and when I came back out I saw smoke coming out from under the drivers side front fender. I shut the engine off and my Husband put the fire out with our fire extinguisher. The car had been sitting idle all night long before I started it up that morning". Mrs. Oclon also estimates present milage is around 130,000 miles and records available show 65,538 in February 2004 while it was still in service as a company vehicle with the company her father owns.

What was the exact geographical location where the fire occurred? In the driveway of the claimants home.
What was the exact date and time of the fire? 10/14/2007 10:30 AM

What is the owner's best estimate of the mileage on the odometer. 130,000

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

Was anyone smoking? ☐ Yes XX No How long since someone last smoked in the vehicle? Unknown

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

If parked, how long was it parked? Overnight Was the ignition off ☐ or was the engine running XX ? Describe drive prior to parking: drive length 0 h 0 min, distance 0 miles, and type of drive (e.g. city traffic, highway, long grades, etc.).
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: 10/23/2007

Vehicle Brand: 2002 GMC Model: Envoy

File #[redacted] VIN: 1GKES16S426[redacted]

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

Weather conditions: Approx. ambient temperature 80 °F, General conditions (dry, rain, wind, wind, etc.): Cloudy/dry

Time 0 between start of fire and other significant events. Describe: {____

Time between the start of the fire and when it was over/ extinguished completely. 3-4 Minutes

Describe initial location, color and intensity of smoke and flame. dark

{____

What direction did the smoke go (billow upward, blow away from the vehicle)? Rolled out from under fender.

Names and addresses of any witnesses. Husband.

{____

Did the driver observe:

Unusual odors?. ☐ Yes XX No Describe:

{____

Any warning lights "On", high/low gauge readings, or messages displayed? ☐ Yes XX No Describe: ____

{____

Any apparent malfunction? ☐ Yes XX No If yes, describe: ____

{____

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) ____, Blower setting ____, Temperature setting ____Every thing off

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

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

If any of the above were cycled, describe: {____

What did you do after you realized something was wrong? Turn Engine Off? XX Yes ☐ No, Open Hood? XX Yes ☐ No, Other? XX Yes ☐ No Describe: Took cover off PDC and used fire extinguisher

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: 10/23/2007
Vehicle Brand: 2002 GMC Model: Envoy
File [redacted] VIN: 1GKES16S426[redacted]

When you left vehicle: Ignition switch position (off, on, accessory): On Windows open? ☐ Yes XX No, Doors open? XX Yes ☐ No Describe: Drivers door open

How was the fire extinguished? Hand held fire extinguisher.

Any other comments that have not been covered?
{
{
{

Section 3 INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle new? Date____ Used? XX Yes ☐ No Date 2-3 yrs ago Gift from Father

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

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): {
{

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? XX Yes XX No If yes, describe: Temp. Sensor replaced by Husband month ago.
{
Prior collision repair? ☐ Yes XX No If yes, describe: {
{
Repaired by whom? (name, address, phone) {
{
Repairs outside of warranty(what when, by whom?) None
Last maintenance (date, description, by whom?) {
Last repair (date, description, by whom?) {
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ Yes XX No
If yes, describe: {
{

Section 4 VEHICLE INSPECTION

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

Take color photographs of the following in A through E: Sections A, B, C. D & F. No physical or fire damage.

A. Exterior:

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted]
Inspection Date: 10/23/2007
Vehicle Brand: 2002 GMC
Model: Envoy
File # [redacted]
VIN: 1GKES16S42[redacted]

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

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

Location of fuel filler cap (or evidence of remains): _____

Comments: {_____
{_____
{_____

B. Interior:

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

Comments: {_____
{_____
{_____

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): _____
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): _____
Other: _____

Comments: {_____
{_____
{_____

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted]
Vehicle Brand: 2002 GMC
File #[redacted]

Inspection Date: 10/23/2007
Model: Envoy
VIN: 1GKES16S42[redacted]

Scrapes or impact damage on the following:
- Fuel tank
- Fuel filler lines
- Tires/Wheels

Any liquid stains (oil, coolant, transmission fluid).

Comments: {_____
{_____
{_____

E. Electrical:
- Generator & attached wiring
- Battery & attached cables
- Cooling fans
- Fuses (identify all open or ***not*** proper size): All test good
- Relay centers
- Wiring insulation at fuse blocks
- Fusible links (identify all open): None
- Spark plug wiring and boot condition: _____
- Modules: ABS/TCS, ECM, other

Comments: Head Lamp Module in PDC melted and burned apart.
{_____
{_____

F. Fluids (comments only): Not related to this incident.

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

Engine coolant: _____ Engine oil: _____

Transmission fluid: _____ Power steering fluid: _____

Brake fluid: _____ Windshield washer fluid _____

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

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. The only "hot spot" showing is the socket and module for the headlights located in the PDC.

Describe the pattern of burning. Burning confined the headlamp module and its socket.
{_____

Identify the lowest point of burning on the vehicle. Power Distribution Center

Carefully inspect the wiring looking for welded wires or balled ends of wire. None

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted]
Inspection Date: 10/23/2007
Vehicle Brand: 2002 GMC
Model: Envoy
File # [redacted]
VIN: 1GKES16S426[redacted]

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

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: See photos of the remains of the headlamp module.

Photograph and comment on the item/area which is the apparent origin of the fire: See above

Anything on vehicle which is after-market: None

Anything on vehicle which is a modification: Nothing found or noted.

Anything on vehicle which is unusual, or out-of-place, etc.: No

Other relevant information: This vehicle appears to be well maintained and cared for.

H. Vehicle Contents:

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

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

Review any police or fire report available and comment. {

Interview any witnesses to the event and provide their comments. No witnesses other than husband
{

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

Section 5 Site Inspection

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

Site inspection not considered relevant.

If the site is inspected:
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures showing contents of the structure, the burn pattern and provide a sketch of the site. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments:
{
{
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted]
Inspection Date: 10/23/2007
Vehicle Brand: 2002 GMC
Model: Envoy
File #[redacted]
VIN: 1GKES16S426[redacted]

Section 6 — Comment Overflow Sheet

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

No additional comments.

Section 7 — Other Report Information

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

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

Service Satisfaction Survey

Dissatisfied Customer

Original Name: [redacted]

Walkerton IN [redacted]

Revised Name: [redacted]

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?	☐	☒	☐

	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	☐	☐	☒	☐	☐

1GNDT13S0522109[redacted]20071017
021742090174 00000113409

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
- ☐ 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 Pine 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 information to your dealership ?	☐	☒

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

When I picked up my truck, I had to take it home nad try to remove the grease from the floor mat, door jam and side of my seat. The grease came off - sort of - on the door jam and non-cloth side of my seat; however, the floor mat will take more work.I have had this truck back to the dealership several times for the same problem, which is the headlights dimming, flickering and shutting off at intermittent times with no explanation; and the problem "can't be duplicated, can't be replicated." I have had to ask if a loaner vehicle is available on two separate occasions because one is not offered.My truck has 35,468 miles and I've had continual problems with the electrical system. At this time, the dealership hasn't even had a chance to look at my truck again after I dropped it off last night at 5:58 EST due to the headlights and dashboard panel lights flickering from bright to dim and the cd player skipping the cd's. Believing the customer would be nice.

0599

December 12, 2017

[redacted]
Churubusco, IN [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Sarah Ploegman

Dear Mr. Jones:

Buick is pleased to provide service coverage for the headlamps and charging system on your 2005 Buick Rainier CXL, Vehicle Identification Number 5GADT13S452[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 26, 2010, or 60,000 miles, whichever occurs first. Buick will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Headlamps (excluding the bulbs)

Electrical - Alternator/generator; voltage regulator, wiring harnesses.

Buick will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Rainier CXL. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Buick Dealership.

If you have any future questions, 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.

Sincerely,

Buick 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.

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 1/12/2007)

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 to an 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 customer), goodwill value &/or the status of a pending request should be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2).

Region	☐ NEast	☐ SEast	☑ NCentral	☐ SCentral	☐ Western

Service Manager Name & Phone Number	MIKE FUDGE 260 434 4697
Dealership Name, Location & BAC Number	TOM KELLEY PONTIAC BUICK GMC FT WAYNE IN 158618
CAC Case (SR) Number (if known)	TAC CASE [redacted]
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted] CHURUBUSCO IN [redacted]
Daytime Phone Number	[redacted] CELL
Evening Phone Number	[redacted]
FULL VIN	SGADT13S452[redacted]
Current Mileage	33569
District Service Manager's Name & Phone Number	SUSAN JACKSON 574-850-1760
Customer's Concern(s) And Business Reason(s) For Offering Goodwill	5 TIMES IN FOR SAME PROBLEM. FIELD ENGINEER HAS CAME HERE TO INSPECT. CONDITION CANT BE CORRECTED. COMPLAINT - HEADLAMPS FLICKER.
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at purchase, and seller)	R0787452, 782058, 779366, 775544, 801680. TECH BULLETIN 05-08-42-001

Oct 17 07 11:46a Kelley Automotive Group 2604344704 p.1

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 repeat 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.) ➢ If customer has pursued third party intervention (BBB or legal) ➢ In conjunction with other goodwill tools
Parameters of use:	➢ **Can be written up to and <u>not to exceed 84 months/100,000 miles</u> from the original in-service date** (7 yr) o For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date o For <u>Cold Start Knock</u>, 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). ➢ <u>NOT</u> transferable to subsequent owners (except cold start knock) ➢ Electrical components MUST be specific (alternator, radio), NEVER the entire system ➢ Match terms to the customer's ownership cycle ➢ Preferred over GMPP due to cost & focus application
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): 60	Mileage limit: 60,000
Specific component(s) (i.e. transmission): HEADLAMPS • CHARGING SYSTEM (ALT)	

Oct 17 07 11:47a Kelley Automotive Group 2604447047 p.2

December 12, 2017

[redacted]
Lexington, NC [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Ashley O'Brien

Dear [redacted]

We would like to discuss your request for assistance regarding your 2002 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

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Javier Perez State: MN

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]7

Vehicle ID No.: 1GNDT13S7522[redacted]

In Service Date: 6/17/2005

Vehicle is: New

BAC Code: 111587

Year, Make & Model: 2005 Chevrolet Trailblazer

Mileage at Time of BBB Filing

Vehicle Purchased Used on: {n/a or mm/dd/yy}

at odometer {odometer}

Lien holder: GMAC☐ Other☒: {Name}

Sale Type: Purchase ☐ Lease☒ Other☐ : {Type}

DVM Name: Barry Tice

Phone/Cell Number: 612-799-4459

CAM Name: {Name}

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

THE STATE LEMON LAW READS:

Days out of service: 30 or more business days
Repairs: 4 or more
Time period: within the written warranty terms or 2 years from the original delivery date to the consumer.
Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs: A nonconformity that results in complete failure of the braking or steering system of the vehicle, and is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer, its agents, or its authorized dealer, and the nonconformity continues to exist.
Safety-related time period: Two years after the original delivery date to the consumer or the remainder of the new vehicle warranty.

Number of repair attempts in the presumption period:	**N/A**
Total days out of service during the presumption period:	**N/A**
Total days out of service during customer's ownership:	**N/A**

Vehicle Meets Presumption of Lemon Law: NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: n/a
Date & Offer/Result: n/a

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: to have vehicle traded in on lease and refund of all payments.

DVM sts: no need for input, case is ineligible by miles according to the BBB.

SVM sts: no need for input, case is ineligible by miles according to the BBB.

CRS Rationale: vehicle is ineligible at this time for the program of the BBB. BBB has sent out the ineligible letter to the customer at this time. I will make the necessary phone calls to address the information provided.

CRS FINAL OFFER:	n/a	**DATE:** 12/04/07	**CUST: Ineligible**
Goodwill: n/a		**Attorney Fees (if applicable): $ n/a**	

TEAM LEAD 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.**

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 #1[redacted]
- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID #826321)
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID #653410)
- Service Information - Charging System Test (SI Document ID #[redacted]
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID[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 #1298539).

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID #1470165).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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<- Back Forward -> **Document ID:** [redacted] Feedback Print

Subject: **Headlamp Flicker Or Momentarily Dim While Driving 06-06-03-004 Supplement - keywords air battery dim erratic flicker fluctuation headlamp headlight injection K18 LL8 normal operation pump reactor #PIT4491A - (10/05/2007)**

Models: **2005 Buick Rainier - Short Wheel Base Only**
2005 Chevrolet TrailBlazer - Short Wheel Base Only
2005 GMC Envoy - Short Wheel Base Only

This PI was superseded to update Recommendation/Instructions. Please discard PIT4491.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment of an intermittent headlamp flicker while driving. This flicker has been described in bulletin 05-08-42-001 and 06-06-03-004. This will only affect short wheelbase vehicles equipped with the 4.2L Engine (VIN S - RPO LL8) and Electric Air Injection Reactor System (RPO K18).

Recommendation/Instructions:

Reprogram the PCM/VCM using TIS2WEB. Select the calibration under Module Operating System that states...

"New Software to address customer complaint of headlight dimming while driving"

Note: Again, this calibration will only work on short wheelbase vehicles equipped with the 4.2L Engine (VIN S - RPO LL8) and Electric Air Injection Reactor System (RPO K18).

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.

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GM Vehicle Inquiry System
Service Contract

VIN	1GNDT13S752[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	Owner Name :	[redacted]
Description :	24/24000 GMPP SMART CARE LUBE, OIL, FILTER, AND TIRE ROTATION		
Deductible Amount :	$ 0		
Inception Date :	07/13/2007	Expiration Date :	07/13/2009
Inception Odometer :	36050 miles	Expiration Odometer :	60050 miles

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GM Vehicle Inquiry System
Summary

VIN :	1GNDT13S752[redacted]3

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2005 TRAILBLAZER LS 4WD	Warranty Start Date :	06/17/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	SOUTHWORTH CHEVROLET, INC. PO BOX 203 BLOOMER , WI 54724-0203 (715) 568-2180	Selling Source :	13 - CHEVROLET
		Site Code :	18798
		Business Associate Code :	111587

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

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
EI	07238	FUEL CAP MAY NOT SEAL, MIL/SES LIGHT ILLUMINATED. REF. TSB 07-06-04-022A	08/27/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/17/2005	138 miles	06/17/2008	36138 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/17/2005	138 miles	06/17/2011	100138 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/17/2005	138 miles	06/17/2013	80138 miles
36/36000 FEDERAL EMISSION	06/17/2005	138 miles	06/17/2008	36138 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

11/06/2007	[redacted]	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	40757 miles
10/29/2007		0	M0015 - LUBE, OIL AND FILTER	40665 miles
10/29/2007		#	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	40665 miles
08/06/2007		0	M0017 - LUBE, OIL AND FILTER	36795 miles
08/06/2007		0	M0021 - MAINTENANCE SERVICE - TIRE ROTATION	36795 miles
07/11/2007		#	C0400 - WINDOW/CHANNEL ASSEMBLY, REAR DOOR STATIONARY GLASS - RIGH	35979 miles
06/25/2007		#	K4123 - SWITCH, TRANSFER CASE SELECT - REPLACE	35303 miles
06/25/2007		#	C1136 - WEATHERSTRIP - REAR DOOR AUXILIARY - RIGHT - ALIGN OR REPL	35303 miles
06/25/2007		#	C1095 - WEATHERSTRIP - FRONT DOOR AUXILIARY - RIGHT - ALIGN OR REP	35303 miles
05/14/2007		#	J4100 - GENERATOR ASSEMBLY - REPLACE	32777 miles
05/14/2007		#	L1020 - CAP, FUEL TANK - REPLACE	32777 miles
04/09/2007		#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	31558 miles
04/09/2007		#	C1130 - WEATHERSTRIP - REAR DOOR OPENING - RIGHT - ALIGN OR REPLAC	31558 miles
04/09/2007		#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	31558 miles
04/09/2007		#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	31558 miles
10/23/2006		#	H0640 - CYLINDER, BRAKE MASTER - REPLACE	24817 miles
10/23/2006		#	N2328 - SWITCH - IGNITION/KEY WARNING - REPLACE	24817 miles
10/23/2006		#	E7202 - CASE, IGNITION LOCK CYLINDER (PASSLOCK) - REPLACE	24817 miles
10/23/2006		#	C1095 - WEATHERSTRIP - FRONT DOOR AUXILIARY - RIGHT - ALIGN OR REP	24817 miles
10/23/2006		#	Z7901 - 1-DAY COURTESY TRANSPORTATION	24817 miles
07/31/2006		#	B4400 - DOOR ASSEMBLY, REAR - RIGHT - ALIGN	22069 miles
07/31/2006		#	R0760 - RADIO, REMOVE AND REPLACE	22069 miles
07/31/2006		#	R0943 - RADIO FRONT SIDE DOOR SPEAKER REPLACEMENT - LEFT SIDE	22069 miles
07/31/2006		#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	22069 miles
07/31/2006		#	K6310 - SENSOR, VEHICLE SPEED - REPLACE	22069 miles
07/31/2006		#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	22069 miles
07/19/2005		#	E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST	2052 miles
01/25/2005		I	Z6999 - PDI RELATED FLUID ADDS	5 miles
01/13/2005		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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MOTOR VEHICLE LEASE AGREEMENT
GMAC SmartLease® — Monthly Payment

CO-LESSEE) ("You") name and address, including county

[redacted]

EVILLE DAKOTA MN [redacted]

LESSOR (Retailer)

SOUTHWORTH CHEVROLET INC.
810 MARTIN RD. P.O. BOX 203
BLOOMER WI 54724

nent 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. our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

THE VEHICLE YOU ARE LEASING

ar	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
	2005 CHEVROLET TRU BLAZER	TRAIL	BLAZ 1GNDT13S752[redacted]	138	☐ Personal, Family, Household, or Agricultural

Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

at Lease elivery ow)*

3446.12

Monthly Payments

Your first monthly payment of $ 403.67 due on 06/17/2005, followed by 47 payments of $ 403.67 on the 17th of each month.

The total of your monthly payments is $ 19371.36

Other Charges (not part of your monthly payment)

Disposition fee (if you do not purchase the vehicle) $ N/A

N/A $ N/A

Total $ N/A

Total of Payme (The amount yc paid by the end

$

*Itemization of Amount Due at Lease Signing or Delivery

at Lease Signing or Delivery:

st reduction	$ 2500.00
ayment	$ 403.57
curity deposit	$ 425.00
	$ 35.00
es	$ 8.00
	$ 4.55
A	$ N/A
RV FEE	$ 70.00
Total	$ 3446.12

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

Net trade-in allowance	$
Rebates and noncash credits	$
Amount to be paid in cash	$
Total	$

Your monthly payment is determined as shown below:

zed cost. The agreed upon value of the vehicle ($ 31071.71) and any items you pay for over the lease term (such as service contracts, nd any outstanding prior credit or lease balance) $

st reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost - $

talized cost. The amount used in calculating your base monthly payment = $

**. The value of the vehicle at the end of the lease used in calculating your base monthly payment - $

nd any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over rm = $

The amount charged in addition to the depreciation and any amortized amounts + $

monthly payments. The depreciation and any amortized amounts plus the rent charge = $

ts. The number of payments in your lease ÷

payment = $

use tax (estimated) + $

payment + $

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.

and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $

t End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 15700.00 plus official fees and taxes.

erms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

GROSS CAPITALIZED COST.

e of the vehicle	$ 31071.71
tive fee	+ $ 595.00
n/title fees	+ $ N/A
	+ $ 162.50

6. CHARGE FOR FINES. If the government places a fine on the vehicle and promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $2

7. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require l Insurance. If you sign below, we will try to get the coverage(s) checked for We will include the premium in your base monthly payment. A notice

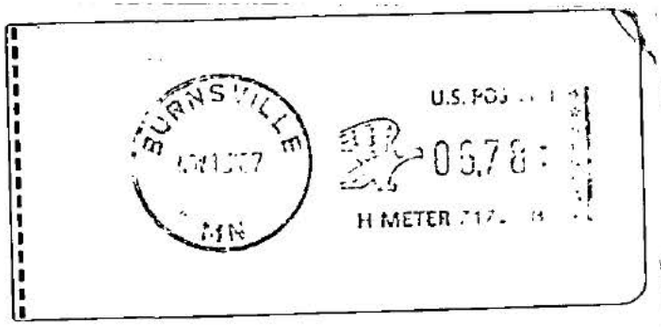
[redacted]

LAKEVILLE, MN.
55044

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL™



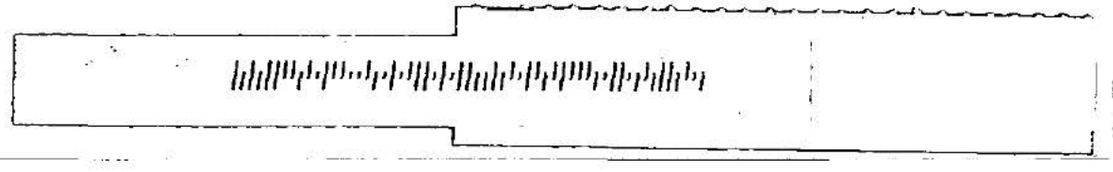
[redacted]





NOV 15 2007

GENERAL MOTORS CORP.
P.O. BOX 33170
DETROIT, MI.
48232-5170



14 November, 2007

Dear General Motors,

We leased a 2005 Trailblazer on June 6 , 2005. We have had numerous problems with this vehicle since we have had it. All the problems are well documented as you can see by the enclosed invoices. Just a few examples below are, we took it in 6 times for a window leak, 3 times for a brake problem before it was finally solved, but the one that we still have is our dashlights and headlights flickering at night. We have brought it in 4 times for that problem and it still isn't fixed. When my wife is drivng it at night other motorists are flashing their lights at her because they think she is flashing her lights at them, in fact in one instance another motorist pulled over then got behind her and started flashing their lights at her. Now its becoming a safety issue, so we are going to have to park the vehicle at night and not drive it. The whole reason we leased the vehicle in the first place was to avoid any maintenance worries during the warranty period. We do not have any more time to bring the vehicle in, I feel we have exhausted every avenue so we are going a different direction. We are persuing the lemon law to seek a refund or replacement under this law if the vehicle is not made to conform to the warranty per (Minnesota Statues, section 325f.665) the Minnesota lemon law. We have also filed a case with the Better Business Bureau to assist us in this matter. (case no. [redacted] Thank you very much for your time,

[redacted]
Lakeville , MN [redacted]
[redacted] *cell*
home

MOTOR VEHICLE LEASE AGREEMENT
GMAC SmartLease® — Monthly Payment

LESSEE (and **CO-LESSEE**) ("You") name and address, including county

[redacted]
LAKEVILLE DAKOTA MN [redacted]

LESSOR (Retailer)

SOUTHWORTH CHEVROLET INC.
810 MARTIN RD. P.O. BOX 203
BLOOMER WI 54724

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2005	CHEVROLET TRU BLAZER	TRAILBLAZ	1GNDT13S752[redacted]	138	☐ Personal, Family, Household, or Agricultural ☐ Business

Dealer Installed Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
$ 3446.12	Your first monthly payment of $ 403.57 due on 06/17/2005, followed by 47 payments of $ 403.57 on the 17th of each month. The total of your monthly payments is $ 19371.36	Disposition fee (if you do not purchase the vehicle) $ N/A N/A $ N/A Total $ N/A	$ 21988.91

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	$ 2500.00	Net trade-in allowance	$ 0.00
First monthly payment	$ 403.57	Rebates and noncash credits	$ 2500.00
Refundable security deposit	$ 425.00	Amount to be paid in cash	$ 946.12
Title fees	$ 35.00		
Registration fees	$ 8.00		
Sales/use tax	$ 4.55		
N/A	$ N/A		
SERV FEE	$ 70.00		
Total	$ 3446.12	Total	$ 3446.12

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 31071.) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 31829.21
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 2500.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 29329.21
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$ 15700.00
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 13629.21
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	$ 4559.91
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	$ 18189.12
Lease payments. The number of payments in your lease	÷	48
Base monthly payment	=	$ 378.94
Monthly sales/use tax (estimated)	+	$ 24.63
N/A	+	$ N/A
Total monthly payment	=	$ 403.57

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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ .15 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 15700.00 plus official fees and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 31071.71
GMAC administrative fee		$ 595.00
License/registration/title fees		$ N/A
Sales tax	+	$ 162.50
Other tax (describe) N/A	+	$ N/A
Optional service contract	+	$ N/A
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
	+	$ N/A
Gross Capitalized Cost	=	$ 31829.21

2. THE VEHICLE YOU ARE TRADING. 2002 (year) CHEVROLET (make) SUBURBAN (model)

Gross trade-in value		$ 24029.23
Payoff		$ 24029.23
Net trade-in value	=	$ N/A

3. 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	$ 1392.29
Title fees	$ 35.00
Registration fees	$ N/A
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 1349.29
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe) OTHER CHARGES	$ 8.00

4. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed $10 if this lease is for personal, family, household, or agricultural purposes.

5. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		138 miles
Base mileage allowance	+	60000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage		60138 miles

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ N/A per mile for each mile beyond 60138 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. 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.

7. 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

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

☐ Disability Insurance (Lessee Only) Premium $ N/A Monthly Coverage Limit $ N/A

Lessee's Signature _____ Age _____

Co-Lessee's Signature _____ Age _____

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

☒ Standard manufacturer's warranty XX

☐ _____

Warranty papers that are separate from this lease state any coverage limits.
We are giving you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

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.

10. ASSIGNMENT BY LESSOR.

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

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

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

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

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee), initials _____.

IF YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT BLOOMER (city) (state) WI **ON** 06 (month) 17 (day) 2005 (year)

NOTICE TO LESSEE

(a) THIS IS A MOTOR VEHICLE LEASE AGREEMENT. YOU HAVE NO OWNERSHIP RIGHTS IN THE MOTOR VEHICLE UNLESS THIS LEASE CONTAINS A PURCHASE OPTION AND YOU EXERCISE YOUR OPTION TO PURCHASE THE MOTOR VEHICLE.

(b) DO NOT SIGN THIS LEASE BEFORE YOU READ IT, INCLUDING ANY WRITING ON THE REVERSE SIDE.

(c) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.

(d) EARLY TERMINATION OF THIS LEASE MAY REQUIRE YOU TO PAY A SUBSTANTIAL AMOUNT.

(e) YOU ARE ENTITLED TO A COMPLETED COPY OF THIS LEASE WHEN YOU SIGN IT.

LESSEE: _____ BY: _____ CO-LESSEE: _____

LESSOR: SOUTHWORTH CHEVROLET, INC. BY: _____ TITLE: _____

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

LESSOR: SOUTHWORTH CHEVROLET, INC. BY: _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORT[redacted]ON OF TRANSFER OF YOUR INTEREST.

Customer Number: [redacted] Invoice No [redacted]

INVOICE

PAGE 1

[redacted]

LAKEVILLE, MN [redacted]

Home: [redacted] Bus: [redacted] Cell:

Email: |

CHEVROLET Cadillac GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 469 DUANE SHOCINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]		2052 2052	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			WAIT 19JUL05		0.00	CASH	19JUL05

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:56 19JUL05	16:32 19JUL05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES VEHICLE PULLS LEFT.			
CAUSE: MK			
E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST			
435 W			(N/C)
FC: 3A PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OQ			
,,,,2052 VERIFIED THE CUSTOMERS COMPLAINT OF VEHICLE PULLING TO THE			
,,,,LEFT, ADJUSTED THE FRONT TOE AND TIRE PRESSURES. ALSO ROTATE THE FRONT			
,,,,2 TIRES SIDE TO SIDE. ROADTESTED OK.			
**********			
THANK YOU FOR YOUR BUSINESS			
YOU MAY RECEIVE A SURVEY			
IF YOU ARE NOT COMPLETELY SATISFIED			
PLEASE CALL BEN OR ED AT 952-435-8501			

COPY

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

MOST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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.

C[redacted]

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

X4SI2.280_1

Customer Copy

[redacted] [redacted]

INVOICE

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN
HOME: 9[redacted] BUS: [redacted]

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
31JUL06	01AUG06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RIGHT REAR WINDOW LEAKS--WIND NOISE--HIGHWAY SPEEDS						
	CAUSE: .						
	B4400			ADJUSTED WINDOW AND WEATHERSTRIP--RECHECKED, ALL O.K.			
		399	W				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A:		0.00
	**********						
B	DRIVERS SIDE DOOR SPEAKER INTTERMITTANTLY DOESNT WORK						
	CAUSE: .						
	R0943			CHECKED OUT AND FOUND LOOSE CONNECTION IN LF DOOR SPEAKER--REPLACED SPEAKER AND RECHECKED, ALL O.K.			
		399	W				(N/C)
	1	10366739	SPEAKER				(N/C)
	1	10366739PU	PU/CHARGE				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE B:		0.00
	**********						
C	WHEN STEP ON BRAKE PEDAL AT A LIGHT INTTERMITTANTLY WILL GO TO THE FLOOR						
	CAUSE: .						
	K6310			CHECKED OUT AND FOUND STORED CODE C0055--REAR VEHICLE SPEED SENSOR MALFUNCTION--REPLACED VSS AND REPROGRAM, RECHECKED, ALL OK.			
		399	W				(N/C)
	1	12376520	SENSOR,SP				(N/C)

THE CHEVROLET
COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN
HOME: [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
31JUL06	01AUG06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D PASSLOCK LIGHT COMES ON DASH AT TIMES
CAUSE: .
35 UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, NO CODES IN SYSTEM FOR PASSLOCK SYSTEM
399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E ONE DAY RENTAL
CAUSE: .
Z7911 2-WAY SHUTTLE
399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

F CD PLAYER DOESNT WORK--CD STUCK IN PLAYER
CAUSE: .
R0760 CHECKED OUT AND FOUND NECESSARY TO REPROGRAM RADIO--RECHECKED AND FOUND ALL WORKING NORMALLY AT THIS TIME.
399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

GENUINE CHEVROLET
COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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[redacted]

[redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOME [redacted] BUS [redacted]

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS:
31JUL06	01AUG06	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US **********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

GENUINE CHEVROLET

©COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

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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

CUSTOMER COPY

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[redacted] [redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN [redacted]
HOME: [redacted] BUS [redacted]

PAGE 1

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	24817/24817	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO:	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 24OCT06			CASH	24OCT06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
23OCT06	24OCT06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A BRAKE PEDAL GOES TO THE FLOOR INTERMITTANTLY--WHEN STOPPED AT STOPSIGN PEDAL WILL FEEL LIKE SOMEONE IS BLEED ING BRAKES			
CAUSE: .			
H0640 CHECKED OUT AND FOUND MASTER CYLINDER INTERNALLY BLEEDING DOWN--REPLACED MASTER CYLINDER AND BLEED BRAKING SYSTEM			
399 W			(N/C)
1 18060788 CYLINDER			(N/C)
2 12377967 FLUID			(N/C)
1 12378392 CLEANER			(N/C)
H0700 BRAKE SYSTEM BLEED			
399 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
B PASSLOCK LIGHT COMES ON INTERMITTANTLY			
CAUSE: .			
N2328 SWITCH IGNITION/KEY WARNING REPLACE			
399 W			(N/C)
1 15242754 SWITCH			(N/C)
E7202 CASE, IGNITION LOCK CYLINDER (PASSLOCK) REPLACE			
399 W			(N/C)
1 15789012 CYLINDER			(N/C)
1 88965342 CASE			(N/C)
1 CODE CYL/KEY			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
CHECKED OUT AND FOUND STORED CODE B2960, SECURITY SENSOR DATA INCORRECT BUT VALID. TRACED TO FAULTY IGNITION CYLINDER AND HOUSING. ALSO NOTICED			

Village CHEVROLET
COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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	

CUSTOMER COPY

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[redacted]

[redacted]

INVOICE

Village CHEVROLET

[redacted]

LAKEVILLE, MN [redacted]

HOME: [redacted] BUS: [redacted]

PAGE 2

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	24817/24817	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 24OCT06			CASH	24OCT06

R.O. OPENED	READY	OPTIONS:
23OCT06	24OCT06	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

IGNITION SWITCH INTERMITTANTLY INCORRECT VOLTAGE WHEN DIAGNOSING PASSLOCK PROBLEM. REPLACED CYLINDER, HOUSING AND SWITCH. RELEARN AND RECHECKED, ALL O.K. AT THIS TIME.

****

C RIGHT REAR WINDOW HAS AN AIR LEAK/NOISE AT HIGHWAY SPEEDS--CAN BE HEARD AT 40 MPH & IS REALLY NOTICABLE @ 60MPH

CAUSE:

C1095 REALIGNED WINDOW/DOOR WEATHERSTRIPPING AND RECHECKED, ALL O.K.

399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D ONE DAY RENTAL

CAUSE:

Z7901 ONE DAY RENTAL

399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

RECHECK

COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

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

CUSTOMER COPY

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[redacted] [redacted]

[redacted]

INVOICE

Village Chevrolet
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN 5[redacted]
HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	31558/31558	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09APR07			CASH	10APR07

R.O. OPENED	READY
09APR07	10APR07

OPTIONS: ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	FULL SECOND DELAY OR MORE WHEN TURN KEY -IGN SWITCH REPLACED PREV							
	35 ELECTRICAL							
		399	W					(N/C)
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:							0.00
	**********							
B	INTERMITTENT SES LIGHT --LAST ON 2 WEEKS AGO							
	CAUSE: F							
	J9995 FOUND CODE P0300///UNABLE TO VERIFY-FAILURE AT THIS TIME							
		399	W					(N/C)
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:							0.00
	**********							
C	AIR LEAK FROM RIGHT REAR DOOR-SEE HISTORY							
	C1130 WEATHERSTRIP - REAR DOOR OPENING - RIGHT - ALIGN OR REPLACE							
		399	W					(N/C)
	1	19120578	WEATHERST					(N/C)
	1	FRT	FREIGHT					(N/C)
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:							0.00

GENUINE CHEVROLET
COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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	

CUSTOMER COPY

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[redacted]

[redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]

LAKEVILLE, MN 5[redacted]
HOME [redacted] BUS: [redacted]

PAGE 2

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	31558/31558	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09APR07			CASH	10APR07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09APR07	10APR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	ONE DAY RENTAL						
	Z7901 ONE DAY RENTAL						
	399WRENT						(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E ENGINE WILL REV UP SLIGHTLY WHILE PULLING IN TO PARK WITH FOOT ON BRAKE
32 ENGINE
399 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!....

GENUINE CHEVROLET

COPY

ATTENTION!
You could be close to the end of your factory warranty! See a business manager for details on extending your coverage!

ALL PARTS NEW [illegible] UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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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

CUSTOMER COPY

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Customer Number: [redacted] Invoice No: [redacted]

[redacted]

LAKEVILLE, MN [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: 17JUN05

PAGE 1

CHEVROLET Cadillac
GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 52[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00 CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES LIGHTS FLICKER WHILE DRIVING AND VOLT GAGE FLUCUATES AT STOPS SEEMS TO SPIKE			
CAUSE: SEE STORY			
J4100 GENERATOR ASSEMBLY REPLACE			
491 W			(N/C)
1 19151920 W-GEN REM			(N/C)
FC: 6F			
PART#: 19151920			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
PB			
,,,,32777 PERFORMED DIAG AND FOUND ALERNATOR DROPING VOLTAGE TO 9 VOLTZ			
,,,,AND REPLACED ALTERNATOR AND TESTED ALL AOK			
**********			
B GAS CAP HARD TO GET OFF AT TIMES			
CAUSE: SEE STORY			
L1020 CAP, FUEL TANK REPLACE			
491 W			(N/C)
1 15794103 CAP			(N/C)
FC: 4G			
PART#: 15794103			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OG			
,,,,32777 REPLACED GAS CAP AND TESTED ALL AOK			
**********			
C 22 POINT INSPECTION			
27 22 POINT INSPECTION			

PAID MAY 14 2007

COPY

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

MOST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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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	

X4592.280_1

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

[redacted]

LAKEVILLE, MN [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: |

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00	CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	491		CT			0.00	0.00

,,,,32777

****

THANK YOU FOR YOUR BUSINESS
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IF YOU ARE NOT COMPLETELY SATISFIED
PLEASE CALL VEN OR STEVE AT 952-435-9355

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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

Customer Copy

XASI2.280_1

Customer Number: [redacted] Invoice No: [redacted]

CHEVROLET Cadillac
GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

[redacted]
LAKEVILLE, MN [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: 17JUN05

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SELECTOR KNOB FOR FOUR WHEEL HAS BROKEN OFF, PLEASE CHECK....
CAUSE: SEE STORY
K4123 SWITCH, TRANSFER CASE SELECT REPLACE
417 W (N/C)
1 25827385 SWITCH (N/C)
FC: 2W
PART#: 25827385
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

,,,,35303 REPALCE BAD 4 BY 4 SWITCH KNOB FELL OFF
****
B** PASS. SIDE DOOR SEAL HAS COME LOOSE....
CAUSE: SEE STORY
C1105 REPAIRED LOOSE WEATHERSTRIP
417 W (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

,,,,35303 INSTALL PASSENGER SECOND DOOR FRONT EDGE SEAL AT TOP 1/2 OF
,,,,DOOR FELL OFF INSTALL AND GLUE IN PLACE
****
C** LOWER ROCKER PANEL WEATHERSTRIP HAS COME LOOSE BENEATH THE PASS. SIDE FRONT DOOR..
CAUSE: SEE STORY
C1095 WEATHERSTRIP - FRONT DOOR AUXILIARY - RIGHT - ALIGN OR REPLACE
417 W (N/C)

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Saturday 8 A.M. till 12 NOON
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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	

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Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

[redacted]
LAKEVILLE, MN 5[redacted]
Home: [redacted] Bus: [redacted] Cell:
Email:

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S75[redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	15043348	WEATHERST					(N/C)

FC: 2W
PART#: 15043348
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
ON

,,,,35303 REPLACE MISSING AIR SEAL FOR BOTTOM OF RIGHT FRONT DOOR THAT
,,,,MOUNTS TO BODY UNDER SILL PLATE
****

D**	22	POINT INSPECTION				
	27	22 POINT INSPECTION				
		417 CQS			0.00	0.00

,,,,35303 SEE SHEET
****

THANK YOU FOR YOUR BUSINESS
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Saturday 8 A.M. till 12 NOON
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SERVICE & PARTS

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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**

X45I2.280_1

Customer Copy

[redacted] [redacted]

INVOICE



[redacted]

LAKEVILLE, MN [redacted]

HOME: [redacted]

PAGE 1

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	[redacted]	PAYMENT	INV. DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09JUL07	12JUL07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A WHEN COMING TO A STOP, THE BRAKE PEDAL WILL GO TO THE FLOOR.
INTER--AFTER SITTING AT A STOP FOR AWILE
CAUSE: F
31 BRAKES
794 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

35979 F ROAD TEST BY TECH AND SER VICE MANAGER-ALL CKS OK
****

B PASSENGER SIDE REAR WINDOW HAS A LEAK AIR LEAK AT HIGHWAY SPEEDS
CAUSE:
36 ACCESSORIES
794 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35979 . ROAD TEST AND VERIFY -SENT TO BODY SHOP TO PERFORM BULLETIN TO REPLACE REAR WINDOW SEALS
****

C SEE HISTORY ON BOTH
CAUSE: F
36 ACCESSORIES
794 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D SOMETIMES WHEN DRIVING THE LIGHTS WILL DIM AND GUAGE WILL GO DOWN ALT

[redacted] CHEVROLET

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Service Hours:

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Friday.....7:00 AM - 10:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

[redacted]

INVOICE



16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN
HOME: [redacted]

PAGE 2

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	35979/35979	

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS:
09JUL07	12JUL07	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
GAUGE			
CAUSE: F			
36 ACCESSORIES			
794 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
35979 F ROAD TEST BY TECH AND SERVICE MANAGER-ALL TEST OK			
**********			
E AGNITION SWITCH WILL HAVE A FULL SECOND DELAY BEFORE IT START			
CAUSE: F			
27 GLASS&TRIM			
794 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
35979 F ROAD TEST AND CHECKED BY TECH AND SERVICE MANAGER-ALL OK			
**********			
F RENTAL			
CAUSE: F			
41 MISC/REIMBURSEMENTS			
794 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00

ENGLINE CHEVROLET

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Saturday.....8:00 AM - 4:00 PM

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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	

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[redacted] [redacted]

INVOICE

[redacted]

LAKEVILLE, MN [redacted]
HOME: [redacted]

PAGE 3

Wayzata CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS:
09JUL07	12JUL07	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...			

GENUINE CHEVROLET

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Service Hours:

Monday - Thursday.....7:00 AM - Midnight

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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

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2[redacted]

[redacted]

LAKEVILLE, MN [redacted]

HOME: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 698 DYLAN COLUMB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 11JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS:
11JUL07	12JUL07	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PASSENGER SIDE REAR WINDOW HAS AIR LEAK AT HIGHWAY SPEEDS SEE SERVICE							
	RO[redacted]							
	CAUSE: WINDOW CHANNEL WARPED							
	C0400		WINDOW/CHANNEL ASSEMBLY, REAR DOOR					
			STATIONARY GLASS - RIGHT - REPLACE					
			551	WB				(N/C)
	1 15946960		WDO R/STA					(N/C)
			FC:					
			PART#: 15946960					
			COUNT: 1					
			CLAIM TYPE:					
			AUTH CODE:					

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

****

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Service Hours:

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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

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[redacted]

[redacted]

INVOICE

DUPLICATE 3
PAGE 1

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOME [redacted] US: [redacted]

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	40665/40665	

DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 30OCT07			CASH	01NOV07

R.O. OPENED	READY	OPTIONS:
29OCT07	01NOV07	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A HEADLIGHTS AND DASH LIGHTS FLICKER--SEE PREV			
CAUSE: F			
35 ELECTRICAL			
770 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
40665 F PERFORM TESTS -TRACE AND FOUND BULLETIN STATING AIR PUMP WILL CYCLE IN OPAEN LOOP FOR APPROX 10 MINUTES WHICH MAY CAUSE LIGHTS TO DIM. SEE DOC ID #:1619135			
**********			
B ONE DAY RENTAL			
CAUSE: F			
Z7901 ONE DAY RENTAL			
770WRENT			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C TRUCK LOF-- LUBRICATE AND INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING ETC. CHANGE ENGINE OIL AND OIL FILTER. INSPECT BELTS, HOSES, TIRES, FLUIDS LEVELS ETC.			
CAUSE: F			
M0015 LUBE, OIL AND FILTER			
770 W			(N/C)
1 89017342 FILTER			(N/C)
1 OILT OIL TRUCK			(N/C)
FC: PART#: COUNT: 2			

LUNE CHEVROLET
COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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[redacted]

[redacted]

LAKEVILLE, MN 5[redacted]
HOME: [redacted]

INVOICE

DUPLICATE 3
PAGE 2

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	40665/40665	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JUN05 DD			22:00 30OCT07			CASH	01NOV07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
29OCT07	01NOV07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CLAIM TYPE:			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D STEERING WHINES
CAUSE: F
J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE
770 W (N/C)
1 24577515 PULLEY (N/C)
FC:
PART#: 24577515
COUNT: 1
CLAIM TYPE:
AUTH CODE:

GENUINE CHEVROLET
COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

40665 F PERFORM ROAD TEST AND STEHOSCOPE ENGINE-TRACE AND REPLACED IDLER PULLEY

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT MATT DAHL YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]

LAKEVILLE, MN [redacted]
HOME:9[redacted] BUS:[redacted]

PAGE 1

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	40757/40757	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 06NOV07			CASH	06NOV07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
06NOV07	06NOV07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM BULLETIN TO REPROGRAM PCM FORLIGHTS FLICKER ISSUE						
CAUSE: F							
	36 ACCESSORIES						
		807	W				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

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

40757 F TEST AND REPROGRAMMED PCM TO UPDATE PER BULLETIN

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT MATT DAHL. YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

GENUIN

COPY

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

Document ID# [redacted]
2005 Chevrolet TrailBlazer - 4WD

Subject: **Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (03/07/2005)**

Models: **2004-2005 Buick Rainier**
2002-2005 Chevrolet TrailBlazer
2002-2005 GMC Envoy
2003-2004 Oldsmobile Bravada
with 4.2L Engine (VIN S -- RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop 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 #653410)
- Service Information - Charging System Test (SI Document ID #1468059)
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID #816776)

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID #[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

VIN [redacted]

Document ID# 2026046
2005 Chevrolet TrailBlazer - 4WD

Dave — has both options K18 + LL8

Subject: **Headlamp ~~Flicker Or Momentarily Dim While Driving 06-06-03-004~~ Supplement - keywords air battery dim erratic flicker fluctuation headlamp headlight injection K18 LL8 normal operation pump reactor #PIT4491A - (10/05/2007)**

Models: **2005 Buick Rainier - Short Wheel Base Only**
2005 Chevrolet TrailBlazer - Short Wheel Base Only
2005 GMC Envoy - Short Wheel Base Only

Should do update

This PI was superseded to update Recommendation/Instructions. Please discard PIT4491.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment of an intermittent headlamp flicker while driving. This flicker has been described in bulletin 05-08-42-001 and 06-06-03-004. This will only affect short wheelbase vehicles equipped with the 4.2L Engine (VIN S - RPO LL8) and Electric Air Injection Reactor System (RPO K18).

Recommendation/Instructions:

Reprogram the PCM/VCM using TIS2WEB. Select the calibration under Module Operating System that states...

"New Software to address customer complaint of headlight dimming while driving"

Note: *Again, this calibration will only work on short wheelbase vehicles* equipped with the 4.2L Engine (VIN S - RPO LL8) and Electric Air Injection Reactor System (RPO K18).

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

WE SUPPORT VOLUNTARY

APPLICATION TO TITLE/REG. A VEHICL
MINNESOTA DEPARTMENT OF PUBLIC SAFET
Driver and Vehicle Services Divisic
445 Minnesota St. Ste 160, St. Paul, MN 55101-516
FOR CENTRAL OFFICE USE ONLY

DVS Plate MN PRV641

AR

YEAR [redacted] 23 06

WEIGHT STICKER NUMBER/MOTORCYCLE ENGINE #

FOR VALIDATION OFFICE USE ONLY
PAID
AUG 31 2005
DEPUTY # 111

NON-NEGOTIABLE REGISTRATION RECEIPT(CARD) AND CAB CARD
THIS COPY WHEN VALIDATED, STAMPED ON THE UPPER RIGHT CORNER BY A DEPUTY REGISTRAR OR THE CENTRAL OFFICE, WILL SERVE AS EVIDENCE OF THIS RECEIPT HAS BEEN ASSIGNED TO THE OWNER FOR USE ONLY ON THE VEHICLE DESCRIBED.

A

PURCHASER(S) OWNER(S) MUST COMPLETE

DATE OF PURCHASE	NEW ☐ USED ☑	PREVIOUS PLATE NUMBER	YEAR	EXPIRATION DATE MONTH	YEAR
		W. Title		7.	06

MODEL YEAR	MAKE	BODY/MODEL TYPE	COLOR CODE BODY	ROOF
2005	Chev	UT		

TRUCKS/TRAILERS: DOT# | EMPTY WEIGHT | # OF AXLES

Vehicle ☐ Information

VEHICLE IDENTIFICATION NUMBER
1GNDT13S175[redacted]

PURCHASER(S) OWNER(S) Information

[redacted]

DRIVER LICENSE NO. / DEALER NO. | DATE OF BIRTH

ADDITIONAL PURCHASER(S) OWNER(S) LAST, FIRST, AND MIDDLE | DRIVERS LICENSE NO. | DATE OF BIRTH

[redacted] CITY: Cockeysville COUNTY: (STATE: MD [redacted]

☐ HOME TELEPHONE NO.

B

PURCHASER(S) OWNER(S) MUST COMPLETE

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT(S)? YES ☑ NO ☐ IF YES, COMPLETE SECTION BELOW.

FIRST SECURED PARTY (PRINT NAME): GMAC | DATE OF LOAN: 06.27.05 | FOR ADDITIONAL SECURED PARTIES, ATTACH COMPLETED FORM NO. PS2017

STREET ADDRESS: P.O. Box 8121 | CITY: Cockeysville | STATE: MD | ZIP CODE: 21030

C

SELLER(S) MUST COMPLETE AND SIGN

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS 138 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

☐ *ACTUAL MILEAGE*
☐ *EXCEEDS MECHANICAL LIMITS OF ODOMETER*
☐ *NOT ACTUAL MILEAGE – **WARNING ODOMETER DISCREPENCY***

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE ☐ HAS ☑ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE ☐ HAS ☑ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED, OR RENDERED INOPERATIVE.

ASSIGNMENT: I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO THE PERSON(S) NAMED ABOVE:

SELLER'S PRINTED NAME(S) | DATE OF SALE

SELLER'S ADDRESS | DEALER LICENSE #

X
ALL SELLER'S SIGNATURE(S)

D

PURCHASER(S) OWNER(S) MUST COMPLETE AND SIGN

PURCHASER'S MOTOR VEHICLE SALES TAX DECLARATION

1. FULL PURCHASE PRICE $
2. LESS TRADE-IN ALLOWANCE COMPLETE ITEM NO.6
3. NET PURCHASE PRICE
4. % OF LINE 3
5. LESS TAX PAID TO ANOTHER STATE $
   NET SALES TAX DUE
6. TRADE-IN WAS MAKE PLATE NUMBER
   MODEL YEAR

I DECLARE THIS TAX EXEMPTION CODE: 5

MN DEALER LICENSE #
MN SALES TAX ACCOUNT #
INTERNAL REVENUE CODE # (IRC)
PRORATE ACCOUNT # (Sales tax due when registered)

BASE VALUE OR GROSS WEIGHT: 30,455

REGISTRATION PERIOD FROM 8.05 THROUGH 7.06

CHANGE OF GROSS VEHICLE WEIGHT
TIME OF CHANGE : HOURS
DATE OF CHANGE
DATE CHANGE EXPIRES
CHANGE OF WEIGHT AND /OR CLASS
FROM TO

I (WE) CERTIFY I (WE) ARE OF LEGAL AGE, HAVE BOUGHT THIS VEHICLE SUBJECT TO LIENS SHOWN AND NO OTHER, THIS VEHICLE IS AND WILL CONTINUE TO BE INSURED WHILE OPERATING UPON THE PUBLIC STREETS AND HIGHWAYS. THE VEHICLE WILL BE OPERATED IN COMPLIANCE WITH THE LAWS WHICH APPLY TO ITS CLASS OF REGISTRATION, HAVE RECEIVED A COPY OF THIS APPLICATION AND ALL OF MY (OUR) DECLARATIONS ARE TRUE AND CORRECT. I (WE) HAVE KNOWLEDGE OF STATE AND FEDERAL REGULATIONS APPLICABLE TO COMMERCIAL VEHICLE OPERATION, MINNESOTA STATUTES, CHAPTER 221, PUBLIC SERVICE COMMISSION RULES 1 THROUGH 48, AND CODE OF FEDERAL REGULATIONS, TITLE 49, PARTS 300 THROUGH 399, AND IF A TRANSPORTER OF HAZARDOUS MATERIALS, CODE OF FEDERAL REGULATIONS, TITLE 49, PARTS 171 TO 199.

REGISTRATION TAX + $	394 90
PLATE FEE	4 75
ARREARS TAX	
CONVERSION FEE	
PUBLIC SAFETY VEHICLE FEE	3 50
TRANSFER TAX	
TITLE/TRANSFER FEE	5 50
MOTOR VEHICLE SALES TAX	
LATE TRANSFER PENALTY	
SUB-TOTAL $	
STATE/DEPUTY FILING FEE	8 50
TOTAL DUE $	417 75

X [redacted]
X
SIGNATURE(S) ALL PURCHASERS/OWNERS MUST SIGN DATE

DO NOT SIGN UNTIL COMPLETED

WITHOUT PROPER OWNERSHIP/TRANSFER DOCUMENTS (e.g., OUT-OF-STATE CERTIFICATE OF TITLE), NO MINNESOTA TITLE WILL BE ISSUED.

PHONE: (651) 297-2126 TDD/TTY: (651) 282-6555 WEB: mndriveinfo.org
Automated Self-Service: (651) 284-1234

PS2000-29

WISCONSIN TITLE & LICENSE PLATE APPLICATION
MV11 2/2005

Processor ID No. | Received - Date - Opened

[redacted]

Title No. - New License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one): ☐ Title Transfer ☒ Original Title ☐ Title Only ☐ Salvage Title ☐ Check if also IRP

Owner Legal Name - Last, First, Middle Initial	Birth Date	Owner Social Security # or Driver License # or FEIN - Required
[redacted]		[redacted] 22
Co-Owner (if any) - Name - Last, First, Middle Initial ☐ OR ☐ AND (check one)	Birth Date	Co-Owner Social Security # or Driver License # or FEIN - Required [redacted]

Street Address	City	State	ZIP Code	Area Code - Telephone #
[redacted]	COCKEYSVILLE	MD		[redacted]

If leased vehicle, Lessee Name - Last, First, Middle Initial	Lessee Signature	Lessee Social Security # or Driver License #
[redacted]	X [redacted]	[redacted] 97

Street Address	City	State	ZIP Code	Area Code - Telephone #
[redacted]	LAKEVILLE	MN		[redacted]

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped)	Year	Make	Type (car, truck, van, etc)	Color
1GNDT13S752[redacted]	2005	CHEVROLET TRUCK BLAZER	TRUCK	BLACK

WI License Plate to Transfer ([redacted]erred from husband or wife only)	Temporary License Plate Number	
	CD4-742	☐ Check box if plates transferred from husband/wife. License plates cannot be transferred between other family members.

Vehicle kept in County	City	Village	Town	Date First Operated this vehicle in Wis. as resident	Registration Period	Gross Weight
OF: DAKOTA	☒X	☐	☐ OF: LAKEVILLE	06/17/2005		

Section C - Loan Information

If no secured party, check	Secured Party Number(s)	List all SECURED PARTY NAME(S) (lienholders)	Street Address, City, State, ZIP Code	Area Code-Phone Number
☐ None	003023	GMAC P.O. BOX 8121 COCKEYSVILLE MD 21030		(800)200-4622

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: ☐ 10 or more model years old ☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked. 1 1 1 , 1 3 8 ☒

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. **WARNING ODOMETER DISCREPANCY**

Section E - Vehicle Transaction

a. Cash price (vehicle described in section "B") 31071.71

b. Less trade-in allowance 24029.23
Note: WI Dealers need not complete item c below

[redacted]

Fee Computation
- Title Fee $35 (replacement $8) 35.00
- Loan Filing Fee $4 ..... 4.00
- License Plate Fee (see section "H") ..... N/A

Miscellaneous Fees
- Municipal Wheel Tax (Beloit=$10; Sheboygan-see instructions) ..... N/A
- Motor Carrier Class Fee (see section "H") ..... N/A

Optional Fees (customer initials to OK) .....
- Priority Service Fee $4 (see address below) 4.00
- Counter Service Fee $5 (If you apply in person at DOT) ..... N/A
- Electronic Title/License Plate Filing Fee $19.50 ..... N/A

ENTER FEE TOTAL ..... $ 43.00
Make check payable to: Registration Fee Trust

Tax Statement

Date Vehicle Purchased	Used	New	Date Delivered
06/17/2005	☐	☒X	06/17/2005

Describe Vehicle Trade-In: Year 2002 Make CHEVROLET Vehicle Identification Number 3GNFK16Z42G2[redacted]

If tax exempt, enter exemption code and reason (see instructions [redacted])

CODE #2 EXEMPTION-C010171

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.

DEALER Name	Area Code - Phone #
SOUTHWORTH CHEVROLET INC	1293

Require[redacted] Dealer #
☐ Polic[redacted] 715)568-2180
Wiscons[redacted]on and payment of fees.

PA[redacted]

X [redacted] 06/17/2005 (Date)

Certi[redacted]
All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.
COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X [redacted] 005
(Owner Signature shown in section A) (Date)

X [redacted]
(Co-Owner Signature) (Date)

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949.

Priority Service processing (Mail-in) - Remit an extra $4 fee to: WI Dept of Transportation, PO Box 7306, Madison, WI 53707-7306

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue.

3 - PURCHASER

APPLICATION TO TITLE/REG. A VEHICL
MINNESOTA DEPARTMENT OF PUBLIC SAFET
Driver and Vehicle Services Divisi
445 Minnesota St, Ste 160, St. Paul, MN 55101-516
FOR CENTRAL OFFICE USE ONLY

DVS Plate MN PRV641

YEAR 06

WEIGHT STICKER NUMBER/MOTORCYCLE ENGINE #

FOR VALIDATING OFFICE USE ONLY
PAID
AUG 31 2005
DEPUTY # 111

NON-NEGOTIABLE REGISTRATION RECEIPT(CARD) AND CAB CARD
THIS COPY WHEN VALIDATED, STAMPED ON THE UPPER RIGHT CORNER BY A DEPUTY REGISTRAR OR THE CENTRAL OFFICE, WILL SERVE AS EVIDENCE OF THIS RECEIPT HAS BEEN ASSIGNED TO THE OWNER FOR USE ONLY ON THE VEHICLE DESCRIBED.

A — PURCHASER(S) OWNER(S) MUST COMPLETE

DATE OF PURCHASE | NEW ☐ USED ☑ | PREVIOUS PLATE NUMBER: Wr. Title | YEAR | EXPIRATION DATE: MONTH 7 YEAR 06

MODEL YEAR: 2005 | MAKE: Chev | BODY/MODEL TYPE: UT | COLOR CODE: BODY | ROOF | VIN

TRUCKS/TRAILERS: DOT# | EMPTY WEIGHT | # OF AXLES

Vehicle ☐ Information

VEHICLE IDENTIFICATION NUMBER: 1GNDT13S175[redacted]

PURCHASER(S) OWNER(S) Information

[redacted] | DRIVER LICENSE NO. / DEALER NO. | DATE OF BIRTH

ADDRESS (INCLUDE APT. NUMBER, RURAL ROUTE AND BOX) | DRIVERS LICENSE NO. | DATE OF BIRTH

STREET [redacted] | CITY Cockeysville | COUNTY | STATE MD | [redacted]

HOME TE

B — PURCHASER(S) OWNER(S) MUST COMPLETE

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT(S)? YES ☑ NO ☐ IF YES, COMPLETE SECTION BELOW.

FIRST SECURED PARTY (PRINT NAME): GMAC | DATE OF LOAN: 06-27-05 | FOR ADDITIONAL SECURED PARTIES, ATTACH COMPLETED FORM NO. PS2017

STREET ADDRESS: PO Box 8121 | CITY: Cockeysville | STATE: MD | ZIP CODE: 21030

C — SELLER(S) MUST COMPLETE AND SIGN

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS 138 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

☐ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☑ NOT ACTUAL MILEAGE – WARNING ODOMETER DISCREPENCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE ☐ HAS ☑ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE ☐ HAS ☑ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED, OR RENDERED INOPERATIVE.

ASSIGNMENT: I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO THE PERSON(S) NAMED ABOVE:

SELLER'S PRINTED NAME(S) | DATE OF SALE

SELLER'S ADDRESS | DEALER LICENSE #

X
ALL SELLER'S SIGNATURE(S)

D — PURCHASER(S) OWNER(S) MUST COMPLETE AND SIGN

PURCHASER'S MOTOR VEHICLE SALES TAX DECLARATION

1. FULL PURCHASE PRICE $
2. LESS TRADE-IN ALLOWANCE COMPLETE ITEM NO.6
3. NET PURCHASE PRICE
4. % OF LINE 3
5. LESS TAX PAID TO ANOTHER STATE $
NET SALES TAX DUE
6. TRADE-IN WAS MODEL YEAR MAKE PLATE NUMBER

DECLARE HIS TAX EXEMPTION ODE: 5

MN DEALER LICENSE #
MN SALES TAX ACCOUNT #
INTERNAL REVENUE CODE # (IRC)
PRORATE ACCOUNT # (Sales tax due when registered)

BASE VALUE OR GROSS WEIGHT: 30,455

REGISTRATION PERIOD FROM 8.05 THROUGH 7.06

CHANGE OF GROSS VEHICLE WEIGHT
TIME OF CHANGE : HOURS
DATE OF CHANGE
DATE CHANGE EXPIRES

CHANGE OF WEIGHT AND /OR CLASS
FROM TO

I (WE) CERTIFY I (WE) ARE OF LEGAL AGE, HAVE BOUGHT THIS VEHICLE SUBJECT TO LIENS SHOWN AND NO OTHER, THIS VEHICLE IS AND WILL CONTINUE TO BE INSURED WHILE OPERATING UPON THE PUBLIC STREETS AND HIGHWAYS. THE VEHICLE WILL BE OPERATED IN COMPLIANCE WITH THE LAWS WHICH APPLY TO ITS CLASS OF REGISTRATION, HAVE RECEIVED A COPY OF THIS APPLICATION AND ALL OF MY (OUR) DECLARATIONS ARE TRUE AND CORRECT. I (WE) HAVE KNOWLEDGE OF STATE AND FEDERAL REGULATIONS APPLICABLE TO COMMERCIAL VEHICLE OPERATION, MINNESOTA STATUTES, CHAPTER 221, PUBLIC SERVICE COMMISSION RULES 1 THROUGH 46, AND CODE OF FEDERAL REGULATIONS, TITLE 49, PARTS 350 THROUGH 399, AND IF A TRANSPORTER OF HAZARDOUS MATERIALS, CODE OF FEDERAL REGULATIONS, TITLE 49, PARTS 171 TO 190.

REGISTRATION TAX + $	341 90
PLATE FEE	4 25
ARREARS TAX	
CONVERSION FEE	
PUBLIC SAFETY VEHICLE FEE	3 50
TRANSFER TAX	
TITLE/TRANSFER FEE	5 50
MOTOR VEHICLE SALES TAX	
LATE TRANSFER PENALTY	
SUB-TOTAL $	
STATE/DEPUTY FILING FEE	8 00
TOTAL DUE $	412 75

[redacted]
SIGNATURE(S) ALL PURCHASERS/OWNERS MUST SIGN | DATE

DO NOT SIGN UNTIL COMPLETED

WITHOUT PROPER OWNERSHIP/TRANSFER DOCUMENTS (e.g., OUT-OF-STATE CERTIFICATE OF TITLE), NO MINNESOTA TITLE WILL BE ISSUED.

PHONE: (651) 297-2126 TDD/TTY: (651) 282-6555 WEB: mndriveinfo.org
Automated Self-Service: (651) 284-1234

PS2000-29

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 2/2005

Processor ID No. | Received - Date - Opened | Title No. - New License Plate No. | Amount Received, Document Number, Check, Cash

DO NOT WRITE ABOVE THIS LINE.
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one): ☐ Title Transfer ☒ Original Title ☐ Title Only ☐ Salvage Title ☐ Check if also IRP

Owner Legal Name - Last, First, Middle Initial	Birth Date	Owner Social Security (and Driver License / ID No.) (FEIN) Required
[redacted]		[redacted] 5200 21622
Co-Owner (if any) - Name - Last, First, Middle Initial	Birth Date	Co-Owner Social Security (and Driver License / ID No.) (FEIN) Required
☐ OR ☐ AND (check one)		

Street Address	City	State	ZIP Code	Area Code-Telephone #
[redacted]	COCKEYSVILLE	MD	21030	[redacted]

If leased vehicle, Lessee Name - Last, First, Middle Initial	Lessee Signature	
[redacted]	X [redacted]	[redacted] 2297

Street Address	City	State	ZIP Code	Area Code-Telephone #
1 [redacted]	LAKEVILLE	MN		[redacted]

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped)	Year	Make	Type (car, truck, van, etc)	Color
1GNDT13S75225[redacted]	2005	CHEVROLET TRUCK BLAZER	TRUCK	BLACK

WI License Plate to Transfer (Plate may be transferred from husband or wife only)	Temporary License Plate Number	
	CDC-7428	☐ Check box if plates transferred from husband/wife. License plates cannot be transferred between other family members.

Vehicle kept in County	City	Village	Town	Date First Operated this vehicle in Wis. as resident	Registration Period	Gross Weight
OF: DAKOTA	☒	☐	☐ OF: LAKEVILLE	06/17/2005		

Section C - Loan Information

If no secured party, check None	Secured Party Number(s)	List all SECURED PARTY NAME(S) (lienholders)	Street Address, City, State, ZIP Code	Area Code-Phone Number
☐	003023	GMAC	P O BOX 8121 COCKEYSVILLE MD 21030	(800)200-4622

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: ☐ 10 or more model years old ☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): 111,138 ☒ and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.

☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

a. Cash price (vehicle described in section "B")	31071.71
b. Less trade-in allowance	24029.23
Note: WI Dealers need not complete item c below	
Amount subject to [redacted]	[redacted]
State sales tax [redacted]	[redacted]
Local sales tax [redacted]	[redacted]
Fee Computation	
• Title Fee $35 (replacement $8)	35.00
• Loan Filing Fee $4	4.00
• License Plate Fee (see section "H")	N/A
Miscellaneous Fees	
• Municipal Wheel Tax (Beloit-$10; Sheboygan-see instructions)	N/A
• Motor Carrier Class Fee (see section "H")	N/A
Optional Fees (customer initials to OK)	
• Priority Service Fee $4 (see address below)	4.00
• Counter Service Fee $5 (If you apply in person at DOT)	N/A
• Electronic Title/License Plate Filing Fee $19.50	N/A
ENTER FEE TOTAL	$ 43.00

Make check payable to: Registration Fee Trust

Tax Statement

Date Vehicle Purchased: 06/17/2005 | Used ☐ | New ☒ | Date Delivered: 06/17/2005

Describe Vehicle Trade-In: Year Make: 2002 CHEVROLET | Vehicle Identification Number: 3GNFK1674[redacted]

If tax exempt, enter exemption code and reason (see instruct[redacted]

CODE #3 EXTINCTION 6010171

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.

DEALER Name: SOUTHWC[redacted] Dealer # 1293

Required Hold Br[redacted] ☐ Police ☐ T[redacted]

Wisconsin Dealer[redacted] (715)568-2180

PAUL C[redacted] and payment of fees.

X [redacted] 06/17/2005 (Date)

Certification All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant. COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X [redacted] 05/17/2005
(Owner, Signature shown in section A) (Date)

X [redacted]
(Co-Owner, Signature) (Date)

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949.

Priority Service processing (Mail-in) - Remit an extra $4 fee to: WI Dept of Transportation, PO Box 7306, Madison, WI 53707-7306

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue.

BBB AUTO LINE

November 12, 2007

ANGELINA MONCIVAIS
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0758677: [redacted]s Chevrolet Motor Division

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,

Carolyn Hill at Extension 509

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 11/12/07
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Lakeville State: MN Zip code: [redacted]

Day phone: [redacted] Evening phone: ([redacted] Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2005 Current mileage: 40600

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: South Worth CHEVROLET, Bloomer, WI

Primary Servicing dealer/city/state: VILLAGE CHEVROLET CO,

Acquired as ☐ new ☐ used ☐ demo ☒ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 06/17/05 Mileage at purchase/lease:

First repair attempt date: 07/19/05 First repair attempt mileage: 2052

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer wants the manufacturer to let him out of his lease without any penalty to him or replace the vehicle. Also a refund on his security deposit & down payment.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Head lights & dash lights flicker		4		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

14 November, 2007

Dear Better Business Bureau,

We leased a 2005 Trailblazer on June 6 , 2005. We have had numerous problems with this vehicle since we have had it. All the problems are well documented as you can see by the enclosed invoices. Just a few examples below are, we took it in 6 times for a window leak, 3 times for a brake problem before it was finally solved, but the one that we still have is our dashlights and headlights flickering at night. We have brought it in 4 times for that problem and it still isn't fixed. When my wife is drivng it at night other motorists are flashing their lights at her because they think she is flashing her lights at them, in fact in one instance another motorist pulled over then got behind her and started flashing their lights at her. Now its becoming a safety issue, so we are going to have to park the vehicle at night and not drive it. The whole reason we leased the vehicle in the first place was to avoid any maintenance worries during the warranty period. We do not have any more time to bring the vehicle in, I feel we have exhausted every avenue so we are going a different direction. We are persuing the lemon law to seek a refund or replacement under this law if the vehicle is not made to conform to the warranty per (Minnesota Statues, section 325f.665) the Minnesota lemon law. We have also filed a case with the Better Business Bureau to assist us in this matter. (case no. chv0758677) Thank you very much for your time,

[redacted]
Lakeville , MN
[redacted] *cell*
[redacted] *home*

[redacted]

[redacted]

INVOICE

Village Chevrolet
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
AKEVILLE, MN [redacted]
IOME:9[redacted] BUS:([redacted]

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
31JUL06	01AUG06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RIGHT REAR WINDOW LEAKS--WIND NOISE--HIGHWAY SPEEDS						
	CAUSE: .						
	B4400			ADJUSTED WINDOW AND WEATHERSTRIP--RECHECKED, ALL O.K.			
		399	W				(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00			
	**********						
B	DRIVERS SIDE DOOR SPEAKER INTTERMITTANTLY DOESNT WORK						
	CAUSE: .						
	R0943			CHECKED OUT AND FOUND LOOSE CONNECTION IN LF DOOR SPEAKER--REPLACED SPEAKER AND RECHECKED, ALL O.K.			
		399	W				(N/C)
	1 10366739			SPEAKER			(N/C)
	1 10366739PU			PU/CHARGE			(N/C)
	PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00			
	**********						
C	WHEN STEP ON BRAKE PEDAL AT A LIGHT INTTERMITTANTLY WILL GO TO THE FLOOR						
	CAUSE: .						
	K6310			CHECKED OUT AND FOUND STORED CODE C0055--REAR VEHICLE SPEED SENSOR MALFUNCTION--REPLACED VSS AND REPROGRAM, RECHECKED, ALL OK.			
		399	W				(N/C)
	1 12376520			SENSOR,SP			(N/C)

VILLAGE CHEVROLET

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
31JUL06	01AUG06	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
ARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:			0.00

****

PASSLOCK LIGHT COMES ON DASH AT TIMES.
AUSE: .
35 UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS
TIME, NO CODES IN SYSTEM FOR PASSLOCK SYSTEM
399 W (N/C)

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

ONE DAY RENTAL
AUSE:
Z7911 2-WAY SHUTTLE
399 W (N/C)

GENUINE CHEVROLET

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

CD PLAYER DOESNT WORK--CD STUCK IN PLAYER
AUSE: .
R0760 CHECKED OUT AND FOUND NECESSARY TO
REPROGRAM RADIO--RECHECKED AND FOUND ALL
WORKING NORMALLY AT THIS TIME.
399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

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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	

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN 55[redacted]

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	22069/22069	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 31JUL06			CASH	01AUG06

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
31JUL06	01AUG06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

GENUINE CHEVROLET

.L PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

onday - Thursday.....7:00 AM - Midnight

iday.....7:00 AM - 10:00 PM

turday.....8:00 AM - 4:00 PM

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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

CUSTOMER COPY

2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

INVOICE

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOME: 9[redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	24817/24817	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 24OCT06			CASH	24OCT06

R.O. OPENED	READY	OPTIONS:
23OCT06	24OCT06	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	BRAKE PEDAL GOES TO THE FLOOR INTERMITTANTLY--WHEN STOPPED AT STOPSIGN PEDAL WILL FEEL LIKE SOMEONE IS BLEED ING BRAKES						
	CAUSE:						
	H0640 CHECKED OUT AND FOUND MASTER CYLINDER INTERNALLY BLEEDING DOWN--REPLACED MASTER CYLINDER AND BLEED BRAKING SYSTEM						
		399	W				(N/C)
	1	18060788	CYLINDER				(N/C)
	2	12377967	FLUID				(N/C)
	1	12378392	CLEANER				(N/C)
	H0700	BRAKE SYSTEM BLEED					
		399	W				(N/C)

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

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	PASSLOCK LIGHT COMES ON INTERMITTANTLY						
	CAUSE:						
	N2328 SWITCH IGNITION/KEY WARNING REPLACE						
		399	W				(N/C)
	1	15242754	SWITCH				(N/C)
	E7202	CASE, IGNITION LOCK CYLINDER (PASSLOCK) REPLACE					
		399	W				(N/C)
	1	15789012	CYLINDER				(N/C)
	1	88965342	CASE				(N/C)
	1	CODE	CYL/KEY				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED OUT AND FOUND STORED CODE B2960, SECURITY SENSOR DATA INCORRECT BUT VALID. TRACED TO FAULTY IGNITION CYLINDER AND HOUSING. ALSO NOTICED

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
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Saturday.....8:00 AM - 4:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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[redacted]

INVOICE

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN
HOME: [redacted]

PAGE 2

SERVICE ADVISOR: 381 BRYAN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	24817/24817	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 IS			22:00 24OCT06			CASH	24OCT06

R.O. OPENED	READY	OPTIONS:
23OCT06	24OCT06	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

IGNITION SWITCH INTERMITTANTLY INCORRECT VOLTAGE WHEN DIAGNOSING PASSLOCK PROBLEM. REPLACED CYLINDER, HOUSING AND SWITCH. RELEARN AND RECHECKED, ALL O.K. AT THIS TIME.

****

C RIGHT REAR WINDOW HAS AN AIR LEAK/NOISE AT HIGHWAY SPEEDS--CAN BE HEARD AT 40 MPH & IS REALLY NOTICABLE @ 60MPH

CAUSE: .

C1095 REALIGNED WINDOW/DOOR WEATHERSTRIPPING AND RECHECKED, ALL O.K.

399- W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D ONE DAY RENTAL

CAUSE: .

Z7901 ONE DAY RENTAL

399 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US

********COMPLETELY SATISFIED**********

PLEASE CONTACT DAVE POPP AT 952-449-6736

YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

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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

CUSTOMER COPY

right 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

[redacted]

[redacted]

INVOICE

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]

LAKEVILLE, MN [redacted]
HOME:9[redacted]

PAGE 1

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	31558/31558	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09APR07			CASH	10APR07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09APR07	10APR07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FULL SECOND DELAY OR MORE WHEN TURN KEY -IGN SWITCH REPLACED PREV			
35 ELECTRICAL			
399 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B INTERMITTENT SES LIGHT --LAST ON 2 WEEKS AGO			
CAUSE: F			
J9995 FOUND CODE P0300///UNABLE TO VERIFY FAILURE			
AT THIS TIME			
399 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
AIR LEAK FROM RIGHT REAR DOOR-SEE HISTORY			
C1130 WEATHERSTRIP - REAR DOOR OPENING - RIGHT -			
ALIGN OR REPLACE			
399 W			(N/C)
1 19120578 WEATHERST			(N/C)
1 FRT FREIGHT			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

GENUINE CHEVROLET

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
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Saturday.....8:00 AM - 4:00 PM

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

right 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

INVOICE

Village Chevrolet
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOME: [redacted]

PAGE 2

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	31558/31558	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09APR07			CASH	10APR07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09APR07	10APR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	ONE DAY RENTAL						
	Z7901		ONE DAY RENTAL				
			399WRENT				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E	ENGINE WILL REV UP SLIGHTLY WHILE PULLING IN TO PARK WITH FOOT ON BRAKE						
	32	ENGINE					
			399 W				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

GENUINE CHEVROLET

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

ATTENTION!
You could be close to the end of your factory warranty! See a business manager for details on extending your coverage!

ALL PARTS NEW [illegible] MENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

ight 2000 ADP, Inc. SERVICE INVOICE #2 XS42C

Customer Number [redacted] Invoice No: [redacted]

CHEVROLET Cadillac GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

[redacted]
LAKEVILLE, MN
Home: [redacted] Cell:
Email: 17JUN05

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00	CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES LIGHTS FLICKER WHILE DRIVING AND VOLT GAGE FLUCUATES AT STOPS SEEMS TO SPIKE			
CAUSE: SEE STORY			
J4100 GENERATOR ASSEMBLY REPLACE			
491 W			(N/C)
1 19151920 W-GEN REM			(N/C)
FC: 6F			
PART#: 19151920			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
PB			
,,,32777 PERFORMED DIAG AND FOUND ALERNATOR DROPING VOLTAGE TO 9 VOLTZ			
,,,AND REPLACED ALTERNATOR AND TESTED ALL AOK			
**********			
3 GAS CAP HARD TO GET OFF AT TIMES			
CAUSE: SEE STORY			
L1020 CAP, FUEL TANK REPLACE			
491 W			(N/C)
1 15794103 CAP			(N/C)
FC: 4G			
PART#: 15794103			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OG			
,,,32777 REPLACED GAS CAP AND TESTED ALL AOK			
**********			
22 POINT INSPECTION			
27 22 POINT INSPECTION			

PAID
MAY 14 2007

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

OST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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	

X4SI2.280_1

Customer Copy

Customer Numb [redacted] Invoice No: [redacted]

[redacted]

LAKEVILLE, MN 5[redacted]
Home: [redacted] Bus: [redacted] Cell:
Email:

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00	CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	491		CT			0.00	0.00

,,,,32777

****

THANK YOU FOR YOUR BUSINESS
YOU MAY RECEIVE A SURVEY
IF YOU ARE NOT COMPLETELY SATISFIED
PLEASE CALL VEN OR STEVE AT 952-435-9355

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

)ST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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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

X4512.280_1

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

[redacted]

PAGE 1

CHEVROLET Cadillac GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

LAKEVILLE, MN [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: 17JUN05

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A SELECTOR KNOB FOR FOUR WHEEL HAS BROKEN OFF, PLEASE CHECK....			
CAUSE: SEE STORY			
K4123 SWITCH, TRANSFER CASE SELECT REPLACE			
417 W			(N/C)
1 25827385 SWITCH			(N/C)
FC: 2W			
PART#: 25827385			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
ON			
,,,,35303 REPALCE BAD 4 BY 4 SWITCH KNOB FELL OFF			
**********			
B** PASS. SIDE DOOR SEAL HAS COME LOOSE....\			
CAUSE: SEE STORY			
C1105 REPAIRED LOOSE WEATHERSTRIP			
417 W			(N/C)
FC: 2W PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
ON			
,,,,35303 INSTALL PASSENGER SECOND DOOR FRONT EDGE SEAL AT TOP 1/2 OF			
,,,,DOOR FELL OFF INSTALL AND GLUE IN PLACE			
**********			
C** LOWER ROCKER PANEL WEATHERSTRIP HAS COME LOOSE BENEATH THE PASS.			
SIDE FRONT DOOR..			
CAUSE: SEE STORY			
C1095 WEATHERSTRIP - FRONT DOOR AUXILIARY - RIGHT			
- ALIGN OR REPLACE			
417 W			(N/C)

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

MOST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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	

X4S12.200_1

Customer Copy

Customer Number [redacted] Invoice No [redacted]

[redacted]

LAKEVILLE, MN [redacted]
Home [redacted] Cell:
Email:

PAGE 2

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752 [redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	15043348	WEATHERST					(N/C)

FC: 2W
PART#: 15043348
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
ON

,,,,35303 REPLACE MISSING AIR SEAL FOR BOTTOM OF RIGHT FRONT DOOR THAT
,,,,MOUNTS TO BODY UNDER SILL PLATE
****

D** 22 POINT INSPECTION
27 22 POINT INSPECTION
417 CQS 0.00 0.00
,,,,35303 SEE SHEET
****

THANK YOU FOR YOUR BUSINESS
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PLEASE CALL VEN OR STEVE AT 952-435-9355

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
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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

X4SI2.280_1

Customer Copy

[redacted]

[redacted]

INVOICE

Village Chevrolet
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S75225[redacted]	P[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09JUL07	12JUL07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A WHEN COMING TO A STOP, THE BRAKE PEDAL WILL GO TO THE FLOOR.
INTER--AFTER SITTING AT A STOP FOR AWILE
CAUSE: F
31 BRAKES
794 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

35979 F ROAD TEST BY TECH AND SER VICE MANAGER-ALL CKS OK

****

B PASSENGER SIDE REAR WINDOW HAS A LEAK AIR LEAK AT HIGHWAY SPEEDS
CAUSE:
36 ACCESSORIES
794 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

ROUTINE CHEVROLET

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35979 . ROAD TEST AND VERIFY -SENT TO BODY SHOP TO PERFORM BULLETIN TO REPLACE REAR WINDOW SEALS

****

C SEE HISTORY ON BOTH
CAUSE: F
36 ACCESSORIES
794 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D SOMETIMES WHEN DRIVING THE LIGHTS WILL DIM AND GUAGE WILL GO DOWN ALT

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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	

[redacted]

[redacted]

INVOICE

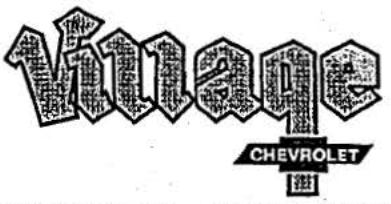
[redacted]

LAKEVILLE, MN [redacted]

HOME: [redacted]

PAGE 2

Village CHEVROLET



16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS:
09JUL07	12JUL07	ENG:4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

GAUGE

CAUSE: F

36 ACCESSORIES

794 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

35979 F ROAD TEST BY TECH AND SERVICE MANAGER-ALL TEST OK

****

E AGNITION SWITCH WILL HAVE A FULL SECOND DELAY BEFORE IT START

CAUSE: F

27 GLASS&TRIM

794 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

35979 F ROAD TEST AND CHECKED BY TECH AND SERVICE MANAGER-ALL OK

****

F RENTAL

CAUSE: F

41 MISC/REIMBURSEMENTS

794 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

GENUINE CHEVROLET

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

Friday.....7:00 AM - 10:00 PM

Saturday.....8:00 AM - 4:00 PM

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	

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

LAKEVILLE, MN [redacted]
HOM[redacted]

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 09JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
09JUL07	12JUL07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US
*********COMPLETELY SATISFIED**********
PLEASE CONTACT DAVE POPP AT 952-449-6736
YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

GENUINE CHEVROLET

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
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Saturday.....8:00 AM - 4:00 PM

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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

CUSTOMER COPY

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[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN [redacted]
HOME: [redacted]

SERVICE ADVISOR: 698 DYLAN COLUMB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	35979/35979	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 11JUL07			CASH	12JUL07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
11JUL07	12JUL07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PASSENGER SIDE REAR WINDOW HAS AIR LEAK AT HIGHWAY SPEEDS SEE SERVICE
RO [redacted]
CAUSE: WINDOW CHANNEL WARPED
C0400 WINDOW/CHANNEL ASSEMBLY, REAR DOOR
STATIONARY GLASS - RIGHT - REPLACE
551 WB (N/C)
1 15946960 WDO R/STA (N/C)
FC:
PART#: 15946960
COUNT: 1
CLAIM TYPE:
AUTH CODE:

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

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US *********COMPLETELY SATISFIED********** PLEASE CONTACT DAVE POPP AT 952-449-6736 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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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

CUSTOMER COPY

pyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

[redacted]

[redacted]

LAKEVILLE, MN
HOME: [redacted]

INVOICE

DUPLICATE 3
PAGE 1

Village CHEVROLET
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S75[redacted]	[redacted]	40665/40665	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 30OCT07			CASH	01NOV07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
29OCT07	01NOV07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A HEADLIGHTS AND DASH LIGHTS FLICKER--SEE PREV			
CAUSE: F			
35 ELECTRICAL			
770 W			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
40665 F PERFORM TESTS -TRACE AND FOUND BULLETIN STATING AIR PUMP WILL CYCLE IN OPAEN LOOP FOR APPROX 10 MINUTES WHICH MAY CAUSE LIGHTS TO DIM. SEE DOC ID #:1619135			
**********			
B ONE DAY RENTAL			
CAUSE: F			
Z7901 ONE DAY RENTAL			
770WRENT			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C TRUCK LOF-- LUBRICATE AND INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING ETC. CHANGE ENGINE OIL AND OIL FILTER. INSPECT BELTS, HOSES, TIRES, FLUIDS LEVELS ETC.			
CAUSE: F			
M0015 LUBE, OIL AND FILTER			
770 W			(N/C)
1 89017342 FILTER			(N/C)
1 OILT OIL TRUCK			(N/C)
FC: PART#: COUNT: 2			

GENUINE CHEVROLET

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight
Friday.....7:00 AM - 10:00 PM
Saturday.....8:00 AM - 4:00 PM

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	

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

DUPLICATE 3
PAGE 2

Village Chevrolet
16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]
LAKEVILLE, MN
HOME: [redacted]

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	40665/40665	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 30OCT07			CASH	01NOV07

R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC
29OCT07	01NOV07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D STEERING WHINES
CAUSE: F
J0690 PULLEY, ACCESSORY DRIVE BELT IDLER REPLACE
770 W (N/C)
1 24577515 PULLEY (N/C)
FC:
PART#: 24577515
COUNT: 1
CLAIM TYPE:
AUTH CODE:

GENUINE CHEVROLET

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

40665 F PERFORM ROAD TEST AND STEHOSCOPE ENGINE-TRACE AND REPLACED IDLER PULLEY

****

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS COMPANY ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CANNOT GRADE US ********COMPLETELY SATISFIED********** PLEASE CONTACT MATT DAHL
YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!...

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

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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

CUSTOMER COPY

[redacted]

[redacted]

INVOICE

Village CHEVROLET

16200 Wayzata Blvd. · Wayzata, MN 55391
(952) 473-5444

[redacted]

LAKEVILLE, MN [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 145 MARK KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Black	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	40757/40757	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05 DD			22:00 06NOV07			CASH	06NOV07

R.O. OPENED	READY	OPTIONS:
06NOV07	06NOV07	ENG:4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM BULLETIN TO REPROGRAM PCM FORLIGHTS FLICKER ISSUE						
	CAUSE: F						
	36 ACCESSORIES						
	807		W				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

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

40757 F TEST AND REPROGRAMMED PCM TO UPDATE PER BULLETIN

****

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GENUIN

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Service Hours:

Monday - Thursday.....7:00 AM - Midnight

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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

CUSTOMER COPY

pyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

BBB AUTO LINE

November 26, 2007
Re:CC2 CHV0758677: Rongholt vs Chevrolet Motor Division
KL1TD56667B113628

[redacted]
LAKEVILLE MN [redacted]

Dear [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 mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Carolyn Hill at Extension 509

CC: Angelina Moncivais

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

.tomer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

[redacted]

\KEVILLE, MN [redacted]

ome: [redacted] Bus: [redacted] Cell:

nail: |

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 469 DUANE SHOCINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]		2052 2052	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			WAIT 19JUL05		0.00	CASH	19JUL05

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:56 19JUL05	16:32 19JUL05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CUST STATES VEHICLE PULLS LEFT.			
CAUSE: MK			
E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST			
435 W			(N/C)
FC: 3A PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OQ			

,,,2052 VERIFIED THE CUSTOMERS COMPLAINT OF VEHICLE PULLING TO THE
,,,LEFT, ADJUSTED THE FRONT TOE AND TIRE PRESSURES. ALSO ROTATE THE FRONT
,,,2 TIRES SIDE TO SIDE. ROADTESTED OK.

****

THANK YOU FOR YOUR BUSINESS
YOU MAY RECEIVE A SURVEY
IF YOU ARE NOT COMPLETELY SATISFIED
PLEASE CALL BEN OR ED AT 952-435-8501

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

MOST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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[redacted]

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

X4SI2.280_1

Customer Copy

Customer Number [redacted] Invoice No: [redacted]

PAGE 1

CHEVROLET Cadillac GROSSMAN Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

[redacted]
LAKEVILLE, MN
Home: [redacted] Cell:
Email: 17JUN05

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7 522[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00	CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES LIGHTS FLICKER WHILE DRIVING AND VOLT GAGE FLUCUATES AT STOPS SEEMS TO SPIKE			
CAUSE: SEE STORY			
J4100 GENERATOR ASSEMBLY REPLACE			
491 W			(N/C)
1 19151920 W-GEN REM			(N/C)
FC: 6F			
PART#: 19151920			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
PB			
,,,32777 PERFORMED DIAG AND FOUND ALERNATOR DROPING VOLTAGE TO 9 VOLTZ			
,,,AND REPLACED ALTERNATOR AND TESTED ALL AOK			
**********			
3 GAS CAP HARD TO GET OFF AT TIMES			
CAUSE: SEE STORY			
L1020 CAP, FUEL TANK REPLACE			
491 W			(N/C)
1 15794103 CAP			(N/C)
FC: 4G			
PART#: 15794103			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OG			
,,,32777 REPLACED GAS CAP AND TESTED ALL AOK			
**********			
22 POINT INSPECTION			
27 22 POINT INSPECTION			

PAID
MAY 14 2007

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

OST MAJOR CREDIT CARDS ACCEPTED
ALWAYS BRING YOUR CAR HERE
FOR FACTORY AUTHORIZED
SERVICE & PARTS

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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	

X4SI2.280_1

Customer Copy

Customer Numb [redacted] Invoice No: [redacted]

[redacted]

LAKEVILLE, MN 5[redacted]

Home: [redacted] Bus: [redacted] Cell:

Email:

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 479 MICHAEL THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S7522[redacted]	[redacted]	32777 32777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN05			16:00 14MAY07		0.00	CASH	14MAY07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
09:05 14MAY07	10:50 14MAY07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	491		CT			0.00	0.00

,,,,32777

****

THANK YOU FOR YOUR BUSINESS
YOU MAY RECEIVE A SURVEY
IF YOU ARE NOT COMPLETELY SATISFIED
PLEASE CALL VEN OR STEVE AT 952-435-9355

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
Saturday 8 A.M. till 12 NOON
RENTAL CARS ARE AVAILABLE

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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

X4512.280_1

Customer Copy

Customer Number: [redacted] Invoice No: [redacted]

[redacted]

PAGE 1

LAKEVILLE, MN [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: 17JUN05

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752[redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SELECTOR KNOB FOR FOUR WHEEL HAS BROKEN OFF, PLEASE CHECK....
CAUSE: SEE STORY
K4123 SWITCH, TRANSFER CASE SELECT REPLACE
417 W (N/C)
1 25827385 SWITCH (N/C)
FC: 2W
PART#: 25827385
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

,,,,35303 REPALCE BAD 4 BY 4 SWITCH KNOB FELL OFF
****
B** PASS. SIDE DOOR SEAL HAS COME LOOSE....\
CAUSE: SEE STORY
C1105 REPAIRED LOOSE WEATHERSTRIP
417 W (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

,,,,35303 INSTALL PASSENGER SECOND DOOR FRONT EDGE SEAL AT TOP 1/2 OF
,,,,DOOR FELL OFF INSTALL AND GLUE IN PLACE
****
C** LOWER ROCKER PANEL WEATHERSTRIP HAS COME LOOSE BENEATH THE PASS.
SIDE FRONT DOOR..
CAUSE: SEE STORY
C1095 WEATHERSTRIP - FRONT DOOR AUXILIARY - RIGHT
- ALIGN OR REPLACE
417 W (N/C)

"Service & Parts as you like it"
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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	

X4S12.200_1

Customer Copy

Customer Number [redacted] Invoice No [redacted]

[redacted]

LAKEVILLE, MN [redacted]
Home [redacted] Cell:
Email:

PAGE 2

CHEVROLET Cadillac
GROSSMAN
Burnsville

1200 W. 141ST STREET
COUNTY RD. 42 AT BURNHAVEN DR.
BURNSVILLE, MN 55337
(952) 435-8501

SERVICE ADVISOR: 463 LARRY J CARSI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	05	CHEVROLET TRAILBLAZE	1GNDT13S752 [redacted]	[redacted]	35303 35303	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
17JUN05			23:00 25JUN07		0.00	CASH	25JUN07

R.O. OPENED	READY	OPTIONS: DLR:04303 ENG:4.2_Liter_MFI_DOHC
14:37 25JUN07	15:28 25JUN07	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
1	15043348	WEATHERST						(N/C)
	FC: 2W							
	PART#: 15043348							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE: B							
	ON							
,,,,35303 REPLACE MISSING AIR SEAL FOR BOTTOM OF RIGHT FRONT DOOR THAT								
,,,,MOUNTS TO BODY UNDER SILL PLATE								
	**********							
D**	22 POINT INSPECTION							
27	22 POINT INSPECTION							
	417 CQS					0.00	0.00	
,,,,35303 SEE SHEET								
	**********							
	THANK YOU FOR YOUR BUSINESS							
	YOU MAY RECEIVE A SURVEY							
	IF YOU ARE NOT COMPLETELY SATISFIED							
	PLEASE CALL VEN OR STEVE AT 952-435-9355							

"Service & Parts as you like it"
7 A.M. till 2 A.M. Fri. till 5 P.M.
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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

X45I2.280_1

Customer Copy

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Julie Lachance State: VA

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]

Vehicle ID No.: 1GNDT13S652[redacted] In Service Date: 8/1/2005 Vehicle is: New BAC Code: 112967

Year, Make & Model: 2005/Chevrolet/Trailblazer
Mileage at Time of BBB Filing 57,000
Lien holder: GMACx☐ Other☐: {Name}
DVM Name: Mike Harris
Phone/Cell Numbe[redacted]

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
Sale Type: Purchase x☐ Lease☐ Other☐ : {Type}
CAM Name: {Name}
Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Headlights Flicker/Dim/Cut off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/25/07	[redacted]			

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3 + repair attempts
Time period 18,000 / {# of miles}
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1 + repair attempts
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	{# of repair attempts}
Total days out of service during the presumption period:	{# of Days}
Total days out of service during customer's ownership:	{# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Checking for docs

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD 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.**

[redacted]

[redacted]

COVINGTON, VA [redacted]

HOM[redacted] BUS:

[redacted]

INVOICE

PAGE 1

PINKERTON CHEVROLET
...the dealer you can trust
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	05	CHEVROLET TRAILBLAZE	1GNDT13S65[redacted]	[redacted]	16059/16059	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG05 IS			15:00 14APR06		0.00	CASH	14APR06

R.O. OPENED	READY	OPTIONS
10:41 14APR06	15:27 14APR06	ENG: 4.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A GOODWRENCH SERVICE QUICK LUBE						
QL GOODWRENCH SERVICE QUICK LUBE						
239 CQL					13.00	13.00
1 89017342 FILTER				4.47	4.47	4.47
1 5W30D BULK				10.50	9.99	9.99
PARTS: 14.46	LABOR: 13.00		OTHER: 0.00	TOTAL LINE A:		27.46
16059 3K COMPLETE						
**********						
B CUST STATES THAT THE SHIFTER IS LOOSE						
CAUSE: .						
C2990 TIGHTEN LOOSE SCREW						
239 WP4						(N/C)
PARTS: 0.00	LABOR: 0.00		OTHER: 0.00	TOTAL LINE B:		0.00
16059 SHIFTER IS LOOSE TIGHTEN SCREW IN SHIFTER HANDLE						
**********						
C RENTAL EXPENSE						
CAUSE: .						
Z7901 RENTAL/LOANER FOR 1 DAY (ALTERNATE TRANSPORTATION						
239 WP4						(N/C)
FC: PART#: QUANT:						
CLAIM TYPE:						
AUTH CODE:						
PARTS: 0.00	LABOR: 0.00		OTHER: 0.00	TOTAL LINE C:		0.00
16059 RENTAL EXPENSE						
**********						

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts of delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET
...the dealer you can trust
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

[redacted]
COVINGTON, VA 2[redacted]
HOME: [redacted] BUS:

PAGE 2

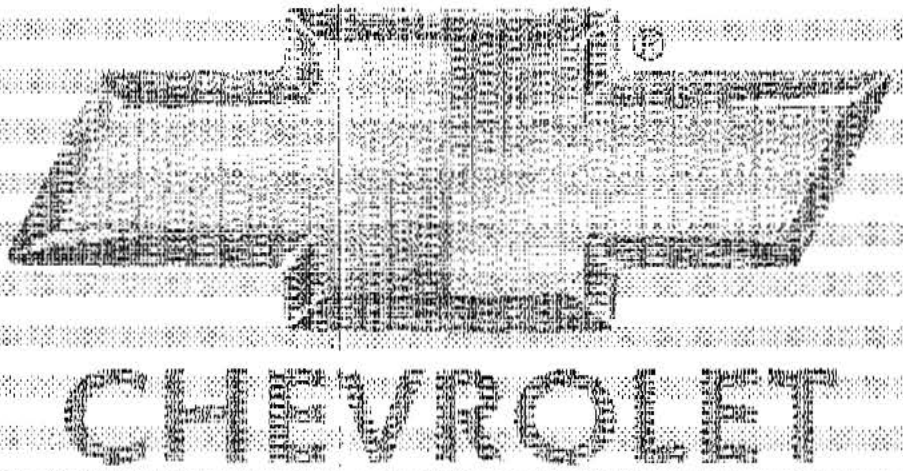
SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	05	CHEVROLET TRAILBLAZE	1GNDT13S65235[redacted]	[redacted]	16059/16059	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
21AUG05 IS			15:00 14APR06		0.00	CASH	14APR06

R.O. OPENED	READY	OPTIONS:
10:41 14APR06	15:27 14APR06	ENG: 4.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
SUBL	PINKERTON RENTAL							
	WP4							(N/C)
MISC	SHOP SUPPLIES/ HAZ-MAT DISPOSAL							1.30



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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	14.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.30
TOTAL CHARGES	28.76
LESS INSURANCE	0.00
SALES TAX	1.44
PLEASE PAY THIS AMOUNT	30.20

PINKERTON CHEVROLET
...the dealer you can trust
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

CUSTOMER #

WORKORDER

PAGE 2

HOME: 5 BUS :

SERVICE ADVISOR: 556 WELLS,RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	CHEVROLET TRAILBLAZE	1GNDT13S6523		16059/	

DEL DATE	SALES DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG05			** WAITER **		0.00	CASH	

READY OPTIONS: ENG:4.2_Liter_MFI_DOHC

14APR 10:41

LINE	OPCODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			CQL	GOODWRENCH SERVICE QUICK LUBE
# B			WP4	CUST STATES THAT THE SHIFTER IS LOOSE
# C			WP4	RENTAL EXPENSE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, including but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES;

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

PINKERTON CHEVROLET
...the dealer you can trust
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

CUSTOMER [redacted]

[redacted]

COVINGTON, VA

HOME: [redacted] BUS:

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 556 WELLS,RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	CHEVROLET TRAILBLAZE	1GNDT13S6523[redacted]	[redacted]	16059/	T358

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
21AUG05			** WAITER **		0.00	CASH	

RO OPENED	READY	OPTIONS: ENG:4.2 Liter MFI DOHC
14APR2006 10:41		

VEHICLE SERVICE HISTORY

RO#	CLSD DTE	MILEAGE	OP CODE	TECH	TYPE DESCRIPTION

RECOMMENDED SERVICE
CURRENT MILEAGE 16059

15K[redacted] MILE SERVICE (1995
P2M -DESC MISSING
P6M -Rotate Tires and Wheels
L1M -DESC MISSING
P4M -Replace Air Filter and In
I1M -DESC MISSING
I2M -DESC MISSING
I3M -DESC MISSING
I5M -DESC MISSING
I7M -DESC MISSING
I8M -DESC MISSING
I11M -DESC MISSING
P5M -Replace Fuel Filter

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, including but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

AUTHORIZATION FOR REPAIRS

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

COVINGTON VA

HOME [redacted] BUS:

PINKERTON CHEVROLET
...the dealer you can trust

PREWORKORDER 925 North Electric Road Salem, Virginia 24153
PAGE 1 (540) 562-1337
www.pinkertonchevy.com

SERVICE ADVISOR: 556 WELLS,RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	06	CHEVROLET TRAILBLAZE		[redacted]	166579	

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
			** WAITER **		0.00		

[redacted]	READY	OPTIONS:
10AP[redacted]7:04		

LINE	[redacted]	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	[redacted]			COL	GOODWRENCH SERVICE QUICK LUBE
# B	[redacted]			WP4	CUST STATES THAT THE SHIFTER IS LOOSE

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold herein are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, including but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable power, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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PRELIMINARY ESTIMATE # _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED [redacted] ORAL APPROVAL

TECHNI[redacted]

[redacted]

[redacted]

INVOICE

PINKERTON CHEVROLET, INC.
925 North Electric Road Salem, Virginia 24153
(540) 562-1337
www.pinkertonchevy.com

[redacted]

COVINGTON VA 2[redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 556 RAMSEY WELLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	05	CHEVROLET TRAILBLAZE	1GNDT13S6523[redacted]	[redacted]	16059/16059	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG05			15:00 14APR06		0.00	CASH	14APR06

READY OPTIONS: ENG:4.2 Liter MFI DOHC

10:41 14APR06 14:22 14APR06

LINE	OPER	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	GOO	[redacted]	H SERVICE QUICK LUBE				
	OL	GOODWRENCH SERVICE QUICK LUBE					
		239	CQL			13.00	13.00
	1	89017342	FILTER		4.47	4.47	4.47
		5W30D	BULK		10.50	9.99	9.99

PARTS: 14.46 LABOR: 13.00 OTHER: 0.00 TOTAL LINE A: 27.46

16059 3K COMPLETE

****

B CUST STATES THAT THE SHIFTER IS LOOSE
CAUSE:
C2994 TIGHTEN LOOSE SCREW
239 WP4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

16059 SHIFTER IS LOOSE TIGHTEN SCREW IN SHIFTER HANDLE, 2006

****

C RENTAL EXPENSE
CAUSE:
2790[redacted] RENTAL EXPENSE
239 WP4 (N/C)
C: PART#: COUNT:
LAIM TYPE:
UTH CODE:

PAID APR 14 2006 (CASH)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

16059 RENTAL EXPENSE

****

MISC SHOP SUPPLIES/ HAZ-MAT DISPOSAL 1.30

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X [redacted]

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	14.46
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.30
TOTAL CHARGES	28.76
LESS INSURANCE	0.00
SALES TAX	1.44
PLEASE PAY THIS AMOUNT	30.20

FILE COPY

Reynolds and Reynolds

[redacted]

[redacted]

CAR RENTAL AGREEMENT

[redacted]

CITY & STATE: COVINGTON, VA [redacted]

4-14-06

[redacted]

STATE: VA | EXPIRES: 4-20-08 | DATE: 4-14-06

JDA-4617 | 3405 | CHEV | TRLBLZR | I WILL RETURN CAR BY DATE 4-17-06 TIME 5:00PM

RATE:

PURCH. ORD. NO. | DATE OF AGREEMENT: 4-14-06

BY | IN BY

CREDIT CARD

OTHER REFERENCE

REMARKS

MILEAGE IN	
MILEAGE OUT	25,727
MILES DRIVEN	

INSURANCE CO.: VIRGINIA MUTUAL | AGENT: BB+I ~~VIVIANT~~ | POLICY NO.

MILEAGE LIMITATION (SEE 4 ON REVERSE SIDE)

MILE RADIUS | BY | LESSOR

REQUEST FOR PERMISSION FOR PERSON OTHER THAN RENTER TO DRIVE

I hereby request Lessor's permission to allow to drive the vehicle. | Driver's Lic. No.

APPROVED BY LESSOR: | RENTER

NOT VALID UNLESS APPROVED BY LESSOR'S REPRESENTATIVE.

IMPORTANT – READ BEFORE SIGNING

The undersigned hereby acknowledges that the lessor is not providing any type of insurance protection or collecting any [redacted] ment the undersigned agrees to pay fo[redacted] harmless from any liability as a result o[redacted]

DRIVER'S SIGNATURE

DRIVER'S ADDRESS

CITY | STATE | PHONE

$	PER	PLUS	$ PER MILE
	MILES @		
	HOURS @		
1	DAYS @	38.19	38.19
	WEEKS @		
	MONTHS @		
	DAMAGE		
	SUBTOTAL		
10%	TAX		3.81
	NET AMOUNT DUE		42.00

TERMS ON REVERSE SIDE • RENTALS CASH DRIVE SAFELY

FORM SRA-22 (4-97) Reynolds and Reynolds

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Julie Lachance State: VA

Customer Name: [redacted] Service Request [redacted] BBB Case No. [redacted]

Vehicle ID No.: 1GNDT13S6523[redacted] In Service Date: 8/1/2005 Vehicle is: New BAC Code: 112967

Year, Make & Model: 2005/Chevrolet/Trailblazer
Mileage at Time of BBB Filing 57,000
Lien holder: GMACx☐ Other☐: {Name}
DVM Name: Mike Harris
Phone/Cell Number: [redacted]

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
Sale Type: Purchase x☐ Lease☐ Other☐ : {Type}
CAM Name: {Name}
Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Headlights Flicker/Dim/Cut off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/09/06	[redacted]	2	30,157	C/S after driving approx 30 min, all ext lights and dash lights dim almost completely out- vehicle driven on back roads Cause: Operating as designed at this time Customer's concern not duplicated Road test, check battery and alt o.k., check power and grounds, check bulletins, advise customer, vehicle operating to vehicle specs at this time
11/13/06		1	30,273	C/S the lights will dim when driving at night Caused: module,powertrain control engine programming Cleaned throttle body and reprogrammed PCM
11/30/06		9	31,991	C/S headlights will go out gor 5-6 seconds while driving, this willusually happen after a few minutes of driving and continue for rest of trip Caused by intermittent switch Installed switch
11/19/07		2	51,785	C/S headlamps flicker at times, bulletin [redacted] reprogram PCM/VCM

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/14/06	[redacted]	1	16059	C/S that the shifter is loose Tightened loose screw Rental provided
11/19/07	[redacted]	*	51,785	C/S heater not working on high Caused heater blower resistor and connector due to blower problem Installed tesistor& connector

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3 + repair attempts
Time period 18,000 / {# of miles}
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1 + repair attempts
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	2 days
Total days out of service during customer's ownership:	14 days

Vehicle Meets Presumption of Lemon Law NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a “substantial impairment” of the vehicle’s use, value or safety.

Customer has had 4 repair attempts and does not feel as this is fixed. If a current condition will need to get vehicle back to dealership. No response from DVM as of yet.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD 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.**

F A X

Alleghany Motor Corp.
PO Box 30
Covington, VA 24426
(540) 962-2274
sales@alleghanymotors.com
www.alleghanymotors.com

To:
Fax number: 1-866-660-2731

From:
Fax number: 540-962-1630

Date: 12/18/07

Regarding:
SMALLWOOD

Phone number for follow-up:
540-962-2274 or 800-842-6185

Comments: ATT: JULIE

[redacted]

[redacted]

WARRANTY

ALLEGHANY MOTORS
820 South Lexington Ave.
COVINGTON, VA 24426
Tel (540) 962-2274
www.alleghanymotors.com

COVI[redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 5421 BECKY BADLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET TRAILBLAZE	1GNDT13S652[redacted]	[redacted]	30157/30157	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV06 IS 06NOV06 DD			17:30 09NOV06		0.00	CASH	10NOV06

R.O. OPENED	READY	OPTIONS
14:04 09NOV06	12:44 10NOV06	ENG: 4.2 Liter MFI DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES AFTER DRIVEING APPROX 30 MIN, ALL EXT LIGHTS AND DASH LIGHTS DIM ALMOST COMPLETELY OUT - VEH DRIVEN ON BACK ROADS						
	CAUSE: OPERATING AS DESIGNED AT THIS TIME						
	J9993		CUSTOMER CONCERN NOT DUPLICATED				
	5203	W		0.30		15.58	15.58
	FC: 9Z PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	OL						
				0	0	TPARTS	
				450	1558	TLABOR	
	VERSION 1 (EMP# 5457,10NOV06 12:44): 30157 ROAD TEST, CHECK BATTERY AND ALT. O.K., CHECK POWER AND GROUNDS, CHECK BULLETINS, ADVISE CUSTOMER, VEHICLE OPERATING TO VEHICLE SPEC. AT THIS TIME						
	**********						

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	1558	450		[redacted]	1558	*******	

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are those by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/work. 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/work.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.58
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	15.58
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	15.58

Copyright 2000 ADP, Inc. ADVANCIS Software #2 - 30150

WARRANTY COPY

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 14, 2007

Ben Willis
BILL LEWIS MOTORS, INC.
404 N JEFFERSON ST
LEWISBURG , WV 24901-9503

Re: [redacted]
Siebel Request: [redacted]
2005,Chevrolet,Trailblazer
VIN # 1GNDT13S65[redacted]

Dear Mr. [redacted]

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,

Julie Lachance
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 11740
FAX# 866-660-2731

2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
62U DK GRAY METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. JCTFXQ/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S6 52[redacted] — VEHICLE INVOICE [redacted]
**********13*16055S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	28715.00	25987.08	INVOICE 05/25/05
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 05/25/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 05/31/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 05/31/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 05/25/05
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S034J S034J WFP-S QTR OPT-1
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	BANK: GMAC - 023
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	CHG-TO 16-055
* POWER MIRRORS, HEATED			
* FLOOR MATS, FRONT & REAR			SHIP WT: 4445
* REAR WINDOW DEFOGGER			HP: 32.1
* DEEP TINTED GLASS			GVWR: 5750
* BODY SIDE MOLDING			GAWR.FT: 2950
* TOW HOOKS			GAWR.RR: 3200
* LUGGAGE RACK CROSS BARS			GMS: 26902.38
* TRAILER WIRING CONNECTOR			SUPPLR: 28109.61
* REMOTE KEYLESS ENTRY			MRM: 30625.00
* THEFT DETERRENT SYSTEM			NTR: 1/2
			MEMO 1422.00

TOTAL MODEL & OPTIONS	29940.00	27040.58	ACT 237 26827.38
DESTINATION CHARGE	685.00	685.00	H/B 261 898.20
LAM DEALER CONTRIBUTION		149.70	ADV 261 149.70
LAM GROUP CONTRIBUTION		149.70	EXP 65A 149.70
TOTAL	30625.00	28024.98	PAY 310 28024.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 26696.05

****

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

****

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

JEFF JOHNSON CHEVROLET, INC.

REMIT TO GMAC NO. 023
VIN 1GNDT13S6523[redacted]
$ 28024.98 INV 1[redacted]
DUE 05/31/05 DEALER 16-055

Bill Lewis Motors, Inc

404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Open Date	
11/13/06	
R/O Close Date	**Status**
11/13/06	Reprint
Mileage In	**Mileage Out**
30273	
Service Advisor / Tag #	
BEN LEWIS	

[redacted]
COVINGTON, VA [redacted]

Work Phone	Vehicle Identification Number
	1GNDT13S652[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	
47162					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports: THE LIGHTS WILL DIM WHEN DRIVING AT NIGHT		
Corrected by J6354: (VX) (10D2D) MODULE, POWERTRAIN CONTROL ENGINE REPROGRAMMING		
Work performed by GARY CUTLIP (44)		Warranty
CLEANED THROTTLE BODY AND REPROGRAMMED PCM		
#2 - Customer Reports: REPLACE AIR FILTER		
Work performed by GARY CUTLIP (44)		
Installed 15036141 :ELEMENT (03410-BOCT)	1@26.93	26.93
Sub Total: Labor: .00 Parts: 26.93 Total: 26.93		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	26.93
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.62
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	28.55

Check 7154 28.55

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

Bill Lewis Motors, Inc
404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Open Date	R/O Number
11/30/06	[redacted]
R/O Close Date	Status
12/08/06	Reprint
Mileage In	Mileage Out
31991	
Service Advisor / Tag #	
BEN LEWIS	

[redacted]
COVINGTON, VA [redacted]

Work Phone	Vehicle Identification Number
	1GNDT13S6523[redacted]
Home Phone [redacted]	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	

47162

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: HEADLIGHTS WILL GO OUT FOR 5 - 6 SECONDS WHILE DRIVING, THIS WILL USUALLY HAPPEN AFTER A FEW MINUTES OF DRIVING AND CONTINUE FOR REST OF TRIP	
Caused by INTERMITTENT SWITCH	
Corrected by N2290: (OJ) (6D) SWITCH HEADLAMP REPLACE	
Corrected by N2290: (OJ) (6D) SWITCH HEADLAMP REPLACE	
Work performed by GARY RAMSEY (46)	Warranty
Installed 10372953 (FP):SWITCH (02485-CT) Qty: 1	Warranty
#2 - MRT: ROTATE TIRES	
Work performed by KENNY MANDEVILLE (52)	11.20
Sub Total: Labor: 11.20 Parts: .00 Total: 11.20	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	11.20
PARTS	.00
DEDUCTIBLE	.00
$UBLET	.00
SHOP SUPPLIES	.56
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.71
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	12.47
Check 7221	12.47

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)845-1029

Bill Lewis Motors, Inc
404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Close Date	Status
11/19/07	[redacted]
11/20/07	Pre-Invoice
Mileage In	Mileage Out
[redacted]	
Service Advisor / Tag #	
RUSSELL HODGES	

[redacted]
COVINGTON, VA [redacted]

Work Phone	Vehicle Identification Number
	1GNDT13S65[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	

47162

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: HEADLAMPS FLICKER AT TIMES, BULLETIN	
Caused by BULLETIN #2026046 REPROGRAM PCM/VCM	
Work performed by JASON RIDGEWAY (39)	Warranty
#2 - Customer Reports: CHECK COOLANT FOR WINTER	
Caused by CHECK COOLANT - GOOD TO -45 AND CLEAN - OIL IS 1 QT LOW	
Work performed by JASON RIDGEWAY (39)	
Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 * Customer Reports: CUST STATES HEATER NOT WORKING ON HIGH	
Caused by NEEDS HEATER BLOWER RESISTOR AND CONNECTOR DUE TO BLOWER PROBLEM	
Work performed by CHARLES HANCOCK (48)	Warranty
Installed 89019100 :RESISTOR (09278-CT) Qty: 1	Warranty
Installed 15862656 :CONNECTOR (09215-BOPCKT) Qty: 1	Warranty
REPLACED	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

VEHICLE INVOICE

BILL LEWIS MOTORS, Inc.

404 N. Jefferson St. Telephone 645-2424
LEWISBURG, WV 24901

No. [redacted]

DEAL#: 17446

SOLD T[redacted]

ADDRE[redacted]

DATE: 08/01/05 CUST#: [redacted]

SALESMAN: 26 BRACKENRICH,NICK

YEAR	MAKE	MODEL	VEHICLE	NEW OR USED	KEY NO.
05	CHEVROLET	TRAILBLAZER		NEW	

VIN: 1GNDT13S6523[redacted] UPHOLSTERY: STOCK: [redacted] TRANSMISSION NO. MILEAGE:

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT
- ☐ COLLISION - AMT DEDUCT.
- ☐ PUBLIC LIABILITY - AMT.
- ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

NEW VEH. - FACTORY INSTALLED:

LIFE: $ N.A.
A & H: $ N.A.
TOTAL: $ N.A.

NEW VEH. - DEALER INSTALLED:

DEALER REBATE: -1422.00

USED VEH. - TRADE-IN:

MILEAGE TRD 1: 60194

TRD STOCK : 4089

NAME OF FINANCE COMPANY:

PRICE OF VEHICLE	26902.00
LUXURY TAX	
BALANCE OWED	5000.00
SERVICE CONTRACT	N.A.
SALES TAX (6%)	2.10
DELIVERED [illegible] (5%)	822.06
EXTRAS:	
OPTIONAL EQUIP. & ACC.:	
FACTORY INSTALLED	
DEALER INSTALLED	
PROCESSING FEE	35.00
GAP	
SALES TAX	
TOTAL CASH PRICE	
COST OF FINANCING	N.A.
COST OF INSURANCE	N.A.
TOTAL TIME PRICE	32761.16
LIFE A/H PREM.	
SETTLEMENT:	
DEPOSIT	23061.16
CASH ON DELIVERY	7200.00
TRADE-IN XXXXXXXXXXXXX	N.A.
LESS LIEN 7200.00 N.A. A/R	N.A.
YEAR 02 MAKE CHEVROLET REBATE	2500.00
MODEL VENTURE BODY TK	
VIN 1[redacted]E02D101247	
____ AT $ ____	
____ AT $ N.A.	N.A.
TOTAL	
N.A.	32761.16

FD

PURCHASER'S SIGNATURE _____

THE PURCHASER AUTHORIZES THE DEALER TO INSTALL THE OPTIONAL EQUIPMENT, ACCESSORIES AND SERVICES HEREON DESCRIBED, AND TO PLACE THE INSURANCE AS HEREON CHECKED; ACKNOWLEDGES RECEIPT OF THIS CAR AND A COPY OF THIS INVOICE

BILL LEWIS MOTORS, INC.

404 North Jefferson Street
Lewisburg, WV 24901
(304) 645-2424
1-800-253-0228
Fax (304) 645-3587
email: blmotors@inetone.net

VEHICLE INVOICE

SOLD TO: [redacted]

ADDRESS: [redacted]
COVINGTON VA [redacted]

HOME PHONE: [redacted]

SALESPERSON NAME/NO. (1) NEW BRACKENRICH, NICK (2): T

SS NO:

SS NO:

CUSTOMER: [redacted]

DEAL NO: [redacted]

BUSINESS PHONE:

DATE: 01 AUG 2005

DOC NO:

CMAC pd 4/2/05 D/D

NEW/USED/DEMO _____ CAR _____ TRUCK _____ OTHER _____

Vehicle Sold Stock-No.	Year	Make	Model	Body Type	Cyl	Identification No	Finance Co.
47162	05	CHEVROLET	TRAILBLAZER	TK		1GNDT13S652[redacted]	

Trades Stock-No	Year	Make	Model	Body Type	Cyl	Identification No.	Payoff To (Lein Holder)
	02	CHEVROLET	VENTURE	TK		1GNDU03E02D[redacted]	

ANNUAL PERCENTAGE RATE
The cost of your credit as a yearly rate. N/A %

FINANCE CHARGE
The dollar amount the credit will cost you. N/A $

Total of Payments
The amount you will have paid after you have made all payments as scheduled. N/A $

Total Sale Price
The total cost of your purchase on credit, including your down payment of 27761.16 N/A $ is 31 AUG 2005

Date of Last Payment

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

The dealer hereby disclaims all warranties either expressed or implied, including any 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 this vehicle. This disclaimer in no way affects the terms of the manufacturer's warranty. All warranties on this product or products are those of the manufacturer and not of the dealership, other than is recorded, in writing on this document by the seller or seller's authorized agent.

For "As Is" sale only: I understand that this vehicle is being sold "As Is" with all faults & is not covered by any dealer warranty. I understand that the dealer is not required to make any repairs after I buy this vehicle. I will have to pay for any repairs this vehicle will need (See #12 on reverse side)

Date _____ Signature _____

287

Miscellaneous Information
Mileage (at time of Sale) _____
Veh Key No: _____

Extended Manufacturer's Warranty
Expiration Mileage _____
Expiration Date _____

Dealers's Used Vehicle Warranty
Coverage/Term _____

Mechanical Repair Agreement
Type (Company) _____
Policy No.: _____
Deductable Amount _____
Beginning Mileage/Date _____
Term (Months/K Miles) _____

NO LIABILITY INSURANCE INCLUDED

Buyers Insurance Co.: DOT

Agent NEW APPLICATION

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer. If that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice to you of the credit denial

(1) Cash Price		26902.00
(2) Fees:		
a. Titling Tax	(+)$ 807.06	
b. Dealer's Business License Tax	(+)$ N/A	
c. Federal Excise Tax	(+)$ N/A	
d. Title Fee	(+)$ N/A	
e. Transfer Fee	(+)$ 15.00	
f. License Fee	(+)$ N/A	
g. Temporary Registration Fee	(+)$ N/A	
h. _____	(+)$ N/A	
i. _____	(+)$ 37.10	
j. Processing Fee	(+)$	
Total Fees	(+)$	859.16
(3) Consumer Services	(+)$ N/A	
(4) Total Cash Price	(+)$	27761.16
(5) Trade-In Allowance(s)	(+)$ 7200.00	
Less Amount Owed on Payoff	(-)$ 5000.00	pd #11049
Net Trade-In	(+)$ 2200.00	4957.19
Rebate (If Available)	(+)$ 2500.00	
Cash Downpayment	(+)$ 23061.16	
Total Downpayment	(-)$	27761.16
(6) Balance Due		N/A
(7) Other Charges		
a. Mechanical Repair Agreement	(+)$ N/A	
b. Credit Life Insurance	(+)$ N/A	
c. Accident & Health Insurance	(+)$ N/A	
d. Lenders Single Interest Ins./Fee	(+)$ N/A	
Total Of Other Charges	(+)$	-0-
(8) Unpaid Balance-Amount Financed (1+2+3-5+7)	(+)$	N/A

The front and back of this Order comprise the entire agreement affecting this purchase. By executing this Order, the purchaser ackn[redacted]opy. The purchaser certifies that he/she is 18

Signed (1) [redacted] Purchaser 8-1-05 Date of Sale

(2) _____ Purchaser Date of Sale

APPROVED _____ Dealer or Authorized Representative 01 AUG 2005 Date

This Order is not valid unless signed and accepted by the Dealer or his authorized representative

The expressed conditions stated in **paragraph 3 and paragraph 11** on the reverse of this form have been reviewed with the purchaser(s). I/we understand these conditions as reviewed. Purchaser(s) (init.) _____ Witness _____

Bill Lewis Motors, Inc

BUICK CHEVROLET

404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Open Date	R/O Number
11/19/07	[redacted]
R/O Close Date	**Status**
11/20/07	Pre-Invoice
Mileage In	**Mileage Out**
51785	
Service Advisor / Tag #	
RUSSELL HODGES	

[redacted]
COVINGTON, VA [redacted]

Work Phone	Vehicle Identification Number	
	1GNDT13S65[redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]		

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	
47162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: HEADLAMPS FLICKER AT TIMES, BULLETIN Caused by BULLETIN #2[redacted] REPROGRAM PCM/VCM Work performed by JASON RIDGEWAY (39)	Warranty
#2 - Customer Reports: CHECK COOLANT FOR WINTER Caused by CHECK COOLANT - GOOD TO -45 AND CLEAN - OIL IS 1 QT LOW Work performed by JASON RIDGEWAY (39) Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 * Customer Reports: CUST STATES HEATER NOT WORKING ON HIGH Caused by NEEDS HEATER BLOWER RESISTOR AND CONNECTOR DUE TO BLOWER PROBLEM Work performed by CHARLES HANCOCK (48)	Warranty
Installed 89019100 :RESISTOR (09278-CT) Qty: 1	Warranty
Installed 15862656 :CONNECTOR (09215-BOPCKT) Qty: 1	Warranty
REPLACED	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800394) 1029

Bill Lewis Motors, Inc

404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Open Date	R/O Number
11/13/06	[redacted]
R/O Close Date	**Status**
11/13/06	Reprint
Mileage In	**Mileage Out**
30273	
Service Advisor / Tag #	
BEN LEWIS	

[redacted]
COVINGTON, VA 2[redacted]

Work Phone	Vehicle Identification Number
	1GNDT13S6523[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	

47162

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports: THE LIGHTS WILL DIM WHEN DRIVING AT NIGHT		
Corrected by J6354: (VX) (10D2D) MODULE, POWERTRAIN CONTROL ENGINE REPROGRAMMING		
Work performed by GARY CUTLIP (44)		Warranty
CLEANED THROTTLE BODY AND REPROGRAMMED PCM		
#2 - Customer Reports: REPLACE AIR FILTER		
Work performed by GARY CUTLIP (44)		
Installed 15036141 :ELEMENT (03410-BOCT)	1@26.93	26.93
Sub Total: Labor: .00 Parts: 26.93 Total: 26.93		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	26.93
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.62
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	28.55
Check 7154	28.55

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)845-1025

Bill Lewis Motors, Inc

BUICK CHEVROLET

404 N Jefferson St.
Lewisburg, WV 24901
Telephone: (304) 645-2424

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
Closed Saturday - Sunday

R/O Open Date	R/O Number
11/30/06	[redacted]
R/O Close Date	**Status**
12/08/06	Reprint
Mileage In	**Mileage Out**
31991	
Service Advisor / Tag #	
BEN LEWIS	

[redacted]
COVINGTON, VA [redacted]

Work Phone	Vehicle Identification Number
	1GNDT13S652[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	TRAILBLAZER		GRAY	
47162					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: HEADLIGHTS WILL GO OUT FOR 5 - 6 SECONDS WHILE DRIVING, THIS WILL USUALLY HAPPEN AFTER A FEW MINUTES OF DRIVING AND CONTINUE FOR REST OF TRIP	
Caused by INTERMITTENT SWITCH	
Corrected by N2290: (OJ) (6D) SWITCH HEADLAMP REPLACE	
Corrected by N2290: (OJ) (6D) SWITCH HEADLAMP REPLACE	
Work performed by GARY RAMSEY (46)	Warranty
Installed 10372953 (FP):SWITCH (02485-CT) Qty: 1	Warranty
#2 - MRT: ROTATE TIRES	
Work performed by KENNY MANDEVILLE (52)	11.20
Sub Total: Labor: 11.20 Parts: .00 Total: 11.20	

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. Any limitation contained herein does not apply where prohibited by law.

LABOR	11.20
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.56
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.71
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	12.47
Check 7221	12.47

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)645-1028

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

17446

CUSTOMER NAME: [redacted]

VIN: 1GNDT13S652[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 (XX___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$2500.00	CSE
	$	GM Employee Price for Everyone
	$	
	$	
	$	
Total Incentive Amount Received	$	

N/A

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

a. I elect to receive _____
in lieu of _____

or

b. I elect to receive _____

----- CUSTOMER AND DEALER ACKNOWLEDGMENT ----

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on __/__/__. I acknowledge receipt of incentive(s) as described in Item #__ and release the [redacted] 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 #__ 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: A PG Mankin Date: __/__/__

Dealership Name: BILL LEWIS MOTORS INC Dealer Code: 09217

* List must include VIN, Delivery Date and Program Reference

08/01/2005

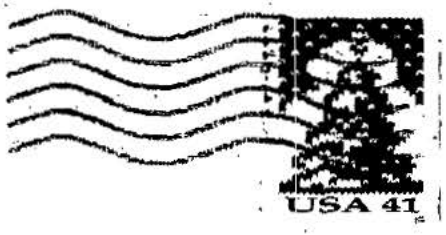
Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

[redacted]
Russellville, TN [redacted]

KNOXVILLE TN 379

03 DEC 2007 PM 4 T



General Manager for Chevrolet
P.O. Box 31170
Detroit, MI 48232

DEC 0 5 2007

48232+3593

General Manager for Chevrolet
P O BOX 31170
Detroit, MI 48232

November 30, 2007

To whom it may concern:

I am writing about a safety issue on my 2004 Chevy Trailblazer. On 2 occasions my headlights have gone completely out causing myself and family members to be in great danger. The last time it occurred was on November 26, 2007. I was leaving my doctor's office and the headlights went completely out. I live in a very rural area with winding roads and was very scared. I took my vehicle to my regular auto repair facility and was shown that the original wire harness and the bulb that connects to it was burned and I was informed by my mechanic this was a serious safety issue. I had to Pay $141.18 for headlamps and wiring, (see attached invoice).

I called the Chevrolet Customer Assistance Center on November 30, 2007 and explained the situation to Sarah Garner who issued me a case number o[redacted] and after discussing the problem she stated there was nothing GM could do. I asked for a supervisor and spoke with David Nichols and he also said there was nothing they would do regarding the matter.

I purchased this vehicle brand new and was promised in writing that my Trailblazer would provide me with many miles of reliable performance and owner satisfaction. I paid $29,273.50 for a product and your company won't even reimburse a customer for a safety issue. I feel this is very unfair, you should stand behind your product. If I had been hit head on or someone hit me head on and someone was killed would you reimburse our families? I hope you will contact me or refund my money so this doesn't escalate any further. This is a safety concern and should be investigated immediately. Please look in to this and do the right thing. Customer Satisfaction and Safety should be a priority with a company like General Motors.

Thank you.

[redacted]
Russellville, TN[redacted]
[redacted]ome
[redacted]ell

2004 Chevrolet Trailblazer
VIN: 1GNDT13S54[redacted]
Purchased on 6/12/2004
Koons Chevrolet
White Marsh , MD 21162

Repair Shop: Murray's Auto Repair
Contact Person: Junior Murray
Address: 1710 S. Cumberland St.
Morristown, TN 37813
Phone: 423-581-3136

JIM KOONS AUTOMOTIVE COMPANIES

KOONS CHEVROLET
10207 Philadelphia Road
White Marsh, Maryland 21162
(410)931-8600

KOONS FORD
1051 East Broad Street
Falls Church, Virginia 22044
(703)241-7200

KOONS FORD
6970 Security Blvd.
Baltimore, Maryland 21244
(410)298-3600

KOONS FORD
8315 Baltimore Blvd.
College Park, Maryland 20740
(301)474-5100

KOONS FORD
46869 Harry Byrd Hwy.
Sterling, Virginia 20164
(703)430-7700

KOONS CHEVROLET
2000 Chain Bridge Road
Tysons Corner, Virginia 22182
(703)356-0400

KOONS CHEVROLET
10207 Philadelphia Road
White Marsh, Maryland 21162
(410)931-8600

KOONS LINCOLN-MERCURY/VOLVO
9610 Reisterstown Road
Owings Mills, Maryland 21117
(410)363-3333

KOONS CHRYSLER
2000 Chain Bridge Road
Tysons Corner, Virginia 22182
(703)356-0400

KOONS DODGE
1051 East Broad Street
Falls Church, Virginia 22044
(703)241-1000

KOONS TOYOTA
1107 West Street
Annapolis, Maryland 21401
(410)268-6480

KOONS TOYOTA
375 Baltimore Blvd.
Westminster, Maryland 21157
(410)857-1400

KOONS MAZDA
385 Baltimore Blvd.
Westminster, Maryland 21157
(410)857-1400

KOONS TOYOTA
8610 Leesburg Pike
Tysons Corner, Virginia 22182
(703)790-5920

KOONS TOYOTA
4045 Lee Highway
Arlington, Virginia 22207
(703)522-6000

KOONS OUTLET
14208 Jefferson Davis Hwy.
Woodbridge, Virginia 22191
(703)494-3333

KOONS OUTLET
5980 Belair Road
Baltimore, Maryland 21206
(410)485-8500

KOONS OUTLET
302 E. Annandale Road
Falls Church, Virginia 22042
(703)533-3363

KOONS COLLISION CENTER
5800 Edsall Road
Alexandria, Virginia 22304
(703)823-6100

www.koons.com

[redacted]
Hanover, PA 1[redacted]

Dear Mrs.[redacted]

Thank you for buying your 2004 Chevrolet TrailBlazer from Koons Chevrolet. We appreciate the trust you have placed in us and are confident your 2004 Chevrolet TrailBlazer will provide you with many miles of reliable performance and ownership satisfaction.

As your selling dealership, our commitment to your total satisfaction will continue for your entire ownership experience. Please feel free to call me or any dealership manager with questions or concerns that may arise.

Enclosed with this letter is a brief, two-page survey. This is our report card. I value your opinion about our performance and encourage you to **complete the survey and return it to us in the self-addressed stamped envelope** that I have provided.

If for any reason you cannot give us the highest scores possible in each and every category, or don't feel **"100% completely satisfied"**, please give me a call so I can have the opportunity to correct any problem that might exist. My cell phone number is ([redacted]

Once again, from all of us here at Koons Chevrolet, **thank you!**

Sincerely,

Alex Hafer
General Manager

When You're Talkin' Cars, You're Talkin' Koons!

Murray's Auto Repair

ASE Certified
Master Technician

1710 S. Cumberland St.
Morristown, TN 37813
Phone: 423-581-3136

N2 [redacted]

QTY	PART	DESCRIPTION	UNIT	PRICE
2	Butt	Connector		19.96
2	New	low Beam lamps.		33.98
			$	53.94

TOTAL PARTS & ACCESSORIES $ 53.94

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 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, damage for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

NAME [redacted]

ADDRESS [redacted]

CITY,STATE Russeville TN. [redacted]

YEAR/MAKE/MODEL 2004 Chey Trail Blazer VEHICLE MILEAGE

LICENSE NO. | RECEIVED DATE Nov-30-2007 | TIME

PHONE | PROMISED DATE | TIME

CUSTOMER ORDER NO. | TERMS Check | WRITTEN BY JR

REPAIR ORDER INSTRUCTIONS

Labor on Head lamps + Wire ing	75.00
Soldined all connector JR	

1079

Thanks JR

Paid

COPY

Sub $128.94

WORK ORDER AUTHORIZATION

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you or your employees permission to operate the vehicle herein described on the 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 there to which I have authorized and are not covered by my warranty. 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.

Signature _____

TOTAL LABOR	75.00
TOTAL PARTS	53.94
TAX	12.24
TOTAL	141.18

CUSTOM 5972

December 12, 2017

[redacted]
Churubusco, IN [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Adina Reaume

Dear Mr. [redacted]:

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2005 Buick Rainier CXL. Customer satisfaction is a top priority for us at Buick.

Confirming our conversation regarding your Buick, vehicle identification number, 5GADT13S45[redacted] enclosed is the Owner Loyalty Certificate for the amount of $3,000.00. This certificate is valid through December 11, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Buick. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Buick your choice when you purchased your 2005 Buick Rainier CXL and trust you will give us the opportunity to retain you as a valued Buick customer. Should you have any questions regarding General Motors' products and current incentives, please call Buick Marketing Support at (800) 422-8425. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Buick Customer Assistance Center

Issued by:
Buick

Certificate No. 5GADT13S45[redacted]

Issue Date: December 12, 2017

Issued exclusively for: [redacted]

Churubusco, IN 4[redacted]

Valid through: December 11, 2008

Amount: Three Thousand Dollars and Zero Cents
******$3,000.00******

December 12, 2017

[redacted]
Paynesville, MN [redacted]

Service Request: [redacted]
Customer Relationship Specialist: Elizabeth Crossen

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the exterior headlights on your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13SX4244[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 24, 2010, or 100,092 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- components affecting/relating to the exterior headlights excluding light bulbs

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.

2005 TRAILBLAZER LS 2WD — CHEVROLET MOTOR DIVISION
22U SUPERIOR BLUE METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. HNTDM2/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DS13 S0 52[redacted] — VEHICLE INVOICE [redacted]7
**********13*07136S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	27720.00	25086.60	INVOICE 09/07/04
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 09/07/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/15/04
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 09/15/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 09/07/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S653B S653B WFP-S QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	BANK: GMAC - 005
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			CHG-TO 07-136
* CRUISE CONTROL			SHIP WT: 4276
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	HP: 32.1
			GVW: 5550
UY7 TRAILER WIRING HARNESS	10.00	8.60	GVWF: 2950
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	GVWR: 3200
V1K LUGGAGE RACK CROSS-BARS	45.00	38.70	GMS: 25234.95
1SA LS PREFERRED EQUIPMENT GROUP 1	N/C	N/C	SUPPLR: 26370.52
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	MRM: 29570.00
			NTR: 1/2
			DAN: BASE
			MEMO 1324.25
TOTAL MODEL & OPTIONS	27985.00	25314.50	ACT 237 25159.95
DESTINATION CHARGE	685.00	685.00	H/B 261 839.55
TOTAL	28670.00	25999.50	PAY 310 25999.50

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24744.15

****

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

****

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

BACON AUTOPLEX, INC.

REMIT TO GMAC [redacted]5
VIN 1GNDS13S052[redacted]
$ 25999.50 INV [redacted]
DUE 09/15/04 DEALER 07-136

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

VIA FAX ONLY

December 20, 2007

Dave Lilley, Esq.
Alex Simanovsky & Associates
1912 Loop 11
Wichita Falls, TX 76306-4921

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S05[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Mr. Lilley:

This is to advise that General Motors is in receipt of the above referenced case dated December 12, 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: Release of Lien/Payment History
☐ Finance Buyer's agreement
☐ Repair Orders

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
V07092007

[illegible]
[illegible]
[illegible]
[illegible]

VIA FAX ONLY

January 10, 2008

Dave Lilley, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345-2704

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S052[redacted]
Customer Relationship Specialist: Marco Bazan

Dear Mr. Lilley:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007
V07092007

[redacted]

VIA FAX ONLY

February 26, 2008

Dave Lilley, Esq.
Alex Simanovsky & Associates
1912 Loop 11
Wichita Falls, TX 76306-4921

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S052[redacted]
Customer Relationship Specialist: Marco Bazan

Dear Mr. Lilley:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- General Motors has reviewed the additional information you have provided and our position remains the same.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007
V07092007

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

VIA FAX ONLY

December 21, 2007

Service Manager Ted Martin
PATRIOT CHEVROLET BUICK GMC
PO BOX 1384
HOPKINSVILLE, KY 42241-1384

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S052[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Ted Martin:

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 service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 04/08/06
PROCESSING SOURCE: CHEVROLET 13:55:59
PAGE: 1

VIN: 1GNDS13S0 521[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HNTDM2

ODATE: 08/20/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 07136
DDATE: 03/08/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/08/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: ELKHART TX [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
CSR	01	13 07136	[redacted]	03/09/05	2,000.00	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
FFC	01	13 07136	[redacted]	03/09/05	30.56	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00[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
GPO	01	13 07136	[redacted]	03/09/05	1,000.00	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

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

VIA FAX ONLY

December 21, 2007

Service Manager Dale Martin
CUTSHAW CHEVROLET INC
PO BOX 279
GRAPELAND, TX 75844-0279

RE: [redacted]
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S052[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Dale Martin:

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 service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

BACON
Family of Dealerships

FAX COMMUNICATION

Fax: (903)723-5821

TOTAL NUMBER OF PAGES (INCLUDING COVER) 26

TO: Michele Valyreo

FROM: Jim Pike
Bacon Autoplex
Service Manager

DEALER CODES:

CHEVROLET	**07136**
CADILLAC	**39170**
GMC	**47642**
PONTIAC	**39854**
BUICK	**56835**

COMMENTS:

Bacon Autoplex
1216 E. Palestine Ave.
P.O. Box 1910
Palestine, TX 75802
903-729-2241

75034 63871

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

...S: STRICTLY CASH UNLESS ARRANGEMENTS MADE
...the repair work hereinafter set forth to be done along with the necessary material and ...not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, ...cause beyond your control or for any delays caused by unavailability of parts or delays ...by the supplier or transportation. I hereby grant you and/or your employees permission to ...the herein described on streets, highways or elsewhere for the purpose of testing and/or ...expert mechanical tion is hereby acknowledged on above vehicle to secure the amount ...

PAYABLE IN PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
T.B.	2199	37	5-18-05	[redacted]	05	16ND$13$05[redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05			Blue				

NOTICE PURSUANT TO PROPERTY CODE, §70.001
PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPA[redacted]
MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE [redacted]
TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT F[redacted]
AIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPE[redacted]
RED BECAUSE OF INSUFFICIENT F[redacted]
THE CREDIT CARD HOLDER HA[redacted]
T CARD ACCOUNT HAS BEEN CLO[redacted]

HOME #

[redacted]

CITY Elkhart STATE TX ZIP [redacted]

COST	QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Headlights Flicker
CAUSE - N/C
CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MJ				98	77903				90.00		

COMPLAINT - C/S Door Reception from Radio
CAUSE - James Ray N/C
CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Dr Side Rr Door Sticks out
CAUSE -
CORRECTION - Sublet to Bacon - Frankston

POSTED JUL 28 2005 BACON AUTOPLEX

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY	INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
	C	4620: 4608:		-		C	463:		-	LABOR MECH. CAR TRK		C	460A:		-
90.00	C	466:	90.00	-		C	466:		-	SUBLET REPAIRS -		C	466:		-
	C	480:		-		C	481:		-	PTS/ACC - CAR TRK		C	467:		-
	C	472:		-		C	473:		-	LABOR BODY CAR TRK		C	471:		-
	C	476:		-		C	476:		-	SUBLET REPAIRS - BODY		C	476:		-
	C	4600: 467A:		-		C	481:		-	PTS/ACC - CAR BODY TRK		C	477:		-
	C	479:		-		C	479:		-	PAINT & BODY MAT'L		C	479:		-
	C	490:		-		C	490:		-	TIRES		C	490:		-
	C	491:		-		C	491:		-	GAS, OIL, GREASE		C	491:		-
	C	464:		-		C	492:		-	INSP. STICKER		C	492:		-
CLAIM NO.				-					-			C			-
63871	I	263:	90.00	+	POLICY WORK - MECH. & BODY		67 DE		+	TAX			324:		-

RENT CAR

P.O. NO. SUBLET REPAIRS

James Ray 3 Days
2 Bills
Bacon - Frankston
63871

GALS. GAS @

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

OFFICE COPY

"Preventive Maintenance Is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O. NO.

DATE HOME PHONE BUS. PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED. ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
1	Tire Wear / Condition Front	☐	☐	☐		
2	Tire Wear / Condition Rear	☐	☐	☐		
3	Drive Shaft Joint Boots	☐	☐	☐		
4	Condition of McPherson Struts	☐	☐	☐		
5	Condition of Rear Shock Absorbers	☐	☐	☐		
6	Condition of Front Brakes	☑	☐	☐		
7	Condition of Rear Brakes	☐	☐	☐		
8	Brake Hydraulic System	☐	☐	☐		
9	Emergency Brake Adjustment	☑	☐	☐		
10	Condition of Trans. Fluid	☑	☐	☐		
11	Clutch Hydraulic System	☑	☐	☐		
12	Condition of Muffler / Exh. Pipe	☑	☐	☐		
13	Condition of Engine Oil	☐	☐	☐		
14	Condition of Drive Belts	☐	☐	☐		
15	Condition of Diff. Fluid	☑	☐	☐		
16	Condition of Radiator / Coolant	☐	☐	☐		
17	Condition of P/S System	☑	☐	☐		
18	Condition of Heater Hoses	☑	☐	☐		
19	Condition of Battery / Cables	☑	☐	☐		
20	Condition of Spark Plug / Wires	☑	☐	☐		
21	Condition of Air / Fuel Filters	☐	☐	☐		
22	Condition of Wiper Blades	☐	☐	☐		
23	Head Light Operation	☐	☐	☐		
24	Stop, Tail, Turn Signal Lights	☐	☐	☐		
25	Heater / AC Operation	☐	☐	☐		
26	Restraint System	☐	☐	☐		
27	Condition of Wheel Bearings	☐	☐	☐		
28	Check All Fluid Levels					
29	Other					

Leonard Kawetsky L. TechLine Case no, [redacted]

CASH UNLESS ARRANGEMENTS MADE

BACON AUTOPLEX, INC.

8053

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

BUICK PONTIAC GMC

[redacted]

PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
T.B.	6320	B7	8-17-05	[redacted]	05	1GND[redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
8-05	6325		Blue					922-6322

NOTICE PURSUANT TO PROPERTY CODE, 5/0.001
ENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR
E SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS
ANCE WITH BUSINESS & COMMERCE CODE, §8.609, IF PAYMENT FOR
CARD TRANSACTION IS STOPPED.
OF THE
AWN OR

[redacted]

CITY Elkhart

QTY	PART NO. - DESCRIPTION	SALE
1	15122670 BCM	✓
1	15077187 Harn.	✓
	P	
	POSTED	
	SEP 27 2005	
	BACON AUTOPLEX	
	Enterprise 1 Day	
	Enterprise Days	
	RENT CAR	
	Rent Car	

P.O. NO. | SUBLET REPAIRS

65982

GALS. GAS @

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MS				96	Z7903				90 00		

COMPLAINT - C/S CEL on
(2)
CAUSE -
CORRECTION - Working as designed at this time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	05	2	15122670	104 45	66	N4600	1.1	2				F

COMPLAINT - C/S All Lights Turn off
(2) Call Techline Replace BCM Harness per Techline
CAUSE - BCM defective ~~Working As designed~~ Replace BCM
CORRECTION - Check wiring Check Power & Grounds VTD Relearn

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Hesitates - Runs Rough
(2)
CAUSE
CORRECTION - Check for DTC's Check Fuel Pressure Working as designed at this time

WARRANTY CLAIMS

COST	KEY	ACCT. NO.	SALE	KEY
26 00	C	4820: 4608:	86 94	
90 00	C	466:	90 00	
104 45	C	480:	146 23	
	C	472:		
	C	476:		
	C	480B: 467A:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 105982	1	263:	323 17	+

INTERNAL SALES

COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK MECH. & BODY		67 DE 12A		+

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR - MECH. CAR TRK.		C	460A:		
SUBLET REPAIRS		C	466:		
PTS/ACC - MECH. CAR TRK.		C	467:		
LABOR - BODY CAR TRK.		C	471:		
SUBLET REPAIRS - BODY		C	476:		
PTS/ACC - BODY CAR TRK.		C	477:		
PAINT & BODY MAT'L		C	479:		
TIRES		C	490:		
GAS, OIL, GREASE		C	491:		
INSP. STICKER		C	492:		
		C			
TAX				324:	+
CHARGE SALES				220:	+

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products

BACON AUTOPLEX

PAGE 04/26

"Preventive Maintenance Is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O. NO

DATE HOME PHONE BUS. PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED. ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
1.	Tire Wear / Condition Front	☐	☐	☐		
2.	Tire Wear / Condition Rear	☐	☐	☐		
3.	Drive Shaft Joint Boots	☐	☐	☐		
4.	Condition of MacPherson Struts	☐	☐	☐		
5.	Cond. of Rear Shock Absorbers	☐	☐	☐		
6.	Condition of Front Brakes	☐	☐	☐		
7.	Condition of Rear Brakes	☐	☐	☐		
8.	Brake, Hydraulic System	☐	☐	☐		
9.	Emergency Brake Adjustment	☐	☐	☐		
10.	Condition of Trans. Fluid	☐	☐	☐		
11.	Clutch Hydraulic System	☐	☐	☐		
12.	Condition of Muff[illegible] Pipe	☐	☐	☐		
13.	Condition of	☐	☐	☐		
14.	Condition of Drive [illegible]	☐	☐	☐		
15.	Condition of Diff. Fluid	☐	☐	☐		
16.	Condition of Radiator / Co	☐	☐	☐		
17.	Condition of P/S System	☐	☐	☐		
18.	Condition of Heater Hoses	☐	☐	☐		
19.	Condition of Battery / Cables	☐	☐	☐		
20.	Condition of Spark Plug / Wires	☐	☐	☐		
21.	Condition of Air / Fuel Filters	☐	☐	☐		
22.	Condition of Wiper Blades	☐	☐	☐		
23.	Head Light Operation	☐	☐	☐		
24.	Stop, Tail, Turn Signal Lights	☐	☐	☐		
25.	Heater / AC Operation	☐	☐	☐		
26.	Restraint System	☐	☐	☐		
27.	Condition of Wheel Bearings	☐	☐	☐		
28.	Check All Fluid Levels	☐	☐	☐		
29.	Other	☐	☐	☐		

BCM B2578H

SIR U1004

B0108

B0103

Warning Issues Drug Test

Lights did not flicker w/ Light Switch On

Back of Date 820 [illegible]

75034 [redacted]

[redacted]

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

BUICK PONTIAC GMC

...S: STRICTLY CASH UNLESS ARRANGEMENTS MADE
...the repair work hereinabove set forth to be done along with the necessary material and ...not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, ...cause beyond your control or for any delays caused by unavailability of parts or delays ...by the supplier or transporter. I hereby grant you and/or your employees permission to ...herein described on streets, highways or elsewhere for the purpose of testing and/or ...express mechanics lien is hereby acknowledged on above vehicle to secure the amount ...

PAYABLE IN PALESTINE, ANDERSON CO., TX

[redacted]

	MODEL	MILEAGE				YEAR	VIN
...ery	T.B.	2199	37	5-18-05	26MXT2	05	16ND$13$05 [redacted]

...LE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
	3-8-05			Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

...PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR ...MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS ...TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT FOR ...AIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, ...RED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ...R THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR ...T CARD ACCOUNT HAS BEEN CLOSED.

X Sandra Smith
Signature of Person Responsible or Agent for Person Responsible

NA[redacted]

HOME #

ST[redacted]

[redacted]

CITY Elkhart STATE TX ZIP [redacted]

COST	QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Headlights Flicker

CAUSE - N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MJ				98	Z7903				90.00		

COMPLAINT - C/S Poor Reception from Radio

CAUSE - James Ray N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Dr Side Rr Door Sticks out

CAUSE -

CORRECTION - Sublet to Bacon - Frankston

POSTED JUL 28 2005 BACON AUTOPLEX

RENT CAR

P.O. NO. SUBLET REPAIRS

James Ray 3 Days
2 Bills
Bacon - Frankston
63871

GALS. GAS @

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY	INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
	C	4620: 4608:		-		C	463:		-	LABOR MECH CAR TRK.		C	460A:		-
90.00	C	466:	90.00	-		C	466:		-	SUBLET REPAIRS		C	466:		-
	C	480:		-		C	481:		-	PTS/ACC MECH CAR TRK.		C	467:		-
	C	472:		-		C	473:		-	LABOR BODY CAR TRK.		C	471:		-
	C	476:		-		C	476:		-	SUBLET REPAIRS - BODY		C	476:		-
	C	4800: 467A:		-		C	481:		-	PTS/ACC - BODY CAR TRK.		C	477:		-
	C	479:		-		C	479:		-	PAINT & BODY MATL.		C	479:		-
	C	490:		-		C	490:		-	TIRES		C	490:		-
	C	491:		-		C	491:		-	GAS, OIL, GREASE		C	491:		-
	C	464:		-		C	492:		-	INSP. STICKER		C	492:		-
CLAIM NO.												C			-
63871		263:	90.00	+	POLICY WORK		67		+	TAX			324:		-

DISCLAIMER OF WARRANTIES

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OFFICE COPY

02105

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I authorize the repair work to be done along with the necessary material and agree 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 shipments by the owner or his agent. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged to above vehicle to secure the amount of this bill.

PAYABLE IN PALESTINE, ANDERSON CO., TX

X [redacted]

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET | CADILLAC | BUICK | PONTIAC | GMC

[redacted]

MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN

ICT:BLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE

NOTICE PURSUANT TO PROPERTY CODE, §70.301

THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS JECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR REPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, RED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR E CARD ACCOUNT HAS BEEN CLOSED.

X _____
Signature of Person Responsible or Agent for Person Responsible

NAME Pops

HOME #

STREET

WORK #

CITY | STATE | ZIP

COST	QTY	PART NO. - DESCRIPTION	SALE

"Preventive Maintenance is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O. NO.

DATE HOME PHONE BUS. PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
1.	Tire Wear / Condition Front	☐	☐	☐		
2.	Tire Wear / Condition Rear	☐	☐	☐		
3.	Drive Shaft Joint Boots	☐	☐	☐		
4.	Condition of McPherson Struts	☐	☐	☐		
5.	Cond. of Rear Shock Absorbers	☐	☐	☐		
6.	Condition of Front Brakes	☐	☐	☐		
7.	Condition of Rear Brakes	☐	☐	☐		
8.	Brake, Hydraulic System	☐	☐	☐		
9.	Emergency Brake Adjustment	☐	☐	☐		
10.	Condition of Trans. Fluid	☐	☐	☐		
11.	Clutch Hydraulic System	☐	☐	☐		
12.	Condition of Muffler / Exh. Pipe	☐	☐	☐		
13.	Condition of Engine Oil	☐	☐	☐		
14.	Condition of Drive Belts	☐	☐	☐		
15.	Condition of Diff. Fluid	☐	☐	☐		
16.	Condition of Radiator / Coolant	☐	☐	☐		
17.	Condition of P/S System	☐	☐	☐		
18.	Condition of Heater Hoses	☐	☐	☐		
19.	Condition of Battery / Cables	☐	☐	☐		
20.	Condition of Spark Plug / Wires	☐	☐	☐		
21.	Condition of Air / Fuel Filters	☐	☐	☐		
22.	Condition of Wiper Blades	☐	☐	☐		
23.	Head Light Operation	☐	☐	☐		
24.	Stop, Tail, Turn Signal Lights	☐	☐	☐		
25.	Heater / AC Operation	☐	☐	☐		
26.	Restraint System	☐	☐	☐		
27.	Condition of Wheel Bearings	☐	☐	☐		
28.	Check All Fluid Levels					
29.	Other					

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

[redacted]

CASH UNLESS ARRANGEMENTS MADE

PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE		YEAR	VIN
T.B.	1577	37	4-27-05	26MXT2	05	1G[redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05	1581		Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

OWNER OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, OR BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR CREDIT CARD ACCOUNT HAS BEEN CLOSED.

[redacted]

Signature

[redacted]

CITY Elkhart STATE TX ZIP [redacted]

HOME # [redacted]

QTY	PART NO.	DESCRIPTION	SALE
7361		Net Urethane	

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE
						C0140	.7	.3		24.30 (Time)		

COMPLAINT - C15 Air Noise LH Lr Door

CAUSE (1) Adjust Left Rear Door
CORRECTION - R+R weatherstrip + Interior Trim to Adjust Door

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL
						J6354	.7				

POSTED
APR 29 2005
BACON AUTOPLEX

COMPLAINT - C15 Rough Idle

CAUSE (2) PCM Update Available
CORRECTION - Reprogram PCM

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT - Noise in Brakes when Stopping - Thump (Time)

CAUSE (3)
CORRECTION - Road test Unable to Duplicate Customer Concern

PO NO. [redacted]

SUBLET REPAIRS

GALS. GAS @

QTS. OIL @

WARRANTY CLAIMS

COST	KEY	ACCT. NO.	SALE	KEY
60 00	C	4620: 4622:	20 64	
	C	466:		
17 36	C	480:	24 30	
	C	472:		
	C	476:		
	C	4800: 467A:		
	C	479:		
	C	490:		
	C	491:		
	C	464:		
CLAIM NO. 63326	I	263:	22 44	
	I	220		

INTERNAL SALES

COST	KEY	ACCT. NO.	SALE	KEY
	C	463:		
	C	466:		
	C	481:		
	C	473:		
	C	476:		
	C	481:		
	C	479:		
	C	490:		
	C	491:		
	C	492:		
POLICY WORK MECH. & BODY		67 D E		
DELIVERY EXP.		13 A B		

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR - MECH. CAR TRK.		C	460A:		
SUBLET REPAIRS -		C	466:		
PTS/ACC - MECH. CAR TRK.		C	467:		
LABOR - BODY CAR TRK.		C	471:		
SUBLET REPAIRS - BODY		C	476:		
PTS/ACC - BODY CAR TRK.		C	477:		
PAINT & BODY MATL.		C	479:		
TIRES		C	490:		
GAS, OIL, GREASE		C	491:		
INSP. STICKER		C	492:		
		C			
TAX			324:		
CHARGE SALES			220:		
CASH SALES			225:		

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The manufacturer disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither the dealer nor anyone else shall be liable for any consequential damages. The dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of its products.

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12/21/2007 14:24 9037235821 BACON AUTOPLEX PAGE 09/26

"Preventive Maintenance Is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O. NO.

DATE HOME PHONE BUS PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
1.	Tire Wear / Condition Front	☐	☐	☐		
2.	Tire Wear / Condition Rear	☐	☐	☐		
3.	Drive Shaft Joint Boots	☐	☐	☐		
4.	Condition of McPherson Struts	☐	☐	☐		
5.	Cond. of Rear Shock Absorbers	☐	☐	☐		
6.	Condition of Front Brakes	☐	☐	☐		
7.	Condition of Rear Brakes	☐	☐	☐		
8.	Brake, Hydraulic System	☐	☐	☐		
9.	Emergency Brake Adjustment	☐	☐	☐		
10.	Condition of Trans. Fluid	☐	☐	☐		
11.	Clutch Hydraulic System	☐	☐	☐		APR27 05 3:0[illegible]
12.	Condition of Muffler / Exh. Pipe	☐	☐	☐		
13.	Condition of Engine Oil	☐	☐	☐		
14.	Condition of Drive Belts	☐	☐	☐		
15.	Condition of Diff. Fluid	☐	☐	☐		APR27 05 10:5
16.	Condition of Radiator / Coolant	☐	☐	☐		
17.	Condition of P/S System	☐	☐	☐		
18.	Condition of Heater Hoses	☐	☐	☐		
19.	Condition of Battery / Cables	☐	☐	☐		
20.	Condition of Spark Plug / Wires	☐	☐	☐		
21.	Condition of Air / Fuel Filters	☐	☐	☐		APR27 05 3:0[illegible]
22.	Condition of Wiper Blades	☐	☐	☐		
23.	Head Light Operation	☐	☐	☐		
24.	Stop, Tail, Turn Signal Lights	☐	☐	☐		
25.	Heater / AC Operation	☐	☐	☐		APR27 05 4[illegible]
26.	Restraint System	☐	☐	☐		
27.	Condition of Wheel Bearings	☐	☐	☐		
28.	Check All Fluid Levels					
29.	Other					

TIME OFF 4/25 ON Smith

[redacted]

EMP. NO. 0

OPER. NO. 66 00

FLAT RATE 30

STRAIGHT TIME HOURS

[redacted]

BACON REPAIR ORDER CONTINUATION

P2 X6 63326

YEAR	MAKE	MODEL	MILEAGE	BY	LIC #	VIN
05	Chevy	1500	1577	37	26MXT2	1GNDT13S052148 [redacted]

QTY	PART NO. / DESCRIPTION	SALE

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				B4400	.3					

TECH # COMP. CIS Rt Rr Door Has Air Noise Time

(2) CAU. Adjust R+ Rear Door

CORR. R+R weather strip + Interior trim to Adjust Door

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0350	.5					B

TECH # COMP. CIS Lt Rr Window Moulding Coming Loose

AUTHORIZATION [redacted]

(2) CAU. R+R Window Track

CORR. R+R window track urethane in place

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0351	.5					

TECH # COMP. CIS Rt Rr Window Moulding Not Fitting Proper [redacted]

(2) CAU. R+R windowtrack

CORR. Urethane in Place

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

CORR.

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

CORR.

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	CLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

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BACON AUTOPLEX

EAST TEXAS BUSINESS PRINTING • (903) 939-0003 • (L-118489)

"Preventive Maintenance Is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O.

DATE HOME PHONE BUS. PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED. ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
1.	Tire Wear / Condition Front	☐	☐	☐		
2.	Tire Wear / Condition Rear	☐	☐	☐		
3.	Drive Shaft Joint Boots	☐	☐	☐		
4.	Condition of McPherson Struts	☐	☐	☐		
5.	Cond. of Rear Shock Absorbers	☐	☐	☐		
6.	Condition of Front Brakes	☐	☐	☐		
7.	Condition of Rear Brakes	☐	☐	☐		
8.	Brake, Hydraulic System	☐	☐	☐		
9.	Emergency Brake Adjustment	☐	☐	☐		
10.	Condition of Trans. Fluid	☐	☐	☐		
11.	Clutch Hydraulic System	☐	☐	☐		
12.	Condition of Muffler / Exh. Pipe	☐	☐	☐		
13.	Condition of Engine Oil	☐	☐	☐		
14.	Condition of Drive Belts	☐	☐	☐		
15.	Condition of Diff. Fluid	☐	☐	☐		
16.	Condition of Radiator / Coolant	☐	☐	☐		
17.	Condition of P/S System	☐	☐	☐		
18.	Condition of Heater Hoses	☐	☐	☐		
19.	Condition of Battery / Cables	☐	☐	☐		
20.	Condition of Spark Plug / Wires	☐	☐	☐		
21.	Condition of Air / Fuel Filters	☐	☐	☐		
22.	Condition of Wiper Blades	☐	☐	☐		
23.	Head Light Operation	☐	☐	☐		
24.	Stop, Tail, Turn Signal Lights	☐	☐	☐		
25.	Heater / AC Operation	☐	☐	☐		
26.	Restraint System	☐	☐	☐		
27.	Condition of Wheel Bearings	☐	☐	☐		
28.	Check All Fluid Levels					
29.	Other					

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[redacted]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

[illegible]

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

NAME	MODEL	MILEAGE		DATE	LIC. #	YEAR	VIN
[illegible]	[illegible]	1	15	5-21-04	—	05	1GND$13$052 [redacted]

DEDUCTIBLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE [redacted] VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE [redacted] YMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY CH[redacted] S STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUN[redacted] VER OF THE OFF[redacted] THE CREDIT CARD HOLDER HAS [redacted] DRAWN OR TH[redacted] IT CARD ACCOUNT HAS BEEN CLOSE[redacted]

X [redacted] Responsible

NAME: BAP INTO

HOME #

STREET

WORK #

CITY | STATE | ZIP

COST	QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - PDI

CAUSE -

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT -

CAUSE -

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT -

CAUSE -

CORRECTION -

P.O. NO. | SUBLET REPAIRS

[redacted]

GALS. GAS @

QTS. OIL @

LBS. GREASE @

WARRANTY CLAIMS					INTERNAL SALES					PARTS & ACCESSORIES & SERVICE SALES					
COST	KEY	ACCT. NO.	SALE	KEY	COST	KEY	ACCT. NO.	SALE	KEY		COST	KEY	ACCT. NO.	SALE	KEY
	C	4620: 4608:		−		C	463:		−	LABOR - MECH. CAR TRK.		C	460A:		−
	C	466:		−		C	466:		−	SUBLET REPAIRS -		C	466:		−
	C	480:		−		C	481:		−	PTS/ACC - MECH. CAR TRK.		C	467:		−
	C	472:		−		C	473:		−	LABOR - BODY CAR TRK.		C	471:		−
	C	476:		−		C	476:		−	SUBLET REPAIRS - BODY		C	476:		−
	C	4800: 467A:		−		C	481:		−	PTS/ACC - BODY CAR TRK.		C	477:		−
	C	479:		−		C	479:		−	PAINT & BODY MAT'L		C	479:		−
	C	490:		−		C	490:		−	TIRES		C	490:		−
	C	491:		−		C	491:		−	GAS, OIL GREASE		C	491:		−
—	C	464:	65 00	−		C	492:		−	INSP. STICKER		C	492:		−
CLAIM NO.												C			−
148344	I	263	65 00	+	POLICY WORK MECH. & BODY		67 D E		+	TAX			324:		−
	I	220		+	DELIVERY EXP.		13 A B		+		CHARGE SALES		220:		+
	I	225		+					−		CASH SALES		225:		+

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 1GNDS13S052[redacted] Dealer/BAC Code 15916d3 Stock # [redacted] Repair Order [redacted]

R.O. NO.

PHONE

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- [✓] Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 30 RF 30 LR 35 RR 35

- [✓] Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- [✓] Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- [✓] Verify RPO and RPA options
- [✓] Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 1 After _____

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- [✓] Engine Performance: Cold start, idle quality
- [✓] HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- [✓] Radio, cassette and CD player (regular, steering wheel and rear controls)
- [✓] Steering wheel – center position
- [✓] Steering for leads, pulls, vibration at idle, vibration while driving
- [✓] Wipers, delay and washers (front and rear)
- [✓] Brakes for noise, pulls, vibration or shudder at both high and low speeds
- [✓] Unusual wind noise
- [✓] Unusual noises/vibrations
- [✓] Squeaks and rattles
- [ ] Transfer case or TAPshift function (if equipped)
- [✓] Cruise/adaptive cruise (if equipped)
- [✓] OnStar for connectivity (if equipped)
- [✓] Transmission shifter, clutch, noise, shift smoothness
- [✓] Engine performance: Hot start, idle quality
- [✓] Check for MIL, SES, SVS, and warning lights

Under Hood:

- [✓] Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 12.90V – 713CCA

DATE 9/21/04 INITIAL R

- [✓] Remote hood release, latch and hood safety latch
- [✓] Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- [✓] Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- [✓] Fluid levels: Add as required

Body/Chassis:

- [✓] Doors, locks, keys and keyless entry system
- [✓] Check child safety door/window locks are in normal (unlocked) position (if equipped)
- [✓] Neutral start safety switch (if equipped)
- [✓] Power mirrors (if equipped)
- [✓] Horn
- [ ] Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- [✓] Seat belts: material, operation and latches
- [✓] Child Comfort Guide – elastic cord visible (if equipped)
- [ ] Removable top/panel, convertible top
- [✓] Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- [ ] Trunk safety release (if equipped)
- [✓] Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- [✓] Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- [✓] Brake/fuel lines secured in clips
- [✓] Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- [✓] Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- [ ] Install floor mats (if equipped) No mats
- [✓] Thorough exterior wash and dry; check for water leaks
- [✓] Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- [ ] Erase all messages on voice recorder (if equipped)
- [✓] Reset fuel economy readings
- [✓] Set clock/calendar to local time
- [✓] Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- [ ] Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Rick Rodriguez
Technician (Print Name)

Service Manager (Signature)

9-21-04
Date

6/04

10288055

[redacted]

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

CASH UNLESS ARRANGEMENTS MADE

[redacted]

PALESTINE, ANDERSON CO., TX

MODEL	MILEAGE	BY	DATE		YEAR	VIN
T.B.	7275	37	9-19-05	[redacted]		1GND$13$05 2[redacted]

DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED		CALLED	WARRANTY COVERAGE
8-05			Blue				[redacted]

NOTICE PURSUANT TO PROPERTY CODE, §70.001

[redacted]

CITY: Elkhart STATE: TX ZIP: 75839

KEY	PART NO. - DESCRIPTION	SALE	TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	CHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
1	10372953 Switch	✓		05	1	10372953	39"	66	N2290	.5					
	P														

COMPLAINT - CIS Headlights and Dash Lights Flicker-Go out at Times (2)

CAUSE - Headlamp Switch defective

CORRECTION - Replace headlamp switch

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	CHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	WL				3L	N4199	.7					B

COMPLAINT - HAS UPDATE in SI for IPC for Gauges + Lighting

CAUSE - IPC Reprogram (2)

CORRECTION - Reprogram IPC

POSTED OCT 05 2005 BACON AUTOPLEX

AUTHORIZATION [redacted]

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	CHRS	TECH. NO.	NET AMOUNT

COMPLAINT -

CAUSE -

CORRECTION -

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY	INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
24 00	C	4820: 4808:	80 26	−		C	463:		−	LABOR - MECH. CAR TRK.		C	460A:		−
	C	466:		−		C	466:		−	SUBLET REPAIRS		C	466:		−
39 11	C	480:	54 75	−		C	481:		−	PTS/ACC - MECH. CAR TRK.		C	467:		−
	C	472:		−		C	473:		−	LABOR - BODY CAR TRK.		C	471:		−
	C	476:		−		C	476:		−	SUBLET REPAIRS - BODY		C	476:		−
	C	4800: 4878:		−		C	481:		−	PTS/ACC - BODY CAR TRK.		C	477:		−
	C	479:		−		C	479:		−	PAINT & BODY MAT'L		C	479:		−
	C	490:		−		C	490:		−	TIRES		C	490:		−
	C	491:		−		C	491:		−	GAS, OIL, GREASE		C	491:		−
	C	464:		−		C	492:		−	INSP. STICKER		C	492:		−
CLAIM NO.												C			−
					POLICY WORK -		67 P		+	TAX			324:		−

NAME

SUBLET REPAIRS

[redacted]

GAS @

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Bacon Autoplex, Inc., hereby expressly warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Bacon Autoplex, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale or sold products.

29 POINT VEHICLE

"Preventive Maintenance Is Less Costly Than Repairs"

29 POINT VEHICLE INSPECTION

NAME

YEAR MODEL MILEAGE R.O. NO.

DATE HOME PHONE BUS. PHONE

WE PERFORMED THE FOLLOWING FREE INSPECTION ON YOUR VEHICLE:

	ITEMS	INSPECTED	NEEDS IMMED. ATTENTION	NEEDS ATTENTION	ESTIMATED COST	NOTES
			Reprogram IPC			9/29/05
1.	Tire Wear / Condition Front	☐	☐	☐		
2.	Tire Wear / Condition Rear	☐	☐	☐		
3.	Drive Shaft Joint Boots	☐	☐	☐		
4.	Condition of McPherson Struts	☐	☐	☐		
5.	Cond. of Rear Shock Absorbers	☐	☐	☐		
6.	Condition of Front Brakes	☐	☐	☐		
7.	Condition of Rear Brakes	☐	☐	☐		
8.	Brake, Hydraulic System	☐		☐		
9.	Emergency Brake Adjustment	☐		☐		
10.	Condition of Trans. Fluid	☐		☐		
11.	Clutch Hydraulic System	☐		☐		
12.	Condition of Muffler / Exh. Pipe	☐		☐		
13.	Condition of Engine Oil	☐		☐		
14.	Condition of Drive Belts	☐		☐		
15.	Condition of Diff. Fluid	☐		☐		
16.	Condition of Radiator / Coolant	☐		☐		
17.	Condition of P/S System	☐		☐		
18.	Condition of Heater Hoses	☐		☐		
19.	Condition of Battery / Cables	☐		☐		
20.	Condition of Spark Plug / Wires	☐		☐		
21.	Condition of Air / Fuel Filters	☐		☐		
22.	Condition of Wiper Blades	☐		☐		
23.	Head Light Operation	☐		☐		
24.	Stop, Tail, Turn Signal Lights	☐		☐		
25.	Heater / AC Operation	☐	☐	☐		
26.	Restraint System	☐	☐	☐		
27.	Condition of Wheel Bearings	☐	☐	☐		
28.	Check All Fluid Levels					
29.	Other					

STRAIGHT TIME (HOURS): 1 2

FLAT RATE: 24 00

R/O NO.

OPER. NO.

EMP. NO. 2

[redacted]

TIME: 10/5

OFF

ON Smith 2

Back of Ro 66800

GMAC FINANCIAL SERVICES
Credit / Lease Application

E.A. - OO

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER: 547 | CSG NUMBER: 69.6 | DEALER NUMBER:

[redacted] | MI: L | SOCIAL: [redacted]

PO BOX NUMBER: 615 | CURRENT STREET NUMBER: 210 | CURRENT STREET NAME (MAILING ADDRESS): OAK CREST

CITY: ELKHART | STATE: TX | ZIP CODE: [redacted]

(AREA CODE) HOME PHONE: [redacted] | ● Own ○ Rent ○ Other ○ Family | MTG PAYMENT OR RENT: 610 | TIME AT ADDRESS: 2 MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): WALMART WAREHO | OCCUPATION: DRIVER Cook

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) BUSINESS PHONE: [redacted] | GROSS ANNUAL INCOME (ALL SOURCES): 32,400 | TIME EMPLOYED: 11 YRS

○ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van
○ Demo ○ Off-Lease
○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ First Time Buyer ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial | ○ Credit Linn

CASH SELLING PRICE	MSRP	TERM	EST. PAYMENT	SEC DEP
27050	24675	72		-

NET TRADE	(yr) TRADE-IN	(make)	MILEAGE (thousands)
1500	95	CHEV	

CASH/CAP REDUCTION	VEHICLE YR	MAKE	CYL	# of UNITS	COST OF CHASSIS
1000	05	CHEV			

GAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION
24550		Equinox

USED VEHICLE OPTIONS
○ W/O Air ○ Sunroof ○ Tape/Disc ○ Cruise ○ Pwr Windows ○ Pwr Seats ○ Leather Seats ○ 4 WD ○ Manual Trans ○ Alum/Wire Whools ○ TTops ○ Third Door

LAST NAME OR BUSINESS NAME | DATE OF BIRTH (MM/DD/YY) / /

FIRST NAME | MI | SOCIAL SECURITY NUMBER or (TAX ID #)

PO BOX NUMBER | CURRENT STREET NUMBER | CURRENT STREET NAME (MAILING ADDRESS)

CITY | STATE | ZIP CODE

(AREA CODE) HOME PHONE | ○ Own ○ Rent ○ Other ○ Family | MTG PAYMENT OR RENT | TIME AT ADDRESS YRS MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application) | OCCUPATION

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) | TIME EMPLOYED YRS MOS

This application will be submitted to GMAC, (GMAC North America for Ohio Dealers) and (if this is a lease application) C.C.L. Trust, both at PO BOX 5192, Southfield, MI 48086, and (if this is a purchase application) to Nuvell Credit Corp. (a GMAC affiliate) at PO 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 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.

See t[redacted]ify 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 _____ Applicant's Signature

_____ Date _____ Co-Applicant's Signature

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

No.
Date 03/08/05

Seller BACON AUTOPLEX, INC.
P O BOX 1910
PALESTINE, TX 75801
Phone: (903)729-2241
"We" and "us" mean the Seller above, its successors and assigns.

Buyer [redacted]
PO BOX 615 210 OAKCREST
QUANAH, TX 79252
Phone: (903)764 1948
"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased: Year 2005; Make CHEVROLET; Model TRAILBLAZER; VIN 1GNDS13S052 [redacted]; Lic. No./Year; ☒ New ☐ Used; Other:

Description of Trade-in: 1995 GMC 1500 EXCAB 2GTEC19K3S1[redacted]

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of $ 20,997.32, plus finance charges accruing on the unpaid balance at the rate of 2.99 % per year from today's date until maturity. Finance charges accrue on a 365 day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 9.99% per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☒ **ADDITIONAL FEES:** You agree to pay the following additional, nonrefundable fee(s): ☐ Documentary Fee of $ 50.00. ☐ Inspection Fee of $ 21.75.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

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 when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
2.99 %	$ 7,002.04	$ 20,997.32	$ 27,999.36	$ 7,000.00 $ 34,999.36

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
71	388.88	Monthly Beg: April 07, 2005
1	388.88	DUE: March 07, 2011

Security: You are giving a security interest in the Motor Vehicle purchased.
☒ **Late Charge:** If a payment is more than 15 days late, you will be charged 5% of the installment

Prepayment: If you pay off this Contract early, you may have to pay a penalty.
Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE: Credit life, credit disability (accident and health) involuntary unemployment, and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured N.A.
☐ Single ☐ Joint Prem. $ N.A. Term N.A.
Credit Disability: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.
Involuntary Unemployment: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.
Agent/Policy Fee: $ N.A.

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

N.A. Buyer d/o/b N.A. Buyer d/o/b

PROPERTY INSURANCE: You must insure the Property securing this Contract. You shall have the option of furnishing the required insurance either through existing policies of insurance owned or controlled by you or procuring and furnishing the equivalent insurance coverage through any insurance company authorized to transact business in Texas. The collision coverage deductible may not exceed $ N.A **If you get insurance from or through us you will pay $** N.A. **for** N.A. **of coverage.**

This premium is calculated as follows:
☐ $ N.A. Deductible, Collision Coverage $ N.A.
☐ $ N.A. Deductible, Comprehensive Cov. $ N.A.
☐ Fire-Theft and Combined Additional Coverage $ N.A.
☐ N.A. $ N.A.

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of $ 1,259.73)	$ 26,415.34
Service Contract, Paid to: SELLER N GM *	$ 1,000.000
Cash Price	$ 27,415.34
Manufacturer's Rebate $ 3,000.00	
Cash Down Payment $ 2,000.00	
Deferred Down Payment $ N.A.	
a. Total Cash/Rebate Down	$ 5,000.00
b. Trade-In Allowance $ 2,000.00	
c. Less: Amount owing $ N.A.	
Paid to (includes f.):	
d. Net Trade-In (b. minus c.)	$ 2,0000.00
e. Net Cash/Trade-In (a. plus d.)	$ 7,0000.00
f. Amount to Finance line e. (if e. is negative)	$ N.A.
Down Payment (e.; disclose as $0 if negative)	$ 7,0000.00
Unpaid Balance of Cash Price	$ 20,415.34
Dealer's Inventory Tax	$ 50.54
Paid to Public Officials - (Title and License Fees)	$ 87.62
Insurance Premiums*	$ N.A.
Inspection Fee Paid to Seller	$ 21.75
Documentary Fee Paid to Seller	$ 50.00
To: SERVICE UPDATE	$ 272.07
To: N.A.	$ N.A.
Total Other Charges/Amounts Pd. to Others	$ 581.98
Less: **Prepaid Finance Charges**	$ N.A.
Amount Financed	$ 20,997.32

*We may retain or receive a portion of this amount.

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. A DOCUMENTARY FEE MAY NOT EXCEED $50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

NOTICE TO BUYER

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of $ 20,997.32, plus finance charges accruing on the unpaid balance at the rate of 9.99 % per year from today's date until maturity. Finance charges accrue on a 365 day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 9.99% per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☒ **ADDITIONAL FEES:** You agree to pay the following additional, nonrefundable fee(s): ☐ Documentary Fee of $ 50.00 ☐ Inspection Fee of $ 21.75.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

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 when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
9.99 %	$ 7,002.04	$ 20,997.32	$ 27,999.36	$ 7,000.00 $ 34,999.36

Payment Schedule: Your payment schedule will be

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Prepayment: If you pay off this Contract early, you may have to pay a penalty.

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE: Credit life, credit disability (accident and health) involuntary unemployment, and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured N.A.
☐ Single ☐ Joint Prem. $ N.A. Term N.A.

Credit Disability: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.

Involuntary Unemployment: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.

Agent/Policy Fee: $ N.A.

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

N.A. d/o/b Buyer N.A. d/o/b Buyer

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of $ 1,259.73)		$ 26,415.34
Service Contract, Paid to: SELLER & GM		$ 1,000.00
Cash Price		$ 27,415.34
Manufacturer's Rebate	$ 2,000.00	
Cash Down Payment	$ 2,000.00	
Deferred Down Payment	$ N.A.	
a. Total Cash/Rebate Down	$ 4,000.00	
b. Trade-In Allowance	$ 2,000.00	
c. Less: Amount owing	$ N.A.	
Paid to (includes f.):		
d. Net Trade-In (b. minus c.)	$ 2,000.00	
e. Net Cash/Trade-In (a. plus d.)	$ 6,000.00	
f. Amount to Finance line e. (if e. is negative)		$ N.A.
Down Payment (e.; disclose as $0 if negative)		$ 6,000.00
Unpaid Balance of Cash Price		$ 20,415.34
Dealer's Inventory Tax		$ 80.51
Paid to Public Officials - (Title and License Fees)		$ 27.65
Insurance Premiums*		$ N.A.
Inspection Fee Paid to Seller		$ 21.75
Documentary Fee Paid to Seller		$ 50.00
To: SERVICE LOOPS		$ 372.07
To: N.A.		$ N.A.
Total Other Charges/Amounts Pd. to Others		$ 551.98
Less: **Prepaid Finance Charges**		$ N.A.
Amount Financed		$ 20,997.32

*We may retain or receive a portion of this amount.

PROPERTY INSURANCE: You must insure the Property securing this Contract. You shall have the option of furnishing the required insurance either through existing policies of insurance owned or controlled by you or procuring and furnishing the equivalent insurance coverage through any insurance company authorized to transact business in Texas. The collision coverage deductible may not exceed $ N.A. If you get insurance from or through us you will pay $ N.A. for N.A. of coverage.

This premium is calculated as follows:

☐ $ N.A. /Deductible, Collision Coverage	$ N.A.
☐ $ N.A. /Deductible, Comprehensive Cov.	$ N.A.
☐ Fire-Theft and Combined Additional Coverage	$ N.A.
☐ N.A.	$ N.A.

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.

☒ **SERVICE CONTRACT:** With your purchase of the Vehicle, you agree to purchase a Service Contract to cover Cost of Contract SELLER & GM, This Service Contract will be in effect for 60/ 150,000MILES

ASSIGNMENT: This Contract and Security Agreement is assigned to [redacted], the Assignee, phone [redacted] This assignment is made ☐ under the terms of a separate agreement. ☐ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse. BACON AUTOPLEX, INC.
Seller: By _____ Date 03/08/05

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. A DOCUMENTARY FEE MAY NOT EXCEED $50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

NOTICE TO BUYER

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO A COPY OF THE CONTRACT YOU SIGN. UNDER THE LAW YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CONDITIONS MAY OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE. KEEP THIS CONTRACT TO PROTECT YOUR LEGAL RIGHTS.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer [redacted] 03/08/0
Sign [redacted] Date

Signature BACON AUTOPLEX, INC. Date

Seller: By _____

HIBERNIA

BORROWER

[redacted]

[redacted]

ELKHART, TX [redacted]

TELEPHONE NO. (903) 764-1948 IDENTIFICATION NO.

AGREEMENT TO FURNISH INSURANCE

OFFICER INITIALS	INTEREST RATE	PRINCIPAL AMOUNT/ CREDIT LIMIT	FUNDING/ AGREEMENT DATE	MATURITY DATE	CUSTOMER NUMBER	LOAN NUMBER
	9.99	19,979.28	03/08/05	03/07/11		

INSURANCE REQUIREMENT:
The Borrower identified above understands that one of the requirements of the loan or financial accommodation is that the property pledged as collateral on the loan must be insured.

INSURANCE COVERAGE:
The insurance coverage must provide at least fire, theft, combined additional coverages, and in addition, $ 500.00 deductible comprehensive and collision coverage on motor vehicles. The insurance policy must contain a loss payable clause endorsement naming the Lender.

INSURANCE COMPANY:
BORROWER UNDERSTANDS THAT BORROWER MAY CHOOSE THE PERSON THROUGH WHOM THE INSURANCE IS TO BE OBTAINED, AND THAT IF IT IS OBTAINED THROUGH LENDER, THE COST OF THE INSURANCE WILL BE $ N.A. . The insurance coverage must be provided by an insurance company reasonably acceptable to Lender.

DURATION OF INSURANCE COVERAGE:
The insurance coverage identified above must remain in effect during the term of the loan or financial accommodation.

FAILURE TO PROVIDE INSURANCE:
Proof of the required insurance coverage with an effective date the same or earlier than the Funding/Agreement Date indicated above must be delivered to Lender within ten (10) days from the Funding /Agreement Date. Borrower acknowledges and understands that if Borrower fails to provide proof of the required insurance or fails to maintain such insurance at any time during the term of the loan or financial accommodation, the Lender may obtain a policy protecting Lender's interest in the collateral for the remaining term of the loan. BORROWER ACKNOWLEDGES AND UNDERSTANDS THAT IF LENDER PURCHASES ANY SUCH INSURANCE COVERAGE THE INSURANCE COVERAGE WILL PROVIDE LIMITED PROTECTION AGAINST PHYSICAL DAMAGE TO THE COLLATERAL UP TO THE AMOUNT OF THE LOAN.

Borrower further acknowledges that: Any equity in the collateral will not be insured; the insurance coverage will not provide any public liability or property damage indemnification, and will not meet the requirements of any financial responsibility law.

AUTHORIZATION:
Borrower authorizes Lender to obtain insurance coverage to protect Lender's interest in the collateral and to add the premium to the loan or account balance in the event that Borrower fails to provide proof of the required insurance coverage, or if such insurance coverage is cancelled or terminated. Interest on the premium shall accrue at the interest rate indicated on the promissory note or agreement and shall be charged from the date the premium is added to the loan amount.

PROPERTY TO BE INSURED:

INSURER:
Borrower has arranged for the required insurance to be provided through the insurance company shown below and requested an insurance agent of the company to note a loss payable clause endorsement in favor of Lender on the policy and to send proof of such coverage to Lender.

INSURANCE COMPANY: STATE FARM INSURANCE

AGENT: TONY RHONE PHONE: (903) 729-3222

POLICY OR BINDER DATE: NO.: 0573980A1743001

EFFECTIVE DATE: 03/08/05 EXPIRATION DATE: 07/17/05

Borrower has read, understands and agrees to the terms and conditions of this Agreement and acknowledges receipt of an exact copy of this Agreement.

Dated 03/08/05

BOR[redacted] BORROWER:

BORROWER: BORROWER:

(Original - Bank, Copy - Customer)

Texas Department of Transportation

TITLE APPLICATION RECEIPT

[redacted]

COUNTY: ANDERSON
TAC NAME: TERI GARVEY
DATE: 03/10/2005 EFFECTIVE DATE: 03/10/2005
PLATE NO: [redacted] TIME: 02:28PM EXPIRATION DATE: 2/2006
DOCUMENT NO: [redacted] EMPLOYEE ID: KELLYGS TRANSACTION ID: [redacted]

OWNER NAME AND ADDRESS
[redacted]
[redacted]
ELKHART, TX

REGISTRATION CLASS: TRUCK-LESS/EQL 1 TON
PLATE TYPE: TRUCK PLT
STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1GNDS13S052[redacted] VEHICLE CLASSIFICATION: PASS-TRK
YR/MAKE: 2005/CHEV MODEL: TRL BODY STYLE: LL UNIT NO:
EMPTY WT: 4300 CARRYING CAPACITY: 1000 GROSS WT: 5300 TONNAGE: 0.50 TRAILER TYPE:
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0
PREV OWNER NAME: BACON AUTOPLEX PREV CITY/STATE: PALESTINE, TX

INVENTORY ITEM(S)	YR
TRUCK PLT	
WINDSHIELD STICKER	2006

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

FEES ASSESSED		
TITLE APPLICATION FEE	$	13.00
TERP FEE	$	15.00
SALES TAX FEE	$	1,259.73
WINDSHIELD STICKER	$	48.32
REG FEE-DPS	$	1.00
REFLECTORIZATION FEE	$	0.30
CNTY ROAD BRIDGE ADD-ON FEE	$	10.00
TOTAL	$	1,347.35

METHOD OF PAYMENT AND PAYMENT AMOUNT:
CHECK #24253 $ 1,347.35

TOTAL AMOUNT PAID $ 1,347.35

ODOMETER READING: 25 BRAND: A
OWNERSHIP EVIDENCE: MANUFACTURER'S CERT. OF ORIGIN
1ST LIEN DATE: 03/08/2005
HIBERNIA NATIONAL BANK
PO BOX 61007
NEW ORLEANS, LA 70161

SALES TAX CATEGORY: SALES/USE

Sales Tax Date: 03/08/2005		
Sales Price (Less $3,000.00 rebate)	$	22,155.61
Less Trade In Allowance	$	2,000.00
Taxable Amount	$	20,155.61
Sales Tax Paid	$	1,259.73
Less Other State Tax Paid	$	0.00
Tax Penalty	$	0.00
TOTAL TAX PAID	$	1,259.73

Batch No: 2003041901 Batch Count: 5

2ND LIEN

3RD LIEN

CERTIFICATE OF TITLE WILL BE MAILED TO 1st LIENHOLDER
THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.

THIS RECEIPT IS YOUR PROOF OF APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION.

[redacted]

2 06 [redacted]

ANDERSON

DUPLICATE
DUPLICATE
DUPLICATE
VOID

ORIGINAL

SERVICE GROUP
INSURANCE AND FINANCIAL SERVICES

PRODUCER NO.	POLICY NUMBER
[redacted]	TX [redacted]
	DEAL NUMBER

GAP APPLICATION AND DECLARATIONS PAGE

Disclosure of Guaranty Fund Non-Participation

In the event the insurer is unable to fulfill its contractual obligation under this policy or contract or application or certificate or evidence of coverage, the policyholder or certificate holder is not protected by an insurance guaranty fund or other solvency protection arrangement.

☒ Retail – Purchase ☐ Retail – Balloon ☐ Lease

APPLICANT INFORMATION

Insured Name: [redacted]		SS#: [redacted]
Address: [redacted]		
City: ELKHART	State: TX	Zip: [redacted]

LOAN/LEASE INFORMATION

Lender/Lessor Name: HIBERNIA NATIONAL BANK		Phone Number: (504) 533-5700
Address: P.O. BOX 61007		
City: NEW ORLEANS	State: LA	Zip: 70161
Vehicle Year: 2005	Vehicle Make/Model: CHEVROLET / TRAILBLAZER	Vehicle ID Number: 1GNDS13S052[redacted]
Purchase Price: 25,155.61	Balloon/Residual Amount: N.A.	Loan Amount or Net/Adjusted Cap Cost: 20,997.32
APR: 9.99	New/Used: NEW	Term of Loan/Lease (in Months): 72
Terms of Repayment:		
	GAP Coverage Effective Date: 03/08/05	GAP Premium: 372.07

This policy is written through **Service Lloyds Insurance Company**, P.O. Box 26800, Austin, TX 78755-0800, 512-343-0600.

GAP coverage will provide protection for the insured when the above listed vehicle is involved in a loss which is determined to be a Total Loss (as defined in the GAP Agreement). GAP coverage will pay the difference between the loan/lease balance at the time of loss and the Actual Cash Value (as defined in the GAP Agreement). Other conditions and restrictions apply to this coverage. Refer to the GAP Agreement, attached hereto and made a part hereof, for specific details of coverage.

INSURED'S APPROVAL AND AGREEMENT

The insured by signing below acknowledges that the insured has read this application and declarations page, received a copy of the GAP Application and Declarations Page as well as a copy of the GAP Agreement, and that the benefits and limitations of GAP coverage have been explained to them. The undersigned also authorizes Service Lloyds Insurance Company and their designees to obtain any and all insurance information pertaining to any loss on the above listed vehicle and any and all financial information from the lender/lessor or others pertaining to the above listed loan/lease.

[redacted]
Insured Signature

03/08/05
Date

BACON AUTOPLEX, INC.
Name of Dealership

THE PURCHASE OF THIS GAP COVERAGE IS NOT REQUIRED TO OBTAIN CREDIT. THE CONSUMER MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE. THE CONSUMER MAY CANCEL THIS GAP COVERAGE AT ANY POINT DURING THE ORIGINAL TERM OF THE RETAIL INSTALLMENT CONTRACT OR LEASE AGREEMENT. A CANCELLATION REQUESTED WITHIN THIRTY (30) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. A CANCELLATION REQUEST RECEIVED AFTER THIRTY (30) DAYS OF PURCHASE WILL BE REFUNDED ON A PRO RATA BASIS, UNLESS OTHERWISE REQUIRED BY APPLICABLE STATE LAW.

04

Contract Registration

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

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G N D S 1 3 S 0 5 2 [redacted]

AGREEMENT PURCHASE DATE: 03/08/05

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2005	CHEVROLET	TRAILBLAZER	25	

Customer

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

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: ([redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable): [redacted] CITY: ELKHART STATE: TX ZIP CODE: [redacted]

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

Dealer

DEALER NAME	DEALER CODE (Required)	PROMOTION CODE
BACON AUTOPLEX, INC.	07136	

ADDRESS	CITY	STATE	ZIP CODE
P O BOX 1910	PALESTINE	TX	75801

Lienholder

GMAC OR SPP OR NAME: HIBERNIA NATIONAL BANK

ADDRESS	CITY	STATE	ZIP CODE
P.O. BOX 61007	NEW ORLEANS	LA	70161

Plan Coverage and Price

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

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW XX — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

USED — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
03/08/05	60 / 60	$0 XX $50 $100 $200	1,000.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES	
	/			.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	
				$	.00

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE [redacted] DATE 03/08/05

SUBTOTAL	$ 1,000.00
TAX	$ .000
TOTAL	$ 1,000.00

If not submitted by GM Access (CDF), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086, FL Lic. #9299.

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Litho U.S.A. 10/03 701AJJ4

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GNDS13S052[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
Factory Rebate	$ 2,000.00	CSR
BONUS	$ 1,000.00	GPO
N/A	$ N/A	
N/A	$ N/A	
N/A	$ N/A	
Total Incentive Amount Received	$ 3,000.00	

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

a. I elect to receive N/A
in lieu of N/A

or

b. I elect to receive N/A

--- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on __/__/__. I acknowledge receipt of incentive(s) as described in Item #__ and release the [redacted] ligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: __/__/__

03 08 05

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

Authorized Dealer Signature: [signature] Date: __/__/__

Dealership Name: BACON AUTOPLEX, INC. Dealer Code: 03 08 05

* List must include VIN, Delivery Date and Program Reference

07136

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

Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

[redacted] [redacted]

CUSTOMER'S NAME STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, S[redacted] (transferor's name, Print)

state that the odometer now reads 185,195 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
GMC	1500	EXCAB

VEHICLE IDENTIFICATION NUMBER	YEAR
2GTEC19K3S1[redacted]	1995

X [redacted]

TR[redacted]

S[redacted]

PRINTED NAME

[redacted]

TRANSFEROR'S ADDRESS (

ELKHART, TX [redacted]

CITY STATE ZIP CODE

03/08/05

DATE OF STATEMENT

X

TRANSFEREE'S SIGNATURE

BACON AUTOPLEX, INC.

PRINTED NAME

TRANSFEREE'S NAME

P O BOX 1910

TRANSFEREE'S ADDRESS (STREET)

PALESTINE, TX 75801

CITY STATE ZIP CODE

FORM # PAP-ODOM-103-N LITHO IN U.S.A.

CHEVROLET Cadillac PONTIAC BUICK GMC

BACON AUTOPLEX, INC.

1216 E. Palestine • Palestine, TX 75801 • P.O. Box 1910 • Palestine, TX 75802
(903) 729-2241 • (800) 926-2321 • Fax (903) 729-8528

BUYER'S ORDER

I hereby offer to purchase from you under the terms and conditions specified below.
Delivery is to be made March 8, 2005, or as soon thereafter as possible.
It is agreed, however, that neither you nor the manufacturer will be liable for failure to effect delivery.

Buyer [redacted] Date March 8, 2005
S.S.# [redacted] E-mail
Address [redacted] City ELKHART State TX Zip 75839
Residence Phone [redacted] Business Phone [redacted] Cell Phone Fax
Year 2005 Make CHEVROLET Model TRAILBLAZER Type
Color SUPERIOR B Stock # [redacted] License # Tab #
Serial # 1GNDS13S052[redacted] Mileage 25 Salesperson MIKE CLIBURN

Trade Information #1

Year 1995
Make GMC
Model 1500
Color MAROON
Serial # 2GTEC19K3S158[redacted]
License # [redacted]
Tab #
Mileage 185,195

Trade Information #2

Year
Make
Model
Color
Serial #
License #
Tab #
Mileage

PAY OFF INSTRUCTIONS

Bank
Address
City State Zip
Good till From By
Bank
Address
City State Zip
Good till From By

DRAFTING INSTRUCTIONS

Bank HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161
From By

LIEN INSTRUCTIONS

Lien Holder HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161

MSRP	$
Sales Price	$ 25,155.61
Rebate(s)	$ 3,000.00
FACTORY 2000	
BONUS 1000	
Equipment Added	$
	$
	$
Trade-in(s)	$ 2,000.00
	$
Sub Total	$ 20,155.61
Sales Tax	$ 1,259.73
Dealer's Inventory Tax	$ 50.54
Document Fee	$ 50.00
License	$ 58.62
Title	$ 29.00
State Inspection	$ 21.75
Sub Total	$ 21,625.25
Payoff on Trade	$
Payoff on Trade	$
Service Contract	$ 1,000.00
TOTAL	$ 22,625.25
Less Cash	$ 2,000.00
BALANCE	$ 20,625.25
Credit Life	$
A & H	$
Gap Insurance	$ 372.07
TOTAL AMOUNT FINANCED	$ 20,997.32
Finance Charges	$ 7,002.04
TOTAL OF PAYMENTS	$ 27,999.36

72 Payments at $ 388.88 Per Month
Commencing 04/07/05
Interest Rate 9.990
Financed by HIBERNIA NATIONAL BANK

A document fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services related to the closing of a sale. A document fee may not exceed $50.00. This notice is required by law.

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other to assume for it any liability in connection with the sale of said products.

I understand and agree to the terms of this order. This order contains the entire agreement proposed for the purchase of the above described vehicle and no other agreement or understanding of any nature concerning this transaction has been made unless attached to this order and signed by the seller and buyer.

The buyer assumes responsibility for any difference in payoff in excess of amount shown, and will pay such difference in cash on demand if not so paid. Buyer authorizes dealer, at dealer's option to increase the monthly payments and contract balance to cover the difference and finance charges thereon.

Buyer agrees to deliver the title and current registration receipt to any trade-in herein along with the delivery of such trade-in and further agrees to execute any and all documents necess[redacted]wnership to seller or its assigns. Buyer warrants such trade-in to be buyers' propert[redacted]orances except as otherwise noted herein. Buyer further warrants that such trade-in has [redacted]amaged and that the emission controls have not been tampered with and are in the conditi[redacted]rdinary wear, unless so disclosed.

By _____ By [redacted]
Bacon Autoplex, Inc. Co-Buyer's Signature

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

VIA FAX ONLY

December 20, 2007

Service Manager Jim Pike
BACON AUTOPLEX, INC.
PO BOX 1910
PALESTINE , TX 75802-1910

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S052[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Jim Pike:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time..

Sincerely,

General Motors Corporation

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Michele Valykeo	FROM: Leony Dockery
COMPANY: General Motors Corporation	DATE: 1/10/2008
FAX NUMBER: (866)554-4010	TOTAL NO. OF PAGES: 3

RE: **Sandra Smith v. General Motors Corporation**

Our Client:	[redacted]
Vehicle:	2005 Chevrolet Trailblazer
VIN:	1GNDS13S052[redacted]
Date of purchase:	03/08/2005
Our File No.:	[redacted]

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

RELEASE OF LIEN INFORMATION

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

hereby authorize Capital One Auto Finance
(Lien holder Name)

P.O. Box 93016 Long Beach, CA. 90809-3016 1-800-946-0332
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # 920 1595
(Account Number)

with Capital One Auto Finance
(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 1-9-08.

VEHICLE INFORMATION

The current vehicle mileage is 33,167 Date mileage read: 1-9-08.

[redacted]
Signature

Signature

LG0006-T
Rev 12/09/2005

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: ANDERSON
PLATE NO: [redacted]
DOCUMENT NO: [redacted]

TAC NAME: TERI GARVEY
DATE: 02/27/2007
TIME: 11:50AM
EMPLOYEE ID: LINDALS

EFFECTIVE DATE: 03/01/2007
EXPIRATION DATE: 2/2008
TRANSACTION ID: [redacted]

OWNER NAME AND ADDRESS

[redacted]

ELKHART, TX [redacted]

REGISTRATION CLASS: TRUCK-LESS/EQL. 1 TON
PLATE TYPE: TRUCK PLT
STICKER TYPE: WS

PREVIOUS PLATE NO: [redacted]
VEHICLE IDENTIFICATION NO: 1GNDS13S05[redacted]
VEHICLE CLASSIFICATION: PASS-TRK
YR/MAKE: 2005/CHEV MODEL: TRL BODY STYLE: LL UNIT NO:
EMPTY WT: 4300 CARRYING CAPACITY: 1000 GROSS WT: 5300 TONNAGE: 0.50
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

INVENTORY ITEM(S)	YR.	FEES ASSESSED		
WINDSHIELD STICKER	2008	WINDSHIELD STICKER	$	48.32
		REG FEE-DPS	$	1.00
		REFLECTORIZATION FEE	$	0.30
		CNTY ROAD BRIDGE ADD-ON FEE	$	10.00
		TOTAL	$	59.62

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

METHOD OF PAYMENT AND PAYMENT AMOUNT:		
CASH	$	60.00
TOTAL AMOUNT PAID	$	60.00
CHANGE DUE	$	0.38

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.

FAX COVER SHEET

Cutshaw Chevrolet
P.O. Box 279
Grapeland,Texas 75844

Phone: (936) 687-2014
Fax: (936) 687-2232
1-800-288-7429

Date:12-15-07

Send to: GMBRC

Attn: Michele Valykeo

No. Pages (Incl. Cover Sheet): 3

From: Dale Martin / Service Manager

Comments: ro no [redacted] cust S[redacted]

[redacted]

Elkhart Tx [redacted]

Cutshaw
GRAPELAND, TEXAS
Hwy. 287 S. - P.O. Box 279
Grapeland, Texas 75844
(936) 687-2014 * (903) 729-0804 * 1-800-CUTSHAW

*** REPRINT *** CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/30/06	05	CHEVROLET	TRAILBLAZE	1GNDS13S05[redacted]	[redacted]	11141	11240	[redacted]

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/01/06	13	00:00	26M XT2		01	12/21/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		2

========== REPAIR LINE 001 ==========

CS HEADLAMPS WILL GO COMPLETLY OUT ENGINE WILL ALMOST DIE CS IPC LIGHTS GO OUT AND AL L THE LIGHTS COME ON LIKE WHEN YOU FIRST START UP VEHICLE VEHICLE LOOSE POWER AND AFT ER LIGHTS GO OUT VEHICLE JERKS REAL HARD CS SOMETIMES THIS WILL HAPPEN SEVERAL TIMES IN A ROW
PERFORM SCAN TEST NO CODES COULD NOT DUPLICATE CUSTOMER CONCERN PERFORM VISUAL INSPEC TION OF GROUNDS AND POWERS TO ALL RELATED CIRCUITS DOC NO 1451660 1454662 1454979 145 4620 AND 1454621 REMOVED CONNECTIONS AND INSPECTED NO CONCERNS FOUND PERFORM DOC NO 1 551460 INSPECTED GROUND G201 PER DOCUMENT OK
WE TRIED TO INDUCE CONCERN WITH SCANNER TURNNING ON AND OFF AIR PUMP NO CONCERNS FOUN D
Bill Code - W
Failure Code: 9Z
Complaint Code: VL
Routing Code: H
Approval Code: E

N6612	WIRING AND/OR CONN	S M A	28.06
OTHER HOURS OLH		S M A	173.97
		Total Labor	202.03

GM MEMO MEMO
Failed Part: MEMO
MISCELLANEOUS:
CUTSHAW RENTAL
Bill Code - W PO Number -

		80.00

GAS FOR EXTENDED ROAD TEST
Bill Code - W PO Number -

		37.00
	Total Misc	117.00
	Total Line	319.03

========== REPAIR LINE 002 ==========

WITH CUSTOMERS PERMISSION ROAD TESTED VEHICLE AT NIGHT AND EARLY MORNING TRYING TO DU PLICATE CONCERN
ROAD TESTED 01 31 06 FROM 7 10 PM TO 8 15 PM NO CONCERNS HAPPEN ROAD TEST 02 01 06 FR OM 6 15 AM TO 7 00 AM NO CONCERNS HAPPEN
CALLED TAC CASE NO 8398402 NO SUGGESTION FOR DIAGNOSIS DID SUGGEST WE PUT DATA RECORD

NOTICE PRUSUANT TO 570.001 TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 69.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. 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 _____

TERMS: STRICTLY CASH/APPROVED CHECK OR CREDIT CARD

The only warranties applying to this part(s) are those that may be offered by the manufacturers. The selling dealer 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 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.

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

Copyright 2000 ADP, Inc.

[redacted]

Cutshaw
GRAPELAND, TEXAS
Hwy. 287 S. - P.O. Box 279
Grapeland, Texas 75844
(936) 687-2014 * (903) 729-0804 * 1-800-CUTSHAW

Elkhart Tx [redacted]

*** REPRINT *** CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/30/06	05	CHEVROLET	TRAILBLAZE	1GNDS13S05214[redacted]	[redacted]	11141	11240	[redacted]

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	02/01/06	13	00:00	26M XT2		01	12/21/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		9[redacted]		2

ER IN VEHICLE NOTE CUST HAS ALREADY DONE WHILE VEHICLE WAS AT BACON AUTO IN PALESTINE
THIS WHY I CHOOSE TO DRIVE VEHICLE MYSELF WITH SCANNER SET TO SNAP SHOTS TRYING TO D
UPLICATE CUSTOMERS CONCERN
Bill Code - I

========== REPAIR LINE 003 ==========

ALSO WHEN ROAD TESTING AT NIGHT TURNED ON AIR PUMP WITH SCANNER TO SEE HOW IT EFFECTE
D LIGHTS WHEN TURNED ON LIGHTS DIM A LOT FOR AN INSTANCE BUT DO NOT GO ALL THE WAY O
FF ALSO ALL LIGHTS INSIDE VEHICLE DIM THIS IS MORE LIKE A FLICKER OF THE LIGHTS DUE T
O THE VOLTAGE DROP CAUSE BY THE AIR BEING TURNED ON THIS IS NORMAL FOR THIS VEHICLE
Bill Code - I

========== REPAIR LINE 004 ==========

RENTAL
2 DAYS
Bill Code - W
Failure Code: 98
Complaint Code: MJ
27902 RENTAL 99 M A
GM MEMO MEMO
Failed Part: MEMO
Payment Type - 01 CASH

PAID
GRAPELAND, TEXAS

NOTICE PRUSUANT TO §70.001 TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. 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 _____

TERMS: STRICTLY CASH/APPROVED CHECK OR CREDIT CARD

Copyright 2003 ADP, Inc.

The only warranties applying to this part(s) are those that may be offered by the manufacturers. The selling dealer 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 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.

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

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

DAVE LILLEY, ESQ., OF COUNSEL
LICENSED IN TEXAS
1912 LOOP 11
WICHITA FALLS, TX 76306
(940) 761-5900 FACSIMILE: (940) 855-4900

FACSIMILE TRANSMITTAL SHEET

TO: Marco Bazan	FROM: Dave Lilley
COMPANY: General Motors Corporation	DATE: 2/13/2008
FAX NUMBER: (866)508-1974	TOTAL NO. OF PAGES: 13

RE: **Sandra Smith v. General Motors Corporation**

Our Client:	[redacted]
Vehicle:	2005 Chevrolet Trailblazer
VIN:	1GNDS13S05[redacted]
Date of purchase:	03/08/2005
Our File No.:	[redacted]

Dear Mr. Bazan:

Attached please find: (a) the latest RO for the subject vehicle and (b) two recent complaints to the NHTSA regarding the exact same issue that our client is having with her vehicle. Please be advised that my client has directed me to make the following demand in response to your offer as a full and final settlement of the above-listed case. The terms of our demand are as follows:

- **Total settlement of $7,000.00 (inclusive of fees and costs).**

As always, my clients will execute a General Release provided it is first presented to this office for review. General Motors Corporation will then issue a check in the Total Settlement amount payable to the order of our clients and Alex Simanovsky & Associates, LLC to the firm's main office at 2300 Henderson Mill Road, Suite 300, Atlanta GA 30345.

Please let me know as soon as possible if this settlement proposal is acceptable. Thank you for your cooperation in quickly resolving this matter.

Sincerely,
Alex Simanovsky & Associates, LLC
DAVE LILLEY, ESQ.

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

PATRIOT
CHEVROLET · BUICK · GMC · OMC

4401 Ft. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

[redacted]

CELL: [redacted]

JENIFE
R

739 TAG NO 505

33,798

[redacted]
CROFTON, KY [redacted]

TRUCK/TRAILBLAZER **W08705**

DELIVERY MILES

[redacted] SELLING DEALER = NO

PRODUCTION DATE

BUSINESS PHONE

J# 1 05CVZ ~~21S~~ TECH(S):903 WARRANTY
S.E.S. LIGHT COMING HOURS:
SERVICE ENGINE SOON LIGHT ON
VECHILE SURGES AND LOSS OF POWER.CHECK AND ADVISE RUN SCAN
DIAG.NO CODES STORED IN ANY MODULE TEST DRIVE, NO SURGING OR
LOSS OF POWER AND NO SES LITE ON TECH DROVE FOR 11 MILES.NO
PROBLEM FOUND

PARTS ...QTY- - -PP-NUMBER . . . . . DESCRIPTION-
.....UNIT PRICE- 0.00
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS WARRANTY

J# 2 27CVZ DASH ELECTRICAL HOURS: TECH(S):903 C/S
STATES THAT DASH LITES AND HEADLITES COME ON AND OFF.CHECK AND
ADVISE
OKCHECKED AND FOUND THAT LIGHT OPERATION.CALL TAC CASE*
10117176 AND TALKED TO KELLY AND WAS TOLD COULD BE AMBIENT
LIGHT SENSOR.SWAP WITH KNOWN GOOD SENSOR REPLACED AMBINENT
LIGHT SENSOR,DRL AND HEADLITES ARE OPERATING CORRECTLY

PARTS--- -QTY---PP-NUMBER--- -DESCRIPTION . . . . . UNIT PRICE-
#2 1 15837063 SENSOR 2.485 WARRANTY
JOB # 2 TOTAL PARTS 0.00
JOB * 2 TOTAL LABOR & PARTS 0.00

.COMMENTS--
248723
ENTERPRISE REKTAL

TECHNICIAN CERTIFICATION-
903 KENNETH L WHITE ASE MASTER CERT

U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

2007 DEC -4 PM 12:06

FOR AGENCY USE ONLY 100148

Date Received	Repository
13-NOV-2007	
Reference No. 10208766	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	
Address [redacted]	Evening Telephone Number [redacted]	
City IMPERIAL	State MO	Zip Code [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an [redacted] WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 11/29/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GNDT13S052[redacted]	CHEVROLET	TRAILBLAZER	2005

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
8-30-05	DON DARR CHEVROLET 314-487-9000			No. Cylinders 6	Gas
Original Owner ☒	Dealer's City ST. LOUIS	State MO	Zip Code 63123		

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 WHEEL DRIVE	110000 ELECTRICAL SYSTEM Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
12-NOV-2007	5000	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9A8C036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury (ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2005 CHEVROLET TRAILBLAZER. WHILE THE VEHICLE IS BEING DRIVEN OR IDLING, THE ELECTRICAL SYSTEM SHUTS DOWN. THE FAILURE OCCURRED AT NIGHT WHEN SHUTTING OFF THE HEADLIGHTS AND THE INSTRUMENT PANEL; HOWEVER, THE ENGINE DOES NOT SHUT OFF, ONLY THE ELECTRICAL SYSTEM. THE FAILURE HAS OCCURRED ON SIX OCCASIONS. SPEED WAS NOT A FACTOR. THE DEALER REPLACED ONE OF THE CIRCUIT PANELS, BUT THE ELECTRICAL SYSTEM CONTINUES TO FAIL. THE CONTACT STATED THAT THE DEALER WAS GIVING THEM THE RUN AROUND AFTER EXTENDING THE ELECTRICAL SYSTEM WARRANTY TO 100,000 MILES. SHE ALSO STATED THAT THERE HAS BEEN ELECTRICAL FAILURE SINCE THE VEHICLE WAS PURCHASED. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 50,000 AND FAILURE MILEAGE WAS 5,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The last time this happened, I was parking in park. I changed the radio and All my gauges went to zero. The panel lit up, cruise stopped working, power windows/locks wouldn't work. The only thing that worked was RPM Reading. I shut off the motor and restarted it. All the GAUGES went Back to normal. MY head lights still Flicker to this day. Sometimes the headlights will go completely Dim so where I can't see the road, I almost ran off the road when this happened. We don't have hand Rails.

The problem still exists and the techs can't figure it out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

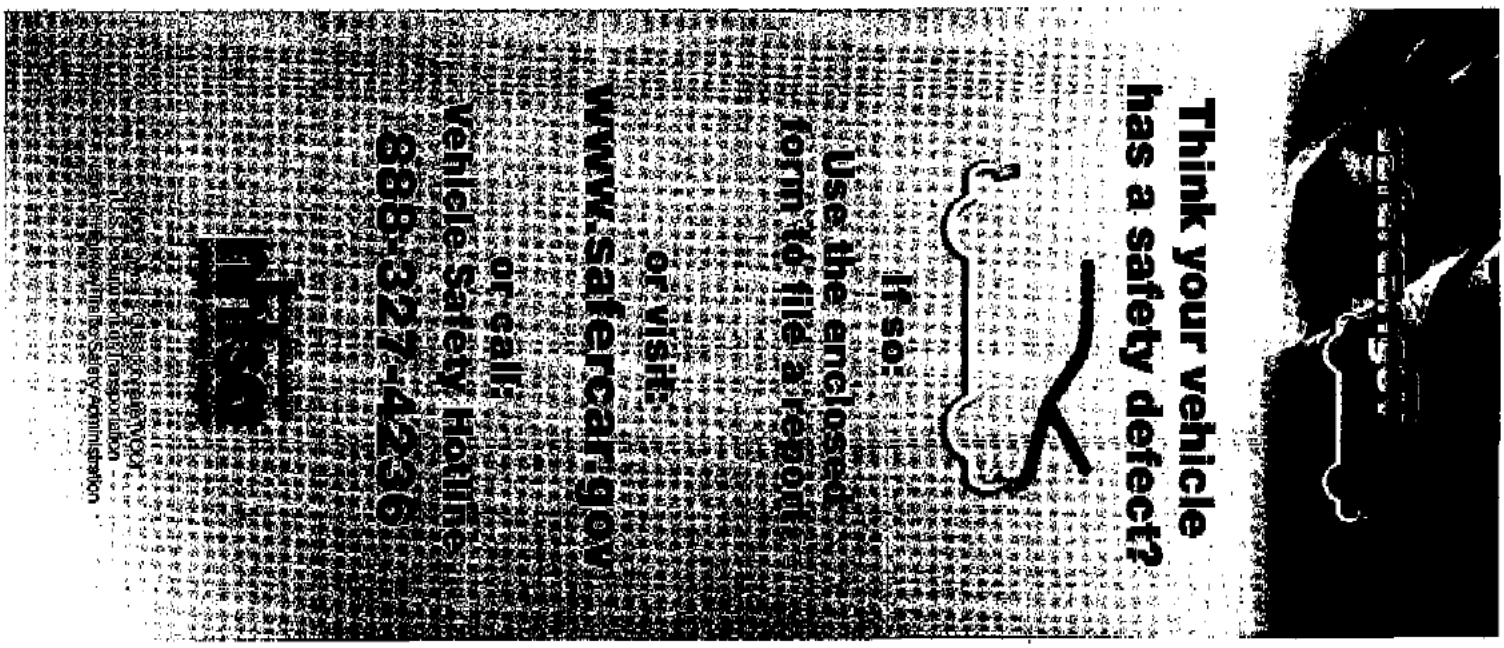
Official Business
Penalty for Private Use $300

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

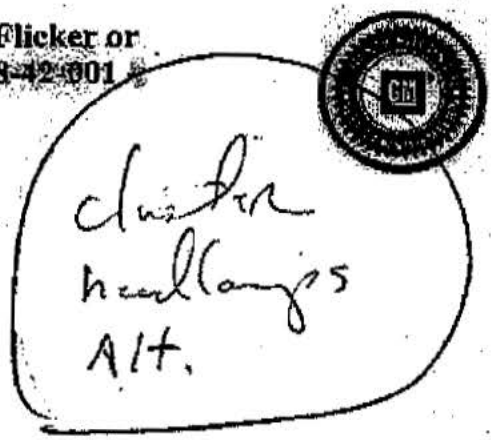
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



[redacted] Document ID# [redacted] [redacted]

Subject: Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 (03/07/2005)

Models:
2004-2005 Buick Rainier
2002-2005 Chevrolet TrailBlazer
2002-2005 GMC Envoy
2003-2004 Oldsmobile Bravada
with 4.2L Engine (VIN S -- 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 those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Document ID# 1619135

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).

Front

Sent back 2/6/06 (Monday)
att: letter to GM - Richard Wagner,
Luby invoice order form, 3 pg. Head lamp flickering bulletin

U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 2006 FEB 24 AM 9:16 — 30-JAN-2006

Repository ☐

Reference No. 10148028

OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City LAKEWOOD | State CO | Zip Code [redacted]

Daytime Telephone Number [redacted]
E-mail Address [redacted]
Evening Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an [redacted] name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GNDT1355[redacted]	CHEVROLET	TRAILBLAZER	2005

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
01-DEC-05	LUBY CHEVROLET 303-986-2233	No: Cylinders 6	Gas

Original Owner	Dealer's City	State	Zip Code
☒	DENVER	CO	80226-0638

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4 WHEEL DRIVE	121000 EXTERIOR LIGHTING:HEADLIGHTS Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
27-JAN-2006	11851	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9A8C038)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED THE HEAD LAMPS FLICKER FROM BRIGHT TO DIM AUTOMATICALLY WHILE DRIVING AT NIGHTTIME. THE VEHICLE WAS TAKEN TO THE LOCAL DEALERSHIP FOR INSPECTION. THE LOCAL DEALERSHIP PERSONNEL DETERMINED THE HEAD LAMPS WERE FLICKERING. HOWEVER, UNTIL THE MANUFACTURER HAD A SOLUTION TO THE PROBLEM, THE DEALERSHIP COULD NOT PERFORM ANY REPAIRS.

Local dealership personnel recommended that if the problem re-occurred, to pull over to the side of the road, if possible, + restart the car. This seems like an added danger rather than a remedy.
We have a 7 yr. Extended Warranty Platinum Coverage on this car.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

*See attached

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[redacted]

[redacted] Lakewood, CO [redacted] Phone: [redacted]
Fax [redacted] E-mail: [redacted]

January 30, 2006

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

Dear Mr. Wagoner:

As a long time Chevy owner, I am concerned that my newest 2006 Chevrolet TrailBlazer LT has a dangerous safety defect. My headlamps are flickering. I drive a long distance at night on major highways with heavy traffic to attend classes.

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

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

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

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

Sincerely,

[redacted]

Vin# 1GNDT13[redacted]

[redacted]

on 1/28/06 HVF
Given to Hobe Von Fakit by Luby Chevrolet personnel after car was inspected for headlamp problem

<- Back | Forward ->

Document ID# 1619135
2005 Chevrolet TrailBlazer - 4WD

Feedback | Print

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving

2004-2005 Buick Rainier

2002-2005 Chevrolet TrailBlazer

2002-2005 GMC Envoy

2003-2004 Oldsmobile Bravada

with 4.2L Engine (VIN S – RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #[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

4/30/06 DO HUF

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.

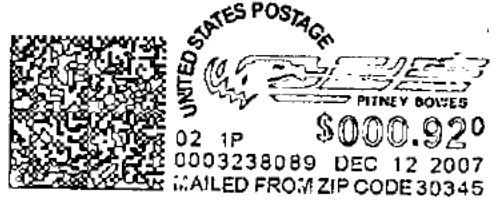
DO THIS	DON'T DO THIS
Verify the customer concern. Repairs should ONLY be made if a specific concern is identified.	DO NOT replace the Generator P/N's: 10464468 10464476 unless a specific concern is Identified.

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd Suite 300
Atlanta, GA 30345

DEC 17 2007



General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

48091$6013 C057

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

DAVE LILLEY, ESQ., OF COUNSEL
LICENSED IN TEXAS

1912 LOOP 11
WICHITA FALLS, TX 76306
(940) 761-5900 FACSIMILE: (940) 855-4900

December 12, 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: Sandra Smith v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:	[redacted]
Vehicle:	2005 Chevrolet Trailblazer
VIN:	1GNDS13S05[redacted]
Date of purchase:	03/08/2005
Our File No.:	[redacted]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Electrical;**
2. **Engine;**
3. **Hesitation;**
4. **Rough Idle.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Dave Lilley, Esq.
Attorney at Law

CC: [redacted]

1100 (Time) 63326

CASH UNLESS ARRANGEMENTS MADE

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

PAYABLE IN PALESTINE, ANDERSON CO., TX

[redacted]

MODEL	MILEAGE	LIC. #	YEAR	VIN
T.B.	1577	76MXT2	05	1GNDS13S05 [redacted]

DELIVERY DATE	DELIVERY MILES	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
3-8-05	1581				

NOTICE PURSUANT TO PROPERTY CODE, §70.001

THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, OR IGNORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE CHECK OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOS[redacted]

X [redacted] for Person Responsible

NAME [redacted] HOME # [redacted]

CITY Elkhart STATE TX ZIP [redacted]

LE	TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	OTAL	AUTH CODE
							C0140	.7	.3			E

COMPLAINT · C/S Air Noise L/R Rr Door (Time)

(1) CAUSE · Adjust Left Rear Door Time

CORRECTION · R+R weatherstrip + Interior Trim To Adjust Door

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE
						J6354	.7					

COMPLAINT · C/S Rough Idle

(2) CAUSE · PCM Update Available

CORRECTION · Reprogram PCM

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT · Noise in Rear When Stopping - Thump (Time)

(3) CAUSE

CORRECTION · Road test Unable To Duplicate Customer Concern

WARRANTY CLAIMS

P.O. NO.	SUBLET REPAIRS
[redacted]	

GALS. GAS @

QTS. OIL @

LBS. GREASE @

INTERNAL SALES

Y	ACCT. NO.	SALE	KEY
	463:		−
	466:		−
	481:		−
	473:		−
	476:		−
	481:		−
	479:		−
	490:		−
	491:		−
	492:		−
	67 DE		+
	13 AB		+

PARTS & ACCESSORIES & SERVICE SALES

	COST	KEY	ACCT. NO.	SALE	KEY
LABOR - MECH. CAR TRK		C	460A:		−
SUBLET REPAIRS		C	466:		−
PTS/ACC - MECH. CAR TRK		C	467:		−
LABOR - BODY CAR TRK		C	471:		−
SUBLET REPAIRS - BODY		C	476:		−
PTS/ACC - BODY CAR TRK		C	477:		−
PAINT & BODY MAT.		C	479:		−
TIRES		C	490:		−
GAS, OIL, GREASE		C	491:		−
INSP. STICKER		C	492:		−
		C			−
TAX			324:		−
CHARGE SALES			220:		+

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WARRANTY COPY

BACON REPAIR ORDER CONTINUATION

YEAR	MAKE	MODEL	MILEAGE	BY	LIC. #	VIN
05	Chevy	1500	1577	37	76MXT2	1GNAB13B05J241839

QST	QTY	PART NO. / DESCRIPTION	SALE

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				B4400	.3					

TECH # COMP. CTS Rt Rr Door Mldg Rr Moldg

Time

(2) CAU. Adjust Rt Rear Door

CORR. R+R weather strip + Interior Trim To Adjust Door

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0350	.5					A

TECH # COMP. CTS Lt Rr Window Moulding Comes Loose

(2) CAU. R+R Window Track

CORR. R+R window track retainer in place

Time

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE
				C0351	.5					B

TECH # COMP. CTS Rt Rr Window Moulding Not Lit Good

(2) CAU. R+R window track

CORR. Un-Hook in Place

Time

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

CORR.

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

CORR.

PART COUNT	FAILED PART #	TOTAL PARTS	FAILURE CODE	FAILED LABOR OPT.	LABOR OPT. HRS.	OLH	SUBLET DLR. TOWING	LINE TOTAL	CLAIM TYPE	AUTH. CODE

TECH # COMP.

CAU.

CORR.

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AST TEXAS BUSINESS PRINTING • (903) 939-0003 • (L-118469)

05671

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC

I hereby grant you and/or your employees permission to ... highways or elsewhere for the purpose of testing and/or ... acknowledged on above vehicle to secure the amount ...

PALESTINE, ANDERSON CO., TX

X Sandra Smith

MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
[illegible]	2199	37	5-18-05	26MXT2	05	1GND$13$05 [redacted]

DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERA[illegible]
[illegible]05			Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001
...ING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR ... SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS ... IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT FOR ... VEHICLE B[redacted]PPED, ... SUFFICIEN[redacted]F THE ... HOLDER ... HAS BEEN [redacted]WN OR [redacted]

Signature of Person Responsible or Agent for Person Responsible

HOME #

[redacted]

CITY Elkhart STATE TX ZIP [redacted]

PART NO. - DESCRIPTION	SALE	TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Headlights Flicker

CAUSE - N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE
	MT				98	Z7903				90.00		

COMPLAINT - C/S Door Reception from Radio

CAUSE - James Ray N/C

CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Dr Side Rr Door Sticks out

CAUSE -

CORRECTION - Sublet to Bacon - Frankston

POSTED JUL 28 2005 BACON AUTOPLEX

RENT CAR

P.O. NO.	SUBLET REPAIRS
James Ray	3 Days 2 Bills
Bacon - Frankston	
[redacted]	

GALS. GAS @

QTS. OIL @

LBS. GREASE @

...AL SALES ...T. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
...3:		−	LABOR MECH CAR TRK		C	460A:		−
...6:		−	SUBLET REPAIRS		C	466:		−
...1:		−	PTS/ACC MECH CAR TRK		C	467:		−
...3:		−	LABOR BODY CAR TRK		C	471:		−
...6:		−	SUBLET REPAIRS - BODY		C	476:		−
...1:		−	PTS/ACC BODY CAR TRK		C	477:		−
...9:		−	PAINT & BODY MAT'L		C	479:		−
...0:		−	TIRES		C	490:		−
...1:		−	GAS, OIL, GREASE		C	491:		−
...2:		−	INSP. STICKER		C	492:		−
		−			C			−
...7 D E		+	TAX			324:		−
...13 A B		+		CHARGE SALES		220:		+
		+		CASH SALES		225:		−

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ERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

...horize the repair work hereinafter set forth to be done along with the necessary material and ...you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, ...other cause beyond your control or for any delays caused by unavailability of parts or delays ...ments by the supplier or transporter. I hereby grant you and/or your employees permission to ...vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or ...An express or ... hereby acknowledged on above vehicle to secure the amount ...wards.

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

8853

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

Cadillac · BUICK · PONTIAC · GMC

X [redacted]

	MODEL	MILEAGE	BY	DATE	LIC.	YEAR	VIN
Chevy	T.B.	6320	B7	8-17-05	[redacted]	05	1GNDT13X0

TITLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COV
	8-8-05	6325		Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

...E PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR ...E MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS ...CT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR ...EPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, ...NORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ...R THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR ...IT CARD ACCOUNT HAS BEE...

[redacted]

[redacted]

[redacted]

CITY E. Kholt STATE TX ZI...

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Clean

CAUSE -

CORRECTION - Working As designed at This time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S All Lights Turn off

(2) CAUSE - Bcm defective ~~Working As designed~~ Replace Bcm

CORRECTION - check wiring check Power & Grounds VTD Relearn

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - C/S Hesitates - Running Rough

(2) CAUSE - Working as designed at This time

CORRECTION - check for DTC's check fuel pressure

Enterprise 1 Day
Enterprise 2 Days
~~RENT CAR~~
Rent Car

P.O. NO. | SUBLET REPAIRS

[redacted]

GALS. GAS @

QTS. OIL @

LBS. GREASE @

WARRANTY CLAIMS COST	KEY	ACCT. NO.	SALE	KEY	INTERNAL SALES COST	KEY	ACCT. NO.	SALE	KEY	PARTS & ACCESSORIES & SERVICE SALES	COST	KEY	ACCT. NO.	SALE	KEY
	C	4520: 4506:				C	463:			LABOR - MECH. CAR TRK.		C	460A:		
	C	466:				C	466:			SUBLET REPAIRS -		C	466:		
	C	480:				C	481:			PTS/ACC - MECH. CAR TRK.		C	467:		
	C	472:				C	473:			LABOR - BODY CAR TRK.		C	471:		
	C	476:				C	476:			SUBLET REPAIRS - BODY		C	476:		
	C	4800: 467A:				C	481:			PTS/ACC - BODY CAR TRK.		C	477:		
	C	479:				C	479:			PAINT & BODY MAT'L.		C	479:		
	C	490:				C	490:			TIRES		C	490:		
	C	491:				C	491:			GAS, OIL GREASE		C	491:		
	C	464:				C	492:			INSP. STICKER		C	492:		
CLAIM NO.												C	:		
	I	263:			POLICY WORK - MECH. & BODY		67 D E			TAX			324:		
	I	220			DELIVERY EXP.		13 A B				CHARGE SALES		220:		
	I	225									CASH SALES		225:		

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RMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

[redacted]

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

	MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
eay	T.B.	7275	37	9-19-05	26mxT2	05	1GND$13$05[redacted]

IBLE	DELIVERY DATE	DELIVERY MILES	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
	3-8-05			Blue					

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Signature of Person Responsible or Agent for Person Responsible

[redacted]

CITY Elkhart

COST	QTY	PART NO. - DESCRIPTION	SALE

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT - CIS Headlights and Dash Lights Flicker-Go out
(2) at Times

CAUSE - Headlamp Switch defective

CORRECTION - Replace Headlamp Switch

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT -

CAUSE - IPC Reprogram

(3) CORRECTION - Reprogram IPC

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER.	LHRS	OHRS	TECH. NO.	NET AMOUNT	LINE TOTAL	AUTH. CODE

COMPLAINT -

CAUSE -

CORRECTION -

P.O. NO.	SUBLET REPAIRS

[redacted]

17	50	GALS. GAS @
		QTS. OIL @
		LBS. GREASE @

WARRANTY CLAIMS					INTERNAL SALES					PARTS & ACCESSORIES & SERVICE SALES					
COST	KEY	ACCT. NO.	SALE	KEY	COST	KEY	ACCT. NO.	SALE	KEY		COST	KEY	ACCT. NO.	SALE	KEY
	C	4620: 4608:		−		C	463:		−	LABOR - MECH. CAR TRK.		C	460A:		−
	C	466:		−		C	466:		−	SUBLET REPAIRS -		C	466:		−
	C	480:		−		C	481:		−	PTS/ACC - MECH. CAR TRK.		C	467:		−
	C	472:		−		C	473:		−	LABOR - BODY CAR TRK.		C	471:		−
	C	476:		−		C	476:		−	SUBLET REPAIRS - BODY		C	476:		−
	C	4800: 467A:		−		C	481:		−	PTS/ACC - BODY CAR TRK.		C	477:		−
	C	479:		−		C	479:		−	PAINT & BODY MAT'L		C	479:		−
	C	490:		−		C	490:		−	TIRES		C	490:		−
	C	491:		−		C	491:		−	GAS, OIL, GREASE		C	491:		−
	C	464:		−		C	492:		−	INSP. STICKER		C	492:		−
CLAIM NO.				−					−			C			−
	I	263:		+	POLICY WORK - MECH. & BODY		67 D E		+	TAX			324:		−
	I	220		+	DELIVERY EXP.		13 A B		+		CHARGE SALES		220:		+
											CASH				

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I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportation. 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.

PAYABLE IN PALESTINE, ANDERSON CO., TX

BACON AUTOPLEX, INC.

1216 EAST PALESTINE
PALESTINE, TEXAS 75802
(903) 729-2241

CHEVROLET · Cadillac · BUICK · PONTIAC · GMC TRUCK

MAKE	MODEL	MILEAGE	BY	DATE	LIC. #	YEAR	VIN
Chev	Blaz-	8674	15	11.15.05	26MX2	05	1GNDS13S052 [redacted]

EDUCTIBLE	DELIVERY DATE	DELIVERY MILEG	MECH	COLOR	RECEIVED	PROMISED	COMPLETED	CALLED	WARRANTY COVERAGE
				Blue					

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY CHECK, MONEY ORDER, OR A CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO AUTHORITY TO USE THE CREDIT CARD ACCOUNT HAS BEEN CLOSED, I AM LIABLE FOR THE AMOUNT DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X [redacted] Signature of Responsible

NAME Sonya Smith [redacted]

STREET P.O. Box 615

CITY Elkhart STATE TX ZIP 7523 [redacted]

CASE #
C [redacted]

ATTENTION:
Linda Bailey

Chad Drove home
Tuesday night to work
Wednesday morning

Out mileage 8674
In Miles 8718
Total miles 45

COST	QTY	PART NO. - DESCRIPTION	SALE

P.O. NO.	SUBLET REPAIRS

[redacted]
GALS. GAS @
QTS. OIL @
LBS. GREASE @

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT - (2) Cust states Headlights flash off & on
Also Dash Lights Go out
CAUSE - Check Lighting SYSTEM - Wiring Switches Connections
CORRECTION - Working As Designed At This Time

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT - SCANNED SYSTEM for CODES NO CODES DETECTED - Connect to Customer History
CAUSE -
CORRECTION -

TYP	CC	PC	FAILED PART	TOT-PARTS	FC	FAILED LABOR OPER	LHRS	OHRS	TECH NO.	NET AMOUNT	LINE TOTAL	AUTH CODE

COMPLAINT -
CAUSE -
CORRECTION -

WARRANTY CLAIMS					INTERNAL SALES					PARTS & ACCESSORIES & SERVICE SALES				
COST	KEY	ACCT. NO.	SALE	KEY	COST	KEY	ACCT. NO.	SALE	KEY		COST	KEY	ACCT. NO.	SALE	KEY
	C	460 460B				C	463			LABOR - MECH CAR TRK		C	460A		
	C	466				C	466			SUBLET REPAIRS		C	466		
	C	480				C	481			PTS/ACC - MECH CAR TRK		C	467		
	C	472				C	473			LABOR - BODY CAR TRK		C	471		
	C	476				C	476			SUBLET REPAIRS - BODY		C	476		
	C	480 467A				C	481			PTS/ACC - BODY CAR TRK		C	477		
	C	479				C	479			PAINT & BODY MATL		C	479		
	C	490				C	490			TIRES		C	490		
	C	491				C	491			GAS, OIL, GREASE		C	491		
	C	464				C	492			INSP. STICKER		C	492		
CLAIM NO.												C			
	I	269			POLICY WORK MECH. & BODY		67 D E			TAX			324		
	I	220			DELIVERY EXP.		13 A B				CHARGE SALES		220		
	I	226									CASH SALES		225		

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[redacted]
PO Bx 615

Elkhart Tx [redacted]

Cutshaw
GRAPELAND, TEXAS
Hwy. 287 S. - P.O. Box 279
Grapeland, Texas 75844
(936) 687-2014 * (903) 729-0804 * 1-800-CUTSHAW

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/30/06	05	CHEVROLET	TRAILBLAZE	1GNDS13S0521[redacted]	[redacted]	11141	11240	[redacted]

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	02/01/06	13	00/00/00 00:00	26M XT2	.00	01	02/01/06

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

========== REPAIR LINE 01 ==========

CS HEADLAMPS WILL GO COMPLETLY OUT ENGINE WILL ALMOST DIE CS IPC LIGHTS GO OUT AND ALL THE LIGHTS COME ON LIKE WHEN YOU FIRST START UP VEHICLE VEHICLE LOOSE POWER AND AFTER LIGHTS GO OUT VEHICLE JERKS REAL HARD CS SOMETIMES THIS WILL HAPPEN SEVERAL TIMES IN A ROW
PERFORM SCAN TEST NO CODES COULD NOT DUPILCATE CUSTOMER CONCERN
PERFORM VISUAL INSPECTION OF GROUNDS AND POWERS TO ALL RELATED CIRCUITS DOC NO 1[redacted] REMOVED CONNECTIONS AND INSPECTED NO CONCERNS FOUND PERFORM DOC NO 1551460 INSPECTED GROUND G201 PER DOCUMENT OK
BILL CODE - W COMPLAINT CODE - VL
WE TRIED TO INDUCE CONCERN WITH SCANNER TURNNING ON AND OFF AIR PUMP NO CONCERNS FOUND
N6612 WIRING AND/OR CONN 8 M A
OTHER HOURS OLH 8 M A

GM MEMO MEMO
FAIL CODE - 9Z

========== REPAIR LINE 02 ==========

WITH CUSTOMERS PERMISSION ROAD TESTED VEHICLE AT NIGHT AND EARLY MORNING TRYING TO DUPLICATE CONCERN
ROAD TESTED 01 31 06 FROM 7 10 PM TO 8 15 PM NO CONCERNS HAPPEN ROAD TEST 02 01 06 FROM 6 15 AM TO 7 00 AM NO CONCERNS HAPPEN
BILL CODE - I
CALLED TAC CASE NO[redacted] NO SUGGESTION FOR DIAGNOSIS DID SUGGEST WE PUT DATA RECORDER IN VEHICLE NOTE CUST HAS ALREADY DONE WHILE VEHICLE WAS AT BACON AUTO IN PALESTINE THIS WHY I CHOOSE TO DRIVE VEHICLE MYSELF WITH SCANNER SET TO SNAP SHOTS TRYING TO DUPLICATE CUSTOMERS CONCERN

========== REPAIR LINE 03 ==========

ALSO WHEN ROAD TESTING AT NIGHT TURNED ON AIR PUMP WITH SCANNER TO SEE HOW IT EFFECTED LIGHTS WHEN TURNED ON LIGHTS DIM A LOT FOR AN INSTANCE BUT DO NOT GO ALL THE WAY OFF ALSO ALL LIGHTS INSIDE VEHICLE DIM THIS IS MORE LIKE A FLICKER OF THE LIGHTS DUE TO THE VOLTAGE DROP

NOTICE PRUSUANT TO §70.001 TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. 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 _____

TERMS: STRICTLY CASH/APPROVED CHECK OR CREDIT CARD

The only warranties applying to this part(s) are those that may be offered by the manufacturers. The selling dealer 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 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.

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

[redacted]

Elkhart Tx [redacted]

Cutshaw
GRAPELAND, TEXAS
Hwy. 287 S. - P.O. Box 279
Grapeland, Texas 75844
(936) 687-2014 * (903) 729-0804 * 1-800-CUTSHAW

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/30/06	05	CHEVROLET	TRAILBLAZE	1GNDS13S052[redacted]	[redacted]	11141	11240	[redacted]

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	02/01/06	13	00/00/00 00:00	26M XT2	.00	01	02/01/06

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		903-764-1948		1

CAUSE BY THE AIR BEING TURNED ON THIS IS NORMAL FOR THIS VEHICLE
BILL CODE - I
========== REPAIR LINE 04 ==========
RENTAL
2 DAYS
BILL CODE - W COMPLAINT CODE - MJ
Z7902 RENTAL 99 M A
GM MEMO MEMO
FAIL CODE - 98
========== MISCELLANEOUS REPAIR LINE 05 ==========
CUTSHAW RENTAL
2 DAYS
BILL CODE - W
53500
========== MISCELLANEOUS REPAIR LINE 06 ==========
GAS FOR EXTENDED ROAD TEST
BILL CODE - W
1303
PAYMENT TYPE - 1 .00

CUTSHAW
GRAPELAND, TEXAS

NOTICE PRUSUANT TO §70.001 TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that the vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds or because the drawer or maker of the check or money order has no account or the account on which it is drawn has been closed.

X_____
Signature of Person Responsible or Agent for Person Responsible

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. 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 _____

TERMS: STRICTLY CASH/APPROVED CHECK OR CREDIT CARD

Copyright 2000 ADP, Inc.

The only warranties applying to this part(s) are those that may be offered by the manufacturers. The selling dealer 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 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.

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

PATRIOT
CHEVROLET · BUICK · GMC · GMC
4401 Ft. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CUSTOMER NO. 4[redacted]	BRANDY	751	TAG NO 593	INVOICE DATE 08/24/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 28,461	COLOR BLUE/	STOCK NO
CROFTON, KY [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER			DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE NO 1GNDS13S052[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O NO		RO DATE 08/23/07	
[redacted]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 26CVZ ELECTRICAL SYSTEM HOURS: TECH(S):903 WARRANTY

C/S STATES THAT VEHICLE HAS ELECTRICAL ISSUES.
CHECK AND ADVISE.
CHECK ELECTRICAL SYSTEMS-ALL WORKING.
BATTERY CAUSED PROBLEMS.
RELATED TO JOB 2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 11CVZ ENGINE REPAIR HOURS: TECH(S):903 WARRANTY

C/S STATES VEHICLE IS IN NO RUN CONDITION.
CHECK AND ADVISE.
CHECK NO START. NO CRANK. NO BATTERY VOLTAGE. TEST BATTERY
-BATTERY FAILED INCODE 031NL-RU
OUTCODE 0G1RN-RU. CHECK CHARGING SYSTEM. 14.40 110AMPS
REPLACE BATTERY.
IN 031NL-RU
OUT 0G1RN-RU

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	19001632	BATTERY		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	88852		08/23/07	TOW		WARRANTY
				TOTAL - SUBLET		0.00

COMMENTS
4248723

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

Reusable and Reusable ERANTSI14E CC814172 Q (04/05)

PATRIOT
CHEVROLET • BUICK • GMC

4401 Ft. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CUSTOMER NO [redacted]	BRANDY 751	TAG NO 593	08/27/07	[redacted]
S[redacted] 3[redacted] CROFTON, KY [redacted]	LABOR RATE / LICENSE NO / MILEAGE 28,461		BLUE/	STOCK NO.
	05/CHEVROLET TRUCK/TRAILBLAZER		03/08/05	DELIVERY MILES
	VEHICLE I.D. NO 1 G N D S 1 3 S 0 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		08/27/07	
[redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 05CVZ S.E.S. LIGHT COMING HOURS: 1.50 TECH(S):903 WARRANTY

SERVICE ENGINE SOON LIGHT ON
CHECK FOR DTC'S STORED. NOT DTC'S STORED IN ANY MODULE.
RUN SCAN DIAG ALL INPUTS WITHIN NORMAL RANGES. CHECK
FOR BUL. CHECK REPROGRAMMING UPDATES. HAS PROGRAMMING
UPDATES.
REPROGRAM PCM WITH UPDATE. RELANCE CRANK SHAFT
VIBRATION. WAR CODE 102B3

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
4248723
ENTERPRISE [redacted]
1G4HD572X7U[redacted]

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* *
* ( ) CASH
* *
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

 CUSTOMER COPY [END OF INVOICE] 11:35am

Reynolds and Reynolds ERAINTSI14E CC614172 Q (04/05)

PATRIOT
CHEVROLET BUICK GMC

4401 Ft. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CUSTOMER NO. [redacted]	ADVISOR JENNIFER 739	TAG NO. 768	INVOICE DATE 11/15/07	IN [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 31,594	COLOR BLUE/
CROFTON, KY [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO 1GNDS13S052[redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R.O. DATE 11/15/07	
[redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 27CVZ DASH ELECTRICAL HOURS: TECH(S):903 WARRANTY

C/S STATES THAT LIGHTS FLICKER ON DASH BOARD ARE
INOP AT THIS TIME. CHECK AND ADVISE
CHECKED DASH LIGHTS. LIGHTS ARE WORKING AT THIS TIME
NO CODES STORED IN ANY MODULE
NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
4248723

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us,We want to make sure we have met all your expectations.and if so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* ( ) CASH
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

PATRIOT

CHEVROLET BUICK GMC

4401 Ft. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CUSTOMER NO. [redacted]	ADVISOR JENNIFER 739	TAG NO. 768	INVOICE DATE 11/19/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 31,594	COLOR BLUE/	STOCK NO.
CROFTON, KY [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO. I G N D S 1 3 S 0 5 2 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/15/07	
[redacted] BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 27CVZ DASH ELECTRICAL HOURS: TECH(S):903 WARRANTY

C/S STATES THAT HEADLITE SWITCH IS LOOSE AND WHEN PUSHING IN
LITE WILL COME ON. CHECK AND ADVISE
CHECK HEADLAMP SWITCH.NEEDS NEW SWITCH
REMOVE IP BEZEL AND REPLACE HEADLAMP SWITCH
AND RECHECK GOOD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10372953	SWITCH 2.485		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
4248723

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS---Customer satisfaction is very important to us.We want to make sure we have met all your expectations.and if so.TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMPLETELY SATISFIED-Please don't hesitate to call us before you mail the survey.

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

* *
* ( ) CASH
* *
* ( ) CHECK#
* ( ) CREDIT CARD
* ( ) C/B#
* ( ) CASHIER

CUSTOMER SIGNATURE

Reynolds and Reynolds ERAINTS14E CC614172 Q (04/05)

 CUSTOMER COPY [END OF INVOICE] 10:54am

Cadillac PONTIAC BUICK GMC

BACON AUTOPLEX, INC.

1216 E. Palestine • Palestine, TX 75801 • P.O. Box 1910 • Palestine, TX 75802
(903) 729-2241 • (800) 926-2321 • Fax (903) 729-8528

BUYER'S ORDER

I hereby offer to purchase from you under the terms and conditions specified below.
Delivery is to be made March 8, 2005 . or as soon thereafter as possible.
It is agreed, however, that neither you nor the manufacturer will be liable for failure to effect delivery.

Buyer [redacted] Date March 8, 2005
S.S.# [redacted] E-mail
Address [redacted] City BEAUMART State TX Zip [redacted]
Residence Phone [redacted] Business Phone [redacted] Cell Phone Fax
Year 2005 Make CHEVROLET Model TRAILBLAZER Type
Color SUPERIOR B Stock # [redacted] License # Tab #
Serial # 1GNDS13S052[redacted] Mileage 25 Salesperson MIKE CALHOUN

Trade Information #1

Year 1995
Make GMC
Model 1500
Color MAROON
Serial # 2GTEC19K3S1[redacted]
License # [redacted]
Tab #
Mileage 185,195

Trade Information #2

Year
Make
Model
Color
Serial #
License #
Tab #
Mileage

PAY OFF INSTRUCTIONS

Bank
Address
City State Zip
Good till From By
Bank
Address
City State Zip
Good till From By

DRAFTING INSTRUCTIONS

Bank HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161
From By

LIEN INSTRUCTIONS

Lien Holder HIBERNIA NATIONAL BANK
Address P.O. BOX 61007
City NEW ORLEANS State LA Zip 70161

MSRP	$	
Sales Price	$	23,155.61
Rebate(s)	$	3,000.00
FACTORY 2000		
BONUS 1000		
Equipment Added	$	
	$	
	$	
Trade-in(s)	$	2,000.00
	$	
Sub Total	$	20,155.61
Sales Tax	$	1,259.73
Dealer's Inventory Tax	$	50.54
Document Fee	$	50.00
License	$	58.62
Title	$	29.00
State Inspection	$	21.75
Sub Total	$	21,625.25
Payoff on Trade	$	
Payoff on Trade	$	
Service Contract	$	1,000.00
TOTAL	$	22,625.25
Less Cash	$	2,000.00
BALANCE	$	20,625.25
Credit Life	$	
A & H	$	
Gap Insurance	$	372.07
TOTAL AMOUNT FINANCED	$	20,997.32
Finance Charges	$	7,002.04
TOTAL OF PAYMENTS	$	27,999.36

72 Payments at $ 388.83 Per Month
Commencing 04/07/05
Interest Rate 9.990
Financed by HIBERNIA NATIONAL BANK

A document fee is not an official fee. A documentary fee is not required by law, but may be charged to buyers for handling documents and performing services related to the closing of a sale. A document fee may not exceed $50.00. This notice is required by law.

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT	Seller BACON AUTOPLEX, INC.	Buyer [redacted]
No.	P O BOX 1910	[redacted]
Date 03/08/05	PALESTINE, TX 75801	ELKHART, TX [redacted]
	Phone: (903)729-2241	Phone: [redacted]
	"We" and "us" mean the Seller above, its successors and assigns.	"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased — Year 2005 — VIN 1GNDS13S052[redacted] — Other:
Make CHEVROLET — Lic. No./Year
Model TRAILBLAZER — ☒ New ☐ Used

Description of Trade-In 1995 GMC 1500 EXCAB 2GTEC19K3S15[redacted]

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of $ 20,997.32, plus finance charges accruing on the unpaid balance at the rate of 9.99 % per year from today's date until maturity. Finance charges accrue on a 365 day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 9.99% per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☒ **ADDITIONAL FEES:** You agree to pay the following additional, nonrefundable fee(s): ☒ Documentary Fee of $ 50.00. ☒ Inspection Fee of $ 21.75.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

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 when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
9.99 %	$ 7,002.04	$ 20,997.32	$ 27,999.36	$ 7,000.00 $ 34,999.36

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
71	388.88	Monthly Beg: April 07, 2005
1	388.88	DUE: March 07, 2011

Security: You are giving a security interest in the Motor Vehicle purchased.

☒ **Late Charge:** If a payment is more than 15 days late, you will be charged 5% of the installment

Prepayment: If you pay off this Contract early, you may have to pay a penalty.

Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE: Credit life, credit disability (accident and health) involuntary unemployment, and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured N.A.
☐ Single ☐ Joint Prem. $ N.A. Term N.A.

Credit Disability: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.

Involuntary Unemployment: Insured N.A.
☐ Single Prem. $ N.A. Term N.A.

Agent/Policy Fee: $ N.A.

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

N.A. Buyer d/o/b — N.A. Buyer d/o/b

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of $ 1,259.73) $ 26,415.34
Service Contract, Paid to: SELLER & GM $ 1,000.00
Cash Price $ 27,415.34
Manufacturer's Rebate $ 3,000.00
Cash Down Payment $ 2,000.00
Deferred Down Payment $ N.A.
a. Total Cash/Rebate Down $ 5,000.00
b. Trade-In Allowance $ 2,000.00
c. Less: Amount owing $ N.A.
Paid to (includes f.):
d. Net Trade-In (b. minus c.) $ 2,000.00
e. Net Cash/Trade-In (a. plus d.) $ 7,000.00
f. Amount to Finance line e. (if e. is negative) $ N.A.
Down Payment (e.; disclose as $0 if negative) $ 7,000.00
Unpaid Balance of Cash Price $ 20,415.34
Dealer's Inventory Tax $ 50.54

PROPERTY INSURANCE: You must insure the Property securing this Contract. You shall have the option of furnishing the required insurance either through existing policies of insurance owned or controlled by you or procuring and furnishing the equivalent insurance coverage through any insurance company authorized to transact business in Texas. The collision coverage deductible may not exceed $ N.A. If you get insurance from or through us you will pay $ N.A. for N.A. of coverage.

This premium is calculated as follows:

- ☐ $ N.A. Deductible, Collision Coverage $ N.A.
- ☒ $ N.A. Deductible, Comprehensive Cov. $ N.A.
- ☐ Fire-Theft and Combined Additional Coverage $ N.A.
- ☐ N.A. $ N.A.

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.

☐ **SERVICE CONTRACT:** With your purchase of the Vehicle, you agree to purchase a Service Contract to cover [illegible] This Service Contract will be in effect for [illegible]

ASSIGNMENT: This Contract and Security Agreement is assigned to [illegible] the Assignee, phone (504) 533-5700. This assignment is made ☐ under the terms of a separate agreement ☒ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse.

Seller: By [illegible] Date 03/08/05

Paid to Public Officials - (Title and License Fees)	$ [illegible]
Insurance Premiums*	$ N.A.
Inspection Fee Paid to Seller	$ 1.75
Documentary Fee Paid to Seller	$ [illegible]
To: [illegible]	$ [illegible]
To: N.A.	$ N.A.
Total Other Charges/Amounts Pd. to Others	$ [illegible]
Less: Prepaid Finance Charges	$ N.A.
Amount Financed	$ [illegible]

*We may retain or receive a portion of this amount.

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. A DOCUMENTARY FEE MAY NOT EXCEED $50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

NOTICE TO BUYER

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO A COPY OF THE CONTRACT YOU SIGN. UNDER THE LAW YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND UNDER CERTAIN CONDITIONS MAY OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE. KEEP THIS CONTRACT TO PROTECT YOUR LEGAL RIGHTS. BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer: [redacted] 03/08/05

Signature Date

Signature BACON AUTOPLEX, INC. Date

Seller: By [illegible]

TEXAS RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT
Expere® © 1995, 1996 Bankers Systems, Inc., St. Cloud, MN Form RS-S-MV-TX 2/3/2004

MOTOR VEHICLE – NOT FOR MANUFACTURED HOMES

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: ANDERSON
PLATE NO: [redacted]
DOCUMENT NO: [redacted]

TAC NAME: TERI GARVEY
DATE: 02/27/2007
TIME: 11:53:M
EMPLOYEE ID: LINDALS

EFFECTIVE DATE: 03/01/2007
EXPIRATION DATE: 2/2008
TRANSACTION ID: [redacted]

[redacted] ADDRESS
[redacted]
[redacted]
ELKHART, TX [redacted]

REGISTRATION CLASS: TRUCK-LESS/EQL. 1 TON
PLATE TYPE: TRUCK PLT
STICKER TYPE: WS

PREVIOUS PLATE NO: [redacted]
VEHICLE IDENTIFICATION NO: 1GNDS13S05[redacted]
YR/MAKE: 2005/CHEV MODEL: TRL BODY STYLE: LL UNIT NO:
EMPTY WT: 4300 CARRYING CAPACITY: 1000 GROSS WT: 5300 TONNAGE: 0.50
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

VEHICLE CLASSIFICATION: PASS-TRK

INVENTORY ITEM(S)	YR
WINDSHIELD STICKER	2008

FEES ASSESSED		
WINDSHIELD STICKER	$	48.32
REG FEE-DPS	$	1.00
REFLECTORIZATION FEE	$	0.30
CNTY ROAD BRIDGE ADD-ON FEE	$	10.00
TOTAL	$	59.62

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

METHOD OF PAYMENT AND PAYMENT AMOUNT:		
CASH	$	60.00
TOTAL AMOUNT PAID	$	60.00
CHANGE DUE	$	0.38

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.

Revised 10/17/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Michele V State: TX

Updated February 26, 2008 by Marco A. Bazan

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

Vehicle ID No.: 1GNDS13S05[redacted] In Service Date: 03/08/2005
Year, Make & Model: 2005 TRAILBLAZER LS 2WD
BARS - $27,985.00
SALE - $26,415.34
Lien holder: GMAC☒ Other☐:
9.9% for 72 months @ $388.88 per month

Vehicle is: New BAC Cod[redacted]
GMPP Major Guard with a $0.00 deductible valid until 3/8/2010 or 60,025 miles.
Purchase

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/27/05	[redacted]	1	1577	C/S Noise in brkaes when stopping-thump / Road test – **UNABLE TO DUPLICATE CUSTOMER CONCERN**

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/27/05	[redacted]	*	1577	C/S Rough Idle / PCM update available – Re-program PCM
8/17/05		3	6320	C/S CEL on – **WORKING AS DESIGNED AT THIS TIME** C/S Hesitates running rough / Check for DTC's. Check fuel pressure – **WORKING AS DESIGNED**
8/27/07		5	28461	C/S Service engine soon light on / Check for DTC's stored. No DTC's stored in any module. Run scan diag all inputs within normal ranges. Check for TSB. Check reprogramming updated. Has programming updated – Reprogram PCM with update. Relearn crank shaft vibration. War code 102B3
1/30/08		3	33798	C/S service engine soon light on. Vehicle surges and loss of power. Check and advise. Run scan, diagnose codes stored in any module test drive, no surging or loss of power and no SES light on. **Tech drove for 11 miles, no problem found.**

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/10/07	[redacted]	2	27824	C/S When turning either direction hears a squealing sound / Rode with customer. Found a TSB but its not the same noise the customer was hearing – **COULD NOT GET TO DUPLICATE (PER GMVIS – R&R PUMP ASSEMBLY, POWER STEERING)**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/27/05	[redacted]	1	1577	C/S Air noise left rear door – Adjust left rear door. R&R weather strip and interior trim to adjust door C/S Right rear door has air noise – Adjust right rear door. R&R weather strip and interior trim to adjust door C/S Left rear window molding coming loose – R&R window track urethane in place C/S Right rear window molding not fit – R&R window track. Urethane in place

5/18/05	[redacted]	3	2199	C/S Dr side Rr door sticks out – Sublet to Bacon - Frankston

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/18/05	[redacted]	*	2199	C/S Headlights flicker – **NO CONCERN (N/C)** C/S Poor reception from radio – **NO CONCERN (N/C)**
8/17/05		*	6320	C/S All lights turn off / Call tech line. BCM defective. Check wiring and check proper grounds – Replace BCM harness per tech line
9/19/05		1	7275	C/S Headlights and dash lights flicker go out at times / Headlamp switch defective – Replaced headlamp switch D/S Has update in SI for IPC for gauges and lighting / IPC reprogram – Reprogram IPC
1/30/06		1	11141	C/S Headlamps will go completely out engine will almost die. IPS lights go out and all the lights come one like when you first start up vehicle. Vehicle loose power and after lights go out vehicle jerks real hard. Something this will happen several times in a row / Perform scan test. No codes – **COULD NOT CUSTOMER CONCERN PERFORM VISUAL INSPECTION OF GROUNDS AND POWERS RELATED CIRCUITS. DOC #1451660,1454662,1454979,1454620, AND 1454621. REMOVED CONNECTIONS AND INSPECTED NO CONCERNS FOUND. PERFORM DOC [redacted] INSPECTED GROUND G201 PER DOCUMENT (OK). WE TRIED TO INDUCE WITH SCANNER TURNING ON AND OFF AIR PUMP NO CONCERNS FOUND.** With customer permission road tested vehicle at night and early morning trying to duplicate concern. Road tested 01/31/06 from 7:10pm to 8:15pm. No concerns happen. Road test 2/1/06 from 6:15am to 7am. No concerns happen. Called **TAC** [redacted] no suggestion for diagnosis. Did suggest we put a data recorder in vehicle. Note cust has already done while vehicle was at Bacon Auto in Palestine. This is why I choose to drive vehicle myself with scanner set to snap shots trying to duplicate customers concern. Also when road testing at night on air pump with scanner to see how it effected lights. When turned on lights dim a lot for an instance but do not go all the way off. Also all lights inside vehicle dim this is more like a flicker of the lights due to the voltage drop caused by the air being turned on. **THIS IS NORMAL FOR THIS VEHICLE**
8/23/07		1	28461	C/S Vehicle has electrical issues / Check electrical systems (all working). Battery caused problems - **NO REPAIRS LISTED ON RO.SEE BELOW FOR REPAIRS** C/S Vehicle is in no run condition / Check no start. No crank. No battery voltage. Test battery. Battery failed incode 031NL-RU. Outcode 0G1RN-RU. Check charging system 14.40 110amps – Replaced battery
11/15/07		1	31594	C/S That lights flicker in dash board are inop at this time / Checked dash lights. No codes stored in any module – **LIGHTS ARE WORKING AT THIS TIME. NO PROBLEM FOUND AT THIS TIME**
11/15/07		*	31594	C/S Headlight switch is loose and when pushing in light will come on / Check headlamp switch. Needs new switch – Remove IP bezel and replace headlamp switch and recheck good CRS placed a phone call to the service department. Although they were unable to duplicate in the above SR, as the customer drove away from the dealership, the problem reoccurred. Service advisor opened a new RO to address the problem.
1/30/08		*	33798	C/S that the dash lights and head lights come on and off. Check and advise. Ok, checked and found that light operation. Called TAC Case [redacted] and talked to Kelly and was told could be ambient light sensor swap, with known good sensor replaced ambient light sensor, DRL and headlights are operating correctly.

THE STATE LEMON LAW READS:

Days out of service 30 or more days within earlier of 24/24k, with at least 2 attempts made within 12/12
Repairs 4 or more repair attempts to same nonconformity, 2 attempts made within earlier of 12/12 and another 2 made within 12/12 following repair attempts.
Time period 6 months following earlier of 1)expiration of warranty or 2) 24 months/24k miles following original delivery date.
Does Lemon Law state nonconformity must continue to exist?

If applicable, safety-related repairs: Y
Safety-related time period 2 or more to same with at least one attempt made within earlier of 12/12 and another one within earlier of 12/12 after first attempt.

Number of repair attempts in the presumption period:	5
Total days out of service during the presumption period:	9
Total days out of service during customer's ownership:	21

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: [redacted] Electrical concern – Headlamp
Date & Offer/Result: 1/16/07 – Denial at Arbitration

RECOMMENDATION AND RATIONALE

Recommend that the matter be denied based on the customers concerns being taken care of within the warranty time frame or the customers concerns could not be duplicated.

Recommend that we stand by our previous denial. Basis for standing by it is the dealer has evaluated and the vehicle is either working as designed or the technicians could not duplicate their concern.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

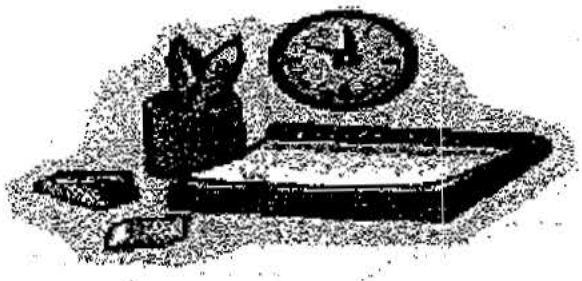
OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:



PATRIOT CHEVROLET
4401 FT CAMPBELL BLVD
HOPKINSVILLE, KY 42240
270-886-1207
FAX 270-886-6860

TO: Michele ValyKeo

FROM: Ted Martin- Service mgr.

OF PGS INCLUDING COVER: 6

REGARDING Service Request# [redacted] As Per your Request of Service History at Patriot Chevrolet Buick Gmc

HAVE A GREAT DAY

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JENNIFER 739	TAG NO. 459	INVOICE DATE 07/11/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 27,824	COLOR BLUE/	STOCK NO.
CROFTON, KY [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D S 1 3 S 0 5 2 1 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/10/07	
[redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 03CVZ STEERING HOURS: 0.30 TECH(S):946 20.36

C/S STATES THAT WHEN TURNING EITHER DIRECTION HEARS A SQUEALING SOUND. CHECK AND ADVISE.
RODE WITH CUSTOMER AND COULD NOT GET TO DUPILCATE,FOUND A BULLENTIN BUT IT IS NOT THE SAME NOISE THE CUSTOMER WAS HEARING.

JOB # 1 TOTAL LABOR & PARTS 20.36

COMMENTS
WAITING

TECHNICIAN CERTIFICATION
946 J ADRIAN LENEAVE ASE MASTER CERT

R/O TAX 0.00
R/O TOTALS 20.36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
148136	20.36
CLAIM TOTALS	20.36

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.682
07/11/2007 WARRANTY NEW CLAIM
1219

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
148136	07/10/2007	1GNDS13S05[redacted]	3	17055	27824	XXX-XX-6741

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NV				9Z	E9040	.3			20.36

LN-TOT: 20.36 TECH SSN: XXX-XX-6460 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 20.36

********** D U P L I C A T E I N V O I C E **********

 SERVICE FILE COPY-W [END OF INVOICE] 09:02am

Reynolds and Reynolds ERANTNVE FL019178 Q (0036)

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GENERAL ADVISOR 751	TAG NO. 593	INVOICE DATE 08/27/07	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 28,461	COLOR BLUE/	STOCK NO.
[redacted] CROFTON, KY [redacted]	YEAR/ MAKE /MODEL 05/CHEVROLET TRUCK/TRAILBLAZER			DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDS13S052[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/23/07	
RE [redacted]	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 26CVZ ELECTRICAL SYSTEM HOURS: TECH(S):903 0.00

C/S STATES THAT VEHICLE HAS ELECTRICAL ISSUES.
CHECK AND ADVISE.
CHECK ELECTRICAL SYSTEMS-ALL WORKING.
BATTERY CAUSED PROBLEMS.
RELATED TO JOB 2

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11CVZ ENGINE REPAIR HOURS: 0.50 TECH(S):903 33.93

C/S STATES VEHICLE IS IN NO RUN CONDITION.
CHECK AND ADVISE.
CHECK NO START, NO CRANK, NO BATTERY VOLTAGE. TEST BATTERY
-BATTERY FAILED INCODE 031NL-RU
OUTCODE 0G1RN-RU. CHECK CHARGING SYSTEM. 14.40 110AMPS
REPLACE BATTERY.
IN 031NL-RU
OUT 0G1RN-RU

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	19001632	BATTERY	71.56	71.56	100.18	100.18
			JOB # 2 COST TOTAL		71.56		
						JOB # 2 TOTAL PARTS	100.18
						JOB # 2 TOTAL LABOR & PARTS	134.11

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	88852		08/23/07	TOW	75.00
JOB # 2	88868		08/24/07	RENTAL	44.52
				TOTAL - SUBLET	119.52

COMMENTS
4248723
ENTERPRISE RENTA [redacted]

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

R/O TAX	0.00
R/O TOTALS	253.63

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
149455	253.63
CLAIM TOTALS	253.63

APPROVED BY SIGNATURE

Reynolds and Reynolds ERA/ITM/VE FL6508/78 O (02/06)

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GENERAL ADVISOR 751	TAG NO. 593	INVOICE DATE 08/31/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 28,461	COLOR BLUE/	STOCK NO.
CROFTON, KY 4[redacted]	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDS13S0521[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/27/07	
[redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 05CVZ S.E.S. LIGHT COMING HOURS: 0.70 TECH(S):903 47.50

SERVICE ENGINE SOON LIGHT ON
CHECK FOR DTC'S STORED. NOT DTC'S STORED IN ANY MODULE.
RUN SCAN DIAG ALL INPUTS WITHIN NORMAL RANGES. CHECK
FOR BUL. CHECK REPROGRAMMING UPDATES. HAS PROGRAMMING
UPDATES.
REPROGRAM PCM WITH UPDATE. RELANCE CRANK SHAFT
VIBRATION. WAR CODE 102B3

JOB # 1 TOTAL LABOR & PARTS 47.50

COMMENTS
4248723
ENTERPRISE RENTA
[redacted]

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

R/O TAX 0.00
R/O TOTALS 47.50

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	47.50
CLAIM TOTALS	47.50

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.208
08/31/2007 WARRANTY NEW CLAIM
2237

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
149543	08/27/2007	1GNDS13S052[redacted]	3	17055	28461	XXX-XX-5096

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WG				93	J6354	.7			47.50

LN-TOT: 47.50 TECH SSN: XXX-XX-9145 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 47.50

********** D U P L I C A T E I N V O I C E **********

Reynolds and Reynolds ERA/INTINVE FL601178 Q (02/06)

 SERVICE FILE COPY-W [END OF INVOICE] 09:03am

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JENNIFER 739	TAG NO. 768	INVOICE DATE 11/20/07	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 31,594	COLOR BLUE/	STOCK NO.
5140 TERRY COAL RD	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
CROFTON, KY [redacted]	VEHICLE I.D. NO. 1GNDS13S052 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/15/07	
[redacted] BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 27CVZ DASH ELECTRICAL HOURS: 0.20 TECH(S):903 13.57

C/S STATES THAT LIGHTS FLICKER ON DASH BOARD ARE
INOP AT THIS TIME. CHECK AND ADVISE
CHECKED DASH LIGHTS, LIGHTS ARE WORKING AT THIS TIME
NO CODES STORED IN ANY MODULE
NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 13.57

COMMENTS
4248723

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

R/O TAX 0.00
R/O TOTALS 13.57

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
151759	13.57
CLAIM TOTALS	13.57

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.933
11/20/2007 WARRANTY NEW CLAIM
1136

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
151759	11/15/2007	1GNDS13S052[redacted]	3	17055	31594	XXX-XX-6741

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		0J				9Z	N9995	.2			13.57

LN-TOT: 13.57 TECH SSN: XXX-XX-9145 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 13.57

********** D U P L I C A T E I N V O I C E **********

Reynolds and Reynolds ERVINTINCE FL603178 Q (02/06)

 SERVICE FILE COPY-W [END OF INVOICE] 09:03am

PATRIOT

CHEVROLET • BUICK • GMC

4401 FT. CAMPBELL BLVD. P.O. BOX 1384
HOPKINSVILLE, KENTUCKY 42240
PHONE 886-1207

[redacted]

CEL [redacted]

CUSTOMER NO. [redacted]	ADVISOR JENNIFER 739	TAG NO. 768	INVOICE DATE 11/21/07	IN [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 31,594	COLOR BLUE/	STOCK NO.
CROFTON, KY [redacted]	YEAR/MAKE/MODEL OS/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/08/05	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDS13S052 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/15/07	
[redacted] BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 27CVZ DASH ELECTRICAL HOURS: 0.50 TECH(S):903 33.93

C/S STATES THAT HEADLITE SWITCH IS LOOSE AND WHEN PUSHING IN
LITE WILL COME ON. CHECK AND ADVISE
CHECK HEADLAMP SWITCH,NEEDS NEW SWITCH
REMOVE IP BEZEL AND REPLACE HEADLAMP SWITCH
AND RECHECK GOOD

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10372953	SWITCH 2.485	45.76	45.76	64.06	64.06

JOB # 1 COST TOTAL 45.76

JOB # 1 TOTAL PARTS 64.06

JOB # 1 TOTAL LABOR & PARTS 97.99

COMMENTS
4248723

TECHNICIAN CERTIFICATION
903 KENNETH L WHITE ASE MASTER CERT

R/O TAX 0.00
R/O TOTALS 97.99

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
151761	97.99
CLAIM TOTALS	97.99

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.949
11/21/2007 WARRANTY NEW CLAIM
1116

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
151761	11/15/2007	1GNDS13S052 [redacted]	3	17055	31594	XXX-XX-6741

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		ON	1	10372953	64.06	1D	N2290	.5			33.93

LN-TOT: 97.99 TECH SSN: XXX-XX-9145 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 97.99

********** D U P L I C A T E I N V O I C E **********

Reynolds and Reynolds ERGINTINUE FL609178 Q (02/05)

 SERVICE FILE COPY-W [END OF INVOICE] 09:03am

2005 TRAILBLAZER LS 2WD CHEVROLET MOTOR DIVISION
22U SUPERIOR BLUE METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HNTDM2/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S0 5[redacted] ADJUSTMENT INVOICE[redacted]
**********13*07136S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26395.00	23887.48	INVOICE 02/09/05
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 09/07/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/19/04
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 02/17/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 09/07/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S653B S653B WFP-S QTR OPT-1
PCK ONSTAR PLUS PACKAGE	970.00	834.20	CHG-TO 07-136
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4276
* CRUISE CONTROL			HP: 32.1
QNG P235/75R16 FOUR ALL SEASON WOL TIRES	140.00	120.40	GVWR: 5550
			GAWR.FT: 2950
UY7 TRAILER WIRING HARNESS	10.00	8.60	GAWR.RR: 3200
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	GMS: 24075.58
V1K LUGGAGE RACK CROSS-BARS	45.00	38.70	SUPPLR: 25155.61
1SA LS PREFERRED EQUIPMENT GROUP 1	N/C	N/C	MRM: 28245.00
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	NTR: 1/2
			DAN: BASE
ADD			MEMO 1258.00
R7E DESCRIPTION NOT AVAILABLE			

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1325.00-
DEALER INVOICE	1199.12-
SPECIAL ACCT ADJ.	59.62
NET ADJUSTMENT	1139.50-
TOTAL ADJUSTMENT	1139.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	26660.00	24115.38	ACT[redacted] 1139.50-
DESTINATION CHARGE	685.00	685.00	
TOTAL	27345.00	24800.38	1139.50-

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23604.65

****

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.

****

BACON AUTOPLEX, INC.

December 12, 2017

[redacted]
Royersford, PA [redacted]

Service Request: [redacted]5
Customer Relationship Specialist: April Lavoie

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

VIA FAX ONLY

February 13, 2008

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

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H17[redacted]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 3,000.00 to the customer.
Attorney Fees of $1,900.00

Total of $4,900.00

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V[redacted]

Attach.

8500

[redacted]

Client's Signature

3/4/08

Date

Date

RELEASE OF CLAIM

I, Robert J Carrasco, (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $4,900.00 ($3,000.00 to the customer, Attorney fees of $1,900.00) paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET13H17[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 8,500 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 3/4/08

Robert J Carrasco
Claimant's Signature

Claimant's Signature

108 Passaic Ave
Address

Address

Hasbrouck Heights NJ 07604
City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this 4th day of March, 2008, by Robert J Carrasco.

Jaimme L Nocella
Signature of Notary Public

JAIMME L. NOCELLA
NOTARY PUBLIC
STATE OF NEW JERSEY
My Commission Expires June 14, 2012

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL

CHEVROLET - HUMMER

FAX COVER SHEET

THIS FAX CONTAINS_____PAGES INCLUDING COVER

FAX# 1866 233 2952

DATE 1/28/08

TO: Monica

DEPT. _____

FROM: Dave

DEPT Service

MESSAGE:

194 Route 17 North, Paramus, NJ 07652
Between Century Road & Midland Avenue • 201-261-7100

www.paramuschevrolet.com

tel: 201-261-7100
fax: 201-261-5090

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ DATE _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
48CVZ006	6000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/08	[redacted]	5910	90	57	W	03CVZ	BODY ELECTRICAL
01/02/08		5688	90	986	I	03CVZLMP-HEAD	HEADLAMPS
12/10/07		4862	90	986	W	03CVZIP-LAMPS	I/P ILLUMINATION LPS
				986	W	03CVZWS-WIPERS	WS WIPERS
				986	W	03CVZPWR-LOCK	POWER LOCKS
				986	W	11CVZ	RENTAL

SALESPERSON NO. S E R V I C E STATE REG# 4726

HAT # | VEHICLE I.D. NO. 1GNET13H17[redacted] | YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO. 27984 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 01/10/08
COLOR RED/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TIME
TURBO | WING CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 5,871 | ADVISOR NO. 90 | ADVISOR MICHAEL RIVERA

NIGHT DROP

RE [redacted]

TIME RECEIVED 06:28am | DATE/TIME PROMISED 01/10/08 07:00pm | PRIORITY 1

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

LABOR RATE

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

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W * 03CVZ **BODY ELECTRICAL**
CAR IS BACK FOR THE SAME ELECTRICAL PROBLEMS AS BEFORE
IPC WARNING LIGHTS WILL COME ON SEE HISTORY

STABILITRAK light ON rear wiper Came on

WAIT

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP
#

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

207481

Reynolds and Reynolds ERAINTWODE CG0SMRT D (01/07)

0101J207481

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET - HUMMER
194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Fri[redacted]
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Fri[redacted]
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL RIVERA 90	856	01/25/08	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5,871	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNET13H172 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/10/08

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 5910

LABOR & PARTS

J# 1 03CVZ BODY ELECTRICAL HOURS: 2.10 TECH(S):986 209.12
CAR IS BACK FOR THE SAME ELECTRICAL PROBLEMS AS BEFORE
IPC WARNING LIGHTS WILL COME ON SEE HISTORY
ROAD TEST WITH SCAN TOOL CONNECTED. COULD NOT VERIFY ANY
INSPECT TRUCK WITH GM ENGINEER,REPLACE IGNITION SWITCH,
UNDERHOOD FUSEPANEL AND UNDER REAR SEAT FUSE PANEL AS PER
GM, ROAD TEST CONDITION DID NOT RETURN.
MILEAGE OUT 6233 AFTER THIS REPAIR
N2328 1.0
N1730 .6
N1737 .5

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		15242754	SWITCH 2.188	20.57	20.57	32.91	32.91
JOB # 1	1		25790682	BLOCK 2.483	142.17	142.17	227.47	227.47
			25790682 SPAC #04176417 1/18/08					
JOB # 1	1		25790671	BLOCK 2.530	102.39	102.39	163.82	163.82
				JOB # 1 COST TOTAL		265.13		
				JOB # 1 TOTAL PARTS				424.20
				JOB # 1 TOTAL LABOR & PARTS				633.32
				R/O TAX				0.00
				R/O TOTALS				633.32

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
207481	633.32
CLAIM TOTALS	633.32

APPROVED BY SIGNATURE

Goodwrench
SERVICE
Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 03:40pm

Copyright © 1998 The Reynolds and Reynolds Company
PRAINTINVE SF601822 (03/01)

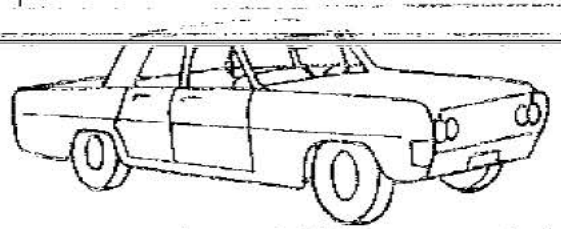
COMPLAINT	CAUSE	CORRECTION
1. IPC warning lite	R+R Ign switch	R+R Ign switch work with Feild Engineer Check Power + Grounds Voltage Drop Test all Grounds R+R Front Fuse Box + Rear Fuse Box as per Engineer

01/29/2008 09:09 2012614844 PARAMUS CHEV HUMMER PAGE 04

286

TIME CLOCK

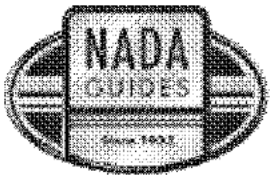
OFF 5871
ON
OFF 1578
ON
OFF
ON
OFF
ON
OFF
ON
OFF JAN 09 7 44
ON JAN 09 9 09
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON



REPAIR LABOR SALES	FLAT RATE	R.O. NO. 207481 TECH. NO.	ELAPSED TIME	OFF JAN 08 9 09
				ON JAN 08 7 45
REPAIR LABOR SALES	FLAT RATE	R.O. NO. 207481 TECH. NO.	ELAPSED TIME	OFF JAN 11 12 19
				ON JAN 11 10 45

COMPONENT I.D. NO.

[redacted]



Vehicle Pricing & Information

nadaguides.com 1/17/2008

Autos • Motorcycles • Boats • Collector Cars • Recreation Vehicles • Manufactured Homes

SUV

2007 Chevrolet Trailblazer-1/2 Ton-I6 Utility 4D SS (AWD, V8)

PRICING

	Clean Trade-In	Clean Retail Value
Base Price		
	$27,075	$30,750
Mileage		
5,900 miles	$550	$550
Options		
Bose Stereo System	$375	$425
Power Seat (Std. LT, SS)	$250	$300
Power Sunroof	$600	$675
Theft Recovery System	$100	$125
TOTAL PRICE	**$28,950**	**$32,825***

The consumer values on nadaguides.com are based on the Consumer edition of the N.A.D.A. Official Used Car Guide ®, and should not be utilized for industry purposes. The consumer values may vary from the N.A.D.A. Official Used Car Guide values presented to you by insurance companies, banks, credit unions, government agencies and car dealers due to vehicle condition, regional market differences and frequency of updates.

Clean Trade-In

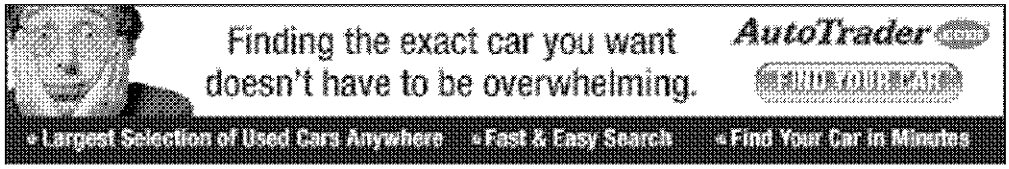
A Clean Trade-In vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean and all power options should work. The mileage should be within the acceptable range for the model year. The "Clean Trade-In" value is a national average calculated from the Official Used Car Guide's ten regions. The "Clean Trade-In" value for your vehicle could be higher or lower than the national average due to your local market conditions.

Clean Retail Value

A Clean Retail vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean, and all power options should work. The mileage should be within the acceptable range for the model year.

A Clean Retail vehicle on a dealer lot may include a limited warranty or guarantee, and possibly a current safety and/or emission inspection (where applicable).

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



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Form **W-9**
(Rev. October 2007)
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)
Eugene Krukas

Business name, if different from above

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
51 W. Fenimore Street

Requester's name and address (optional)

City, state, and ZIP code
Valley Stream, NY 11580

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
[redacted]

or

Employer identification number

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. citizen or other U.S. person (defined below).

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 [redacted] other than interest and dividends, you are not required to sign the Certification, but you must provide your correct T[redacted]

Sign Here Signature of U.S. person [redacted] Date ▶ 2/27/08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

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.

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. 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.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

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,

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

VIA FAX ONLY

January 11, 2008

Dave Nicosia
Paramus Auto Mall Chevrolet-Geo, Inc.
Po Box 1688
Paramus, NJ 07653-1688

RE: Robert Carrasco
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H17[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Dave:

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:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

"Tammy Schmitt"
<tschmitt@mylemon.com>
02/06/2008 04:38 PM

To <monica_baeza@gmexpert.com>
cc
bcc
Subject Carrasco

Hey Monica - Please find the attached lien holder information request form attached hereto. Let me know about the possibility of the repurchase once you have reviewed. 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) release of lien info.PDF

Form **W-9**
(Rev. January 2002)
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
David J. Gerberg + Associates, 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.)
1234 Market St. Suite 2040

Requester's name and address (optional)

City, state, and ZIP code
Phila. Pa. 19107

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

[redacted]

Enter your TIN in the appropriate box. 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.

Social security number

or

Employer identification number

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

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

[redacted]

Certification instructions. You mu… by the IRS that you are currently subject to backup withholding because you have fail… For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisit… ion of debt, contributions to an individual retirement arrangement (IRA), and generally, … not required to sign the Certification, but you must provide your correct TIN. (See the …

Sign Here Signature of U.S. person ▶ … Date ▶

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.

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.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

…**dent alien who becomes a resident alien.** …ally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

1. The treaty country. Generally this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

March 10, 2008

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

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H17[redacted]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

Enclosed please find a check in the amount of $4,900.00 made payable to Robert J Carrasco and David J Gorberg 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



"Tammy Schmitt"
<tschmitt@mylemon.com>

01/31/2008 09:39 AM

To <monica_baeza@gmexpert.com>
cc
bcc
Subje[redacted]

Hey Monica - We conveyed the $2,900 inclusive offer with the Value Guard GMPP to the above client. Demand in this case is a repurchase. The vehicle has had multiple electrical problems that began at approximately 4,100 miles. The main concern is that the headlights will randomly go out! This is obviously a safety concern in that driving at night without headlights is a great way to get in an accident...it's also illegal. With that being said, the vehicle was just in again to the dealer on January 19. Please let me know if you can do the repurchase once you have had a chance to review. If you need any finance docs, just let me know. 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)

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Vaniecia Edwards State: NJ

Customer Name: [redacted] Service Request: 71-586942547 GM Legal File No.: n/a

Vehicle ID No.: 1GNET13H172[redacted] In Service Date: 8/25/07 Vehicle is: New BAC Code: [redacted]
Year, Make & Model: 2007 Chevrolet Trailblazer Vehicle Purchased Used on: n/a
Lien holder: GMAC☐ Other☒: JP Morgan Chase Bank

VEHICLE REPAIR HISTORY

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/30/07	[redacted]	1	3,073	C/S cover for rear compartment broken. / Tabs are broken. - Order tabs.
11/8/07		1	3,200	C/S cover for rear compartment broken. / SOP. Tail gate cover. Broken tabs. – Installed cover for rear compartment.

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/13/07	[redacted]	2	3,670	C/S was driving and the dash dimmed, the radio cut out, wipers cam on and a bunch of other electrical things came on. (This happened 2 weeks ago) / Check ignition switch. Loose ground connector and block. Re-torque ground bolt. Check connection and frame. Check fuse box. Pass real POS cable. Check battery and cables.
11/28/07		2	4,158	C/S lights are flickering. / Could not verify concern. Road tested for 74miles. Did not malfunction. Check for codes stored in BCM and other body modules. Warning lights flickering. Traction, Locks cycle, wipers going over bumps. Check. Diagnose. **Unable to verify complaint.** Rode with Tech 2 for snap shot. No codes. Road tested 74 miles.
12/10/07		5	4,857	C/S dash board lights on and off blink. / Bad BCM. – Installed and reprogrammed BCM.
*		*	*	C/S rear wiper goes on and off. / Related to job 1.
1/2/08		4	5,688	C/S headlamps go on and off on their own. Dash turns on and off. / Road test. – **Could not verify condition.** Scan all modules. No malfunction codes in PCM. BCM.
1/10/08		15	5,871	C/S car is back for the same electrical problems as before. / IPC warning lights will come on. See history. Road test with scan tool connected. – **Could not verify any condition.** GM engineer scheduled to come in on Tuesday to inspect truck. Inspect truck with GM engineer, replace ignition switch, under hood fuse panel and under rear sear fuse panel as per GM. Road test condition did not return mileage out. 6233 after this repair.

THE STATE LEMON LAW READS:

Days out of service: 20 or more days
Repairs 3 or more
Time period with in earlier of 18k miles or 2 years following delivery date
Does Lemon Law state nonconformity must continue to exist? N
If applicable, safety-related repairs N/A
Safety-related time period N/A

Number of repair attempts in the presumption period:	**1 body tail gate** **4 electrical**
Total days out of service during the presumption period:	30
Total days out of service during customer's ownership:	30

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

n/a

RECOMMENDATION AND RATIONALE

MSRP $38,995 10%$3,899.50 15%$5,849.25 20%$7,799 FEES $1,900
RANGE SHOULD BE $3,000-$7,500 INCLUSIVE OF FEES AND GMPP
VEHCILE APPEARS TO MEET PRESUMPTION FOR ELECTRICAL LIGHTS FLICKERING AND DAYS OUT. GM ENGINEER WAS CALLED AND TAC CASE OPEN. VEHICLE IS PRESUMMED TO BE FIXED BY DLR. CRS RECOMMENDS GMPP TO KEEP CUSTOMER IN VEHICLE AND RESTORE FAITH. CRS RECOMMENDS MID CASH PER INCONVIENCE OF DAYS OUT.

REASON FOR REMOVAL

CRM FINAL OFFER: **DATE:** **OFFER TO CUST: $**
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:** **AMOUNT TO CUST: $**

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

Lien Holder Information Request Form

Customer Nam[redacted] #: [redacted]

VIN: 1GNET13H1[redacted] YR/MAKE 2007 CHEVY TRAILBLAZER

Lending Institution Information:

Account #: [redacted]

Institution Name: Chase

Institution Address: CHASE Auto Finance PO Box 901065

City: Forth Worth State: TX Zip Code: 76101-2065

Contact Person:

Telephone #: 800-223-5050

Payoff: $ ~~8,208.93~~ 27,414.35 as of 2/4/08

Good Until: NEXT DATE DUE 2/23/08

Per Diem: $ 6.90 (OR) %

LATE CHARGES PAID: $ 0 LATE CHARGES DUE: $ 0

No. Payments Made: 5 at $ 463.15 /month

Total Amount of Payments Made : $ 2315.75

Total Interest Paid to Date: $ 1086.63 as of 02/08/08

2000 $	2002 $	2004 $	2006 $
2001 $	2003 $	2005 $	2007 $ 833.63

Revised Payoff: $

Good Until: NEXT DATE DUE

Per Diem: $ (OR) %

LATE CHARGES PAID: $ LATE CHARGES DUE: $

No. Payments Made: at $ /month

Total Amount of Payments Made : $

Total Interest Paid to Date: $ as of

2000 $	2002 $	2004 $	2006 $
2001 $	2003 $	2005 $	2007 $

REV June 20, 2006

"Tammy Schmitt"
<tschmitt@mylemon.com>
03/07/2008 09:01 AM

To <monica_baeza@gmexpert.com>
cc
bcc
Subject Robert Carrasco

Signed offer & release attached.

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) signed offer & release.PDF

To

1/12/08

VANIECIA EDWARDS
1-866-508-1970

From DAVE NICOSIA
SERVICE MANAGER
PARAMUS CHEV

25+1 pages #26

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

VIA FAX ONLY

January 11, 2008

Dave Nicosia
Paramus Auto Mall Chevrolet-Geo, Inc.
Po Box 1688
Paramus, NJ 07653-1688

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H1[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Dave:

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:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL

CHEVROLET HUMMER

194 Route 17 North Paramus, N.J. 07652
Bergen County Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101ICTCS204862

CELL: [redacted]

CUSTOMER NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
TAG NO.: 90 340
INVOICE DATE: 10/30/07
LABOR RATE | LICENSE NO. | MILEAGE: 3,073
COLOR: RED/
STOCK NO.
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER
DELIVERY DATE
DELIVERY MILES
VEHICLE I.D. NO.: 1 G N E T 1 3 H 1 7 2 [redacted]
SALES DEALER NO.
PRODUCTION DATE
P.T.E. NO. | P.O. NO.
R.O. DATE: 10/30/07

[redacted]

MO: 3073

JOB # 1 [illegible] BODY TRIM TECH(S):34 WARRANTY
COVER FOR REAR COMPARTMENT BROKEN
TABS ARE BROKEN
ORDERED TABS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	0	15287303	COVER 16.565		

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

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

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET HUMMER. *****PLEASE DO NOT THROW IT AWAY*****
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED, PLEASE CALL DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE TEAM, DAVID NICOSIA, TOM MCLOUGHLIN, MATT DAWSON, MIKE RIVERA, BRIAN MCBAIN
"SERVICE BUILDS SALES"

CUSTOMER SIGNATURE

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, N.J. 07652
Bergen County Rd. & Midland Avenue (201) 261-7100

Goodwrench
SERVICE
Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 02:00pm

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Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday [redacted]
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday [redacted]
7:00 a.m. - 2:00 p.m. Saturday

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ DATE _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOTOR	TOTAL	OPERATION	OPERATION DESCRIPTION	MOTOR	TOTAL
48CVZ003	3000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	EXPAIR ORDER	MILEAGE	MOTOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **SERVICE** STATE REG# 4726

HAT #

VEHICLE I.D. NO. 1GNET13H172[redacted]

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER

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

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO. 27984 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | BILLING DEALER NO. | R.O. DATE 0/30/07

COLOR RED/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 340

TURBO | MIXE CVZZ | AIR COND. | R.S. | TRANS | MILEAGE 3,073 | ADVISOR NO. 90 | ADVISOR MICHAEL RIVERA

NIGHT DROP ☐

[redacted]

TIME RECEIVED 01:23pm | DATE/TIME PROMISED 10/30/07 07:00pm | PRIORITY 1

APPOINTMENT ☐ Yes ☒ No

CELL: 551-206-0489

LABOR RATE

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

X [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 05CVZ [illegible]

COVER FOR REAR COMPARTMENT BROKEN

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

DATE COMPLETED | DATE CUSTOMER NOTIFIED

CROSS REFERENCE R.O. | MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

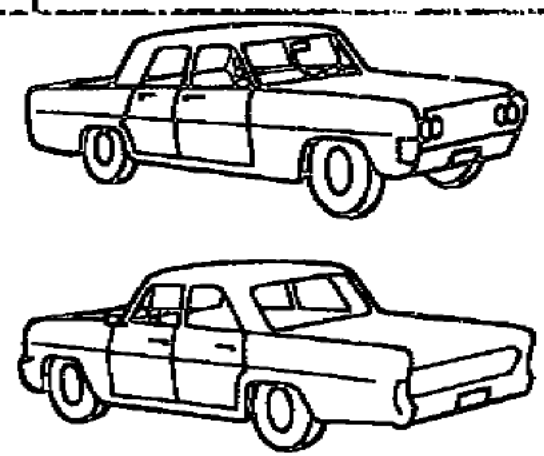
0101J204852

HARD COPY

204852

COMPLAINT	CAUSE	CORRECTION	TIME CLOCK
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON

COMMENTS



COMPONENT I.D. NO.

ENGINE

TRANS.

REAR

[redacted]

Tri-State Area's Corvette & Hummer

PARAMUS AUTOMALL

CHEVROLET HUMMER

194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Frid[redacted]
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Frid[redacted]
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101ICTCS208198

CELL: [redacted]

CUSTOMER NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA | TAX NO. 90 33 | SERVICE DATE 11/08/07 | [redacted]

LABOR RATE | LICENSE NO. | MILEAGE 3,200 | COLOR RED/ | STOCK NO.

YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO: 1 G N E T 1 3 H 1 7 2 2 [redacted] | SELLING DEALER NO. | PRODUCTION DATE

R.T.S. NO. | R.O. NO. | R.O. DATE 11/08/07

[redacted] | COMMENTS | NO: 3201

LABOR & PARTS

JOB #	DESCRIPTION	WARRANTY
1	BODY TRIM SOP TAIL GATE COVER BROKEN TABS INSTALLED COVER FOR REAR COMPARTMENT	

SOP 4 OF Cover

C4618

2

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15287303	COVER 16.566			

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.B....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER. *****PLEASE DO NOT THROW IT AWAY*****
HERE AT PARAMUS AUTO MALL WE'RE [illegible]
IS 100% "COMPLETELY SATISFIED" [illegible] FOR ANY REASON YOU [illegible]
FILL OUT THE SURVEY COMPLETELY SATISFIED PLEASE [illegible]
DAVE NICOSIA AT (201)261-7100 EX 221
YOUR SERVICE TEAM, DAVID NICOSIA, TOM MCLOUGHLIN, MATT DAWSON, MIKE RIVERA, BRIAN MCBAIN
"SERVICE BUILDS SALES"

Tri-State Area's Corvette & Hummer Dealers
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

CUSTOMER SIGNATURE

Goodwrench
SERVICE
Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 01:32pm

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Tri-State Area's Corvette & Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]
Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
TAX NO.: 90 33
LABOR RATE: 3,200
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER
VEHICLE I.D. NO.: 1 G N E T 1 3 H 1 7 2 [redacted]
P.T.E. NO.:
P.O. NO.:
COMMENTS:

INVOICE DATE: 11/08/07
COLOR: RED/
DELIVERY DATE:
SELLING DEALER NO.:
R.O. DATE: 11/08/07
[redacted]
STOCK NO.:
DELIVERY MILES:
PRODUCTION DATE:

[redacted]

MO: 3201

LABOR & PARTS
J# 1 06CVZ BODY TRIM HOURS: 0.20 TECH(S):91 19.32
SOP TAIL GATE COVER
BROKEN TABS
INSTALLED COVER FOR REAR COMPARTMENT
C4618 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15287303	COVER 16.565	56.98	56.98	91.17	91.17
			JOB # 1 COST TOTAL		56.98		
			JOB # 1 TOTAL PARTS				91.17
			JOB # 1 TOTAL LABOR & PARTS				110.49
			R/O TAX				0.00
			R/O TOTALS				110.49

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
205198	110.49
CLAIM TOTALS	110.49

Tri-State Area's Corvette & Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ 07652
Between Century Rd. & Midland Avenue (201) 261-7100

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.036
11/08/2007 WARRANTY NEW CLAIM
1548

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
205198	11/08/2007	1GNET13H172[redacted]	3	02189	3200	XXX-XX-0090

CUSTOMER NAME: FIRST: MIDDLE:
LAST: PHONE: WORK: 201-522-4528 HOME: 201-288-3378

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VB	1	15287303	91.17	10	C4618	2			19.32

LN-TOT: 110.49 TECH SSN: XXX-XX-7635 AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 110.49

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY-W

[END OF INVOICE] 03:48pm

Copyright © 2005 The Reynolds and Reynolds Company

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ DATE _____

RECOMMENDED SERVICES

48CVZ003	3000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

10/30/07	204852	3073	90	34	1	05CVZ	BODY TRIM

SALESPERSON NO. _____ **S E R V I C E** STATE REG# [redacted]

HAT'S [redacted] 1GNET13H1722[redacted] 07/CHEVROLET TRUCK/TRAILBLAZER

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO. [redacted] SERVICE CONTRACT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]
DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | P.O. DATE 1/08/07
COLOR RED/ CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 33
TURBO | MAKE CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 3,200 | ADVISOR NO. 90 | ADVISOR MICHAEL RIVERA

NIGHT DROP ☐

[redacted]

TIME PROMISED 01:11pm | DATE PROMISED 11/08/07 07:00pm | PRIORITY 1

APPOINTMENT ☐ Yes ☐ No

CELL: 551-206-0489

LABOR RATE

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

X _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

[redacted] 05CVZ [redacted] BODY TRIM [redacted]
BOP TAIL GATE COVER

PARTS RETURNED

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADDL. REPAIRS AUTHORIZED BY:
DATE _____
TIME _____

DATE COMPLETED | DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O. | MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP
#

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

205198

Repairs and Repair Estimates CONFIRM 2 (Rev)

0101J206198

HARD COPY

[redacted]

COMPLAINT

Tail gate Cover.
Tabs broken.

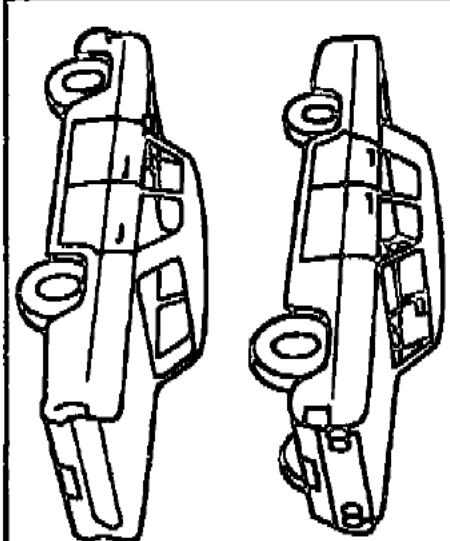
CAUSE

broken tabs

CORRECTION

Installed
Cover for Rear
Compartment

COMMENTS



REAR

TRANS.

ENGINE

COMPONENT I.D. NO.

TIME CLOCK																															
OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON	OFF	ON

Tri-State Area's Complete [redacted]

PARAMUS AUTOMALL

[redacted] HUMMER

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Fri
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Fri
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101ICTCS208598

CEL [redacted]

CUSTOMER NO.: [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
LABOR RATE | LICENSE NO. | TAG NO. 90 91 | MILEAGE 3,670
VEHICLE I.D. NO. 1GNET13H172[redacted]
R.O. NO. | P.O. NO.
COMMENTS [redacted]

INVOICE DATE 11/14/07
COLOR RED/
DELIVERY DATE
BILLING DEALER NO.
R.O. DATE 11/13/07

INVOICE NO. [redacted]
STOCK NO.
DELIVERY MILES
PRODUCTION DATE

MD: 3670

LABOR & PARTS
JOB # 1 BODY ELECTRICAL LEC(S) 2629 WARRANTY

N6614

WAS DRIVING DASH DIMED RADIO CUT OUT WIPER CAME ON ALL BUNC
H OF OTHER ELECTICAL THINGS CAME ON.....
CK IGN A SWITCH
LOOSE GROUND CONNECTOR @ BLOCK
RETORQUE GROUND BOLT CK CONNECTION @ FRAME CK FUSE BOX
PASS REAL POS CABLE CK BATTERY & CABLES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE*APPLIES FOR CUSTOMER PAY REPAIRS

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

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR Tri-State Area's Complete
HUMMER, ******PLEASE DO NOT THROW IT AWAY!!!!!!
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE
IS 100% "COMPLETELY SATISFIED" FOR ANY REASON YOU MAY
FILL OUT THE SURVEY COMPLETELY & SATISFIED PLEASE CALL
DAVE NICOSIA AT (201)261-7100 EXT 228
YOUR SERVICE TEAM DAVID NICOSIA, TOM MCLOUGHLIN, MATT DAWSON,
MIKE RIVERA, BRIAN MCBAIN
"SERVICE BUILDS SALES"

PARAMUS CHEVROLET-HUMMER
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

CUSTOMER SIGNATURE

Goodwrench SERVICE Plus

11/14/04 4:20

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 02:02pm

Copyright © 1998 The Reynolds and Reynolds Company (Dayton, Ohio) [redacted]

Tri-State Area's Corvette & Headquarters

PARAMUS AUTOMALL

CHEVROLET HUMMER

194 Route 17 North Paramus, NJ. 07652

Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101ICTWS205398

CELL: [redacted]

CUSTOMER NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
TAG NO.: 90 91
INVOICE DATE: 11/15/07
INVOICE NO.: [redacted]
LABOR RATE
LICENSE NO.
MILEAGE: 3,670
COLOR: RED/
STOCK NO.
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER
DELIVERY DATE
DELIVERY MILES
VEHICLE I.D. NO.: 1GNET13H172[redacted]
SELLING DEALER NO.
PRODUCTION DATE
P T E NO.
P.O. NO.
R.O. DATE: 11/13/07

[redacted]

COMMENTS

MO: 3670

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

J# 1 03CVZ BODY ELECTRICAL HOURS: 0.50 TECH(S):2639 48.31

WAS DRIVING DASH DIMED RADIO CUT OUT WIPER CAME ON ALL BUNC
H OF OTHER ELECTICAL THINGS CAME ON.....
CK IGN A SWITCH
LOOSE GROUND CONNECTOR @ BLOCK
RETORQUE GROUND BOLT CK CONNECTION @ FRAME CK FUSE BOX
PASS REAL POS CABLE CK BATTERY & CABLES
N6614 .5

JOB # 1 TOTAL LABOR & PARTS 48.31

R/O TAX 0.00
R/O TOTALS 48.31

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
205398	48.31
CLAIM TOTALS	48.31

Tri-State Area's Corvette & Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMF.161
11/15/2007 WARRANTY NEW CLAIM
1532

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
205398	11/13/2007	1GNET13H172[redacted]	3	02189	3670	XXX-XX-0090

CUSTOMER NAME: FIRST: MIDDLE:
LAST: PHONE:WORK: 201-522-4628 HOME: 201-288-3378

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB-TOT.
1	01		OL				6B	N6614	.5			48.31

LN-TOT: 48.31 TECH SSN: XXX-XX-0433 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: LOOSE GROUND CONNECTION AT BLOCK

R.O. TOTAL 48.31

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY-W

[END OF INVOICE] 03:32pm

Copyright © 1999 The Reynolds and Reynolds Company Dayton, Ohio (USA)

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Frida[redacted]
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Frida[redacted]
7:00 a.m. - 2:00 p.m. Saturday

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ DATE _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MODE	TOTAL	OPERATION	OPERATION DESCRIPTION	MODE	TOTAL
48CVZ003	3000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ATTEND	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/08/07	[redacted]	3201	90	91	W	05CVZ	BODY TRIM
10/30/07		3073	90	34	I	05CVZ	BODY TRIM

SALESPERSON NO. **S E R V I C E** STATE REG# 4726

HAT # | VEHICLE I.D. NO. 1GNET13H172[redacted] | YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO. 27984 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | BILLING DEALER NO. 1 | R.O. DATE 11/13/07

COLOR RED/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 91

TURBO | MAKE CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 3,800 | ADVISOR NO. 90 | ADVISOR MICHAEL RIVERA

NIGHT DROP ☐

[redacted]

TIME RECEIVED 04:49pm | DATE/TIME PROMISED 11/14/07 07:00pm | PRIORITY 1

APPOINTMENT ☒ Yes ☐ No | LABOR RATE

CELL: [redacted]

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

X _____ 3666

[redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 05CVZ BODY ELECTRICAL

WAS DRIVING DASH DIMED RADIO CUT OUT WIPER CAME ON ALL BUNC
H OF OTHER ELECTICAL THINGS CAME ON.....
CK IGN A SWITCH

Has Happened
2 weeks
ago

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD
☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

0101J205398

HARD COPY

205398

John D 2639 11-14-07 3670

COMPLAINT	CAUSE	CORRECTION
C/s lite's dimmed Radio cut out	loose ground Connection at block	Retorque ground bolt Ck Connection at frame Ck fuse box underhood Pos Cable Ck fuse box pass rear Pos cable ck battery and cables

TIME CLOCK

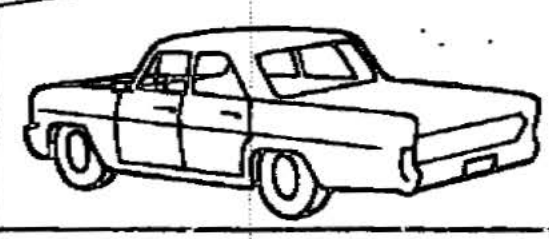
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

11/19

COMMENTS

REPAIR LABOR SALES | PLAY RATE | R.O. [redacted] | ELAPSED TIME | OFF = 2 11 | ON = 1 25

TECH. NO. 2639



ENGINE

TRANS.

REAR

COMPONENT I.D. NO.

Tri-State Area's Complete
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ 07652
Between County Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Fri
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Fri
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101|CTC5208823

CELL: [redacted]

CUSTOMER NO. [redacted]

ADVISOR MICHAEL RIVERA | 90 | 713

11/29/07

INVOICE NO. [redacted]

LABOR RATE | LICENSE NO. | MILEAGE 4,158

COLOR RED/

STOCK NO.

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER

DELIVERY DATE

VEHICLE ID. NO. 1GNET13H172[redacted]

SELLING DEALER NO.

PRODUCTION DATE

P. T. S. NO.

R. O. DATE 11/28/07

COMMENTS [redacted]

NO: 4224

LABOR & PARTS

30 1 CCV/ MULTI FUNCTIONAL TECH(S):269 WARRANTY

C/S LIGHTS ARE FLICKERING
COULD NOT VERIFY CONCERN
ROAD TESTED FOR 66 MILES DID NOT MALFUNCTION
CHECK FOR CODES STORED IN BCM AND OTHER BODY MODULES

CND

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER. ****PLEASE DO NOT THROW IT AWAY**** IT IS IMPORTANT THAT EVERYONE HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU ARENOT FILL OUT THE SURVEY COMPLETELY SATISFIED PLEASE CALL DAVE NICOSIA AT (201)261-7100 EXT 2222 YOUR SERVICE TEAM, DAVID NICOSIA, BRIAN MCBAIN NICE RIVERA, BRIAN MCBAIN "SERVICE&UTILITY SALES"

Tri-State Area's Complete
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ 07652
Between County Rd. & Midland Avenue (201) 261-7100

CUSTOMER SIGNATURE

Goodwrench SERVICE Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 02:18pm

Copyright © 1997 The Reynolds and Reynolds Company (Dealership Name Here)

Tri-State Area's Corvette & Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]
Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

0101ICTWS205823

CELL: [redacted]

CUSTOMER NO [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
TAG NO.: 90 713
INVOICE DATE: 11/30/07
INVOICE NO.: [redacted]
LABOR RATE | LICENSE NO. | MILEAGE: 4,158
COLOR: RED/
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER
DELIVERY DATE | DELIVERY MILES
VEHICLE I.D. NO.: 1 G N E T 1 3 H 1 7 2 [redacted]
SELLING DEALER NO. | PRODUCTION DATE
F T S NO. | P O NO.
R O DATE: 11/28/07

RESIDENCE PHONE: [redacted]
COMMENTS

MO: 4224

LABOR & PARTS----------
J# 1 03CVZ BODY ELECTRICAL HOURS: 0.20 TECH(S):2639 19.32
C/S LIGHTS ARE FLICKERING
COULD NOT VERIFY CONCERN
ROAD TESTED FOR 66 MILES DID NOT MALFUNCTION
CHECK FOR CODES STORED IN BCM AND OTHER BODY MODULES
H9991 .2
JOB # 1 TOTAL LABOR & PARTS 19.32

R/O TAX 0.00
R/O TOTALS 19.32

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
205823	19.32
CLAIM TOTALS	19.32

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMBMWF.348
11/30/2007 WARRANTY NEW CLAIM
1456

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
205823	11/28/2007	1GNET13H172[redacted]	3	02189	4158	XXX-XX-0090

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WT				9Z	H9991	.2			19.32

LN-TOT: 19.32 TECH SSN: XXX-XX-0433 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUSTOMER STATES TRACTION LAMP ON -NO PROBLEM FOUND NO CODES STORED

R.O. TOTAL: 19.32

Thank You For Your Business

NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

 SERVICE FILE COPY-W [END OF INVOICE] 02:58pm

Copyright © 1998 The Reynolds and Reynolds Company

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 8:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME / _____ DATE _____

RECOMMENDED SERVICES

48CVZ003	3000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

11/13/07	[redacted]	3670	90	2639	W	03CVZ	BODY ELECTRICAL
11/08/07		3201	90	91	W	05CVZ	BODY TRIM
10/30/07		3073	90	34	T	05CVZ	BODY TRIM

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

VIN # 1GNET13H172[redacted]	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER		PRODUCTION DATE	STOCK NO.	LICENSE NO. [redacted]		
CARRASCO & SONS LLC 108 PASSAIC AVE HASBROUCK HEIGHTS, NJ 07604-1110	CUSTOMER NO. 27984	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	BILLING DATE 11/28/07		
	COLOR RED/		CONTRACT NO. 4224	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 713	
	TURBO	MAKE CVZZ	AIR COND.	W.S.	TRANS	MILEAGE 4,158	ADVISOR NO. 90
							ADVISOR MICHAEL RIVERA

NIGHT DROP

[redacted] 201-522-4528

TIME RECEIVED 06:46am | DATE/TIME PROMISED 11/28/07 07:00pm | PRIORITY 3

APPOINTMENT ☒ Yes ☐ No

CELL: 551-206-0489

LABOR RATE

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

X Night Drop

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

CND

C/S LIGHTS ARE FLICKERING

Warning lights flicker, tach
Locks cycle
over hump, wipers,

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADDL REPAIRS AUTHORIZED BY:

DATE _____

TIME _____

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROWN REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:

$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

0101J2058Z3

HARD COPY

205823

PARAMUS CHEV HUMMER

01/12/2008 11:15 2012614844

John D. 2639 11-29-07 4224

COMPLAINT

C/s lite on dash come wiper door lock etc come on by themselves

CAUSE

CORRECTION

Ck diag.
Unable to verify Complaint Road @ w/ Tech 2 to For Snap Shot No Codes Reset test 74 miles

TIME CLOCK
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

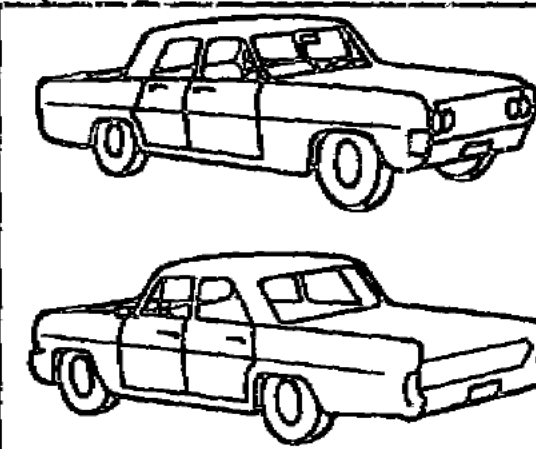
REAR

TRANS.

ENGINE

CONTINUENT I.D. NO.

COMMENTS



Tri-State Area's Cornette & Headquarters

PARAMUS AUTOMALL

CHEVROLET HUMMER

194 Route 17 North Paramus, NJ 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

7:00 a.m. - 7:00 p.m. Monday - Fri[redacted]
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Fri[redacted]
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

0101ICTCS207075

CELL: [redacted]

CUSTOMER NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA
TAG NO.: 90 551
INVOICE DATE: 01/05/08
[redacted]
LABOR RATE | LICENSE NO. | MILEAGE: 5,688
COLOR: RED/
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER
DELIVERY DATE | DELIVERY MILES
VEHICLE I.D. NO.: 1 G N E T 1 3 H 1 7 2 2 [redacted]
SELLING DEALER NO. | PRODUCTION DATE
F.T.E. NO. | P.O. NO.
R.O. DATE: 01/02/08

[redacted]

COMMENTS

MO: 5688

LABOR & PARTS
JOB # 1 03CV71HP-HEAD HEADLAMPS TECH(S):986 WARRANTY
HEADLAMPS GO ON AND OFF ON THEIR OWN
DASH TURNS ON AND OFF
ROAD TEST COULD NOT VERIFY CONDITION
SCAN ALL MODULE NO MLFUNCTION CODES IN PCM, BCM

NO

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER.*****PLEASE DO NOT THROW IT AWAY*****
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED, PLEASE CALL DAVE NICOSIA AT (201)261-7100 EX 22
YOUR SERVICE TEAM, DAVID NICOSIA, TOM [illegible]
MIKE [illegible]

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

Tri-State Area's Cornette & Headquarters
PARAMUS AUTOMALL
CHEVROLET HUMMER
194 Route 17 North Paramus, NJ 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Goodwrench
SERVICE
Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 08:50am

Copyright © 1996 The Reynolds and Reynolds Company Reserved. [illegible]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Frida[redacted]
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Frida[redacted]
7:00 a.m. - 2:00 p.m. Saturday

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ DATE _____

RECOMMENDED SERVICES

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
48CVZ006	6000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
12/10/07	[redacted]	4862	90	986	W	03CVZIP-LAMPS	I/P ILLUMINATION LPS
				986	W	03CVZWS-WIPERS	WS WIPERS
				986	W	03CVZPWR-LOCK	POWER LOCKS
				986	W	11CVZ	RENTAL
11/28/07	[redacted]	4224	90	2639	W	03CVZ	BODY ELECTRICAL
11/13/07	[redacted]	3670	90	2639	W	03CVZ	BODY ELECTRICAL

SALESPERSON NO. [redacted] S E R V I C E STATE REG# 4726

HAT #	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1GNET13H1722[redacted]	07/CHEVROLET TRUCK/TRAILBLAZER				[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
27984					01/02/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
RED/				551

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				5,688	90	MICHAEL RIVERA

NIGHT DROP ☐

RESIDENCE PHONE	BUSINESS PHONE
201-288-3378	201-522-4528

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
05:59am	01/02/08 07:00pm	3

APPOINTMENT ☐ Yes ☒ No

CELL: 551-206-0489

LABOR RATE

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

X _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

W * 03CVZLMP-HEAD HEADLAMPS
HEADLAMPS GO ON AND OFF ON THEIR OWN
DASH TURNS ON AND OFF

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD
☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

[redacted]

0101J207075

HARD COPY

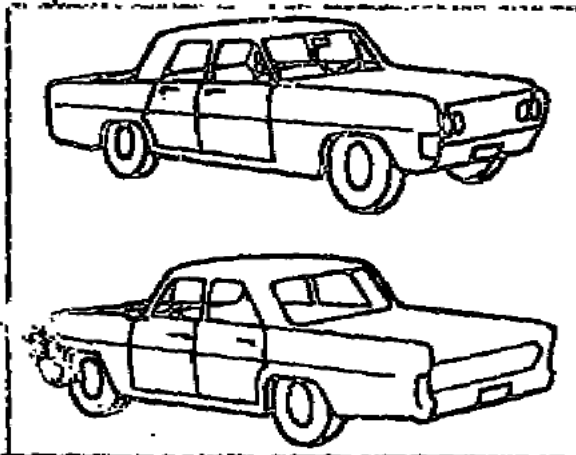
COMPLAINT	CAUSE	CORRECTION

TIME CLOCK
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

REAR	TRANS.	ENGINE

COMPONENT I.D. NO.

COMMENTS



Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL

CHEVROLET - HUMMER

194 Route 17 North Paramus, NJ. 07652

Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	MICHAEL RIVERA 90	856	01/10/08 [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5,871	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNET13H172[redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/10/08

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 5910

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

J# 1 03CVZ BODY ELECTRICAL TECH(S):57 WARRANTY

CAR IS BACK FOR THE SAME ELECTRICAL PROBLEMS AS BEFORE
IPC WARNING LIGHTS WILL COME ON SEE HISTORY
ROAD TEST WITH SCAN TOOL CONNECTED. COULD NOT VERIFY ANY
CONDITION.GM ENGINEER SCHEDULED TO COME IN ON TUESDAY TO
INSPECT TRUCK.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR
HUMMER.*****PLEASE DO NOT THROW IT AWAY*******
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE
IS 100% "COMPLETELY SATISFIED"IF FOR ANY REASON YOU CANNOT
FILL OUT THE SURVEY COMPLETELY SATISFIED,PLEASE CALL
DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE TEAM,DAVID NICOSIA,TOM MCLOUGHLIN,
MIKE RIVERA,BRIAN MCBAIN
"SERVICE BUILDS SALES"

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**

Lock-out 1/10/08 7PM

CUSTOMER SIGNATURE

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 06:10pm

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTDVE RR001809 (02/01)

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Frida
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Frida
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ ____ DATE ____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
48CVZ006	6000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/02/08	[redacted]	5688	90	986	I	03CVZLMP-HEAD	HEADLAMPS
12/10/07		4862	90	986	W	03CVZIP-LAMPS	I/P ILLUMINATION LPS
				986	W	03CVZWS-WIPERS	WS WIPERS
				986	W	03CVZPWR-LOCK	POWER LOCKS
				986	W	11CVZ	RENTAL
11/28/07		4224	90	2639	W	03CVZ	BODY ELECTRICAL

SALESPERSON NO. SERVICE STATE REG# 4726

HAT # | VEHICLE VIN: 1GNET13H172[redacted] | YEAR/MAKE/MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 01/10/08

COLOR RED/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 856

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				5,871	90	MICHAEL RIVERA

NIGHT DROP ☐

RESI [redacted]

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

X ____

TIME RECEIVED	DATE/TIME PROMISED		PRIORITY
06:28am	01/10/08	07:00pm	1

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted] LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X ____

1 W * 03CVZ **BODY ELECTRICAL**
CAR IS BACK FOR THE SAME ELECTRICAL PROBLEMS AS BEFORE
IPC WARNING LIGHTS WILL COME ON SEE HISTORY

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ ____

X ____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED. ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP
#

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

207481

Reprints and Reprints ENVINTAGE 02/03/07 Q 05:05

0101J207481

HARD COPY

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET - HUMMER
194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: 5[redacted]9

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL RIVERA 90	23	12/17/07	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR DATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNET13H172 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/10/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 4862

LABOR & PARTS

J# 1 03CVZIP-LAMPS I/P ILLUMINATION LPS HOURS: 5.50 TECH(S):986 531.36
DASH BOARD LIGHTS GO ON & OFF BLINK
BAD BCM
INSTALLED & REPROGRAMMED BCM.
N4800 1.2+4.3

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	25802312	MODULE 2.560	119.18	119.18	190.69	190.69
JOB # 1	1	25802312	MODULE 2.560	119.18	119.18	190.69	190.69

JOB # 1 COST TOTAL 238.36
JOB # 1 TOTAL PARTS 381.38

JOB # 1 TOTAL LABOR & PARTS 912.74

J# 2 03CVZWS-WIPERS WS WIPERS HOURS: 0.00 TECH(S):986 0.00
REAR WIPER GOES ON & OFF
RELATED TO JOB #1

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 03CVZPWR-LOCK POWER LOCKS HOURS: 0.00 TECH(S):986 0.00
DOORS UNLOCK & LOCK ON THEIR OWN
RELATED TO JOB#1

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+11CVZ RENTAL HOURS: TECH(S):986 0.00
INV 12-15
12.40
PU ??????
E

JOB # 4 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 912.74

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
206258	912.74
CLAIM TOTALS	912.74

APPROVED BY SIGNATURE

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

 WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 02:23pm

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ERAINTINVE SF601822 (05/01)

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET - HUMMER
194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL RIVERA 90	23	12/17/07	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N E T 1 3 H 1 7 2 2 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/10/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 4862

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.518
12/17/2007 WARRANTY NEW CLAIM
1422

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	12/10/2007	IGNET13H1722[redacted]	3	02189	4857	XXX-XX-0090

CUSTOMER NAME: FIRST: MIDDLE:
LAST: 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	2	25802312	381.38	6F	N4800	1.2	4.3		531.36

LN-TOT: 912.74 TECH SSN: XXX-XX-9152 AUTH CODE: E AUTH. AUTHOR.: 0090
COMMENTS: DASH LIGHT FLICKER-TRIED REPROGRAMMING BCM WAS TOLD TO CALL TECHLINE-R
EPROGRAM COMPUTER WITH TECH LINE STILL NOT ABLE TO PROGRAM-TAC TOLD TO REPLACE B
CM STILL WONT TAKE PROGRAM-INSTALLED 2ND BCM FINALLY TOOK PROGRAM-DISCONNECTED A
LL MODULES TO PROGRAM-OK
COMMENT ROUTING CODE: H
MEMO PART NUMBERS: 25802312

R.O. TOTAL: 912.74

Thank You For Your Business

NOTICE TO CONSUMER - PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

WARRANTY COPY-W

[END OF INVOICE] 02:23pm

Copyright © 1980 The Reynolds and Reynolds Company
FRAINTINVE RR801823 (05/01)

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL

CHEVROLET - HUMMER

194 Route 17 North Paramus, N.J. 07652

Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	MICHAEL RIVERA 90	23	12/15/07	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	BELLING DEALER NO.	PRODUCTION DATE
1 G N E T 1 3 H 1 7 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/10/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
2[redacted]	[redacted]	MO: 4862

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER.*****PLEASE DO NOT THROW IT AWAY*******
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED"IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED,PLEASE CALL DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE TEAM,DAVID NICOSIA,TOM MCLOUGHLIN, MIKE RIVERA,BRIAN MCBAIN
"SERVICE BUILDS SALES"

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

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET - HUMMER
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Goodwrench
SERVICE
Plus

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[END OF INVOICE] 12:10pm

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ERAINTINVE SF801822 (05/01)

Tri-State Area's Corvette Headquarters
PARAMUS AUTOMALL
CHEVROLET - HUMMER
194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

[redacted]

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
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Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

[redacted] CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	MICHAEL RIVERA 90	23	12/15/07 [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N E T 1 3 H 1 7 2 [redacted]		

F. T. E. NO.	P. O. NO.	P. O. DATE
		12/10/07

[redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 4862

LABOR & PARTS

J# 1 03CVZIP LAMPS I/P ILLUMINATION LPS TECH(S): 986 WARRANTY
DASH BOARD LIGHTS GO ON & OFF BLINK
BAD BCM
INSTALLED & REPROGRAMMED BCM.

BCM

N4800
1.2 + 4.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25802312	MODULE 2.560			WARRANTY
JOB # 1	1	25802312	MODULE 2.560			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03CVZWS WIPERS WS WIPERS TECH(S): 986 WARRANTY
REAR WIPER GOES ON & OFF
RELATED TO JOB #1

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 03CVZPWR LOCK POWER LOCKS TECH(S): 986 WARRANTY
DOORS UNLOCK & LOCK ON THEIR OWN
RELATED TO JOB#1

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 11CVZ RENTAL TECH(S): 986 WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

Thank You For Your Business

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 12:10pm

Copyright © 1988 The Reynolds and Reynolds Company
ERAINTINVE 8F801822 (05/01)

WED

[redacted]

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL CHEVROLET

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday
Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

[redacted]

I'VE BEEN ADVISED OF THE RECOMMENDED SERVICES WHICH I CHOOSE NOT TO HAVE PERFORMED AT THIS TIME ✓ _____ _____ _____ _____ DATE _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
48CVZ006	6000 MILE SERVICE	MI		48CVZ054	54000 MILE SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/28/07	[redacted]	4224	90	2639	W	03CVZ	BODY ELECTRICAL
11/13/07		3670	90	2639	W	03CVZ	BODY ELECTRICAL
11/08/07		3201	90	91	W	05CVZ	BODY TRIM
10/30/07		3073	90	34	I	05CVZ	BODY TRIM

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

HAT # | VEHICLE ID NO. 1GNET13H17[redacted] | YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | R.O. NO

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-111[redacted]

CUSTOMER NO. 27984 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 12/10/07

COLOR RED/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 23

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				4,857	90	MICHAEL RIVERA

NIGHT DROP ☐

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED 06:43am | DATE/TIME PROMISED 12/10/07 07:00pm | PRIORITY 1

APPOINTMENT ☐ Yes ☒ No | LABOR RATE | CELL: [redacted]

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

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X PARTS RETURNED

08CVZLAMPS - LAMPS, I/P ILLUMINATION
DASH BOARD LIGHTS GO ON & OFF BLINK / Traction light
Comes on

08CVZWS WIPERS - WS WIPERS
REAR WIPER GOES ON & OFF while honking horn.
liftgate models
Cod

08CVZPWRLOCK - POWER LOCKS
DOORS U[redacted] & LOCK ON THEIR OWN
manually
clk trans
codes

138128
Case

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

_____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE _____
TIME _____

DATE COMPLETED	DATE CUSTOMER NOTIFIED
CROSS REFERENCE R.O.	MILEAGE OUT

PROCEED ON A COST NOT TO EXCEED BASIS OF:
$50 $100 $150 $200 250 $ _____

X _____
CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE SPECIFIED ☐ SAVE ☐ DISCARD

☐ CASH ☐ VISA ☐ MASTER CARD ☐ GMPP
#

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

206258

Reynolds and Reynolds ERA-MOTIVE OCM0346T.D (0107)

0101206258

HARD COPY

Lien Holder Information Request Form

Customer Name [redacted] SN: [redacted]

VIN: 1GNET13H [redacted] YR/MAKE 2007 CHEVY TRAILBLAZER

Lending Institution Information:

Account #: [redacted]

Institution Name: Chase

Institution Address: CHASE Auto Finance PO Box 901065

City: Fort Worth State: TX Zip Code: 76101-2065

Contact Person:

Telephone #: 800-223-5050

Payoff: $~~[illegible]~~ 27,414.35 as of 2/4/08

Good Until: NEXT DATE DUE 2/23/08

Per Diem: $ 6.90 (OR) %

LATE CHARGES PAID: $ 0 LATE CHARGES DUE: $ 0

No. Payments Made: 5 at $ 463.15 /month

Total Amount of Payments Made : $ 2315.75

Total Interest Paid to Date: $ 1086.63 as of 02/08/08

2000 $	2002 $	2004 $	2006 $
2001 $	2003 $	2005 $	2007 $ 833.63

Revised Payoff. $

Good Until: NEXT DATE DUE

Per Diem: $ (OR) %

LATE CHARGES PAID: $ LATE CHARGES DUE: $

No. Payments Made: at $ /month

Total Amount of Payments Made : $

Total Interest Paid to Date: $ as of

2000 $	2002 $	2004 $	2006 $
2001 $	2003 $	2005 $	2007 $

REV June 20, 2006

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Monica

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

Vehicle VIN: 1GNET13H172[redacted]

Date: January 17, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$36,495.00	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	$70.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	tire tax	$5.00	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	$36,495.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	3,670	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**	**$1,339.37**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$36,570.00**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$1,339.37**	12	*** Usage/Depreciation**	**$1,339.37**
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	$4,478.46	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)**	**$32,091.54**	22	**Total Deductions**	**$5,817.83**	22	**Total Deductions**	**$1,339.37**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$30,752.17**	24	**Total Refund to Customer**	**-$1,339.37**
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**	**$30,752.17**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$1,900.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$32,652.17**	28	**Total Repurchase**	**-$1,339.37**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$28,950.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$21,423.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$11,229.17**	31	**Projected Loss**	**-$1,339.37**

	PURCHASE PRICE (before t/t/t)	$ 36,945.00		TRADE ALLOWANCE	n/a		PURCHASE PRICE	$ -
	MSRP (FROM BARS INVOICE)	$ 38,260.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (1,315.00)		DIFFERENCE	#VALUE!		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ -
				TRADE ALLOWANCE	n/a			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	#VALUE!		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

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

CHECK **No.** 900971340

50-937
213

DATE		AMOUNT
03/14/08	***********4,900 DOLLARS	****00 CENTS	***********4,900.00

PAY TO THE ORDER OF [redacted] ANDDAVID J G*
ORBERG & ASSOCIATES
HASBROUCK HEIGHTS NJ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000054 1
VENDOR NAME ROBERT J CARRASCO ANDDAVID J G

CHECK NO. 900971340
PAYMENT DATE 03/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNET13H17229[redacted]	03/13/08	VM 1-A33ECD 71-586942547.1-A33ECD	00.0000	4,900.00	.00	4,900.00
			TOTAL	4,900.00	.00	4,900.00

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

W3

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

VIA FAX ONLY

January 11, 2008

David Gorberg, Esq.
Law Offices David J. Gorberg & Associates, PC
100 Century Pkwy
Mount Laurel, NJ 08054-1149

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H17[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated January 11, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- ☒ Copy of owner's current title and/or registration
- ☐ Other:
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
C/o MSX International, ATTN: BRC Legal
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
cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

2007 TRAILBLAZER SS AWD (LT) GENERAL MOTORS CORPORATION
80U RED JEWEL TINTCOAT /V8G & SUBSIDIARIES
482 EBONY RENAISSANCE CENTER
ORDER NO. KXDTJ2/TDC STOCK NO. DETROIT MI 48243-1114
VIN 1GN ET13 H1 72[redacted] VEHICLE INVOICE 1[redacted]
**********13*15271S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER SS AWD (LT)	37125.00	34711.88	INVOICE 05/30/07
EB1 GVWR, 6001 LBS.	N/C	N/C	SHIPPED 05/30/07
LS2 ENGINE, 6.0L SFI V8	N/C	N/C	EXP I/T 06/08/07
M70 TRANSMISSION,4 SPD HD AUTOMATIC	N/C	N/C	INT COM 06/08/07
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 05/30/07
PCR SUN, SOUND, ENTERTAINMENT PKG:	1690.00	1402.70	KEYS S370B S370B
* POWER SUNROOF			WFP-S QTR OPT-1
* AUDIO SYSTEM-BOSE PREM. SOUND			BANK: GMAC - 004
* AM/FM STEREO W/6 DISC			CHG-TO 15-271
CD PLAYER, AUTOTONE CONTROL,			
RADIO DATA SYSTEM			SHIP WT: 4740
(REPLACES STD/OPT PKG RADIO)			HP: 51.2
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	GVWR: 6001
R6P SPECIAL PAINT	295.00	244.85	GAWR.FT: 2950
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GAWR.RR: 3400
1SZ PREFERRED EQUIPMENT SAVINGS	850.00-	705.50-	GMS: 35391.13
3SS SS PREFERRED EQUIPMENT GROUP 3	N/C	N/C	SUPPLR: 36976.98
			MRM: 39845.00
			NTR: 1/2
			DAN: 3SS
			MEMO 1763.00

TOTAL MODEL & OPTIONS	38260.00	35653.93	ACT [redacted] 35241.13
DESTINATION CHARGE	735.00	735.00	H/B 261 1147.80
TOTAL	38995.00	36388.93	PAY 310 36388.93

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 34684.25

****

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.

WALTERS ELKLAND CHEVROLET, INC.

REMIT TO GMAC NO. 004
VIN 1GNET13H172[redacted]
$ 36388.93 INV 1[redacted]
DUE 06/08/07 DEALER 15-271



"Tammy Schmitt"
<tschmitt@mylemon.com>
02/27/2008 09:57 AM

To <monica_baeza@gmexpert.com>
cc
bcc
Subject Robert Carrasco

Hey - just wanted to let you know we are settled in this case. Tx
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)

Vehicle Pricing & Information

nadaguides.com 1/17/2008

Autos • Motorcycles • Boats • Collector Cars • Recreation Vehicles • Manufactured Homes

SUV

2007 Chevrolet Trailblazer-1/2 Ton-I6 Utility 4D SS (AWD, V8)

PRICING

	Clean Trade-In	Clean Retail Value
Base Price		
	$27,075	$30,750
Mileage		
5,900 miles	$550	$550
Options		
Bose Stereo System	$375	$425
Power Seat (Std. LT, SS)	$250	$300
Power Sunroof	$600	$675
Theft Recovery System	$100	$125
TOTAL PRICE	**$28,950**	**$32,825***

The consumer values on nadaguides.com are based on the Consumer edition of the N.A.D.A. Official Used Car Guide ®, and should not be utilized for industry purposes. The consumer values may vary from the N.A.D.A. Official Used Car Guide values presented to you by insurance companies, banks, credit unions, government agencies and car dealers due to vehicle condition, regional market differences and frequency of updates.

Clean Trade-In

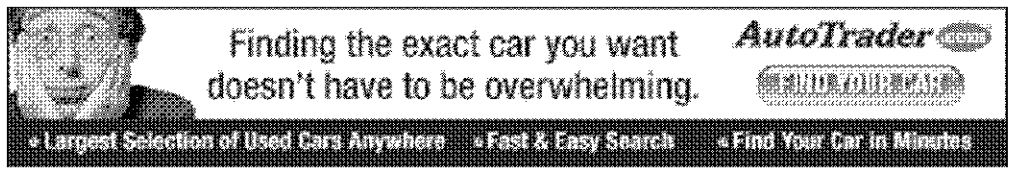
A Clean Trade-In vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean and all power options should work. The mileage should be within the acceptable range for the model year. The "Clean Trade-In" value is a national average calculated from the Official Used Car Guide's ten regions. The "Clean Trade-In" value for your vehicle could be higher or lower than the national average due to your local market conditions.

Clean Retail Value

A Clean Retail vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean, and all power options should work. The mileage should be within the acceptable range for the model year.

A Clean Retail vehicle on a dealer lot may include a limited warranty or guarantee, and possibly a current safety and/or emission inspection (where applicable).

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



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

Hasler
01SH26510349
$00.970
01/07/2008
Mailed From 19107
US POSTAGE

First Class Mail

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

JAN 09

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†
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

January 7, 2008

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

RE: Our Client: [redacted]
Vehicle: **2007 Chevy Trailblazer**
Vin #: **1GNET13H172**[redacted]

Dear Legal Department:

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

New Jersey'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:

4x's electrical system

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

Very truly yours,

DAVID J. GORBERG

DJG/lv.

CHASE

Date [redacted]

1. ☐ If this box is checked, this is a simple interest contract ***WITH*** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract ***WITHOUT*** a "Balloon Payment" as the last scheduled payment.

2.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)	Seller (Creditor) Name and Business Address
[redacted] NJ [redacted] BERGEN COUNTY	WALTERS ELKLAND CHEVROLET, INC 505 E. MAIN STREET ELKLAND PA 16920

3. **WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

4. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle.

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
N	2007	6001	CHEVROLET TRAILBLAZER	SW	1GNET13H17[redacted]	S370B	X personal ___ business ___ agricultural ___

If truck – Describe body, gross vehicle weight and major items of equipment sold:

5. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

6. FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ 8000.00
9.24 %	$ 10334.60	$ 28570.00	$ 38904.60	$ 46904.60

PAYMENT SCHEDULE: Your payment schedule will be 84 monthly payments of $ 463.15 each, due on the same day of each month starting on 09/23/2007

BALLOON PAYMENT: If this Contract is checked with "Balloon Payment" above, your payment schedule will be ___ monthly payments of $ NA each, due on the same day of each month starting on ___, and then your last payment ("Balloon Payment") will be $ NA, due on ___

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than 10 days late, you may be charged 2% of the unpaid amount of that payment.

OTHER ITEMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

7. **IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS CONTRACT, YOU MAY LOSE YOUR VEHICLE.**

8. **ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price:
   A. Cash price of vehicle (including sales tax of $ NA any, accessories, their installation and taxes) $ 36495.00
2. Downpayment:
   A. Net agreed value of trade-in (___ year, ___ make, ___ model) $ .00
   B. Manufacturer's rebate applied to downpayment $ 4478.46
   C. Cash Downpayment $ 3521.54
   D. Total Downpayment (A + B + C) $ 8000.00
   $ 28495.00

10334.60

9. Additional Disclosures Required by State Law:
   6. Finance Charge $ 28504.60
   7. Time Balance **(Total of Payments) (5 plus 6) $
   8. Payment Schedule: See Federal Truth-in-Lending Disclosures above.

10. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge applied to the unpaid balance of the Amount Financed each day. The daily rate Finance Charge is equal to 1/365th of the Annual Percentage Rate shown above.

11. **PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that since we compute your Finance Charge each day on the unpaid balance of the Amount Financed, the amount of the Finance Charge shown above may vary depending upon when your payments are received.** Therefore, the earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. If you pay on time, you will not owe a late fee and we will apply your payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If you pay late, you will owe a late fee and we will apply your payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee; and then to the remaining unpaid balance of the Amount Financed. If you make any payments after they are due, including payments due because we allow you to extend the term of this Contract, your final payment will be larger than originally scheduled. We will advise you of any additional amount you owe us after you make your last payment (if it is $1.00 or more). We will send you a check for any amount owed you (if it is $1.00 or more).

12. **BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS: THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. Paragraph 16 on the reverse side entitled "LAST PAYMENT OPTIONS" applies. The odometer reading referred to in Section (B)(3) of such paragraph is NA miles, the excess mileage charge referred to in Section (B)(3) of such paragraph is NA per mile and the disposition fee referred to in Section (B)(1) of such paragraph is NA

Buyer's Initials _____ Co-Buyer's Initials. By initialling here, you acknowledge that you understand these charges and the provisions of paragraph 16 entitled "Last Payment Options", on the reverse side of this Contract.

13. **CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.** The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ NA for a term of NA
Credit life insurance will pay your debt on this Contract up to $ NA

☐ Disability, Accident and Health (Buyer Only) at a premium of $ NA for a term of NA
Credit disability, accident and health insurance will pay your debt on this Contract up to $ NA

The name of the insurer is _____ of _____
Name Home Office Address

_____ Date _____ Date
Buyer Signature Co-Buyer Signature

WARNING: Any insurance provided by the Seller does not cover liability for injury to persons or damage to property of others unless indicated in the policy.

14. **PROPERTY INSURANCE:** Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by NA for the initial term of NA at a premium of NA, **but such charge is not included in this Contract.**

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON THE REVERSE SIDE BEFORE SIGNING BELOW.

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.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

NOTICE [redacted]act if blank. You are entitled to an exact copy of the contract [redacted]gal rights.

Buyer Signs _____ Co-Buyer Signs _____

By signing here, the Seller agrees to the terms of this Contract and assigns this Contract to Seller's assignee under the terms agreed to by Seller and Seller's assignee.

Seller (Creditor) Signs WALTERS ELKLAND CHEVROLET, INC. By _____ Title _____

Undersigned [redacted]eller of a true, correct and complete copy of this Contract at time of exe[redacted]

Buyer Signs _____ Co-Buyer Signs _____

TO ORDER CALL (800) 422-3102 OR FAX (888) 299-8534
© 2006 JPMorgan Chase Bank, N.A.

BUYER'S COPY

MV-120 (6-05)

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION
BUREAU OF MOTOR VEHICLES
HARRISBURG, PA 17104-2516

TEMPORARY CARDBOARD INTRANSIT REGISTRATION PLATE CARD OR TEMPORARY REGISTRATION TRANSFER CARD

PRINT OR TYPE ALL INFORMATION

No. [redacted]

Check Proper Block

- ☐ Issuance of Temporary Cardboard Plate - Complete Sections A, B, D and E
- ☐ Issuance of Temporary Registration Plate by a Decentralized Agent - Complete Sections A, B, D and E
- ☐ Transfer of Registration Plate and Issuance of a Temporary Registration Transfer Card - Complete Sections B, C, D and E

NOTE: Alteration or incomplete information shall render this temporary registration invalid

A VEHICLE AND TEMPORARY REGISTRATION PLATE INFORMATION

TITLE NUMBER (If Applicable)	VEHICLE IDENTIFICATION NO.	MAKE	BODY TYPE	MODEL YEAR
	1GNET13H172[redacted]	CHEVROLET	SW	2007

GROSS VEHICLE WT. RATING	REQUESTED GROSS VEHICLE WT.	REQUESTED COMB. WT. (If Applicable)
6001		

	VEHICLE BEING TRANSPORTED TO	APPLICANT'S DRIVER LICENSE NO.	DRIVER LICENSE ISSUED BY STATE OF
CARDBOARD TEMPORARY VALID FOR 30 DAYS	NJ	[redacted]	NJ

	CARDBOARD PLATE NO.	DATE PLATE ISSUED	DATE PLATE EXPIRES
	[redacted]	08/24/2007	09/22/2007
METAL TEMPORARY VALID FOR 90 DAYS	METAL PLATE NO.	DATE PLATE ISSUED	DATE PLATE EXPIRES

B ISSUING AGENT INFORMATION (Must always be completed. See reverse side of this application.)

I certify that on the date listed above I have checked to determine that the vehicle is insured and issued temporary registration to the applicant listed below in compliance with all applicable provisions of the Vehicle Code and Departmental Regulations.

ISSUING AGENT NAME	DIN OR AGENT I.D. NUMBER
WALTERS ELKLAND CHEVROLET, INC.	859668
AGENT SIGNATURE	**AGENT'S TELEPHONE NUMBER**
Kevin P Burdett	(814) 258-7127

C TEMPORARY REGISTRATION TRANSFER INFORMATION - *VALID FOR 90 DAYS*

☐ I certify that the registration renewal fee was collected in addition to the transfer fee. NOTE: Form MV-140 **MUST** be attached.

FROM	TITLE NUMBER	VEHICLE IDENTIFICATION NUMBER	PLATE NUMBER	EXPIRATION DATE
TO	TITLE NUMBER	VEHICLE IDENTIFICATION NUMBER	MAKE	BODY TYPE

SEATING CAPACITY	REQUESTED GROSS VEHICLE WT.	REQUESTED COMB. WT. (If applicable)	GROSS VEHICLE WT. RATING

SIGNATURE OF PERSON FROM WHOM PLATE IS TRANSFERRED (IF OTHER THAN APPLICANT)	RELATIONSHIP TO APPLICANT LISTED IN SECTION D
PRINTED NAME AS SIGNED ABOVE	DATE OF TRANSFER OF REGISTRATION PLATE

NOTE: In conjunction with transfer of registration, how many registration cards do you want? (The fee is $1.50 for each card with transfer)

Check here ☐ if exchange plate is to be issued by the Department

D APPLICANT(S) INFORMATION

NAME(S)	TELEPHONE NUMBER
ROBERT J. CARRASCO	[redacted]

STREET ADDRESS	APT. NO.
[redacted]	

CITY	STATE	ZIP CODE
HASBROUCK HEIGHTS	NJ	[redacted]

INSURANCE COMPANY NAME	POLICY NUMBER	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE
NJ MANUFACTURERS INS.	[redacted]	08/24/07	11/07/07

E SIGNATURES

I/We acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/We further acknowledge that I/we may be subject to a fine not exceeding $2,500 and imprisonment of not more than 2 years for any false statement that I/we make on t[redacted]ORRECT.

SIGNATURE OF CO-APPLICANT

APPLICANT'S COPY

Messenger No.

07NT351

CERTIFICATE OF ORIGIN FOR A VEHICLE

2006

GM

DATE
05/30/07

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNET13H172[redacted]

YEAR
2007

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER SS AWD (LT)

SHIPPING WEIGHT
4740

H.P. (S.A.E.)	G.V.W.R.	NO. CYLS.	SERIES OR MODEL
51.2	6001	08	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.

15271 KXDTJ2

WALTERS ELKLAND CHEVROLET, INC.
505 E MAIN ST
ELKLAND PA 16920-1212

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 *
****

G49699302

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY: Richard C. Dunn
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY STATE

GM 521 REV. 10-05

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.

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted] HEIGHTS, NJ [redacted]

I certify to the best of my knowledge that the odometer reading is 20.3 No Tenths

[redacted] CHEVROLET [redacted] BY: [redacted]
DEALER'S LICENSE NUMBER

State of PA

County of Tioga

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20[redacted]

[redacted] Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
KEVIN P. BURDICK, Notary Public
Tioga County
My Commission Expires June 27, 2010

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20____

_____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or providing 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 is not the mileage of the vehicle

Reading 103 in excess of its mechanical limits. WARNING - ODOMETER DISCREPANCY

Signature(s) of Seller(s) [redacted]

Printed Name of Seller(s) WALTERS Elaine

Signature of Purchaser(s) [redacted]

Printed Name of Purchaser(s) [redacted]

Company Name (if Applicable) [redacted]

Date of Statement 8-24-09

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 24th day of August 2009

Kevin P. Burdick
Notary Public

State of PA

County of Tioga

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

NOTARIAL SEAL
KEVIN P. BURDICK, Notary Public
Elkland Boro, Tioga County
My Commission Expires June 27, 2010

LIENHOLDER

1st lien in favor of [redacted]

whose address is PO BOX 901098 FORT WORTH, TX [redacted]

2nd lien in favor of _____

whose address is _____

GM521 REV. 1-2000

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL
CHEVROLET - HUMMER

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Lockout Sales
W

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR MICHAEL RIVERA 90	TAG NO 713	INVOICE DATE 11/29/07	INVOICE NO [redacted]
CARRASCO & SONS LLC 108 PASSAIC AVE HASBROUCK HEIGHTS, NJ 07604-1110	LABOR RATE / LICENSE NO	MILEAGE 4,158	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GNET13H172[redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	P.O. NO	P.O. DATE 11/28/07	
RO# 2[redacted]	COMMENTS			MO: 4224

LABOR & PARTS

[redacted]

C/S LIGHTS ARE FLICKERING
COULD NOT VERIFY CONCERN
ROAD TESTED FOR 66 MILES DID NOT MALFUNCTION
CHECK FOR CODES STORED IN BCM AND OTHER BODY MODULES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER, *****PLEASE DO NOT THROW IT AWAY*******
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED. PLEASE CALL DAVE NICOSIA AT (201) 261-7100 EX 221.
YOUR SERVICE TEAM. DAVID NICOSIA. TOM MCLOUGHLIN. MATT DAWSON.
MIKE RIVER[redacted]
"SERVICE[redacted]

CUS[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER COPY

END OF INVOICE 02:15pm

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL
CHEVROLET - HUMMER

194 Route 17 North Paramus, N.J. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Fr
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

CELL: [redacted]

CUSTOMER NO [redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

ADVISOR: MICHAEL RIVERA 90	TAG NO: 91	INVOICE DATE: 11/14/07	[redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 3,670	COLOR: RED/
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1 G N E T 1 3 H 1 7 2 [redacted]		SELLING DEALER NO	PRODUCTION DATE
F.T.E. NO	P.O. NO	R.O. DATE: 11/13/07	
[redacted]	COMMENTS		MO: 3670

LABOR & PARTS

[redacted]
WAS DRIVING DASH DIMED RADIO CUT OUT WIPER CAME ON ALL BUNC
H OF OTHER ELECTICAL THINGS CAME ON.....
CK IGN A SWITCH
LOOSE GROUND CONNECTOR @ BLOCK
RETORQUE GROUND BOLT CK CONNECTION @ FRAME CK FUSE BOX
PASS REAL POS CABLE CK BATTERY & CABLES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER. *****PLEASE DO NOT THROW IT AWAY*******
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED, PLEASE CALL DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE TEAM, DAVID NICOSIA, TOM MCLOUGHLIN, MATT DAWSON, MIKE RIVERA, BRIAN MCBAIN
"SERVICE BUILDS SALES"

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.....	$.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

END OF INVOICE

Tri-State Area's Corvette & Headquarters

PARAMUS AUTOMALL

CHEVROLET HUMMER

194 Route 17 North Paramus, N.J. 07652

Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	MICHAEL RIVERA 90	23	12/15/07	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO	SELLING DEALER NO	PRODUCTION DATE
1 G N E T 1 3 H 1 7 2 2 [redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		12/10/07

[redacted]

COMMENTS

MO: 4862

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

J# 1 03CVZIP LAMPS I/P ILLUMINATION LPS TECH(S):986 WARRANTY
DASH BOARD LIGHTS GO ON & OFF BLINK
BAD BCM
INSTALLED & REPROGRAMMED BCM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	25802312	MODULE 2.560		WARRANTY
JOB # 1	1	25802312	MODULE 2.560		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03CVZWS WIPERS WS WIPERS TECH(S):986 WARRANTY
REAR WIPER GOES ON & OFF
RELATED TO JOB #1

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

J# 3 03CVZPWR LOCK POWER LOCKS TECH(S):986 WARRANTY
DOORS UNLOCK & LOCK ON THEIR OWN
RELATED TO JOB#1

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

J# 4 11CVZ RENTAL TECH(S):986 WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 12:10pm

Reynolds and Reynolds ERAINYSI14E CC603495 O (0501)

Tri-State Area's Corvette Headquarters

PARAMUS AUTOMALL

CHEVROLET - HUMMER

194 Route 17 North Paramus, NJ 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
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Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Lock Out

pick up w/sales

CELL: 55[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL RIVERA 90	23	12/15/07	[redacted]

CARRASCO & SONS LLC
108 PASSAIC AVE
HASBROUCK HEIGHTS, NJ 07604-1110

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,857	RED/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNET13H1722[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/10/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 4862

TOTALS

CASH [ ] CHECK [ ]
VISA/MASTERCARD ( ) AMEX ( ) DISCOVER ( )
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR HUMMER,*****PLEASE DO NOT THROW IT AWAY*******
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE IS 100% "COMPLETELY SATISFIED"IF FOR ANY REASON YOU CANNOT FILL OUT THE SURVEY COMPLETELY SATISFIED,PLEASE CALL DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE [redacted]
MIKE RIVERA,B[redacted]
"SERVICE BU[redacted]

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

CUSTOM[redacted]

194 Route 17 North Paramus, NJ 07652
Century Rd. & Midland Avenue (201) 261-7100

Plus

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER COPY

END OF INVOICE) 12:10pm

Reynolds and Reynolds ERAINT5114E - CC603488 Q (05/01)

VIA FAX ONLY

February 13, 2008

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

RE: [redacted]
Service Request: [redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H172[redacted]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 3,000.00 to the customer.
Attorney Fees of $1,900.00

Total of $4,900.00

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

8,500

[redacted]

Client's Signature

Client's Signature

3/4/08

Date

Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $4,900.00 ($3,000.00 to the customer, Attorney fees of $1,900.00) paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNET13H172[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 8,500 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 3/4/08

[redacted]

Claimant's Signature

[redacted]

Address

Address

Hasbrouck Heights NJ

City, State, Zip Code

[redacted]

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this 4th day of March, 2008, by Robert J Carrasco.

Jaimme L Nocella

Signature of Notary Public

JAIMME L. NOCELLA
NOTARY PUBLIC
STATE OF NEW JERSEY
My Commission Expires June 14, 2012

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



"Tammy Schmitt"
<tschmitt@mylemon.com>
02/13/2008 10:39 AM

To <monica_baeza@gmexpert.com>
cc
bcc
Subjec[redacted]

Hi Monica - Doesn't look like I am going to be able to get this done for the $4,500 inclusive. I can however, settle it for $4,900 inclusive. Any chance you can go up the $400 so we can avoid a suit? Please let me know. Tx!

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)

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

VIA FAX ONLY

January 11, 2008

Attention: Tim
Walters Elkland Chevrolet, Inc.
505 E Main St
Elkland, PA 16920-1212

RE: [redacted]
Service Request: 7[redacted]
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET13H17[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Tim:

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, Application for Title and the Actual Cash Value statement of any trade.**

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

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

VIA FAX ONLY

February 4, 2008

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740-2747

RE: [redacted]
Service Request: 7[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S35[redacted]

Dear Mr. Huffman:

This is to advise that General Motors is in receipt of the above referenced case dated February 1, 2008. 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
☒ Attached Release of Lien
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

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
V07092007

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Emma S/**Kathy Sandlin** State: **WV**

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

Vehicle ID No.: **1GNDT13S352**[redacted] In Service Date: 07/23/2005
Year, Make & Model: **2005 TRAILBLAZER LS 4WD**
Lien holder: GMAC☐ Other☒: Bank of Monroe

Vehicle is: **NEW** BAC Code [redacted]
Purchased 7/23/05 at 185 miles
DVM requests involvement?:
Purchase Price of Vehicle: $ 27,739.13

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/28/07	[redacted]	1	14082	C/S Thinks the vehicle does not have the power on a hill that it had before. No lights – Reprogrammed PCM with updates
11/2/06		1	18114	C/S Losing power at all times / Shop Foreman tested – **UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. OPERATING NORMALLY. RECORD ONLY**
1/16/07		*	21123	C/S Check for loss of power – **NO REPAIR LISTED ON RO OR GMVIS**
				C/S Check for loss of power, no lights – **NO TROUBLE CODES IN PCM**

☐ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/16/07	[redacted]	4	31025	C/S Whining noise in FT diff area – **RECORD ONLY. COULD NOT DUPLICATE CUSTOMER'S CONCERN**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/8/05	[redacted]	1	2101	C/S Trim piece flapping on passenger side seat / Screw out of RT front seat track cover – Replaced screw in seat track cover
9/6/05		1	2115	C/S Piece of trim keeps popping off whenever someone sits in seat / Passenger seat outer track cover mount cracked – R&R passenger seat outer track cover
				C/S Rear washer pump inop / Rear washer hose kinked on wiper arm – Removed kink from hose
				C/S Rear passenger door trim has come loose, in back seat / Parts ordered. Right rear door front aux. Weather stripping loose – Applied weather stripping adhesive to weather stripping. Left rear door front aux weather stripping missing
12/20/05	[redacted]	1	6552	C/S Molding missing off of rear door – Replaced weather strip on rear door on front of window frame
7/28/07		*	14082	C/S Rear washer not working – Repaired washer hose to rear wiper

6/6/07	[redacted]	1	28123	C/S Right front seat trim loose / Right front seat outer track cover broken – R&I right front seat outer track cover

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/20/05	[redacted]	*	6552	C/S Rear defroster not working / Circuit tested rear defogger controls – R&I rear panel. Reassembled and ordered module – R*I rear door lift gate panel and replaced module (rear BCM) and programmed module
11/2/06		*	18114	C/S Headlights and dash lights seem to dim at night for no reason. They are flickering / Shop foreman tested - **UNABLE TO DUPLICATE COMPLAINT AT THIS TIME. OPERATING NORMALLY. RECORD ONLY**
1/16/07		1	21123	C/S Head lights flicker and go out at times / Refer to **TSB#06-06-03-001** – Voltage test and print out PER GMVIS DONE VOLTAGE TEST PRINT OUT REFER TO BULLETIN 060603001 BATTERY TEST SOC 12 74V MEASURED 594CCA RATED 615CCA GOOD BATTERY STATE OF HEALTH STATE OF CHARGE 100 PER CENT LOAD OFF 14 66V LOAD ON 14 66V
11/5/07		*	34147	C/S Daytime running lights not coming on at times – **RECORD ONLY. NO PROBLEM FOUND AT THIS TIME**
1/8/08		4	37800	C/S While driving exterior lights and dash lights will flash off and then back on really quick / Test drove for approx 122 miles – **UNABLE TO DUPLICATE. NO TSB AVAILABLE AT THIS TIME**
1/22/08		1	38300	C/S All lights will flicker on and off while driving / Happened 3 times since 1/8/08 – **RECORD ONLY**

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	[redacted]	3	34147	C/S Light on temp control is out (right side) – Replaced heater control module

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/6/07	[redacted]	*	28123	C/S Steering system / Found front sway bar links wore out – Replaced end links
6/11/07		1	28634	C/S Drive approx 30-45mph turn RT or left and a clunking noise happen in frt end / Test drove for knocking noise. Test drove with customer went 41 miles – **COULD NOT DUPLICATE PROBLEM. TOP OFF VEH FOR CUST FOR DISTANCE**
7/12/07		13	29989	C/S Popping noise FT suspension while driving / Intermittent noise on left turn, installed chassis ears. Road tested to isolate noise – R&R inner fender liner to check cowl area. Located noise in hood adjusted hood latch and lubed bumpers
7/16/07		*	31025	C/S Pop noise in FT end turn wheel RT and left - **COULD NOT DUPLICATE CUSTOMER CONCERN**

THE STATE LEMON LAW READS:

Days out of service: 30 or more days out of service
Repairs: Same non-conformity subject to 3 or more repairs
Time period for 1st occurance: Term of express warranty or within 1 year following the date of the motor vehicle's original delivery, whichever is earlier.
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs: 1
Safety-related time period: Term of express warranty or within 1 year following the date of the motor vehicle's original delivery, whichever is earlier.

Number of repair attempts in the presumption period:	**3-Body** **1-Electrical**
Total days out of service during the presumption period:	**3**
Total days out of service during customer's ownership:	**33**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: [redacted]
Date & Offer/Result: **12/12 Smart Care was given for popping noise in front end. Was repaired.**

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION AND RATIONALE

CRS recommends cash offer of $2,700 - $5,500 inclusive.

Does not appear to meet presumption of LL. Vehicle is now out of warranty, vehicle starting a popping noise at 28,634 miles. On 2nd repair for this noise, the inner fender liner and bumpers were lubed and located noise in hood, so they adjusted the hood latch, and installed chassis ears. Believed to be repaired. On the previous SR is when they were dealing with this noise and customer was demanding 2 new tires. Dealership offered to go 50/50 on the tires but customer refused. Customer was given a 12/12 GMPP

Smart Care. CRS does not believe this vehicle should be repurchased even though customer is wanting a buyback. All other issues with vehicle are minor and have been repaired.

MSRP=$31,155 BASE PRICE=$27,739
10%=$2,774 20%=$5,548 30%=$8,322

REASON FOR REMOVAL

CRS 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:

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · CHRYSLER Dodge · SUBARU

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. SERVICE STATE REG# 5866

VEHICLE I.D. NO. 1GNDT13S352[redacted] YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL PRODUCTION DATE STOCK NO. 202173 LICENSE NO. [redacted]

RAMEY MOTORS INC II
P.O. BOX 1755
PRINCETON, WV 24740

CUSTOMER NO. 138 SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. / SALES

COLOR CONTRACT NO. EXPIRATION DATE EXP. MONTHS

TURBO MMC AIR COND. P.S. TRANS MILEAGE 1,238 ADVISOR NO. 003 ADVISOR THOMAS BEST

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 10:52am DATE/TIME PROMISED 07/21/05 05:00pm PRIORITY

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and material for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or delays for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or [illegible] that an express mechanic's lien is hereby acquired upon the above vehicle to secure the amount of repairs thereto; that we may operate the above vehicle to secure the amount of repairs thereto; that we may operate the above vehicle for the purpose of testing and/or inspection with vehicle

READ BEFORE SIGNING

X [redacted]

JOB

COMMENTS : SOL

1 | 01CVZ01 **WV STATE INSPECTION**

PERFORM W. VA STATE INSPECTION

628 STOFF [redacted]

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDL REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/05	[redacted]	1238	003	628	1	01CVZ01	WV STATE INSPECTION

SALESPERSON NO. 24 JOHN MICHAEL STOFFER SERVICE STATE REG# 5866

VEHICLE I.D. NO. 1GNDT13S35[redacted] YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL PRODUCTION DATE STOCK NO. 202173 LICENSE NO. [redacted]

[redacted]
UNION, WV[redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT DELIVERY DATE 07/23/05 DELIVERY MILES SELLING DEALER [redacted]

COLOR EMERALD JEWEL / CONTRACT NO. EXPIRATION DATE EXP. MONTHS

TURBO MMC AIR COND. P.S. TRANS MILEAGE 2,101 ADVISOR NO. 526 ADVISOR ANGELA MIDKIFF

RESIDENCE PHONE 304-772-5015 BUSINESS PHONE

TIME RECEIVED 09:58am DATE/TIME PROMISED 08/08/05 05:00pm PRIORITY

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and material for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or delays for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or [illegible] that an express mechanic's lien is hereby acquired upon the above vehicle to secure the amount of repairs thereto; that we may operate the above vehicle for the purpose of testing and/or inspection with vehicle

[redacted]

JOB

COMMENTS : WAIT

1 W 57CVZ 614 **INTERIOR TRIM**

TRIM PIECE FLAPPING ON PASSENGER SIDE SEAT at bottom

SCREW OUT OF RT FRNT SEAT TRACK Cover

REPLACED SCREW IN SEAT TRACK COVER

☐ CASH ☐ CHECK ☑ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDL REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

TECH COPY

1885

[redacted]

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

THOMAS BEST 003 07/21/05

RAMEY MOTORS INC II
P.O. BOX 1755
PRINCETON, WV 24740

1,238 / 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB

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

1 07/21/05

[redacted]

MO: 1239

[illegible]	WV STATE INSPECTION HOURS: PERFORM W. VA STATE INSPECTION PERFORMED W. VA. STATE INSP.	TECH(S):628	11.00
		TOTAL LABOR	11.00
[illegible]	DESCRIPTION	CONTROL NO	
J# # 1	STI W VA STATE INSPECTION STICKER		1.00
		TOTAL MISC	1.00

COMMENTS
SOL

TOTALS

[illegible]	ACCOUNT#	AMOUNT
	13A	12.00

TOTAL LABOR....	11.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	1.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**12.00**

APPROVED BY SIGNATURE

[redacted]

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

ANGELA MIDKIFF 526 09/06/05 [redacted]

[redacted]

2,115 EMERALD JEW 2D2173

UNION, WV [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

08/08/05

[redacted]

MO...

LABOR

J# 1 57CVZ	INTERIOR TRIM	HOURS: 0.20 TECH(S):614	11.81

PIECE OF TRIM KEEPS POPPING OFF WHENEVER SOMEONE SITS IN SEAT
PASS SEAT OUTER TRACK COVER MOUNT CRACKED
R&T PASS SEAT OUTER TRACK COVER

J# 2+46CVZ	WIPERS - WASHERS	HOURS: 0.30 TECH(S):614	17.72

REAR WSHER PUMP INOP
REAR WASHER HOSE KINKED ON WIPER ARM
REMOVED KINK FROM HOSE

J# 3+57CVZ10	DOOR PANEL	HOURS: 0.20 TECH(S):614	11.81

REAR PASSENGER DOOR TRIM HAS COME LOOSE -IN BACK SEAT
PARTS ORDERED
RIGHT REAR DOOR FRONT AUX. WEATHERSTRIP LOOSE
APPLIED WEATHERSTRIP ADHESSIVE TO WEATHERSTRIP
LEFT REAR DOOR FORNT AUX WEATHERSTRIP MISSING

TOTAL - LABOR 41.34

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89042242	COVER 16.682	10.51	10.51	14.71	14.71
			JOB # 1 COST TOTAL		10.51		
JOB # 3	0	15155415	WEATHERST 16.226	7.89	0.00	11.05	0.00

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 14.71

COMMENTS
WAIT

R/O TAX 0.00
R/O TOTALS 56.05

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
18024	56.05
CLAIM TOTALS	56.05

APPROVED BY SIGNATURE

PAGE 1 OF 2 SERVICE FILE COPY-W

(CONTINUED ON NEXT PAGE) 11:38 am

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · CHRYSLER Dodge · SUBARU [redacted]

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/08/05	[redacted]	2101	526	614	W	57CVZ	INTERIOR TRIM
07/21/05		1238	003	628	I	01CVZ01	WV STATE INSPECTION

SALESPERSON NO. 24 JOHN MICHAEL STOFFER S E R V I C E STATE REG# 5866

VEHICLE I.D. NO. 1GNDT13S352[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE

STOCK NO. 2D2173

LICENSE NO.

R.O. NO. [redacted]

[redacted]

UNION, WV[redacted]

CUSTOMER NO. [redacted]

SERVICE CONTRACT

DELIVERY DATE 07/23/05

DELIVERY MILES

SELLING DEALER 08/03/05

COL EMERALD JEWEL/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TURBO | M/MC | AIR COND. | P.S. | TRANS

MILEAGE 2,115

ADVISOR NO. 526

ADVISOR ANGELA MIDKIFF

RESIDENCE PHONE [redacted]

BUSINESS PHONE

[redacted]

03:53pm 08/08/05 05:00pm

PRIORITY

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and [redacted] ...sible for any delays caused by unavailability or delayed availability of parts or [redacted] ...other person to assume for you any liability in connection with such repair [redacted] ...vehicle or articles left therein; in case of fire, theft or other cause beyond your control ...d on the above vehicle to secure the amount of repairs thereto, and/or [redacted] ...elsewhere for the purpose of testing and/or inspecting such vehicle. ...AD ABOVE BEFORE SIGNING

SEP 0 6 2005

APPOINTMENT

JOB

COMMENTS WAIT

1 W * 57CVZ 614 *INTERIOR TRIM*

PIECE OF TRIM KEEPS POPPING OFF WHENEVER SOMEONE SITS IN SEAT

PASS SEAT OUTER TRACK COVER MOUNTING

R+I " " " " "

2) Rear Water Pump Inop

614 REAR WASHER HOSE KINKED ON WIPER ARM

REMOVED KINK FROM HOSE

60

60

3) Trim on Passenger Door Come Off In Seat

LFT

OVER

☐ CASH ☐ CHECK ☐ MASTER

PARTS ORDERED

PARTS RETURNED

ORIGINAL	AUTHORIZED	FINAL REPAIRS AUTHORIZED
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

PARTS ORDERED

TECH COPY

[redacted]

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or [illegible] 437-215

[redacted]

[redacted]

UNION, WV 24983

ANGELA MUSKIFF [illegible] 08/08 [illegible]

2,[illegible] EMERA[illegible]

05/CHEVROLET TRU[illegible] 4WD [illegible] 07/23 [illegible]

1 G N D T 1 3 S [illegible] [redacted]

08/06 [illegible]

[redacted]

LABOR

J# 1 5/CVZ INTERIOR TRIM UNITS: TECH(S):614 NARRAN

TRIM PIECE FLAPPING ON PASSENGER SIDE SEAT
SCREWED OUT OF RIGHT FRONT SEAT TRACK COVER
REPLACED SCREW IN SEAT TRACK COVER

Record

TOTAL LABOR

COMMENTS

FAIL

TOTALS

CASH [ ]

CHECK [ ] NUMBER

CHARGE [ ]

VISA/MC/DISC [ ]

TOTAL [illegible]	[illegible]
TOTAL PARTS	[illegible]
TOTAL SUBLET	[illegible]
TOTAL G[illegible]	[illegible]
TOTAL [illegible]	[illegible]
TOTAL [illegible]	[illegible]
TOTAL [illegible]	[illegible]
TOTAL [illegible]	[illegible]

TOTAL [illegible] [illegible]

CUSTOMER SIGNATURE

PAGE OF [illegible] SERVICE FILE COPY [illegible]

RAMEY MOTORS,

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · Dodge · SUBARU

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/08/05	[redacted]	2115	526	614	W	57CVZ	INTERIOR TRIM
				614	W	46CVZ	WIPERS – WASHERS
				614	W	57CVZ10	DOOR PANEL
08/08/05		2101	526	614	W	57CVZ	INTERIOR TRIM
07/21/05		1238	003	628	I	01CVZ01	WV STATE INSPECTION

C1136

SALESPERSON NO. 24 JOHN MICHAEL STOFFER S E R V I C E F O B 3612 STATE REG# 5866

VEHICLE I.D. NO. 1GNDT13S35[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL — Trailblazer LS —

PRODUCTION DATE · STOCK NO. 2D2173 · LICENSE NO. · R.O. NO. [redacted]

[redacted]

UNION, WV [redacted]

CUSTOMER NO. 1[redacted] · SERVICE CONTRACT · DELIVERY DATE · DELIVERY MILES · SELLING DEALER NO. 12/02/05

COLOR EMERALD JEWEL / · CONTRA[redacted]N DATE · EXPIRATION MILES · TAG NO.

TURBO · WMC · AIR COND. · P.S. · TRANS · [redacted] · ADVISOR DAVID WORKMAN

RESIDENCE PHONE · BUSINESS PHONE

TIME RECEIVED 07:43am · DATE/TIME PROMISED 12/02/05 05:00pm · PR[redacted]

APPOINTMENT ☐ Yes ☐ No · [redacted] · LABOR RATE

[redacted]

[redacted] forth to be done by you, together with the furnishing by you of the necessary parts and other [redacted] not responsible for any delays caused by unavailability or delayed availability of parts or other [redacted] thorize any other person to assume for you any liability in connection with such repair. Not [redacted] the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control [redacted] knowledged on the above vehicle to secure the amount of repairs thereto, that your employees [redacted] ways or elsewhere for the purpose of testing and/or inspecting such vehicle.

READ ABOVE BEFORE SIGNING

COMMENTS : WAITING BLFD

1 W 56CVZ (630) EXTERIOR TRIM
MOLDING MISSING OFF OF REAR DOOR
Replaced weatherstrip on Dr. side
R/rear door on front of window frame
Cause: Bad module

2 W 50CVZ (630) ACCESSORIES
REAR DEFROSTER NOT WORKING
Circuit tested rear defogger controls
R&I rear panel to test. Reassembled & ordered module
R&I rear door-(liftgate) panel & replaced module (rear BCM)
& upprogrammed module

3 C 63CVZ (630) PAINT REPAIR
PRICE BOTTLE OF TOUCH UP PAINT

Clock times on back

PARTS ORDERED
PARTS RETURNED

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADD'L REPAIRS AUTHORIZED BY
	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

DEALER AUTHORIZATION
Code 90 E
Date
Signature

OLH-diagnostic
Plus clock time

SERVICE AGREEMENT
Warranty Co.
Adjuster · Policy #
Claim #
Auth. #
Amount
Deductible
Date Authorized

Warty

PAGE 1 OF 1

TECH COPY

FEB-14-2008 08:43 AM RAMEYS 13044878860 P.06

RAMEY MOTORS, INC. [redacted]

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]R

UNION, WV 2[redacted]

DAVID WORKMAN 750 12/20/05

6,552 EMERALD JEW 202173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

12/02/05

MO: 6532

[redacted]

LABOR

# 1 56CVZ	EXTERIOR TRIM	HOURS: 0.20 TECH(S):630	15.81

MOLDING MISSING OFF OF REAR DOOR
REPLACED WEATHERSTRIP ON R/REAR DOOR ON FRONT OF WINDOW
FRAME
(RA, MOLDING)

# 2 50CVZ	ACCESSORIES	HOURS: 1.60 TECH(S):630	94.50

REAR DEFROSTER NOT WORKING
CIRCUIT TESTE REAR DEFOGGER CONTROLS R&I REAR PANEL TO
TEST REASSEMBLED AND ORDERED MODULE
R&I REAR DOOR LIGTGATE PANEL AND REPLACED MODULE (REAR BCM)
AND REPROGRAMMED MODULE

TOTAL LABOR 106.31

PARTS	QTY	LP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15155415	WEATHERST 16.225	7.89	7.89	11.05	11.05
			JOB # 1 COST TOTAL		7.89		
JOB # 2	1	15135616	BCM RR 2.560	92.90	92.90	130.06	130.06
			JOB # 2 COST TOTAL		92.90		
					TOTAL	PARTS	141.11

COMMENTS
WAITING:BLED

R/O TAX 0.00
R/O TOTALS 247.42

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
2[illegible]432	247.42
CLAIM TOTALS	247.42

APPROVED BY SIGNATURE

SERVICE FILE COPY W

[CONTINUED ON NEXT PAGE]

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · CHRYSLER Dodge · SUBARU

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ05	CHASSIS LUBRICATION	MI		01CVZ12	ROTATE TIRES	MI	
01CVZ20	TRANSMISSION SERVICE	MO		01CVZ3K	3000 SERVICE	MI	
01CVZ6K	6000 MILE SERVICE	MI		01CVZ15K	15000 MILE SERVICE	MO	
01CVZ30K	30000 MILE SERVICE	MO		01CVZ10	LUBE, OIL & FILTER	MI	
15CVZ01	SRVC TRANS COMPLETE	MO		01CVZ60K	60000 SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/02/05	2[redacted]	6552	750	630	W	56CVZ	EXTERIOR TRIM
				630	W	50CVZ	ACCESSORIES
				55	C	63CVZ	PAINT REPAIR
08/08/05	[redacted]	2115	526	614	W	57CVZ	INTERIOR TRIM
				614	W	46CVZ	WIPERS - WASHERS
				614	W	57CVZ10	DOOR PANEL

SALESPERSON NO. 24 JOHN MICHAEL STOFFER S E R V I C E STATE REG# [redacted]

VEHICLE: 1GNDT13S3[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE: 07/23/05

STOCK NO.: 2D2173

LICENSE NO.: [redacted]

[redacted]

UNION, WV [redacted]

COLOR: EMERALD JEWEL / CVZZ

CONTRACT NO.: 14082

ADVISOR NO.: 526 ANGELA MIDKIFF

RESIDENCE PHONE: [redacted]

BUSINESS PHONE:

07:31am 07/27/06 05:00pm

I hereby authorize the repair work therein set forth to be done [redacted] BEFORE SIGNING

COMMENTS : WAITING-BLFD--CK THE MILES AND UPDATE

1 W 24CVZ (630) DRIVEABILITY

CK FOR THE CUSTOMER THINKS THE VEHICLE DOES NOT HAVE THE POWER ON A HILL THAT IT HAD BEFORE--NO LIGHTS

Scan tested, and tested, reprogrammed PCM with update for various driveability issues

CAUSE: No power loss but needed update

2 W 46CVZ (630) WIPERS - WASHERS

CK FOR THE REAR WASHER NOT WORKING

Diagnosed & repaired washer hose to rear wiper

CAUSE: leaking

3) St Inspection (630) 0218506 OK → .3

☐ CASH ☐ CHECK ☐ MASTER ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL AUTHORIZED
PARTS $	PARTS $	
LABOR $	Clock time	
TOTAL $	ON BACK	

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

PAGE 1 OF

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RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

ANGELA MIDKIFF 526 07/28/06 [redacted]

14,082 EMERALD DEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

07/27/06

[redacted]

MO: 14082

LABOR

C# 1 24CV2 DRIVEABILITY HOURS: 0.70 TECH(S):630 42.92

CK FOR THE CUSTOMER THINKS THE VEHICLE DOES NOT HAVE THE POWER ON A HILL THAT IT HAD BEFORE--NO LIGHTS

REPROGRAMMED PCM WITH UPDATES

C# 2 46CV2 WIPERS - WASHERS HOURS: 0.30 TECH(S):630 18.40

CK FOR THE REAR WASHER NOT WORKING

REPAIRED WASHER HOSE TO REAR WIPER

TOTAL - LABOR 61.32

COMMENTS

WAITING BEFORE CK THE MILES AND UPDATE

R/O TAX 0.00

R/O TOTALS 61.32

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
14295	61.32
CLAIM TOTALS	61.32

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.306

07/28/2006 WARRANTY NEW CLAIM

16:05

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
014295	07/28/2006	1GNDT13S3[redacted]	3	09407	14082	XXX-XX-8134

CUSTOMER NAME: FIRST: DEWEY MIDDLE: H

LAST: RADFORD PHONE:WORK: HOME: 304-772-5015

LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		PR			3X	J6354	.7			42.92

LN-TOT: 42.92 TECH SSN: XXX-XX-6256 AUTH CODE: AUTH. AUTHOR.:

COMMENTS: SCAN TESTED ROAD TESTED REPROGRAMMED PCM WITH UPDATE FOR VARIOUS DRIVABILITY ISSUES

LN	JOB CT	CC	PC	PART NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		CJ			2E	81791	.3			18.40

LN-TOT: 18.40 TECH SSN: XXX-XX-6256 AUTH CODE: AUTH. AUTHOR.:

COMMENTS: REPAIRED WASHER HOSE TO REAR WIPER

R.O. TOTAL: 61.32

PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE] 04:05pm

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/27/06	[redacted]	14082	526	630	W	24CVZ	DRIVEABILITY
				630	W	46CVZ	WIPERS - WASHERS
				630	C	01CVZ01	WV STATE INSPECTION
12/02/05		6552	750	630	W	56CVZ	EXTERIOR TRIM
				630	W	50CVZ	ACCESSORIES
				55	C	63CVZ	PAINT REPAIR

SALESPERSON NO. 24 JOHN MICHAEL STOEFFER SERVICE STATE REG# 5866

VEHICLE I.D. NO: 1GNDT13S352[redacted] | YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL | PRODUCTION DATE | STOCK NO. | LICENSE NO.

CUSTOMER NO. / SERVICE CONTRACT | DELIVERY DATE: 07/23/05 | ACCUMULATED MILES | SELLING DEALER NO: [redacted]

[redacted] UNION, WV [redacted] | COLOR: EMERALD JEWEL / | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES: 11/02/06

TUNE-UP | PRINT | MAGNUM P.I.S. | TRANS | MILEAGE: CVZZ 17350 | ADVISOR NO: 526 | ADVISOR: ANGELA MIDKIFF

RESIDENCE PHONE | BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done [illegible] with the estimate by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or inability [illegible] liability in connection with such repair due to [illegible] of fire, theft or other cause beyond your control. [illegible] the amount of repairs thereto that their employees [illegible] or the purpose of testing and/or inspecting such repairs. [illegible] OVE BEFORE SIGNING

09:52 am 11/02/06 05:00pm [redacted] 215123

COMMENTS: WAIT-BLFD

1 **W** 24CVZ 55 **DRIVEABILITY**
VEHICLE IS LOSING POWER AT ALL TIMES
Shop foreman Road tested unable to duplicate complaint at this time - operating normally

2 **W** 43CVZ 55 **INSTRUMENTS**
HEADLIGHTS & DASH LIGHTS SEEM TO DIM AT NIGHT FOR NO REASON LIKE THEY RE FLICKERING
Shop foreman road tested could not duplicate problem at this time.

3 ~~I 01CVZ01 25PT. CRTSY INSPCTN~~
~~PERFORM 25 PT. COURTESY INSPECTION~~

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA

No open recalls.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	[illegible]
PARTS $	PARTS $	
LABOR $	LABOR $	
TOTAL $	TOTAL $	TAX

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.
Adjuster: Policy #
Claim #
Auth. #
Amount
Deductible
Date Authorized

WAITING

PAGE 1 OF REPRINT # 1 TECH COPY

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2161

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

ANGELA MIDKIFF 526 11/09/06

18,114 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

11/02/06

MO: 18173

LABOR

J# 1 24CVZ	DRIVEABILITY	HOURS:	TECH(S):55	0.00

VEHICLE IS LOSING POWER AT ALL TIMES
SHOP FOREMAN ROAD TESTED UNABLE TO
DUPLICATE COMPLAINT AT THIS TIME
OPERATING NORMALLY
RECORD ONLY

J# 2-43CVZ	INSTRUMENTS	HOURS:	TECH(S):55	0.00

HEADLIGHTS & DASH LIGHTS SEEM TO DIM AT NIGHT FOR NO REASON
IF THEY'RE FLICKERING
RECORD ONLY
SHOP FOREMAN ROAD TESTED COULD NOT DUPLICATE PROBLEM
AT THIS TIME

TOTAL - LABOR 0.00

COMMENTS
WAIT-BLPD
DETECTED OPERATION(S)
01:VZMI 25 PT. CROSY INSPCTN

PAGE 1 OF 1 SERVICE FILE COPY W [END OF INVOICE] 01:45pm

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA

Dodge

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/02/05	[redacted]	18123	526	55	W	24CVZ	DRIVEABILITY
				55	W	43CVZ	INSTRUMENTS
07/27/05		14082	526	630	W	24CVZ	DRIVEABILITY
				630	W	46CVZ	WIPERS - WASHERS
				630	C	01CVZ01	WV STATE INSPECTION
12/02/04		6552	750	630	W	56CVZ	EXTERIOR TRIM

SALESPERSON NO. 24 JOHN MICHAEL STOFFER **SERVICE** Rec 3/02 STATE REG# 5866

11/30/07

VEHICLE I.D. NO. 1GNDT13S3[redacted] YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL PRODUCTION DATE [redacted] STOCK NO. [redacted] LICENSE NO. [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT DELIVERY DATE 07/23/05 DELIVERING DEALER [redacted]

[redacted]

UNION, WV 2[redacted] COLOR [redacted] CONTRACT NO. EXPIRATION DATE 01/30/07

EMERALD JEWEL /

TURBO ENG. AIR COND. 4 X 4 TRANS MILEAGE 21123 ADVISOR NO. 750 ADVISOR DAVID WORKMAN

RESIDENCE PHONE [redacted] BUSINESS PHONE

[redacted]

APPOINTMENT 12:44pm 01/16/07 05:00pm LABOR RATE [redacted]

[redacted]

I authorize the above repair work, together with the furnishing by you of the necessary parts and materials. You are not responsible for any delays caused by unavailability of parts, availability of parts or other circumstances beyond your control. You are not responsible for loss of or damage to the above vehicle to secure the amount of repairs thereto and you grant permission to operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or delivering it. You authorize the repairs listed above and agree to the terms and conditions on the reverse side of this order. I have read and understand the terms and conditions on the reverse side of this order. I have received a copy of this order. I have read and understand the terms and conditions on the reverse side of this order. I have received a copy of this order.

JOB

1 W 38CVZ **EXTERIOR LIGHTING**
HEADLIGHTS FLICKER AND GO OUT AT TIMES
360 done a voltage test and print out
Ref. to Bulletin #06-06-03-004

2 W 24CVZ **DRIVEABILITY**
CHECK FOR LOSS OF POWER
360

3) Retest

per lang

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DATE OF REPAIR AUTHORIZED
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co

Adjuster Phone #

Claim #

Auth. #

Amount

Deductible

Date Authorized

PAGE 1 OF

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RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

DAVID WORKMAN 750 01/31/07 [redacted]

21,123 EMERALD JEW 7D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

01/16/07

[redacted]

MO: 21123

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.392
07/31/2007 WARRANTY NEW CLAIM
11:02

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
456172	01/16/2007	1GNDT13S352[redacted]	3	09407	21123	XXX-XX-5345

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL				93	N0100	.2			12.72

LN-TOT: 12.72 TECH SSN: XXX-XX-4468 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: DONE VOLTAGE TEST PRINT OUT REFER TO BULLETIN 060603001 BATTERY TEST S
OC 12 74V MEASURED 594CCA RATED 615CCA GOOD BATTERY STATE OF HEALTH STATE OF CHA
RGE 100 PER CENT LOAD OFF 14 66V LOAD ON 14 66V

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		MJ				98	Z7901			42.00	

LN-TOT: 42.00 TECH SSN: XXX-XX-8528 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: 1G4HP57237U[redacted] 1 DAY RENTAL

R.O. TOTAL: 54.72

PAGE 2 OF 2 SERVICE FILE COPY-W [END OF INVOICE] 04:03pm

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · Dodge

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/16/07	[redacted]	21123	750	360	W	38CVZ	EXTERIOR LIGHTING
				360	W	24CVZ	DRIVEABILITY
				55	W	98CVZ05	RENTAL
11/02/06		18123	526	55	W	24CVZ	DRIVEABILITY
				55	W	43CVZ	INSTRUMENTS
02/22/06		14082	526	630	W	24CVZ	DRIVEABILITY

SALESPERSON NO. 24 — S E R V I C E — STATE REG# 5866

6-6-07

VEHICLE I.D. NO.: 1GNDT13S35[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

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

[redacted]

UNION, WV[redacted]

CUSTOMER NO.: 108542 | SERVICE CONTRACT: | DELIVERY DATE: 02/23/05 | SELLING DEALER NO.:

COLOR: EMERALD JEWEL/ | CONTRACT NO.: | EXPIRATION DATE: | EXPIRATION MILES:

TURBO: | MMC: CVZZ | AIR COND.: | P.S.: | TRANS: | MILEAGE: 28,123 | ADVISOR NO.: 750 | ADVISOR: DAVID WORKMAN

RESIDENCE PHONE: [redacted] | BUSINESS PHONE: | PRIORITY:

08:16am 06/04/07 05:00pm

APPOINTMENT: ☐ NO ☐ NO | LABOR RATE:

I hereby authorize the repair work therein set forth to be [redacted] by you of the necessary parts and the material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or labor for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that [redacted] inspecting such vehicle.

X [redacted]

JOB

1 W 57CVZ 614 **INTERIOR TRIM**

CHECK RIGHT FRONT SEAT TRIM LOOSE

RT FRNT SEAT OUTER TRACK COVER BROKEN

R+I " " " " " "

2 W 03CVZ **STEERING SYSTEM**

128 Knocking Noise when turn from Right to left.

Found FRONT SWAY BAR END Links Worn out

Replaced END Links Completed

3 W 24CVZ **DRIVEABILITY**

CHECK FOR LOSS OF POWER/ NO LIGHT ON

128 NO TROUBLE Codes IN PCM

PARTS RETURNED

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE | AUTHORIZED | ADD'L REPAIRS

PARTS RETURNED

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co. _____

Adjuster _____ Policy # _____

Claim # _____

Auth. # _____

Amount _____

Deductible _____

Date Authorized _____

WATTER

TECH COPY

PAGE 1 OF

FEB-14-2008 08:47 AM RAMEYS 13044878860 P.14

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

DAVID WORKMAN 750 06/06/07 [redacted]

28,123 EMERALD JEW 2D2173

[redacted]

UNION, WV [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

06/04/07

[redacted] MO: 28123

LABOR

J# 1 57CVZ INTERIOR TRIM HOURS: 0.20 TECH(S):614 12.72
CHECK RIGHT FRONT SEAT TRIM LOOSE
RIGHT FRONT SEAT OUTER TRACK COVER BROKEN
R&I RIGHT FRONT SEAT OUTER TRACK COVER

J# 2 03CVZ STEERING SYSTEM HOURS: 0.30 TECH(S):128 19.08
STEERING SYSTEM
FOUND FRONT SWAY BAR END LINKS WORE OUT
REPLACED END LINKS

J# 3 24CVZ DRIVEABILITY HOURS: 0.30 TECH(S):128 19.08
CHECK FOR LOSS OF POWER/ NO LIGHT ON
NO TROUBLE CODES IN PCM

TOTAL - LABOR 50.88

PARTS	QTY	PP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89042242	COVER 16.682	10.51	10.51	14.71	14.71
			JOB # 1 COST TOTAL		10.51		
JOB # 2	1	15918822	LINK 7.240	30.80	30.80	43.12	43.12
JOB # 2	1	15918823	LINK 7.240	30.80	30.80	43.12	43.12
			JOB # 2 COST TOTAL		61.60		

TOTAL - PARTS 100.95

R/O TAX 0.00
R/O TOTALS 151.83

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
55582	151.83
CLAIM TOTALS	151.83

APPROVED BY SIGNATURE

SERVICE FILE COPY W

[CONTINUED ON NEXT PAGE]

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D.P. (304) 487-2151

TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTA
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/04/07	[redacted]	28123	750	614	W	57CVZ	INTERIOR TRIM
				128	W	03CVZ	STEERING SYSTEM
				128	W	24CVZ	DRIVEABILITY
03/16/07		21123	750	360	W	38CVZ	EXTERIOR LIGHTING
				360	W	24CVZ	DRIVEABILITY
				55	W	98CVZ05	RENTAL

SALESPERSON N[redacted] 24 — **SERVICE** — STATE REG# [redacted]

VEHICLE ID NO.: 1GN[redacted]T13S352[redacted] | YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL | PRODUCTION DATE | STOCK NO.: 2D2172 | LICENSE [redacted]

[redacted]
UNION, WV [redacted]

CUSTOMER NO. | SERVICE CONTRACT | DELIVERY DATE: 07/23/05 | DELIVERY MILES | SALES DEALER NO. [redacted]

COLOR [redacted] | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAX ID

EMERALD JEWEL/

TURBO	RADIO	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				28,634	0353	ROBERT PEERY

RESIDENCE PHONE | BUSINESS PHONE [redacted]

PROMISED: 08:00 am 06/11/07 05:00pm | PRIORITY

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and materials for such repair and agree: that you are not responsible for [redacted] for any delay caused by unavailability or delayed availability of parts or [redacted] in connection with such repair or for any shortage in or theft or other cause beyond your control of repairs thereto; that you shall have a lien upon said vehicle for the amount of repairs thereto; that you are authorized to operate the vehicle for the purpose of testing and inspecting such vehicle.

X [redacted]

Job

W * 03CV? **STEERING SYSTEM**

CUSTOMER STATES DRIVE APPROX. 30-45 MPH TURN RT OR LEFT AND A CLUNKING NOISE HAPPENS IN FT END.

Test drove Car for Knocking Noise Could not Duplicate Problem. Test drove with Customer Drove 41 Miles Top off Coolant Fuel Tank

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☑ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDL REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth #

Amount

Deductible

Date Authorized

[redacted]

TECH COPY

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

ROBERT PEERY 0353 06/11/07

28,634 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

06/11/07

MO: 28675

[redacted]

LABOR

J# 1 03CV2 STEERING SYSTEM HOURS: TECH(S): 56 0.00

CUSTOMER STATES DRIVE APPROX. 30-45 MPH TURN RT OR LEFT
ANE A CLUNKING NOISE HAPPENS IN FT END.
TES DROVE FOR KNOCKING NOISE COULD NOT DUPLICATE PROBLEM
TES DROVE WITH CUSTOMER WENT 41 MILES
TOW OFF VEH FOR CUST FOR DISTANCE

TOTAL - LABOR 0.00

[redacted]

PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE] 12:39pm

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET

TOYOTA

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/11/07	[redacted]	28675	0353	55	W	03CVZ	STEERING SYSTEM
06/04/07		28123	750	614	W	57CVZ	INTERIOR TRIM
				128	W	03CVZ	STEERING SYSTEM
				128	W	24CVZ	DRIVEABILITY
07/16/07		21123	750	360	W	38CVZ	EXTERIOR LIGHTING
				360	W	24CVZ	DRIVEABILITY

SALESPERSON NO. 24 — S E R V I C E — STATE REG# 5866

7/16/07

VEHICLE ID NO. 1GNDT13S35[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE

STOCK NO. 2D2173

LICENSE NO. [redacted]

[redacted]

UNION, WV [redacted]

CUSTOMER NO. 1[redacted]

SERVICE CONTRACT

DELIVERY DATE 07/23/05

DELIVERY MILES

SELLING DEALER NO. 07/ 2/07

COLOR EMERALD JEWEL/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TRIP NO.

TURBO | M/MC CVZZ | AIR COND | P.S. | TRANS | MILEAGE 29,989

ADVISOR NO. 0353

ADVISOR ROBERT PEERY

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME 03:03pm

DATE 07/12/07

PRIORITY 05:00pm

TREATMENT ☐ Yes ☐ No

LABOR RATE [redacted]

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

READ ABOVE BEFORE SIGNING

X

JOB

W 07CVZ **REAR SUSPENSION**

CUSTOMER STATES A POPPING NOISE FT SUSPENSION WHILE DRIVING. Intermitent noise on left turn. Installed Chassis Ears. Road tested to Isolate noise R&R Inner fender liner to

55

W 98CVZ05 **RENTAL**

WARRANTY RENTAL

ENTERPRISE

ck cowl aera. located noise in hood ad, hood latch and Lube hood bumpers

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADD'L REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

TECH COPY

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

UNION, WV [redacted]

ROBERT PEERY 0353 07/16/07

29,989 EMERALD JEW 202173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

07/12/07

[redacted]

MO: 29989

LABOR

J# 1 07CVZ REAR SUSPENSION HOURS: 0.30 TECH(S):55 19.08

CUSTOMER STATES A POPPING NOISE FT SUSPENSION WHILE DRIVING.
INTERMITTENT NOISE ON LEFT TURN - INSTALLED CHASSIS EARS - ROAD TESTED TO ISOLATE NOISE R&R INNER FENDER LINER TO CHECK COWL AREA. LOCATED NOISE IN HOOD ADJUSTED HOOD LATCH AND LUBED BUMPERS

J# 2 98CVZ05 RENTAL HOURS: TECH(S):55 0.00

WARRANTY RENTAL
ENTERPRISE.
VEHICLE DOWN IN SHOP FOR OVERNIGHT REPAIRS
13 DAYS/ENTERPRISE

				TOTAL - LABOR	19.08

SUBLET	P/O#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	74481		07/16/07	RADFORD-13 DAYS	546.00
				TOTAL - SUBLET	546.00
				R/O TAX	0.00
				R/O TOTALS	565.08

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
58407	565.08
CLAIM TOTALS	565.08

APPROVED BY SIGNATURE

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 08:50am

FEB-14-2008 08:50 AM RAMEYS 13044878860 P.19

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/12/07	[redacted]	29989	0353	55	W	07CVZ	REAR SUSPENSION
				55	W	98CVZ05	RENTAL
06/11/07		28675	0353	55	W	03CVZ	STEERING SYSTEM
06/04/07		28123	750	614	W	57CVZ	INTERIOR TRIM
				128	W	03CVZ	STEERING SYSTEM
				128	W	24CVZ	DRIVEABILITY

SALESPERSON NO. 24 — **SERVICE** — STATE REG# 5B00

7/19/07

VEHICLE I.D. NO. 1GNDT13S3[redacted] — YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER 4WD TRAIL — PRODUCTION DATE — STOCK NO. — LICENSE NO. — R.O. NO.

CUSTOMER NO. — SERVICE CONTRACT — DELIVERY DATE — DELIVERY MILES — SELLING DEALER NO. [redacted]

COLOR [redacted] — CONTRACT NO. — EXPIRATION DATE 07/23/05 — EXPIRATION MILES 30,307 — ATS

EMERALD JEWEL

TURBO — V-MIC — AIR COND. — P.S. — TRANS — MILEAGE 241027 — ADVISOR NO. 0353 — ADVISOR ROBERT PEERY

CUSTOMER NAME [redacted] — DAYTIME PHONE — BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for any repair work. You shall not be responsible for any unavailability or delayed availability of parts or material that an extension may cause. You any liability in connection with such repair. I/we also agree in case of fire, theft or other causes beyond your control, to pay the amount of repairs thereto, that your bills covering and/or inspecting such vehicle.

SIGNATURE [redacted]

PROMISE DATE 04.29 pm 07/16/07 05:00pm — PRIORITY — LABOR RATE

APPROVED? ☐ Yes ☐ No

JOB

1 **W** 14CVZ — ***DIFFERENTIAL - AXLE***
CUSTOMER STATES A WHINNING NOISE IN FT DIFF. AREA.
Could not Duplicate Coustomer Concern ✓

2 **W** 06CVZ — ***FRONT SUSPENSION***
CUSTOMER STATES A POP NOISE IN FT END TURN WHEEL RT AND LEFT.
Could not Duplicate Coustomer Concern. ✓

3 **W** * 98CVZ05 — ***RENTAL***
WARRANTY RENTAL
ENTERPRISE.
Signed Enterprise 7/19/07 - 8:24 Am
(2) Days Received
(2)

☐ CASH ☐ CHECK ☐ MASTER CARD
☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL AUTHORIZED
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co
Adjuster — Policy #
Claim #
Auth. # — Called 3:50 pm
Amount
Deductible
Date Authorized

PAGE 1 OF 1

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RAMEY MOTORS, INC. [redacted]

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

ROBERT PEERY 0353 07/19/07 [redacted]

31,025 EMERALD JEW 202173

UNION, WV [redacted]

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

07/16/07

[redacted] MO: 31025

LABOR.....

J# 1 14CVZ DIFFERENTIAL - AXLE HOURS: TECH(S):55 0.00
CUSTOMER STATES A WHINNING NOISE IN FT DIFF. AREA.
RECORD ONLY
COULD NOT DUPLICATE CUSTOMERS CONCERN

J# 2 06CVZ FRONT SUSPENSION HOURS: 0.30 TECH(S):55 19.08
CUSTOMER STATES A POP NOISE IN FT END TURN WHEEL
RT AND LEFT.
COULD NOT DUPLICATE CUSTOEMR CONCERN

J# 3 98CVZ05 RENTAL HOURS: TECH(S):55 0.00
WARRANTY RENTAL
ENTERPRISE.
VEHICLE DOWN IN SHOP FOR OVERNIGHT REPAIRS
2 DAYS/ENTERPRISE

TOTAL - LABOR	19.08

SUBLET.....PO#..... VEND INV#-INV.DATE-DESCRIPTION.....

JOB # 3	74560		07/19/07 RADFORD-2 DAYS	84.00
			TOTAL - SUBLET	84.00
			R/O TAX	0.00
			R/O TOTALS	103.08

WARRANTY CLAIM RETAIL TOTALS.....

CLAIM#.....	TOTAL....
68614	103.08
CLAIM TOTALS	103.08

APPROVED BY SIGNATURE

FEB-14-2008 08:51 AM RAMEYS 13044878860 P.21

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

CHEVROLET · TOYOTA · CHRYSLER Dodge

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/16/07	[redacted]	31025	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION
				55	W	98CVZ05	RENTAL
07/12/07		29989	0353	55	W	07CVZ	REAR SUSPENSION
				55	W	98CVZ05	RENTAL
06/11/07		28675	0353	55	W	03CVZ	STEERING SYSTEM

SALESPERSON NO. 24 — S E R V I C E — STATE REG# 5866

VEHICLE ID: 1GNDT13S3[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE: 2[redacted]

STOCK NO.: [redacted]

LICENSE NO.:

R.O. NO.: [redacted]

CUSTOMER NO.: [redacted]

SERVICE CONTRACT:

DELIVERY DATE: 07/23/05

DELIVERY MILES:

SELLING DEALER NO.: 07/23/07

COLOR: EMERALD JEWEL /

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.:

UNION, WV[redacted]

TURBO: M/MC: CVZZ

AIR COND: R.S.:

TRANS:

MILEAGE: 30,307

ADVISOR NO.: 0353

ADVISOR: ROBERT PEERY

RESIDENCE PHONE:

BUSINESS PHONE:

TIME: [redacted]

SEC: 04:57pm 07/16/07

PRIORITY: 05:00pm

LABOR RATE:

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

READ ABOVE BEFORE SIGNING

X

JOB

COMMENTS: REFER BACK TO RO# 68614

1 W * 14CVZ *DIFFERENTIAL - AXLE*
CUSTOMER STATES THERE IS A WHINING NOISE FROM FRONT DIFFEREN TIAL AREA

2 W * 06CVZ *FRONT SUSPENSION*
CUSTOMER STATES POPPING NOISE FROM FRONT END

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADD'L REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster — Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

TECH COPY

FEB-14-2008 08:52 AM RAMEYS 13044878860 P.22

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

ROBERT PEERY 0353 07/18/07 [redacted]

30,307 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

07/18/07

[redacted]

MO: 30307

LABOR.....

J# 1 14CVZ DIFFERENTIAL, AXLE UNITS: TECH(S):55 WARRANTY

CUSTOMER STATES THERE IS A WHINING NOISE FROM FRONT DIFFEREN
TIAL AREA
REFER BACK TO RO# 68614
RECORD ONLY

J# 2 06CVZ FRONT SUSPENSION UNITS: TECH(S):55 WARRANTY

CUSTOMER STATES POPPING NOISE FROM FRONT END
REFER BACK TO RO# 68614
RECORD ONLY

TOTAL - LABOR 0.00

COMMENTS.....

REFER BACK TO RO# 68614

TOTALS.....

CASH	[ ]	TOTAL LABOR....	0.00
CHECK	[ ] NUMBER	TOTAL PARTS....	0.00
CHARGE	[ ]	TOTAL SUBLET...	0.00
VISA/MC/DISC	[ ]	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

FEB-14-2008 08:52 AM RAMEYS 13044878860 P.23

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

Toyota (304) 487-2279

CHEVROLET · BUICK · PONTIAC · GMC · CHRYSLER · TOYOTA

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
[illegible]VZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/18/07	[redacted]	30307	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION
07/16/07		31025	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION
				55	W	98CVZ05	RENTAL
07/12/07		29989	0353	55	W	07CVZ	REAR SUSPENSION

SALESPERSON NO. 24 — **S E R V I C E** — STATE REG# 5886

VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNDT13S3[redacted]	05/CHEVROLET TRUCK/BLAZER/4WD TRAIL		[redacted]		26[illegible]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DESTINATION MILES	BELLING DEALER NO.	R.O. DATE
108542		07/23/05			11/05/[illegible]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
EMERALD JEWEL/				

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				34,147	750	DAVID WORKMAN

RESIDENCE PHONE: [redacted] — BUSINESS PHONE:

TIME RECEIVED: 10:44am — DATE/TIME PROMISED: 11/05/07 05:00pm — PRIORITY:

APPOINTMENT — LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason; that you neither assume or authorize any [redacted] for any liability in connection with such repair. That you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control; that an express mec[redacted] the above vehicle to secure the amount of repairs thereto; that your employees may operate the abo[redacted]ecting such vehicle.

X [redacted]

11/2/06

JOB [redacted]

COMMENTS: WAITING-BLFD

656 W 39CVZ — **INTERIOR LIGHTING** — 08 — Do 362 Clock [illegible] back

LIGHT ON TEMP CONTROLS IS OUT -- RIGHT SIDE

Replaced heater control module completed

656 — G.M. Smart Care — 04 — Paper work on Repair

2 W 01CVZ10 — **LUBE, OIL & FILTER**

CUSTOMER STATES: PERFORM LUBE OIL FILTER CHANGE

Completed.

656 — 0.3

3 T 01CVZMI — **25 PT. CRTSY INSPCTN**

PERFORM 25 PT. COURTESY INSPECTION

Completed.

656

Daytime Running lights

Inop at times

No Problem Found

TECH COPY

☐ CASH ☐ CHECK ☐ MASTER CARD ☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADD'L REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster — Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

P.24 13044878860 RAMEYS 08:53 AM

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

[redacted]

UNION, WV [redacted]

DAVID WORKMAN 750 11/07/07 [redacted]

34,147 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

11/05/07

[redacted]

MO: 34147

LABOR

J# 1 39CVZ INTERIOR LIGHTING HOURS: 0.80 TECH(S):656 50.89
LIGHT ON TEMP CONTROLS IS OUT -- RIGHT SIDE--
REPLACED HEATER CONTROL MODULE

J# 2 01CVZ10 LUBE, OIL & FILTER HOURS: TECH(S):656 8.68
CUSTOMER STATES: PERFORM LUBE OIL FILTER CHANGE
PERFORMED LUBE OIL AND FILTER CHANGE
GM SMART CARE PAPERWORK ON REAR

J# 4+38CVZ EXTERIOR LIGHTING HOURS: TECH(S):656 0.00
DAYTIME RUNNING LIGHTS NOT COMING ON AT TIMES
RECORD ONLY
NO PROBLEM FOUND AT THIS TIME

TOTAL - LABOR 59.57

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10395426	CONTROL 9.273	107.20	107.20	150.08	150.08
			JOB # 1 COST TOTAL		107.20		
JOB # 2	1	89017342	FILTER 1.836	4.13	4.13	5.37	5.37
JOB # 2	6	12345615	5W30 OIL	1.88	11.28	1.98	11.88
			JOB # 2 COST TOTAL		15.41		
					TOTAL - PARTS		167.33

COMMENTS
WAITING BUTD

R/O TAX	0.00
R/O TOTALS	226.90

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
76456	226.90
CLAIM TOTALS	226.90

APPROVED BY SIGNATURE

SERVICE FILE COPY W

[CONTINUED ON NEXT PAGE] 08:19am

FEB-14-2008 08:53 AM RAMEYS 13044878860 P.25

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

Toyota (304) 487-2279

CHEVROLET · BUICK · GMC · PONTIAC · TOYOTA · CHRYSLER

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
[illegible]210	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/05/07	76456	34147	750	656	W	39CVZ	INTERIOR LIGHTING
				656	W	01CVZ10	LUBE, OIL & FILTER
				656	I	01CVZMI	25 PT. CRTSY INSPCTN
				656	W	38CVZ	EXTERIOR LIGHTING
[illegible]/07	68813	30307	0353	55	W	14CVZ	DIFFERENTIAL - AXLE
				55	W	06CVZ	FRONT SUSPENSION

SALESPERSON NO. 24

SERVICE

STATE REG# 5886

1/14/08

VEHICLE I.D. NO. 1GNDT13S35[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/BLAZER/4WD TRAIL

PRODUCTION DATE

STOCK NO. 2D2173

LICENSE NO.

[redacted]

CUSTOMER NO. 108542

SERVICE CONTRACT

DELIVERY DATE 07/23/05

DELIVERY MILES

SELLING DEALER NO.

[redacted]

[redacted]

UNION, WV[redacted]

COLOR EMERALD JEWEL/

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.

TURBO

MMC CVZZ

AIR COND.

P.S.

TRANS.

MILEAGE 37,800

ADVISOR NO. 0353

ADVISOR ROBERT PEERY

RESIDENCE PHONE [redacted]

BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done along with required materials for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or repairs. No other person to assume for you any liability in connection with such repair, and no vehicle, or articles left therein in case of fire, theft or other causes beyond your control. I hereby grant you a lien on the above vehicle to secure the amount of repairs thereto, that your employees may have for the purpose of testing and/or inspecting such vehicle.

READ ABOVE BEFORE SIGNING

[redacted]

TIME PROMISED 08:40 am

DATE/TIME PROMISED 01/08/08 05:00pm

PRIORITY

LABOR RATE

[redacted]

JOB

W 38CVZ

EXTERIOR LIGHTING

CUSTOMER STATES WHILE DRIVING EXTERIOR LITES AND DASH LIGHTS WILL FLASH OFF AND THEN BACK ON REALLY QUICK.

#456. Test Drive For ~ Approx. 122 Miles! Unable to Duplicate! No TSB. Available @ This Time =

* Goodwrench Pea Lamp *

1/13/08

Historical

* Call

TECH COPY

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDL. REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co.

Adjuster Policy #

Claim #

Auth. #

Amount

Deductible

Date Authorized

RAMEY MOTORS, INC. [redacted]

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 425-2134 or C.D. (304) 487-2151

[redacted]

[redacted]

UNION, W[redacted]

ROBERT PEERY 0353 01/11/08 [redacted]

37,800 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

01/08/08

[redacted]

MO: 37922

LABOR

J# 1 38CVZ EXTERIOR LIGHTING UNITS: TECH(S):456 WARRANTY

CUSTOMER STATES WHILE DRIVING EXTERIOR LITES AND DASH LIGHTS WILL FLASH OFF AND THEN BACK ON REALLY QUICK.
TEST DROVE FOR APPROX 122 MILES - UNABLE TO DUPLICATE NO TSB AVAILABLE AT THIS TIME

TOTAL - LABOR 0.00

TOTALS

CASH [ ]

CHECK [ ] NUMBER

CHARGE [ ]

VISA/MC/DISC]

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

I'm singing this
c/my car is still
not fixed because of Ramey
not being able to see
problem

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:59pm

FEB-14-2008 08:54 AM RAMEYS 13044878860 P.27

RAMEY MOTORS, INC.

P.O. Box 1755 • Route 460

PRINCETON, WEST VIRGINIA 24740

Phone: (304) 425-2134 or C.D. (304) 487-2151

Toyota (304) 487-2279

CHEVROLET · BUICK · GMC · PONTIAC · TOYOTA · CHRYSLER

52170920

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ10	LUBE, OIL & FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/08	[redacted]	37922	0353	456	W	38CVZ	EXTERIOR LIGHTING
		34147	750	656	W	39CVZ	INTERIOR LIGHTING
				656	W	01CVZ10	LUBE, OIL & FILTER
				656	I	01CVZMI	25 PT. CRTSY INSPCTN.
				656	W	38CVZ	EXTERIOR LIGHTING
08/07	68813	30307	0353	55	W	14CVZ	DIFFERENTIAL - AXLE

SALESPERSON NO: 24

SERVICE

STATE REG# 5866

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNDT13S35[redacted]	05/CHEVROLET TRUCK/BLAZER/4WD TRAIL	[redacted]			[redacted]

[redacted]
UNION, WV [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING SALESMAN NO.	R.O. DATE
[redacted]		07/23/05			01/22/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
EMERALD JEWEL/				

TURBO	M/V/C	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				38,300	0353	ROBERT PEERY

RESIDENCE PHONE [redacted] BUSINESS PHONE

PROMISED 02:34pm 01/22/08 05:00pm PRIORITY

LABOR RATE

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

READ ABOVE BEFORE SIGNING

X [signature]

JOB

W * 38CVZ **EXTERIOR LIGHTING**

CUSTOMER STATES ALL LIGHTS WILL FLICKER ON AND OFF WHILE DRIVING.

#25 Recall Only —

Approved 3 trans Lewis

1/15/08 RD

☐ CASH ☐ CHECK ☐ MASTER CARD

☐ VISA ☐ DISCOVER

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	ADDITIONAL REPAIRS AUTHORIZED BY
PARTS $	PARTS $	
LABOR $	LABOR $	DATE
TOTAL $	TOTAL $	TIME

PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

REPLACED PARTS TO BE RETAINED FOR INSPECTION ☐ YES ☐ NO

SERVICE AGREEMENT

Warranty Co. .....

Adjuster ..... Policy # .....

Claim # .....

Auth. # .....

Amount .....

Deductible .....

Date Authorized .....

TECH COPY

[redacted]

[redacted]

UNTON, WV [redacted]

ROBERT PEERY 0353 01/22/08 [redacted]

38,300 EMERALD JEW 2D2173

05/CHEVROLET TRUCK/BLAZER/4WD TRAILB 07/23/05

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

01/22/08

[redacted]

MO: 38300

LABOR

J# 1 38CVZ EXTERIOR LIGHTING UNITS: TECH(S):55 WARRANTY

CUSTOMER STATES ALL LIGHTS WILL FLICKER ON AND OFF WHILE DRIVING.
HAPPENED 3 TIMES SINCE 1/8/08

TOTAL - LABOR 0.00

TOTALS

CASH [ ]

CHECK [ ] NUMBER

CHARGE [ ]

VISA/MC/DISC [ ]

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**

CUSTOME - SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:47pm

FEB-14-2008 08:55 AM RAMEYS 13044878860 P.29

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

VIA FAX ONLY

February 1, 2008

LANY HURLEY
RAMEY MOTORS, INC.
PO BOX 1755
PRINCETON, WV 24740-1755

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S3[redacted]
Customer Relationship Specialist: Emma Salinas

Dear Mr. Hurley:

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, the Actual Cash Value statement of any trade, and Application for Title.

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006



RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 09/09/06
PROCESSING SOURCE: CHEVROLET 14:00:24
PAGE: 1

VIN: 1GNDT13S3 521[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HPMKD7

ODATE: 09/02/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 09407
DDATE: 07/23/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/25/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 07/23/05 DLVY TO: [redacted]
TRD DOE: 07/25/05 [redacted]
SRVC IN: UNION WV [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
CSE	01	13 09407	0[redacted]	07/26/05	2,500.00	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
FFC	01	13 09407	[redacted]	07/26/05	36.07	OA	0.00	9

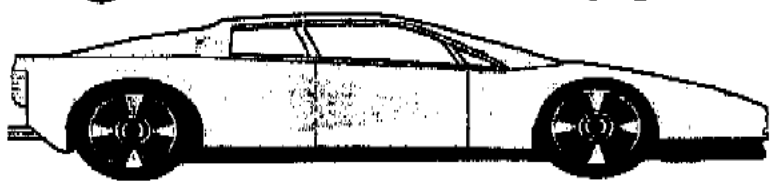
PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 0[redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
GFP	01	13 09407	0[redacted]	07/26/05	1,448.50	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

Ramey Motors, Inc.

Chrysler, Dodge



Rt. 460
P.O. Box 1755
Princeton, WV 24740
Phone (304)487-2151
Fax (304)425-5725—sales
(304)487-2255—office

Facsimile Cover Sheet

Date: 2-12-08 Pages Including Cover: 28

To: Emma Salinas at: GM

From: Amy

Comments: per your request

NOTICE – CONTENTS ARE PRIVILEGED AND CONFIDENTIAL. The information contained in this facsimile is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient you are hereby notified that any dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address, via the U.S. Postal Service. We shall remit postage for the return of any such communications. Thank You.

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GNDT13S36[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
SE	$2500.00	CSE
	$	
	$	
	$	
	$ N/A	

GFP
1448.50

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 _____

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 07/ 202005. I acknowledge receipt of incentive(s) as described in Item #__ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 07/20/2005

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

Authorized Dealer Signature: [signature] Date: 07 202005

Dealership Name: RAMEY MOTORS INC Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy Copy #2 - Customer 99ACKDLR (9/99)

FEB-13-2008 16:53 From:RAMEY MOTORS 3044872255 To:Fax Server P.3/28

RAMEY MOTORS, INC.
RT. 460, P.O. BOX 1755
PRINCETON, WEST VIRGINIA 24740
(304) 425-2134 • (304) 325-0005 • (304) 327-2418

WE OWE

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

ADDRESS [redacted] YEAR 2005 MAKE CHEVROLET TRUCK

CITY UNION STATE WV ZIP [redacted] MODEL BLAZER

PHONE [redacted] SERIAL NO. 1GNDT13S3 [redacted]

SALESMAN JOHN MICHAEL STOFFER DEL. DATE 07/23/2005

QTY.	NAME OF ITEM	PART	LABOR
	STEP RAILS		

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

(FOR APPOINTMENT CALL SERVICE DEPT.)

CUSTOMER

DATE 07/23/2005

APPROVED [signature] MGR.

White Copy - Deal Jacket • Pink Copy - Customer • Yellow Copy - Service Dept

WV-4A 11/83 07/20/2005

OWNER'S STATEMENT OF INSURANCE

DATE 2005 CHEVROLET LICENSE NUMBE [redacted]

YEAR [redacted]

OWNER'S NAME [redacted] UNION WV [redacted]

OWNER'S ADDRESS

I HEREBY STATE, UNDER PENALTY OF FALSE SWEARING AND PENALTIES OUTLINED IN CHAPTERS 17A AND 17D, THAT THERE IS IN EFFECT A MOTOR VEHICLE LIABILITY POLICY UPON THE DESCRIBED VEHICLE IN ACCORDANCE WITH THE PROVISIONS OF THE WEST VIRGINIA MOTOR VEHICLE CODE.

SIGNATURE OF OWNER [signature] 04/04/2005 04/04/2006

EFFECTIVE DATE OF INSURANCE POLICY HARTFORD TO

NAME OF INSURANCE COMPANY HARTFORD

NAME OF INSURANCE AGENT [redacted]

INSURANCE POLICY NUMBER

MV-52-TR 1/00

NOTIFICATION OF TRANSFER OF LICENSE PLATES

Date of Transfer JUL 20 20 05

Issued to [redacted] AE 3014

Address [redacted] UNION WV [redacted]

TRANSFERRED FROM

Make	Year	Serial No.		Weight	
OLDS	2000	1GHDT13W3Y[redacted]		[redacted]	
CHEVR	2005	1GNDT13S952[redacted]	TO		AV78904
[redacted]					

Sig[redacted] TORS INC

Tra[redacted] D-136

By[redacted]

Authorized Personnel Only

Please Check One: ☐ XX Licensed West Virginia Dealer ☐ License Service

THIS FORM CAN ONLY BE EXECUTED BY A LICENSED WEST VIRGINIA DEALER OR LICENSE SERVICE

FEB-13-2008 16:53 From:RAMEY MOTORS 3044872255 To:Fax Server P.4/28

RAMEY
Automotive Group

Privacy Notice

In connection with your transaction, **Ramey Automotive** may acquire information about you as described in this notice, which we handle as stated in this notice.

1. 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; and,
   - Information we receive from a consumer reporting agency.
2. We do not disclose, nor do we reserve the right to disclose, any nonpublic personal information about our consumers, customers or former customers to anyone, except as permitted by law. We may disclose non-public personal information about you, as a consumer, customer or former customer, to non-affiliated third parties as permitted by law.
3. We restrict access to nonpublic personal information about you except *"those employees who need to know that information to provide products or services to you"*. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the date indicated below.

[redacted] 7-15-05
Customer's Signature Date

[redacted]
Customer's Name (printed)

[redacted] 7-15-05
Co-customer's Signature Date

[redacted]

RAMEY MOTORS, INC.

P.O. Box 1755 Princeton, WV 24740 Telephone 425-2134 32

DATE: 7/20/07

TO WHOM IT MAY CONCERN:

I, [redacted], HEREBY AUTHORIZE RAMEY MOTORS INC. TO COLLECT, AND RETAIN ANY CANCELLATION REFUND AVAILABLE TO ME FOR SERVICE CONTRACT AND/OR LIFE INSURANCE POLICIES ON THE VEHICLE LISTED BELOW. I HEREBY AUTHORIZE AND AGREE THAT I GIVE UP ALL RIGHTS TO SAID MONIES.

THANK YOU.

[redacted]

2000 Granada 1G-HDT13W3Y[redacted]
MAKE MODEL AND VIN

2000 Ford Ranger
1FTZR15V1YP[redacted]

1127.79

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740
Telephone (304) 425-2134

SUBARU TOYOTA

69-129
515

CHECK# [redacted]

[redacted]

PAY **TWELVE THOUSAND FIVE HUNDRED SIXTY FIVE DOLLARS AND 08/100**

DATE	AMOUNT
07/28/05	$12,565.08

TO THE ORDER OF
BB&T
PO BOX 2306
WILSON NC 27894

RAMEY MOTORS, Inc.

MAIN BRANCH FIRST COMMUNITY BANK
PRINCETON, WEST VIRGINIA

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

NAME NUMBER DATE

BB&T [redacted] 07/28/05

DATE	ACCT#	AMOUNT	CTRL#	DATE	ACCT#	AMOUNT	CTRL#

[redacted] PAYOFF ACC# [redacted]
2000 FORD VIN [redacted]

REMITTANCE ADVICE
DETACH AND RETAIN

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

CHECK NO.	NET AMOUNT	CONTINUED

Copyright © 2003 The Reynolds and Reynolds Company

PAYOFF AUTHORIZATION

THIS LETTER IS TO GIVE **RAMEY MOTORS, INC.** AUTHORIZATION TO

PAY OFF MY ACCOUNT NUMBER [redacted] ON A

2000 FORD RANGER IN THE AMOUNT OF 12565.08

WITH A PER DAY DIEM _____. THIS PAYOFF IS GOOD

UNTIL _____.

BB&T
P.O. BOX 1290
WHITEVILLE NC 28472

CUSTOMER NAME DEWEY H RADFORD SR

CUSTOMER SIGNATURE [redacted]

DEALER SIGNATURE _____

DATE 07/20/2005

PLEASE SEND TITLE TO:

RAMEY MOTORS
PO BOX 1755
PRINCETON, WV 24740
304-425-2134

THE FACE OF THIS DOCUMENT HAS A COLORED BACKGROUND ON WHITE PAPER

CHEVROLET SUBARU TOYOTA CHRYSLER Dodge

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740
Telephone (304) 425-2134

69-129/515 CHECK# [redacted]

[redacted]

PAY **ELEVEN THOUSAND FOUR HUNDRED SIXTY ONE DOLLARS AND 09/100**

DATE | AMOUNT

TO THE ORDER OF
HUNTINGTON BANK
2361 MORSE ROAD NC1N10
COLUMBUS OH 43229

07/28/05 **$11,461.09**
RAMEY MOTORS, Inc.

MAIN BRANCH FIRST COMMUNITY BANK
PRINCETON, WEST VIRGINIA

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

NAME NUMBER DATE

HUNTINGTON BANK **1831** **07/28/05**

DATE	ACCT#	AMOUNT	CTRL#	DATE	ACCT#	AMOUNT	CTRL#

RADFORD PAYOFF ACCT# [redacted]
2000 OLDS VIN [redacted]

REMITTANCE ADVICE
DETACH AND RETAIN

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

CHECK NO	NET AMOUNT	
		CONTINUED

Copyright © 1999 The Reynolds and Reynolds Company

PAYOFF AUTHORIZATION

THIS LETTER IS TO GIVE **RAMEY MOTORS, INC.** AUTHORIZATION TO PAY OFF MY ACCOUNT NUMBER [redacted] ON A 2000 OLDS BRAVADA IN THE AMOUNT OF ~~N/A~~ 11461.09 WITH A PER DAY DIEM _____. THIS PAYOFF IS GOOD UNTIL _____.

HUNTINGTON NATIONAL BANK
2361 MORSE ROAD
COLUMBUS OH 43229

CUSTOMER NAME DEWEY H RADFORD SR [redacted]

CUSTOMER SIGNATURE [redacted]

DEALER SIGNATURE [signature]

DATE 07/20/2005 [redacted]

PLEASE SEND TITLE TO:

RAMEY MOTORS
PO BOX 1755
PRINCETON, WV 24740
304-425-2134

DEALER FAX BACK NUMBER

SUBARU MOTORS FINANCE

CHASE

APPLICANT'S [redacted]

- Individual Credit
- Joint Credit
- Community Property State
- Business Application

If you are applying for individual credit in [redacted] of another person as the basis for repayment [redacted]

If this is an application for joint credit with [redacted]

We intend to apply for joint credit. [redacted]

If you are applying for individual credit, but are relying on income from alimony, child support, or separate maintenance or on the income or asset of another person as the basis for repayment of the credit requested, complete Sections A and B to the extent possible, providing information in B about the person on who alimony, support or maintenance payments or income or assets you are relying on. Section B should also be completed if you reside in a Community Property state and are married and you are relying on the income or assets of your spouse for repayment of the credit requested.

SECTION A. - Information Regarding Applicant

SOCIAL SECURITY NUMBER or (TAX ID #) FIRST NAME OR BUSINESS NAME MI LAST NAME

[redacted]

DATE OF BIRTH (MM/DD/YY) HOME PHONE PO BOX NUMBER

CURRENT STREET NUMBER AND STREET NAME APT/SUITE NUMBER

CITY STATE ZIP CODE

TIME AT ADDRESS YRS MOS ○ Own ○ Family ○ Rent ○ Other MTG PYMT OR RENT HOME FINANCED BY

EMPLOYED BY or TYPE OF BUSINESS (if business application) OCCUPATION

BUSINESS PHONE TIME EMPLOYED YRS MOS ANNUAL SALARY (GROSS)

Alimony, child support, separate maintenance income or its source need not be disclosed unless Applicant wants the Creditor to consider it in connection with application.

OTHER INCOME SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current) BUSINESS PHONE TIME EMPLOYED YRS MOS

BANK NAME CHECKING/SAVINGS ACCOUNT (BANK ACCOUNT #)

CONTACT NAME AT BANK (IF BUSINESS APPLICATION) BUSINESS PHONE

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU

NAME _____ ADDRESS _____ PHONE _____

FOR DEALER USE ONLY

○ New ○ Retail ○ Used ○ Lease ○ Single Pay Lease ○ Balloon

USED VEHICLE OPTIONS

○ A/C ○ Sunroof ○ Stereo ○ Cruise ○ Pwr Windows ○ Pwr Seats ○ Pwr Door Locks ○ Alum./Wire Wheel ○ Man. Trans. ○ 4WD ○ T-Top ○ Leather Seats

DEALER NAME DEALER NUMBER

VEHICLE YR MAKE MODEL DESCRIPTION MILEAGE

TERM CASH SELLING PRICE NET TRADE CASH/CAP RED/REBATE CAP COST OR UNPAID BAL

(YR) TRADE IN (MAKE) (MODEL) INVOICE/USED CAR VALUE MSRP EST PAYMENT

SECTION B. - Information Regarding Joint Applicant or other party (use separate sheet if necessary)

SOCIAL SECURITY NUMBER or (TAX ID #) [redacted]

DATE OF BIRTH (MM/DD/YY) HO[redacted]

CURRENT STREET NUMBER AND STREET NAME APT/SUITE NUMBER

CITY STATE ZIP CODE

TIME AT ADDRESS YRS MOS ○ Own ○ Family ○ Rent ○ Other MTG PYMT OR RENT HOME FINANCED BY

EMPLOYED BY or TYPE OF BUSINESS (if business application) OCCUPATION

BUSINESS PHONE TIME EMPLOYED YRS MOS ANNUAL SALARY (GROSS)

Alimony, child support, separate maintenance income or its source need not be disclosed unless Co-Applicant wants the Creditor to consider it in connection with application.

OTHER INCOME SOURCE OF OTHER INCOME

TIME AT ADDRESS YRS MOS | ○ Own ○ Rent ○ Family ○ Other | MTG PYMT OR RENT | HOME FINANCED BY

EMPLOYED BY or TYPE OF BUSINESS (if business application) | OCCUPATION

BUSINESS PHONE – – | TIME EMPLOYED YRS MOS | ANNUAL SALARY (GROSS)

Alimony, child support, separate maintenance income or its source need not be disclosed unless Applicant wants the Creditor to consider it in connection with application
OTHER INCOME | SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current) | BUSINESS PHONE – – | TIME EMPLOYED YRS MOS

BANK NAME | CHECKING/SAVINGS ACCOUNT (BANK ACCOUNT #)

CONTACT NAME AT BANK (IF BUSINESS APPLICATION) | BUSINESS PHONE – –

NEAREST RELATIVE OR FRIEND NOT LIVING WITH YOU

NAME _____ ADDRESS _____ PHONE _____

FOR DEALER USE ONLY

■ ○ New ○ Used ○ Single Pay Lease ○ Balloon ○ Retail ○ Lease

USED VEHICLE OPTIONS: ○ A/C ○ Sunroof ○ Stereo ○ Cruise ○ Pwr. Windows ○ Pwr. Seats ○ Pwr. Door Locks ○ Alum./Wire Wheel ○ Man. Trans. ○ 4WD ○ T-Top ○ Leather Seats

DEALER NAME | DEALER NUMBER

VEHICLE YR | MAKE | MODEL DESCRIPTION | MILEAGE

TERM | CASH SELLING PRICE | NET TRADE | CASH/CAP REDUCTION | CAP COST OR UNPAID BAL

(YR) TRADE IN (MAKE) (MODEL) | INVOICE/USED CAR VALUE | MSRP | EST PAYMENT

SECTION B. - Information Regarding Joint Applicant or other party (use separate sheet if necessary)

SOCIAL SECURITY NUMBER or (TAX ID #) [redacted]

DATE OF BIRTH (MM/DD/YY) / / | HOME PHONE – – [redacted]

CURRENT STREET NUMBER AND STREET NAME | APT/SUITE NUMBER

CITY | STATE | ZIP CODE

TIME AT ADDRESS YRS MOS | ○ Own ○ Rent ○ Family ○ Other | MTG PYMT OR RENT | HOME FINANCED BY

EMPLOYED BY or TYPE OF BUSINESS (if business application) | OCCUPATION

BUSINESS PHONE – – | TIME EMPLOYED YRS MOS | ANNUAL SALARY (GROSS)

Alimony, child support, separate maintenance income or its source need not be disclosed unless Co-Applicant wants the Creditor to consider it in connection with application.
OTHER INCOME | SOURCE OF OTHER INCOME

PREVIOUS EMPLOYMENT (if less than 2 yrs at current) | BUSINESS PHONE – – | TIME EMPLOYED YRS MOS

This application may be submitted to the following financial institutions (Name(s) and Address(es)) [redacted]

BY SIGNING BELOW, I HAVE READ AND AGREE TO THE TERMS ON BOTH SIDES OF THE APPLICATION.

X [redacted] 7-20-05 DATE | 7/20/05 DATE

* The trade name "Subaru Motors Finance" and the Subaru logo are owned by Subaru of America, Inc. and are licensed to JPMorgan Chase Bank, N.A. ("Chase") and Chase Auto Finance Corp. ("CAFC"). Chase is the creditor on retail accounts and CAFC is the creditor on lease accounts.

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RAMEY MOTORS
Princeton, WV

Phone (304)425-2134
(304)327-2418
Fax (304)487-3713

PLEASE PRINT APPLICATION NUMBER

Check Appropriate Box
- ☐ Individual credit—applying for credit in your own name and relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested (Complete Section A).
- ☑ Joint Credit—applying for joint credit with another person (Complete Sections A and B). Relationship to joint applicant or other party, if any _____
- ☐ Individual Credit—applying for credit in your own name but relying on income from alimony, child support, or separate maintenance or on the income or assets of another person as the basis for repayment of the credit requested (Complete Sections A and B).

A. INFORMATION ABOUT APPLICANT

PRINT FULL NAME [redacted] SOC. SEC. NO. [redacted] DATE OF BIRTH MO. 9 [redacted] HOME PHONE NO. [redacted]

PRESENT ADDRESS [redacted] WV [redacted] YEARS 15 MONTHS

RENT BY ☐ LEASE ☐ OWN ☑ [redacted] MO. PYMT. OR RENT $610.00

PREVIOUS HOME ADDRESS NUMBER AND STREET CITY COUNTY STATE ZIP CODE LIVED THERE YEARS MONTHS

EMPLOYED BY SELF ☐ OTHERS ☐ NAME Disability BUSINESS ADDRESS, NUMBER AND STREET #1596 CITY STATE HOW LONG YEARS MONTHS 13mo BUS. PHONE NO.

TRADE OR OCCUPATION Disability SALARY OR WAGES $2630.55 NAME OF PREVIOUS EMPLOYER Pension ADDRESS 1234 Shawnee NO. YRS.

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

TYPE OF OTHER INCOME SOURCE NO MONTHLY AMOUNT $

NAME AND ADDRESS OF PARENTS OR NEAREST RELATIVE NOT LIVING WITH ME NAME [redacted] ADDRESS [redacted] PHONE NO. [redacted] RELATIONSHIP B.Tab

NAME AND ADDRESS OF PERSONAL FRIEND NAME [redacted] ADDRESS Union, WV PHONE NO. [redacted] KNOWN HOW LONG? 4ab6 12YR

BANK ACCOUNT NAME OF BANK Bank of Monroe BRANCH NAME AND CITY CHECKING ☑ SAVINGS ☐ NO ACCOUNT ☐ CHECKING ACCOUNT NO.

LAST CAR FINANCED NAME OF CREDITOR BB&T/Ranger BALANCE DUE OR DATE PAID TRADING IN THIS CAR? ☑ YES ☐ NO

CREDIT REFERENCES OR INSTALLMENT OBLIGATIONS — INCLUDE FINANCE COMPANIES, BANKS, CREDIT CARDS, CHARGE ACCOUNTS. INCLUDE NAME(S) OF APPLICANT IN WHICH CREDIT CAN BE VERIFIED, IF OTHER THAN SHOWN ABOVE.

NAME OF CREDITOR	ADDRESS	ACCOUNT NO

THIS CAR WILL BE REGISTERED IN NAME OF NUMBER AND STREET CITY STATE OPERATOR'S LICENSE NO.

C/L TYPE	NEW ☐ USED ☐ AUCTION ☐	YEAR	MAKE
MODEL #	DESCRIPTION	MILEAGE	
VIN	SALESPERSON		

1—W/O AIR CONDITIONING ☐ 2—SUNROOF ☐ 3—STEREO ☐
4—CRUISE ☐ 5—POWER WINDOWS ☐ 6—POWER SEATS ☐
7—FOUR WHEEL DRIVE ☐ 8—MANUAL TRANS. ☐ 9—ALUM./WIRE WHEELS ☐
OTHER (DESCRIBE)

TRADE-IN YEAR MAKE DESCRIPTION

TERM OF CONTRACT MOS. DEALER DEALER NO.

CASH PRICE (LINE 1 OF CONTRACT)	$
LESS: NET TRADE	$
CASH	$
REBATES (DESCRIBE)	$
OTHER (DESCRIBE)	$
TOTAL DOWNPAYMENT	$
UNPAID BALANCE	$
PLUS INSURANCE CHARGES	$
OTHER CHARGES	$
TOTAL AMOUNT FINANCED	$
(MSRP $ _____)	
SPECIAL PROGRAM (E.G. FIRST TIME BUYER, COLLEGE GRAD., ETC.)	

B. INFORMATION ABOUT JOINT APPLICANT OR OTHER PARTY

PRINT FULL NAME [redacted] SOC. SEC. NO./TIN [redacted] DATE OF BIRTH MO. 3 DAY [redacted] YR. 62 HOME PHONE NO. [redacted]

PRESENT ADDRESS [redacted] CITY Union, WV STATE [redacted] YEARS 5 MONTHS

RENT BY MO. ☐ LEASE ☐ OWN ☑ LANDLORD OR MORTGAGE HOLDER NAME B B&T MO. PYMT. OR RENT $610.00

PREVIOUS HOME ADDRESS NUMBER AND STREET CITY COUNTY STATE ZIP CODE LIVED THERE YEARS MONTHS

EMPLOYED BY SELF ☐ OTHERS ☑ NAME Disability BUSINESS ADDRESS, NUMBER AND STREET CITY STATE HOW LONG YEARS 5 MONTHS BUS. PHONE NO.

TRADE OR OCCUPATION Disability SALARY OR WAGES $1442.00 NAME OF PREVIOUS EMPLOYER Pension 530.00 ADDRESS Dis. 910.00 NO. YRS.

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

TYPE OF OTHER INCOME SOURCE NO MONTHLY AMOUNT $

BANK ACCOUNT NAME OF BANK BANK of Monroe BRANCH NAME AND CITY CHECKING ☑ SAVINGS ☐ NO ACCOUNT ☐ CHECKING ACCOUNT NO.

LAST CAR FINANCED NAME OF CREDITOR Huntington Nat'l BALANCE DUE OR DATE PAID TRADING IN THIS CAR? ☐ YES ☐ NO

CREDIT REFERENCES OR INSTALLMENT OBLIGATIONS — INCLUDE FINANCE COMPANIES, BANKS, CREDIT CARDS, CHARGE ACCOUNTS. INCLUDE NAME(S) OF APPLICANT IN WHICH CREDIT CAN BE VERIFIED, IF OTHER THAN SHOWN ABOVE.

NAME OF CREDITOR	ADDRESS	ACCOUNT NO.

*For the purpose of securing credit from you, I certify that the above information

A. INFORMATION ABOUT B

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

TYPE OF OTHER INCOME — SOURCE: NO — MONTHLY AMOUNT: $

NAME AND ADDRESS OF PARENTS OR NEAREST RELATIVE NOT LIVING WITH ME — NAME: Wayne Rolfood — ADDRESS: Union, WV — PHONE NO: 772-3119 — RELATIONSHIP: B. Inl.

NAME AND ADDRESS OF PERSONAL FRIEND — [redacted] — ADDRESS: Union, WV — PHONE NO: [redacted] — KNOWN HOW LONG? 124R

BANK ACCOUNT — NAME AND CITY: Bank of Monroe — CHECKING / SAVINGS / NO ACCOUNT — CHECKING ACCOUNT NO.

LAST CAR FINANCED — NAME OF CREDITOR: B B&T / Ranger — BALANCE DUE OR DATE PAID — TRADING IN THIS CAR? ☑ YES ☐ NO

CREDIT REFERENCES OR INSTALMENT OBLIGATIONS — INCLUDE FINANCE COMPANIES, BANKS, CREDIT CARDS, CHARGE ACCOUNTS. INCLUDE NAME(S) OF APPLICANT IN WHICH CREDIT CAN BE VERIFIED, IF OTHER THAN SHOWN ABOVE.

NAME OF CREDITOR — ADDRESS — ACCOUNT NO.

THE CAR WILL BE REGISTERED IN NAME OF — NUMBER AND STREET — CITY — STATE — OPERATOR'S LICENSE NO.

C/L TYPE — NEW / USED / AUCTION — YEAR — #CYL — MAKE

MODEL # — DESCRIPTION — MILEAGE

VIN — SALESPERSON

1—W/O AIR CONDITIONING ☐ 2—SUNROOF ☐ 3—STEREO ☐
4—CRUISE ☐ 5—POWER WINDOWS ☐ 6—POWER SEATS ☐
7—FOUR WHEEL DRIVE ☐ 8—MANUAL TRANS. ☐ 9—ALUM./WIRE WHEELS ☐
OTHER (DESCRIBE)

TRADE-IN — YEAR — MAKE — DESCRIPTION

TERM OF CONTRACT MOS. — DEALER — DEALER NO.

CASH PRICE (LINE 1 OF CONTRACT) $
LESS: NET TRADE $
CASH $
REBATES (DESCRIBE) $
OTHER (DESCRIBE) $
TOTAL DOWNPAYMENT $
UNPAID BALANCE $
PLUS INSURANCE CHARGES $
OTHER CHARGES $
TOTAL AMOUNT FINANCED $
(MSRP $)
SPECIAL PROGRAM (E.G. FIRST TIME BUYER, COLLEGE GRAD., ETC.)

B. INFORMATION ABOUT JOINT APPLICANT OR OTHER PARTY

PRINT FULL NAME — [redacted] — SOC. SEC. NO. 2 [redacted] — DATE OF BIRTH MO. DAY YR. 5 6 6 0 — HOME PHONE NO. 7 [redacted]

PRESENT ADDRESS — [redacted] — CITY — COUNTY: Union, WV — STATE — ZIP CODE [redacted] — LIVED THERE YEARS 10 MONTHS

RENT BY MO. ☐ LEASE ☐ OWN ☑ — LANDLORD OR MORTGAGE HOLDER NAME: B B&T — MO. PYMT OR RENT 610.00

PREVIOUS HOME ADDRESS — NUMBER AND STREET — CITY — COUNTY — STATE — ZIP CODE — LIVED THERE YEARS MONTHS

EMPLOYED BY SELF ☐ OTHERS ☑ — NAME: Disability — BUSINESS ADDRESS, NUMBER AND STREET — CITY — STATE — HOW LONG YEARS 5 MONTHS — BUS. PHONE NO.

TRADE OR OCCUPATION: Disability — SALARY OR WAGES: 1,442.00 — NAME OF PREVIOUS EMPLOYER: Peni 530.00 — ADDRESS: Dis. 912.00 — NO. YRS.

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

TYPE OF OTHER INCOME — SOURCE: NO — MONTHLY AMOUNT: $

BANK ACCOUNT — NAME OF BANK: Bank of Monroe — BRANCH NAME AND CITY — CHECKING / SAVINGS / NO ACCOUNT — CHECKING ACCOUNT NO.

LAST CAR FINANCED — NAME OF CREDITOR: Huntington Nath — BALANCE DUE OR DATE PAID — TRADING IN THIS CAR? ☑ YES ☐ NO

CREDIT REFERENCES OR INSTALMENT OBLIGATIONS — INCLUDE FINANCE COMPANIES, BANKS, CREDIT CARDS, CHARGE ACCOUNTS. INCLUDE NAME(S) OF APPLICANT IN WHICH CREDIT CAN BE VERIFIED, IF OTHER THAN SHOWN ABOVE.

NAME OF CREDITOR — ADDRESS — ACCOUNT NO.

"For the purpose of securing credit from you, I certify that the above information is true and complete to the best of my knowledge. Applicant further certifies that I have attained the age of majority. Applicant authorizes you, to check my credit and employment history and to provide and/or obtain information about credit experience with me.

The dealer and its assigns may share and use information about you, including information in this application, with entities that are related by common ownership or affiliated by common control. If you do not want this information shared with these entities, please mark the box provided below.

☑ By checking this box, I do [redacted] riences with me).

Applicant Signature: [redacted] Date: 7-15-05

33

JPMORGAN CHASE BANK, N.A. 900 STEWART AVENUE, 3RD FLOOR GARDEN CITY NY 11530 (hereinafter called "Bank")

NAME AND ADDRESS OF BANK

AGREEMENT TO PROVIDE INSURANCE

I understand that to provide protection from serious financial loss, should an accident or loss occur, my contract requires the car to be continuously covered with insurance against the risk of:

a) Fire, Theft, and Comprehensive insurance with a deductible amount not in excess of $500.00. Insured shall be liable for the deductible amount.
b) Collision insurance with a deductible amount not in excess of $500.00 Insured shall be liable for deductible amount

IMPORTANT

c) If this is a "leased vehicle" an additional insured and loss Payable Endorsement is mandatory. The maximum deductible on physical damage permitted is $500.00.

Public liability and property damage insurance protecting the interest of Lessors, Lessee, and Lessee's drivers with limits of not less than $100,000.00 for injury to or death of one person, $300,000.00 for all persons injured or killed in the same accident and not less than $50,000.00 for damage, destruction, and loss of property of third persons as a result of any accident.

Failure to provide such insurance gives Bank right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance company shown below and have requested my agent to [redacted] as additional insured (if vehicle is leased) on my policy with a loss p[redacted] or of.

PLEASE PRINT [redacted] PHOENIX AZ [redacted]

NUMBER STREET CITY STATE ZIP CODE

VEHICLE				
Year 2005	Make CHEVROLET TRUCK	Model BLAZER	Body/Style 4WD TRAILBLAZER	Serial Number 1GNDT13S[redacted]

OTHER COLLATERAL	

NAME	[redacted]
Street Number	[redacted]
City State Zip	UNION WV 2[redacted]

INSURANCE COMPANY	
NAME	HARTFORD
Policy Number	[redacted]
Effective Dates	From: 04/04/2005 To: 04/04/2006

Coverage:
- ☐ LIABILITY and PROPERTY DAMAGE
- ☐ FIRE, THEFT
- ☒ COLLISION
- ☒ COMPREHENSIVE
- DEDUCTIBLE $ ____
- ☐ ADDITIONAL INSURED
- ☐ LOSS PAYABLE CLAUSE

INSURANCE AGENT	
Telephone Number	(800)423-6789

Agent Name	HARTFORD
Street Number	PO BOX 2903
City State Zip	HARTFORD CT 06104

BANK Use Only. Verified by ____
Premiums paid through ____
Expiration date of policy ____

COVERAGE [redacted]
DEALER/SA[redacted]

I ve[redacted] coverage is in effect on this vehicle, this dat[redacted]

Signed ____ Dealer Representative

Ag[redacted] Date 7/20/05

INSURED [redacted] 07/28/2005
SIGNS ____ Date

08-315 (8/00)

Chase Prime Application Status

Customer Information

Applicant Name:	[redacted]
Co Applicant Name	[redacted]
APS #:	[redacted]
Status:	Approved ✓
Approval Date	07/25/2005

Financing Information

Approved Product:	Retail
Program:	7/7WWNEW
Amount Approved (incl TT&L)	$36,682 97
Term	72
Acquisition Fee	$0 00
Buy Rate	5 99%
Tier Level	-
LTV Ratio	130 2
Chase Express	no

Vehicle Information

N/U/D-Year:	New 2005
Make:	CHEVROLET
Model:	TRAILBLAZER 4WD
Trim:	4D WGN LS
VIN #	
Mileage:	100

Stipulations

BOTH APPLICANTS TO SIGN
PROOF PAYOFF ON TRADE

Analyst Information

Name	JIM TARIO	Fax	(315)424-2758
Phone Number:	(315)424-2612 Ext 0000	Lender Cust Service Number	(800)223-5050

Copy This Application

Comments To Credit Analyst

Submit To Other Lenders

Back to Application Status

BARS Document Display

2005 TRAILBLAZER LS 4WD
38U EMERALD JEWEL METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HPMKD7/TRE STOCK NO.
VIN 1GN DT13 S3 52[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]
**********13*09391S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LS 4WD	28645.00	25923.73
C5N GVW RATING - 5750 LBS	N/C	N/C
DT4 ASHTRAY AND LIGHTER	30.00	25.80
FE9 50-STATE EMISSIONS	N/C	N/C
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
PCK ONSTAR PLUS PACKAGE	970.00	834.20
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND		
* CRUISE CONTROL		
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50
* POWER MIRRORS, HEATED		
* FLOOR MATS, FRONT & REAR		
* REAR WINDOW DEFOGGER		
* DEEP TINTED GLASS		
* BODY SIDE MOLDING		
* TOW HOOKS		
* LUGGAGE RACK CROSS BARS		
* TRAILER WIRING CONNECTOR		
* REMOTE KEYLESS ENTRY		
* THEFT DETERRENT SYSTEM		
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-

RETAIL - STOCK	
INVOICE	02/10/05
SHIPPED	09/29/04
EXP I/T	10/05/04
INT COM	02/17/05
PRC EFF	09/29/04
KEYS	XXXXX XXXXX
WFP-S QTR	OPT-1
CHG-TO	09-391
SHIP WT:	4473
HP:	32.1
GVWR:	5750
GAWR.FT:	2950
GAWR.RR:	3200
GMS:	27339.13
SUPPLR:	28566.02
MRM:	32055.00
NTR:	1/2
DAN:	JAR04
MEMO	1448.50

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

RAMEY AUTOMOTIVE, INC.
38U EMERALD JEWEL METALLIC /L6G
28H LIGHT GRAY
ORDER NO. HPMKD7/TRE STOCK NO.
VIN 1GN DT13 S3 52170920

2005 TRAILB
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
ADJUSTMENT INVOICE [redacted]

[redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1325.00-
DEALER INVOICE	1199.12-
SPECIAL ACCT ADJ.	59.62
NET ADJUSTMENT	1139.50-
TOTAL ADJUSTMENT	1139.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	30470.00	27493.23	ACT 2[redacted]	1139.50-
DESTINATION CHARGE	685.00	685.00		
TOTAL	31155.00	28178.23		1139.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		26834.45		

****

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

****

RAMEY AUTOMOTIVE, INC.

RAMEY MOTORS, Inc.

P.O. Box 1755 Rt. 460
PRINCETON, W. VA. 24740
Phone (304) 425-2134 • Phone (304) 487-2151
Phone (304) 327-2418 • Phone (304) 325-0005

Oldsmobile | CHEVROLET | CHRYSLER Dodge | TOYOTA | SUBARU.

[redacted]

SALESMANS NAME

BUYER'S ORDER

07/23/2005
DATE

[redacted]

[redacted] TITLED TO — SS #

[redacted] PURCHASER & TITLED TO — SS #

[redacted] STREET ADDRESS — HOME PHONE

UNION WV 24983
CITY STATE ZIP DUB PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: XX NEW ☐ USED ☐ DEMO — XX CARS ☐ TRUCK ☐ OTHER [redacted]

YEAR 2005 — MAKE CHEVROLET TRUCK — MILEAGE N/A

MODEL OR SERIES BLAZER — BODY TYPE 4WD TRAILBLAZER

COLOR — TRIM

SERIAL NO 1 G N D T 1 3 S 3 5 2 [redacted]

MAKER'S AGE — CO-MAKER'S AGE

2nd TRADE
DESCRIPTION: 2000 Olds Bravada
VIN #: 1GNDT13W3Y2254554
LIEN HOLDER: Huntington Nat Bank
MILEAGE: 92330

REFER TO THE USED CAR BUYER'S GUIDE
WE DO NOT PROVIDE SERVICE LOANERS

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

YEAR 2000 — MAKE FORD TRUCK — MILEAGE 61505

MODEL OR SERIES RANGER — BODY TYPE 4DR

COLOR BLACK — TRIM XL

SERIAL NO 1 F T Z R 1 5 V 1 Y P [redacted]

NO LIABILITY INSURANCE INCLUDED

BALANCE OWED TO BB&T

ADDRESS P.O. BOX 1290 WHITEVILLE NC 28472

USED TRADE-IN ALLOWANCE		$ 12300.00
BALANCE OWED ON TRADE-IN	−	$ 24026.17
NET ALLOWANCE ON USED TRADE-IN		$ -11726.17
DEPOSIT OR CREDIT BALANCE REBATE	+	$ 2500.00
CASH ON DELIVERY VSC Refund	+	$ 1127.79
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)		-8098.38

FINANCE SOURCE JPMORGAN CHASE BANK, N.A. — INSURANCE

72 MO 45 PMT DAYS 6.74 % AMT 633.28

SUGGESTED RETAIL PRICE	$ 27739.13
	N/A
	$ N/A
ACCESSORIES	N/A
GAP PROTECTION PLAN	595.00

SELLING PRICE ADJUSTED TO COVER NEGATIVE EQUITY

Tax	$	807.66
Title Fee	$	10.00
Transfer	$	5.50
Lien Fee	$	5.00
Add Wt Fee	$	N/A
Tags	$	N/A
Inc Fee	$	N/A
Doc Fee	$	53.00 (50.00+ 3.00TAXI)
TOTAL	$	881.16

	N/A
Cash Price of Vehicle & Accessories	$ 28334.13
STATE AND LOCAL TAXES	807.66
License Licence Transfer Title Registration Fee	73.50
TOTAL PRICE OF UNIT	29215.29
TOTAL CREDIT (TRANSFER FROM LEFT COLUMN)	-8098.38
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	$ 37313.67

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL [redacted] AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF [redacted] as received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail install[redacted]ed on terms satisfactory to the parties.

PURCHASER'S SIGNATURE X [redacted]

ACCEPTED BY RAMEY MOTORS (DEALER) — (NAME AND TITLE) Loretta Clark

Reynolds and Reynolds (Form 1 [illegible])

"THANK YOU - WE APPRECIATE YOUR BUSINESS"

RETAIL ORDER FOR A MOTOR VEHICLE

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS FORM.

GAP CARE WAIVER

[redacted]

Addendum to Retail Installment Sale Contract

Buyer & Vehicle Information

Buyer Name:	Vehicle Make/Model/Year:	Finance Term:
[redacted]	CHEVROLET TR BLAZER 2005	72
City, State, Zip:	Vin:	Amount Financed:
UNION WV [redacted]	1GNDT13S35[redacted]	37313.67
	Date:	Monthly Payment:
	07/23/2005	633.28

Dealer & Financial Institution Information

Dealer Name: BAC:	Financial Institution Name:
RAMEY MOTORS INC	JPMORGAN CHASE BANK, N.A.
Address:	Address:
P O BOX 1755	P.O. BOX 29214
City, State, Zip:	City, State, Zip:
PRINCETON WV 24740	PHOENIX AZ 85038-9214

1. GAP AGREEMENT: The Buyer and the Financial Institution named above hereby agree to amend the provisions of the Retail Installment Sale Contract for the above referenced vehicle as follows:

If the insurance company ("Insurer") providing physical damage coverage for the vehicle deems the vehicle a total loss, the Financial Institution agrees to waive the difference between:

(a) The outstanding balance of the Retail Installment Sale Contract on the date of loss, less any late fees or charges, delinquent payments in excess of two (2) payments, payments that as of the date of loss were unpaid for a period of more than sixty (60) days after the due date, traffic violations, amounts in excess of $100,000, and any unearned charges from optional insurance or service contracts.

and

(b) The Insurer's payment based on Actual Cash Value of the vehicle. Actual Cash Value is the Insurer's reasonable determination of the retail value of the vehicle. This Addendum does not provide coverage for any amounts deducted from the Insurer's settlement due to wear and tear, prior damages, unpaid insurance premiums and towing and storage. Up to $1000 of the Buyer's physical damage insurance deductible (except in the states of Arkansas and Illinois), if applicable, is also waived under this Addendum.

If no physical damage insurance is in effect on the date of loss, Actual Cash Value will be equal to the average retail value of the vehicle as listed in the N.A.D.A. Official Used Car Guide for the applicable date/region. The Buyer is responsible for maintaining physical damage insurance as required by the Retail Installment Sale Contract. **This Addendum is not intended to provide physical damage insurance.**

This Addendum does not apply to losses arising out of racing, speed contests, fraudulent acts by the Buyer, losses occuring prior to the effective date of this Addendum, losses occurring outside the United States, Canada, or Mexico, or vehicles used for commercial purposes including, but not limited to carrying goods or passengers for compensation.

2. Charge To Buyer For This Addendum $ 595.0

3. In the event of a total loss, the Buyer agrees to cooperate with the Financial Institution and the Gap Care Administrator identified below by supplying necessary information, including but not limited to:

A. Copy of the Insurer's settlement check, vehicle valuation and proof of deductible
B. Copy of the Retail Installment Sale Contract
C. Copy of this Addendum
D. Copy of the police report (for losses resulting from theft)

The claim information above must be sent to:
Gap Care Administrator
ATTN: GAP Claims
P.O. Box 660960
Miami Springs, FL 33266-0960

THE PURCHASE OF THIS ADDENDUM IS NOT REQUIRED TO OBTAIN CREDIT. THE BUYER MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE OR MAY CHOOSE NOT TO PURCHASE GAP PROTECTION.

THE BUYER MAY CANCEL THIS ADDENDUM FOR A FULL REFUND WITHIN NINETY (90) DAYS OF THE DATE OF THIS ADDENDUM. THE CANCELLATION REQUEST MUST BE IN WRITING AND SENT TO THE DEALER. AFTER NINETY (90) DAYS THIS ADDENDUM IS NON-CANCELABLE BY THE BUYER. IN THE EVENT THIS ADDENDUM IS TERMINATED DUE TO A GAP CARE CLAIM PAYMENT FOR A TOTAL LOSS OF THE VEHICLE, THERE WILL BE NO REFUND. THE GAP AMOUNT UNDER THIS ADDENDUM MAY DECREASE OVER THE TERM OF THE RETAIL INSTALLMENT SALE CONTRACT.

THIS ADDENDUM IS ONLY AVAILABLE FOR PURCHASE ON THE DATE OF THE RETAIL INSTALLMENT SALE CONTRACT. THIS ADDENDUM IS NOT TRANSFERABLE TO ANY OTHER VEHICLE OR RETAIL INSTALLMENT SALE CONTRACT.

I WANT THIS ADDENDUM (DEBT CANCELLATION) AGREEMENT.

Dealer	Buyer
Dealer Name: RAMEY MOTORS INC	Buyer Name: [redacted]
Dealer Signature:	Buyer Signature: [redacted]
Title:	Date: 07/23/2005

Note: If you do not receive your acknowledgement within 60 days, call 1-800-741-4216
Original Mail to Gap Care Administrator, P.O. Box 660960, Miami Springs, FL 33266-0960
Blue Copy: Dealer, Yellow Copy: Buyer, Pink Copy: Administrator, Goldenrod Copy: Financial Institution

FP24

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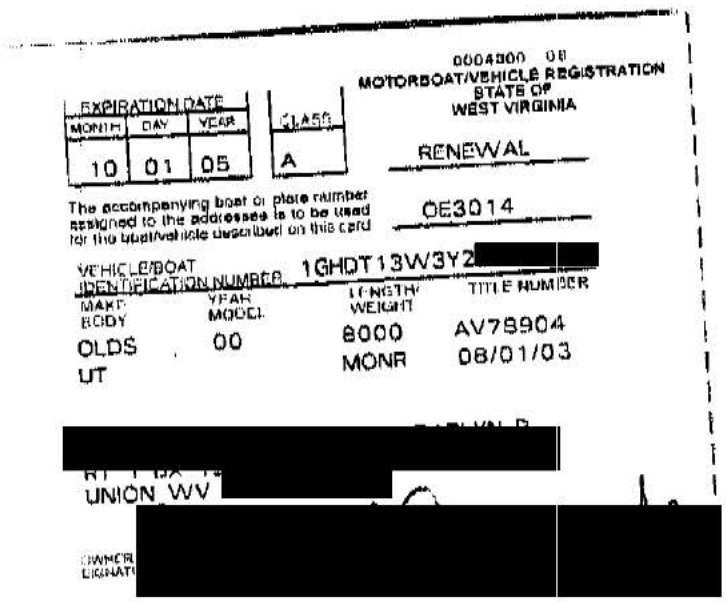

0004800 08
MOTORBOAT/VEHICLE REGISTRATION
STATE OF
WEST VIRGINIA

EXPIRATION DATE			CLASS
MONTH	DAY	YEAR	
10	01	05	A

RENEWAL

The accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on this card

OE3014

VEHICLE/BOAT IDENTIFICATION NUMBER 1GHDT13W3Y2[redacted]

MAKE BODY	YEAR MODEL	LENGTH WEIGHT	TITLE NUMBER
OLDS UT	00	8000 MONR	AV78904 08/01/03

[redacted]

UNION WV

[redacted]

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, RAMEY MOTORS INC (TRANSFEROR'S NAME - PRINT) state that the odometer now reads 121 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits

☐ (2) I hereby certify that the odometer reading is **NOT** the actual mileage
WARNING — ODOMETER DISCREPANCY

MAKE: CHEVROLET TRUCK

MODEL: BLAZER BODY TYPE: 4WD

VEHICLE IDENTIFICATION NUMBER: 1GNDT13S[redacted]

YEAR: 2005

TRANSFEROR'S NAME: RAMEY MOTORS INC (PRINTED NAME)

TRANSFEROR'S ADDRESS: P O BOX 1755 (STREET)
PRINCETON (CITY) WV (STATE) 24740 (ZIP CODE)

TRANSFEROR'S NAME X [signature] (SIGNATURE)

DATE OF STATEMENT: JULY 20th, 2005

TRANSFEREE'S NAME: DEWEY H RADFORD SR

TRANSFEREE'S ADDRESS: RT 1 BOX 12 (STREET)
UNION (CITY) WV (STATE) 24983 (ZIP CODE)

TRANSFEREE'S NAME: [redacted] (PRINTED NAME)

DD-421-3 PART
REVISED 4/29/99
ORDER FROM DEALERS SUPPLY CO., Box 100, Troy, MI 48099

THE BACK OF THIS DOCUMENT HAS A COLORED BACKGROUND AND A WATERMARK

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

TOYOTA | CHRYSLER Dodge

69-129
516

CHECK# 210241

[redacted]

PAY **SEVEN HUNDRED NINETY TWO DOLLARS AND 46/100**

DATE	AMOUNT
08/23/05	$792.46

TO THE ORDER OF
WV DEPT. OF MOTOR VEHICLES
1800 KANAWHA BLVD EAST,BLDG. 3
CHARLESTON WV 25317

RAMEY MOTORS, Inc.

MAIN BRANCH FIRST COMMUNITY BANK
PRINCETON, WEST VIRGINIA

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

NAME	NUMBER	DATE
WV DEPT. OF MOTOR VEHICLES	96	08/23/05

TRANSFER ACCT#	AMOUNT	CTRL#	DESC	DATE
300C	792.46	[redacted]	DEWEY H RADFORD SR	08/23/05

REMITTANCE ADVICE
DETACH AND RETAIN

RAMEY MOTORS, INC.
P.O. BOX 1755 • Rt. 460
PRINCETON, WEST VIRGINIA 24740

CHECK NO.	NET AMOUNT
210241	$792.46

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USE ONLY

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES
CHARLESTON 25317

Application for a Certificate of Title for a Motor Vehicle

TYPE OR PRINT IN BLUE OR BLACK INK

MAKE CHECKS PAYABLE TO DIVISION OF MOTOR VEHICLES

The owner(s) of the following vehicle make application for a certificate of title for that vehicle and for that purpose state the following:

NAME D [redacted]
(Name of purchaser to be written plainly and exactly as it is to appear on the Certificate of Title)

ADDRESS [redacted] UNION WV [redacted]
Number Street City or Town County State Zip Code

VEHICLE DESCRIPTION

MAKE CHEVROLET TRUCK YEAR 2005 V.I.N. 1GNDT13S[redacted]

STYLE OF BODY 4WD TRAILBLAZER WEIGHT [ ] Passenger vehicle only [ ] TRUCKS (Requested GVW)

Odometer Reading 121 (No Tenths)

Title Brands: ☐ SALVAGE ☐ RECONSTRUCTED ☐ OTHER: (EXPLAIN)

Purchase Price $ 39739.13 Trade-In $ 24300.00 Net Cost $ 15439.13 5% Tax 771.96
(Credit allowed only on vehicles registered in West Virginia and the tax paid thereon by applicant)

TRADE IN DESCRIPTION

1) FORD TRUCK 2000 1FTZR15V1YPB[redacted]
MAKE YEAR SERIAL NO WEST VIRGINIA TITLE NUMBER

2) OLDSMOBILE 2000 1GHDT13W3Y22[redacted] [redacted]
MAKE YEAR SERIAL NO WEST VIRGINIA TITLE NUMBER

Registration Plate Transferred from: (Send copy of registration card both sides)

Olds " " OE3014
Make of Vehicle Weight Serial Number Title Number License Number

LIENS AND ENCUMBRANCES

1 Name JPMORGAN CHASE BANK, N.A. Amount 37313.67
Name of Lienholder
Address P.O. BOX 29214 PHOENIX AZ 85038-9214 Kind of Lien Date 07/23/2005
Street City State Zip Code C/S/C D/T S/A

2 Name Amount
Name of Lienholder
Address Kind of Lien Date
Street City State Zip Code C/S/C D/T S/A

I hereby state that there is a motor vehicle liability policy in effect on the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Laws and certify that the statements made are true and correct to the best of my knowledge and belief under penalty of false swearing. West Virginia Motor Vehicle Law § 17A-9-1; Fraudulent Applications.

Effective date of insurance Policy: From 04/04/2005 To 04/04/2006

Name of Insurance Company HARTFORD HARTFORD

Name of Insurance Agent

Insurance Policy Number 55PHH534246

TITLE APPLICATION MUST BE SIGNED BY OWNER

[redacted]

INSURANCE MUST BE IN EFFECT WHEN APPLICATION IS RECEIVED.

DEALER CERTIFICATION

RAMEY MOTORS INC

This is to certify that the above described vehicle was acquired from JUL 23rd 2005
month JUL day 23rd year 05 and sold to the above named purchaser on month day year . The undersigned dealer further Certifies that the sale price, trade-in, and net cost are true and correct and that the Federal Odometer Regulation has been satisfied. **Federal Regulations Require You to State the Odometer Mileage Upon Transfer of Ownership.**

I certify to the best of my knowledge that the odometer reading is and reflects the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits.

☐ 2. The odometer reading is not the actual mileage – **WARNING-ODOMETER DISCREPANCY.**

RAMEY MOTORS INC
Dealer Name P O BOX 1755 PRINCETON WV 24740
Address Pamela M. Ramey
Signature (X) D-136
Dealer Number

CERTIFICATE OF ORIGIN FOR A VEHICLE

2742

GM

[redacted]

DATE
09/29/04

INVOICE NO
[redacted]

VEHICLE IDENTIFICATION
1GNDT13S352[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
TRAILBLAZER LS 4WD

SHIPPING WEIGHT
4473

HP (SAE)
32.1

G.V.W.R.
5750

NO. CYLS
06

SERIES OR MODEL
CT15506

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer

NAME OF DISTRIBUTOR, DEALER, ETC

09391 HPMKD7

RAMEY AUTOMOTIVE, INC.
2750 CLINCH ST
RICHLANDS VA 24641-2114

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 *
[redacted]******

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY STATE

GM 521 REV. 7-85

05-5208

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) Ramey Motors, Inc.

ADDRESS PO Box 1755 Princeton, WV 24740

I certify to the best of my knowledge that the odometer reading is 1189 No Tenths

DEALER Ramey Automotive Inc 18949 BY [signature]
NAME OF DEALER(S) DEALER'S LICENSE NUMBER

State of Virginia

County of Tazewell

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 25 day of July 2005

[signature] Notary Public 1-31-06

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) [redacted]

ADDRESS Rt. 1, Box 12 Union WV [redacted]

I certify to the best of my knowledge that the odometer reading is 1211 No Tenths

DEALER Ramey Motors Inc D136 Pamela M. Fox
NAME OF DEALER(S) DEALER'S LICENSE NUMBER

State of

County of

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this ____ day of ____ 20__

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S)

ADDRESS

I certify to the best of my knowledge that the odometer reading is ____ No Tenths

DEALER ____ BY ____
NAME OF DEALER(S) DEALER'S LICENSE NUMBER

State of

County of

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this ____ day of ____ 20__

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S)

ADDRESS

I certify to the best of my knowledge that the odometer reading is ____ No Tenths

DEALER ____ BY ____
NAME OF DEALER(S) DEALER'S LICENSE NUMBER

State of

County of

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this ____ day of ____ 20__

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading ____ 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)

Printed Name(s) of Seller(s) ____ Dealer's No ____

Signature of Purchaser(s)

Printed Name of Purchaser(s)

Company Name (if Applicable)

Address of Purchaser(s)

Date of Statement ____ Date of Sale ____

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

(a) lien in favor of JPMorgan Chase Bank, N.A.

whose address is P.O. Box 29014 Phoenix AZ 85038

and lien in favor of

whose address is

GB521 REV. 1-2003

Name(s) and Address(es) (Include County and Zip Code)	Name and Business Address
[redacted] UNION WV [redacted]	RAMEY MOTORS INC P O BOX 1755 PRINCETON WV 24740

2. **WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

3. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Primary Use for Which Purchased
NEW	2005		CHEVROLET TRUCK BLAZER	2WD TRAILBLAZER	[redacted]		X personal, family, household or agricultural ___ business

If truck – Describe body, gross vehicle weight and major items of equipment sold:

4. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

5. **FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ 3901.62
6.74 %	$ 8202.49	$ 37313.67	$ 45596.16	$ 49497.78

YOUR PAYMENT SCHEDULE WILL BE:

Number Of Payments	Amount Of Payments	When Payments Are Due
72	633.28	Monthly, beginning 09/06/2005
	N/A	

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.
SECURITY: You are giving us a security interest in the vehicle being purchased.
LATE FEE: If a payment is more than 10 days late, you will pay us the lesser of $15.00 or 5% of the unpaid amount of that payment.
OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

6. **ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price (including any accessories, installation of accessories, and taxes):		$ 40699.79
2. Downpayment:		
A. Net Trade-in: 2000 FORD TRUCK RANGER Your Trade-in is a 2000 OLDSMOBILE BRAVADA (Year Make Model)	$ 273.83	
B. Cash Downpayment:	$ 3627.79	
C. Total Downpayment (A + B):		$ 3901.62
3. Unpaid Balance of Cash Price (1 – 2C):		$ 36698.17
4. Other Charges Including Amounts Paid to Others on Your Behalf:		
A. Cost of Optional Credit Insurance for the Term(s) Specified in Paragraph 10 of this Contract Paid to the Insurance Company Named in Paragraph 10: Life $ N/A Disability, Accident and Health $ N/A	$ N/A **	
B. Official Fees Paid to Government Agencies:	$ 10.50	
C. Government License and/or Registration Fees (Itemize): N/A	$ N/A	
D. Government Certificate of Title Fees.	$ 10.00	
E. Other Charges (Describe who will receive payment and purpose) To GAP FAPC For Optional Gap Coverage	$ 595.00 **	

I request Optional Gap coverage under the terms in Section 16 and for the amount shown in Section 4E. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.

Buyer's and Co-Buyer's Initials X [illegible] X [illegible]

A. Cost of Optional Credit Insurance for the Term(s) Specified in Paragraph 10 of this Contract Paid to the Insurance Company Named in Paragraph 10:

Life $ N/A Disability, Accident and Health $ N/A — $ N/A **

I request Optional Gap coverage under the terms in Section 16 and for the amount shown in Section 4E. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.

Buyer's and Co-Buyer's Initials X X

B. Official Fees Paid to Government Agencies: $ 10.50

C. Government License and/or Registration Fees (Itemize): $ N/A

N/A

D. Government Certificate of Title Fees: $ 10.00

E. Other Charges (Describe who will receive payment and purpose)

To GAP CARE For Optional Gap Coverage $ 595.00 **

To N/A For N/A $ N/A **

To N/A For N/A $ N/A **

F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E): $ 615.50

5. Amount Financed (Unpaid Balance) (3 + 4F): $ 37313.67

** We may retain, or receive, a portion of these amounts.

7. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th (1/366th in a leap year) of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

8. **PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received.** If no late fee and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late fee and/or returned check fee is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee and/or returned check fee, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge, the Total of Payments and the Total Sale Price. If you make any payments after they are due, including if we allow you to extend the term of this Contract, your final payment may be higher than originally scheduled. We will send you a check for any amount we owe you after you make your last payment (if it is $1.00 or more). We will advise you of any additional amount you owe us (if it is $1.00 or more).

9. **BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. AN INSTALLMENT OF $ N/A ... WILL BE DUE ON N/A.** Paragraph 12 applies and the following are the readings and/or charges referred to in Paragraph 12: the (1) maximum allowable odometer reading is N/A; (2) charge per each excess mile over the maximum allowable mileage is N/A; and (3) disposition fee is N/A.

10. **OPTIONAL CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life at a premium of $ N/A for a term of N/A

Credit life insurance will pay your debt on this Contract up to $ N/A

☐ Disability, Accident and Health at a premium of $ N/A for a term of N/A

Credit disability, accident and health insurance will pay your debt on this Contract up to $ N/A

The name of the insuror is N/A (Name) of N/A (Home Office Address)

X
Buyer's Signature Date

11. **REQUIRED PROPERTY INSURANCE:** Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required. You have the option of furnishing the required insurance either through your existing policies or by purchasing equivalent insurance coverage through anyone you wish who is acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by N/A for the initial term of N/A at a premium of N/A but such charge is not included in this Contract.

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.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

WARNING: Any insurance provided by the Seller does not cover liability for injury to persons or damage to property of others unless indicated in the policy.

NOTICE TO BUYER: Do not sign this Contract if there are blank spaces. You acknowledge that you have received a copy of this Contract prior to signing with all blanks filled in and that you have read it and understand it. You are also e[redacted]gned by all partie[redacted]ts.

Buyer Signs [redacted] Co-Buyer Sign[redacted]

By signing here, the Seller agrees to the terms of this Contract and assigns this Cor[redacted]greed to by Seller and Seller's assignee.

Seller (Creditor) Signs X Title

COPYRIGHT © 2005 JPMorgan Chase Bank, N.A. All Rights Reserved

DEALER'S COPY

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740

CERTIFIED MAIL™





UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 005.21⁰
0003830705 JAN 22 2008
MAILED FROM ZIP CODE 24740

JAN 28 2008

General Motors Corporation
Chevrolet Motor Division
Consumer Assistance Center
PO Box 7047
Troy, Michigan 48007-70147

4800737047 B700

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

January 22, 2008

General Motors Corporation
Chevrolet Motor Division
Consumer Assistance Center
PO Box 7047
Troy, Michigan 48007-70147

CERTIFIED MAIL, RETURN RECEIPT REQUESTED

RE: [redacted]
2005 Chevrolet Trailblazer
VIN: 1GNDT13S351 [redacted]

To Whom It May Concern:

Please be advised that I represent Dewey Radford and Darlyn Radford with regard to the purchase and performance of the above referenced vehicle.

On or about July 20, 2005, the Radfords purchased a new 2005 Chevrolet TrailBlazer at Ramey Motors, Inc. (hereinafter "dealer"), in Princeton, West Virginia.

Soon after said purchase the subject vehicle began to experience problems with the electrical system. Specifically, the headlights and dash lights will, suddenly and without the slightest warning, flicker as is the electrical system were shutting down. The vehicle has been returned to the dealer for reason of repair five (5) or more times, beginning on or about July 27, 2006 each time for the same nonconformity; towit, the electrical system. Notwithstanding the dealer's repeated efforts to remedy the defect, the nonconformity continues to exist.

Pursuant to W. Va. Code §46-2-602, the [redacted] reject the vehicle as delivered to them by the dealer; and hereby invokes a security interest in the vehicle to the extent of their interest in the same which presently includes, but may not be limited to the following:

1)	Payments made 29 @ $633.28	$18,365.12
2)	Down Payment	$ 1,127.79
3)	Trade in allowance	-$11,726.17
4)	Unmade payments 43 @ $633.28	$27,231.04
5)	Loss of use, annoyance and inconvenience	$ 2,500.00
6)	Reasonable attorney fees	$ 5,000.00
	For a total demand of:	$42,497.78

This demand, if met within ten (10) days of the receipt of this correspondence, will settle this matter with the Radfords. A transfer of the vehicle will be arranged once GM has submitted payment to Dewey and Darlyn Radford, by counsel. If the demand is not met within the ten (10) day deadline, it will be irrevocably withdrawn and litigation will ensue.

If, in subsequent proceedings, it is determined that no rightful rejection may be effected at this date, the buyer hereby revokes acceptance of the vehicle pursuant to W. Va. Code 46-2-608, citing the defects set forth herein as being substantial nonconformities seriously impairing the value of the vehicle to the buyer.

Please direct all communications with regard to this matter to my office exclusively. I look forward to hearing from you in the very near future.

Very truly yours,

William O. Huffman

WOH/nhm
cc. [redacted]

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740

PHONE: (304) 487-2627
FAX: (304) 487-2843

February 26, 2008

VIA FACSIMILE (866) 508-1969

Emma Salinas
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S352*** [redacted]

Dear Ms. Salinas:

Enclosed please find the fully executed Release of Lien Information sheet in the above referenced matter.

If you have any questions or need additional information, please do not hesitate to contact me.

Sincerely,

William O. Huffman

WOH/nhm
Enc

[redacted] F LIEN INF [redacted]

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

hereby authorize Chase Auto Finance
(Lien holder Name)

P.O. Box 901076 TX 76155-2732 Fort Worth TX 1-800-336-6675
(Lien holder Address) (Lien holder Phone Number)

ATTEN. Acct. Services

to release any and all information regarding my loan account # [redacted]
(Account Number)

with Chase Auto Finance
(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 2-13-08.

VEHICLE INFORMATION

The current vehicle mileage is 39347 Date mileage read: 2-13-08

[redacted] Signature

LG0006
V07092007

2005 TRAILBLAZER LS 4WD CHEVROLET MOTOR DIVISION
38U EMERALD JEWEL METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HPMKD7/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S3 5[redacted] ADJUSTMENT INVOICE [redacted]

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 09/29/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 10/05/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/17/05
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	PRC EFF 09/29/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S484B S484B
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1 CHG-TO 09-391
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			SHIP WT: 4473
* CRUISE CONTROL			HP: 32.1
			GVWR: 5750
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	GAWR.FT: 2950
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00	GAWR.RR: 3200
			GMS: 27339.13
			SUPPLR: 28566.02
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	MRM: 32055.00
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	NTR: 1/2
* POWER MIRRORS, HEATED			DAN: JAR04
* FLOOR MATS, FRONT & REAR			MEMO 1448.50
* REAR WINDOW DEFOGGER			
* DEEP TINTED GLASS			
* BODY SIDE MOLDING			
* TOW HOOKS			
* LUGGAGE RACK CROSS BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	900.00-	774.00-	

ADD
R7E DESCRIPTION NOT AVAILABLE

** CONTINUED ON PAGE 2 **

RAMEY AUTOMOTIVE, INC.

2005 TRAILBLAZER LS 4WD CHEVROLET MOTOR DIVISION
38U EMERALD JEWEL METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HPMKD7/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DT13 S3 [redacted] ADJUSTMENT INVOICE 1[redacted]
**********13*09391S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1325.00-
DEALER INVOICE	1199.12-
SPECIAL ACCT ADJ.	59.62
NET ADJUSTMENT	1139.50-
TOTAL ADJUSTMENT	1139.50-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	30470.00	27493.23	ACT 237	1139.50-
DESTINATION CHARGE	685.00	685.00		
TOTAL	31155.00	28178.23		1139.50-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		26834.45		

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

RAMEY AUTOMOTIVE, INC.

[redacted]
[redacted]
[redacted]
[redacted]

VIA FAX ONLY

March 10, 2008

William Huffman, Esq.
William Huffman
210 S Walker St
Princeton, WV 24740-2747

RE: [redacted]
Service Request[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S3521[redacted]
Customer Relationship Specialist: Kathy Sandlin

Dear Mr. Huffman:

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

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

A cash settlement of $2,700.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841, ext. 31258 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

RELEASE OF CLAIM

We [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $2,700.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S35[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Dewey H. Radford, Sr. and Darlyn P. Radford.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



[redacted]
[redacted]
[redacted]
[redacted]

VIA FAX ONLY

March 26, 2008

William Huffman, Esq.
William O Huffman Atty at Law
210 S Walker St
Princeton, WV 24740-2747

RE: [redacted]
Service Request: 7[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S[redacted]
Customer Relationship Specialist: Kathy Sandlin

Dear Mr. Huffman:

On 3/10/08 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841, ext. 31258 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0047
V07092007

[redacted]
[redacted]
[redacted]
[redacted]

VIA FAX ONLY

March 10, 2008

William Huffman, Esq.
William Huffman
210 S Walker St
Princeton, WV 24740-2747

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Customer Relationship Specialist: Kathy Sandlin

Dear Mr. Huffman:

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

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

A cash settlement of $2,700.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841, ext. 31258 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date



SHOOTING YOU A FAX

RAMEY MOTORS, INC.
P.O. BOX 1755
Princeton, WV 24740

Phone: (304) 425-2134
Fax: (304) [redacted]
487-2339

COVER LETTER

THE FOLLOWING PAGES TO:

Salinas

le - 508-1969

ley [redacted]

2/14/08 8:45 am TIME ~~11:23 Am~~ ~~3:40 pm~~

PAGES INCLUDING COVER LETTER 31

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

VIA FAX ONLY

February 1, 2008

SECOND REQUEST – February 12, 2008

LANY HURLEY
RAMEY MOTORS, INC.
PO BOX 1755
PRINCETON, WV 24740-1755

RE: [redacted]
Service Request: 7[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S352[redacted]
Customer Relationship Specialist: Emma Salinas

Dear Mr. Hurley:

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, the Actual Cash Value statement of any trade, and Application for Title.

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

WILLIAM O. (BILL) HUFFMAN
ATTORNEY AT LAW
210 SOUTH WALKER STREET
PRINCETON, WEST VIRGINIA 24740
PHONE: (304) 487-2827
FAX: (304) 487-2843

September 14, 2001

VIA FACSIMILE (866) 508-1969

Emma Salinas
General Motors
Business Resource Center

Re: [redacted]
2005 Chevrolet Trailblazer ***VIN: 1GNDT13S35*** [redacted]

Dear Ms. Salinas:

Enclosed please find the documents requested per your fax letter of February 4, 2008:

1. Copy of the registration
2. Copy of the Installment Sale Contract & Security Agreement
3. Copy of the Buyer's Order.

By copy of this letter to Ms. Radford, I am requesting her to fill out and sign the Release of Lien Information form and return it to my office. I will forward upon receipt.

I understand that your review will take approximately two weeks. Please contact me should you have any further questions.

Very truly yours,

William O. Huffman

WOH/nhm
Enc.
cc. Darlyn Radford

[redacted] 07

MOTORBOAT/VEHICLE REGISTRATION
STATE OF
WEST VIRGINIA

EXPIRATION DATE			CLASS
MONTH	DAY	YEAR	
10	01	08	A

RENEWAL

The accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on this card

OE3014

VEHICLE/BOAT IDENTIFICATION NUMBER 1GNDT13S35[redacted]

MAKE BODY	YEAR MODEL	LENGTH/ WEIGHT	TITLE NUMBER
CHEV	05	4612	BL18831
UT		MOND	08/30/05

[redacted]

UNION WV [redacted]

SIGN ON THE BACK

[redacted]

OWNER'S SIGNATURE

NOTIFY THE STATE [redacted] CENSE PLATE IS LOST OR STOLEN.

NOTIFY THE DIVISION OF MOTOR VEHICLES OF ANY ADDRESS CHANGE, NAME CHANGE, OR IF THIS CARD OR LICENSE PLATE IS LOST OR STOLEN AND APPLY FOR A DUPLICATE CARD AND / OR PLATE.

IF VEHICLE IS SOLD, THIS CARD AND LICENSE PLATE MUST BE RETAINED BY SELLER.

IF LICENSE PLATE IS TO BE TRANSFERRED TO ANOTHER VEHICLE, THIS CARD AND STATEMENT OF INSURANCE MUST BE PRESENTED TO THIS DEPARTMENT.

CLASS B & X VEHICLES ARE SUBJECT TO AN AXLE LOAD LIMIT OF 20,000 LBS. PER SINGLE AXLE AND 34,000 LBS. PER TANDEM AXLE.

- LITTERING IS A MISDEMEANOR
- DRIVING WITHOUT AUTO INSURANCE IS AGAINST THE LAW
- DRUNK DRIVING MAY RESULT IN THE LOSS OF YOUR LICENSE
- VEHICLE ACCIDENTS INVOLVING $500 OR MORE MUST BE REPORTED TO THE DMV

Please Fold. Do Not Detach

1. **NATURE OF CONTRACT:** ☐ If this box is checked, this is a simple interest contract **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract **WITHOUT** a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer) Name(s) and Address(es)	Seller (Creditor) Name and Business Address
[redacted] UNION WV [redacted] UNION WV	RAMEY MOTORS INC P O BOX 1755 PRINCETON WV 24740

2. **WHO IS BOUND.** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

3. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Primary Use for Which Purchased
NEW	2005		CHEVROLET TRUCK BLAZER	4WD	TRAILBLAZER 1GNDT13S35[redacted]	S693A 693A	XX personal, family, household or agricultural ___ business

If truck – Describe body, gross vehicle weight and major items of equipment sold:

4. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

5. **FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ ~~3627.79~~
~~6.69~~ %	$ ~~8125.05~~	$ ~~26893.67~~	$ ~~45018.72~~	$ ~~49646.51~~

YOUR PAYMENT SCHEDULE WILL BE:

Number Of Payments	Amount Of Payments	When Payments Are Due
72	625.26	Monthly, beginning 09/03/2005
	N/A	

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.
SECURITY: You are giving us a security interest in the vehicle being purchased.
LATE FEE: If a payment is more than 10 days late, you will pay us the lesser of $15.00 or 5% of the unpaid amount of that payment.
OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

6. **ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price (including any accessories, installation of accessories, and taxes):		$ ~~28179.79~~
2. Downpayment:		
A. Net Trade-in: 2000 FORD RANGER Your Trade-in is a 2000 OLDS BRAVADA (Year Make Model)	$ ~~0.00~~	
B. Cash Downpayment:	$ ~~3627.79~~	
C. Total Downpayment (A + B):		$ ~~3627.79~~
3. Unpaid Balance of Cash Price (1 – 2C):		$ ~~24552.00~~
4. Other Charges Including Amounts Paid to Others on Your Behalf:		
A. Cost of Optional Credit Insurance for the Term(s) Specified in Paragraph 10 of this Contract Paid to the Insurance Company Named in Paragraph 10: Life $ N/A Disability, Accident and Health $ N/A	$ N/A **	I request Optional Gap coverage under the terms in Section 16 and for the amount shown in Section 4E. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage. Buyer's and [redacted]
B. Official Fees Paid to Government Agencies:	$ ~~10.50~~	
C. Government License and/or Registration Fees (Itemize): N/A	$ N/A	
D. Government Certificate of Title Fees:	$ 10.00	
E. Other Charges (Describe who will receive payment and purpose) To ~~N/A~~ For Optional Gap Coverage	$ 595.00 N/A	
To ~~BB&T/HUNTINGTON N~~ For ~~NEGATIVE EQUITY~~	$ ~~11726.17~~	
To ___ For ___	$ ___	
F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E):		$ ~~12341.67~~
5. Amount Financed (Unpaid Balance) (3 + 4F):		$ ~~36893.46~~

** We may retain, or receive, a portion of these amounts.

7. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th (1/366th in a leap year) of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

8. **PAYMENTS BEFORE OR AFTER DUE DATE:** This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late fee and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late fee and/or returned check fee is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee and/or returned check fee, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge, the Total of Payments and the Total Sale Price. If you make any payments after they are due, including if we allow you to extend the term of this Contract, your final payment may be higher than originally scheduled. We will send you a check for any amount we owe you after you make your last payment (if it is $1.00 or more). We will advise you of any additional amount you owe us (if it is $1.00 or more).

9. **BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. AN INSTALLMENT OF $ N/A WILL BE DUE ON ___.** Paragraph 12 applies and the following are the readings and/or charges referred to in Paragraph 12: the (1) maximum allowable odometer reading is N/A ; (2) charge per each excess mile over the maximum allowable mileage is N/A ; and (3) disposition fee is ___.

10. **OPTIONAL CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life at a premium of $ N/A for a term of N/A

Credit life insurance will pay your debt on this Contract up to $ N/A

☐ Disability, Accident and Health at a premium of $ ___ for a term of N/A

Credit disability, accident and health insurance will pay your debt on this Contract up to $ N/A

The name of the insurer is N/A (Name) of N/A (Home Office Address)

X ___ (Buyer's Signature) Date

RAMEY MOTORS, Inc.

P.O. Box 1755 Rt. 460
PRINCETON, W. VA. 24740
Phone (304) 425-2134 • Phone (304) 487-2151
Phone (304) 327-2418 • Phone (304) 325-0005

Oldsmobile CHEVROLET CHRYSLER Dodge TOYOTA SUBARU [redacted]

JOHN MICHAEL STOFFER — SALESMANS NAME

BUYER'S ORDE[redacted] — 07/20/2005 DATE

[redacted]TLED TO — S S #

[redacted]HASER & TITLED TO — [redacted]

UNION WV [redacted] ADDRESS — HOME PHONE

CITY STATE ZIP BUS. PHONE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☒ CARS ☐ TRUCK ☐ OTHER — STOCK DXRADFOR

YEAR 2005 — CHEVROLET TRUCK — MILEAGE N/A

MODEL OR SERIES BLAZER — BODY TYPE 4WD TRAILBLAZER

COLOR SILVERSTONE — TRIM

SERIAL NO 1 G N D T 1 3 S 3 5 [redacted]

MAKER'S AGE — CO-MAKER'S AGE

USED CAR WARRANTY

2nd TRADE DESCRIPTION: 00 BRAND 4DR 1GNDT13W3 [redacted]

REFER TO THE USED CAR BUYER'S GUIDE

LIEN HOLDER: HWB.

WE DO NOT PROVIDE SERVICE LOANERS!

MILEAGE: 92330.

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

YEAR 2000 — MAKE FORD — MILEAGE 61505

MODEL OR SERIES RANGER — BODY TYPE 4DR

COLOR BLACK — TRIM

SERIAL NO 1 F T Z R 1 5 V 1 Y P B [redacted]

NO LIABILITY INSURANCE INCLUDED

BALANCE OWED TO BB&T

ADDRESS P.O. BOX 1290 WHITEVILLE NC 28472

USED TRADE-IN ALLOWANCE		$ 12300.00
BALANCE OWED ON TRADE-IN	–	$ 24026.17
NET ALLOWANCE ON USED TRADE-IN		$ -11726.17
DEPOSIT OR CREDIT BALANCE REBATE	+	$ 2500.00
CASH ON DELIVERY	+	$ 1127.79
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)		-8098.38

FINANCE SOURCE JPMORGAN CHASE BANK, N.A. — INSURANCE

72 MO. 45 PMT. DAYS 6.69 % AMT. 625.26

SUGGESTED RETAIL PRICE	$ 27339.13
	N/A
	$ N/A
	N/A
GAP PROTECTION PLAN	595.00

		787.66
Tax	$	10.00
Title Fee	$	5.50
Transfer	$	5.00
Lien Fee	$	N/A
Add Wt. Fee	$	N/A
Tags	$	N/A
Ins. Fee	$	53.00 (50.00+ 3.00TAXI)
Doc. Fee	$	861.16
TOTAL	$	

N/A

Cash Price of Vehicle & Accessories	$ 27934.13
STATE AND LOCAL TAXES	787.66
License, License Transfer, Title, Registration Fee	73.50
TOTAL PRICE OF UNIT	28795.29
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	-8098.38
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED	$ 36893.67

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS [redacted]HICLE. THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM [redacted]ES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

By executing this Order, Purchaser acknowledges he has read and agrees to be bound by all [redacted] years of age or older. If this transaction is to be a retail installment [redacted] unless [redacted]

PURCHASER'S SIGNATURE [redacted]

ACCEPTED BY RAMEY (DEALER)

December 12, 2017

[redacted]
Suwanee, GA 3[redacted]7

Service Request: [redacted]
Customer Relationship Specialist: Greg Cafferata

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

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

GM

CHECK No [redacted] 50-937 213

DATE 03/05/08 | ***********4,300 DOLLARS | ****00 CENTS | AMOUNT ***********4,300.00

PAY TO THE ORDER OF [redacted] & BURDGELAW OFFICE*
ANNA OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000374 1
VENDOR NAME H. ROY KOCH & BURDGELAW OFFICE

CHECK NO. 900968836
PAYMENT DATE 03/05/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S65[redacted]	03/04/08 .71-593801109.1-A1GV0X	VM 1-A1GV0X	00.0000	4,300.00	.00	4,300.00

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

H3

TOTAL	4,300.00	.00	4,300.00

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cecilio Nurse State: OH

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

Vehicle ID No.: 1GNDT13S652[redacted] In Service Date: 5/19/2005 Vehicle is: Used BAC Code: 112801
Year, Make & Model: 2005 Chevrolet Trailblazer Vehicle Purchased Used on: N/A
Lien holder: GMAC☒ Other☐: Sale Type: Purchase ☒ Lease☐
Other☐ :

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/29/07	[redacted]	1	38922	C/S- SES light comes on. Codes P0410 set called TAC 4 times was told to replace oxygen sensor, checked air pump and vales operation, checked for water in air pump 02 sensor would drop down to 27MV with air pump on, checked wiring going to oxygen sensors. Road tested and passed code P0410 5 times.
11/5/07		1	39025	C/S- SES light on. Checked out and found water in pump Replaced air pump.
*		*	*	C/S- SES light on. Water diverter valve replaced diverter valve.
*		*	*	C/S- test passed 10 times and failed on 11th time. Called TAC checked freeze frame found air pump not turning on. Checked voles at air pump relay. Replaced secondary air injection pump relay and air solenoid relay.
11/29/07		3	39664	C/S- SES light come on. Installed previous PCM calibration to repair SES light coming on as per TAC.

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/12/06	[redacted]	1	22981	C/S- lights dim at times and alternator gauge goes down. Checked out and replaced alternator assembly.
5/2/06		1	23635	C/S- lights flicker going down the road alternator gauge goes down also. Tested charging system ok, checked battery and connections ok. Checked tech bulletins and cleaned and repaired ground under center console as per tech **bulletin**[redacted]
6/14/06		1	24782	C/S- while driving down the road lamps start to flicker and volt gauge flickers also. Checked system for stored codes none set road test with tech 2 shows all ok. Checked battery and alternator output. Reprogrammed PCM with latest updates.
11/27/06		4	29998	C/S- lights flicker and alternator shows discharge. Scan checked emissions no stored codes. Checked for tech bulletins. Replaced PCM and programmed.
4/9/07		4	33415	C/S- lights flicker and alternator gauge shows discharge. Checked alternator out put ok. Checked wiring at alternator terminals tight. Checked grounds at battery and BCM ok. Called TAC and was advised to hook up vehicle data recorder. Road tested no problems found at this time.

10/22/07	[redacted]	2	38808	C/S- headlamps flicker at times. Reprogrammed PCM as per tech bulletin.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	[redacted]	*	39025	C/S- heater inop on high speed. Heater fan inop on high. Checked over and found resistor and wires burnt. Replaced resistor and wire connector.

THE STATE LEMON LAW READS:

Days out of service:
Repairs 3 but continues
Time period 12 Months / 18,000 Miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs
Safety-related time period /

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	18

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: [redacted] corr CRS adv that because you veh is outside of warranty you are not eligible for the GM repurchase plan

Adv that what i can offer you is a 1200 OLC or a GM Motor Club member ship for a year

Cust adv that he was not satisfied with that offer at all... adv that the veh is defective and they have been unable to fix it. Adv that Aswald from Portland gave him a GMPP that would cover his veh

CRS adv that i'm looking at that case and in you veh hx and what you have is a svc package that covers the maintence only on the veh

Cust adv that Aswald told him it was like the b to b warranty

CRS apologized for the incorrect infor and reinterated that the package on covers his maintence

CRS adv that i understand your frustration but as i've state you're not eligible for a repurchase because of the mileage on your veh..adv customer that he should take the veh in for the PCM upgrade that they have available

Cust sts that i'm basically telling him that he's "screwed"

CRS adv that what i am telling him is that we can't repurchase his veh and that i suggest he take it into the dlr for the PCM upgrade and he has his choice of either the 1200 OLC motor club for a year or i can just close his file dis-sat

Cust adv that i'm not going to close his file that GM needs to come pick up the veh and that he'd going to take this to the AG's office because it's fraud
Date & Offer/Result: 10/17/07

Concern: Adv that veh doesn't qualify for repurchase at that mileage and since the customer doesn't qualify he doesn't see the need to offer the olc

660-961-6329

AshleyBurnham/LegCorr/ATX
Date & Offer/Result: 10/11/07

Concern: CRS adv that i was just calling to f\u with him

CRS sts " I've re-reviewed your case and as it stands with the information that i've gather the dimming of you headlights is a characteristic of the veh....and yes granted the new software did not remedy your concern and caused more issues GM found it best to go back to the old software"

Cust sts that its not feisable to drive the veh at night adv that the light don't stop flashing anymore..adv that the concern is worse

CRS sts if indeed the concern is worse i recommend that you take it into the dlrshp and have the reasses it to diagnose if that is indeed the case..adv that i unfortunately can't drive you veh so i have no personal input on this.

AshleyBurnham/LegCorr/ATX
Date & Offer/Result: 12/11/07
[redacted] CAC TL approves 24/24 SmartCare OR 60/60 CCL on electrical (As defined in svc ctr ccl template)
Smartcare given

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.

CRS recommends $ 3,000.00-$ 5,000.00. [redacted] purchased a USED Fleet 2005 Chevy Trailblazer on 2/15/06 @ $ 18,500.00 with 20,948 miles. Customer had 6 complaints. 1st complaint began on 4/12/06. Customer complained of light dimming and flickering. Customer's last complaint was on 10/22/07. Repairs included replacing alternator, PCM. Cleaned and repaired ground under center console. PCM was reprogrammed twice. Of the 2 reprogrammed, this included last repair. As of 10/22/07 not other complaints of light flickering or dimming.
2nd complaint was SES light coming on (3 complaints). This began on 10/29/07 @ 38,922 miles. Last repair (out of warranty) was on 11/29/07 with 39,664 miles. Repairs included replacing oxygen sensor, air pump, diverter valve, secondary air injection pump relay, and solenoid relay. Last repair was calibrating PCM on 11/29/07. As of last repair on 11/29/07 vehicle had 39,664 miles.

REASON FOR REMOVAL

CRS FINAL OFFER:	Cash	**DATE: 2/14/08**	**OFFER TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $ 4,300.00**
PLAINTIFF'S FINAL DEMAND:	Cash	**DATE: 2/13/08**	**AMOUNT TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $ 6,000.00**

TEAM LEAD APPROVING: Date:

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

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

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

VIA FAX ONLY

February 1, 2008

Ronald Burdge, Esq.
Burdge Law Office
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S652[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Burdge:

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

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

A cash settlement of $ 3,000.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

Ronald L. Burdge, Esq.

John B. P. Wakefield, Esq.
Elizabeth A. Wells, Esq.

Serving Ohio and Kentucky

www.ohiolemonlaw.com
www.kentuckylemonlaw.com

BURDGE LAW OFFICE CO., LPA

FAX COVER SHEET

TO: Edna Rodriguez

FAX NO: 866.398.3255

RE: H. Ray Koch

FROM:
[ ] **Ronald L. Burdge, Esquire**
[ ] **JB Wakefield, Esquire**
[ ] **Elizabeth A. Wells, Esquire**
[X] **Linda Montgomery, Settlement Manager**
[ ] **Pam Compton, Legal Assistant**
[ ] **Shelley Mahle, Legal Assistant**
[ ] **Elizabeth Nijak, Legal Assistant**
[ ] **Susan Harris, New Client Coordinator**
[ ] **Melanie Robison, New Client Coordinator**

[X] **ORIGINAL WILL NOT FOLLOW**

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

COMMENTS: Original signed offer letter and current registration.

No. of pages including cover sheet: 4

Time: 2:15pm

Date: 02.28.08

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.



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

VIA FAX ONLY

February 14, 2008

Ronald Burdge, Esq.
Burdge Law Office
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S652[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Burdge:

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

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer to resolve all claims that might be made against General Motors and all claims that might be made against any person based on manufacturing defects in the vehicle or attempts to (or a failure to make) any repairs of such defects. 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 $ 4,300.00.

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

Your client(s) would retain the vehicle.

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

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LC0044
V01032008

Attach.

41687

[redacted]re

Client's Signature

2-27-08
Date

Date

(W1214036.1)

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [redacted] REG. DATE: 04/25/2007 EXP. DATE: 04/25/2008 ISSUE DATE: 04/26/2007
VALIDATION NO [redacted]
OWNER NAME: [redacted]
OWNER ADDR [redacted]
CITY: ANNA
STATE OH ZIP: [redacted]
TAX DISTRICT: FRANKLIN TOWNSHIP
COUNTY: SHELBY
INSIDE CORP LIMIT: NO
VEHICLE YEAR: 2005
BODY TYPE: SW
CERTIFICATE TITLE NO.: 0600293388
VEH. SERIAL NO.: 1GNDT13S65[redacted]
PURCHASE DATE: 02/16/2006
USED

VEHICLE OWNERSHIP: SINGLE
VEHICLE CLASS: PASSENGER
ODOMETER READING: 20,948
MAKE: CHEV
PLATE TYPE: [redacted]
REG TYPE: RENEWAL
SUSPENSION/REVOCATION: NO
PRIOR OPERATION: YES
FEES PAID: YES

APP NO.: 660134AP
AGENCY: 7502
USER ID: KB
OLD APP NO.: [redacted]
OLD PLATE:

STATE FEES:	$31.00
LOCAL TAX:	$5.00
REFL./CO. FEE:	$0.00
DEPUTY FEE:	$3.50
TOTAL FEES:	$39.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of $75.00 on first offense, $250.00 for second offense, and $500.00 on any additional offense*Pay a $50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability insurance of at least $12,500 bodily injury per person, $25,000 injury two or more persons, and $7,500 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF $30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least $60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of $30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X *SIGNATURE ON FILE*

SIGNATURE OF OWNER(S) DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05 Printed on 4/25/2007 12:00:00 AM CUSTOMER COPY

Ronald L. Burdge, Esq.

John B. P. Wakefield, Esq.
Elizabeth A. Wells, Esq.

BURDGE LAW OFFICE CO. LPA

Serving Ohio and Kentucky

www.ohiolemonlaw.com
www.kentuckylemonlaw.com

FAX COVER SHEET

TO: Edna Rodriguez

FAX NO: 866.398.3255

RE: [redacted]

FROM:
- [ ] **Ronald L. Burdge, Esquire**
- [ ] **JB Wakefield, Esquire**
- [ ] **Elizabeth A. Wells, Esquire**
- [X] **Linda Montgomery, Settlement Manager**
- [ ] **Pam Compton, Legal Assistant**
- [ ] **Shelley Mahle, Legal Assistant**
- [ ] **Elizabeth Nijak, Legal Assistant**
- [ ] **Susan Harris, New Client Coordinator**
- [ ] **Melanie Robison, New Client Coordinator**

[X] **ORIGINAL WILL NOT FOLLOW**

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

COMMENTS: 60-9

No. of pages including cover sheet: 2

Time: 9:53am

Date: 02-29-08

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Form **W-9**
(Rev. October 2007)
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)
BURDGE LAW OFFICE CO, LPA

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☒ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
2209 Miamisburg-Centerville Road

Requester's name and address (optional)

City, state, and ZIP code
Dayton OH 45459-3817

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. citizen or other U.S. person (defined below).

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 ▶ [signature] Date ▶ 02.29.08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

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.

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. 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.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

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,

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/17/07
PROCESSING SOURCE: CHEVROLET 14:41:46
PAGE: 1

VIN: 1GNDT13S6 523[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: [redacted]

ODATE: 03/23/05 ORDER FAN: 000801033 OTYPE: 050 DLVY SS/SITE CD: 13 44287
DDATE: 05/19/05 DLVY FAN: 000801033 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 05/19/05 ORDER BY: AVIS RENT-A-CAR
CANC:
CANC DOE:
TRADE: DLVY TO: AVIS RENT A CAR SYSTEM, INC.
TRD DOE: 900 OLD COUNTRY RD
SRVC IN: GARDEN CITY NY 11530
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
MXA	01	13 49998	0[redacted]	06/04/05	0.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: FLT INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC: 00300
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
REY	02	13 49998	[redacted]	12/17/05	24,247.73	CA	0.00	9

PROCESS TYPE: 007 CHECK NO: SSN:
DATA SCE: AUC INC MEMO [redacted] AUTH PUR CD:
MISC DATE: MISC: 0185=NBR DAYS IN SERVICE
POLICY PYMT CMNT: ACTV TYPE: 8

PAYEE NAME: AESOP LEASING LP/HARRIS TR
STREET: 311 W MONROE,7FL,REMPR,BX71589
CITY: CHICAGO ST/PROV: IL ZIP: 60606

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
YT1	01	13 44287	[redacted]	[redacted]/20/05	0.00	IC	0.00	9

PROCESS TYPE: 014 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 1[redacted] AUTH PUR CD:
MISC DATE: MISC: YT1
POLICY PYMT CMNT: ACTV TYPE: 6

February 28, 2008

Timothy Sullivan, Esq.
Taft Stettinius & Hollister
425 Walnut Street, Suite 1800
Cincinnati, OH 45202-3957

RE: [redacted] v. General Motors Corporation
Service Request: 7[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S652[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Sullivan:

Enclosed please find a check in the amount of $ 4,300.00 made payable to H. Roy Koch & Burdge Law Office 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

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

VIA FAX ONLY

February 14, 2008

Ronald Burdge, Esq.
Burdge Law Office
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Request: 7[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S65[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Burdge:

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

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

A cash settlement of $ 4,300.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

General Motors Corporation
Legal Staff

Facsimile
248/267-4570

Telephone
512/386-0750

February 7, 2008

Timothy Sullivan, Esq.
Taft Stettinius & Hollister
1800 Star Bank Center
425 Walnut Street
Cincinnati, OH 45202-3957

Dear Mr. Sullivan:

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 Robert Brown, GMC, BRC Legal. c/o MSX International, **1919 Concept Drive, Warren, MI 48091.**

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr.
Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

Service of Process Transmittal
01/29/2008
CT Log Number 513025711

2.26.08

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

RE: **Process Served in Ohio**

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, et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint and Jury Demand
COURT/AGENCY:	Auglaize County Court of Common Pleas, OH Case [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects 2005 Chevrolet Trailblazer, VIN: 1GNDT13S652[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Cleveland, OH
DATE AND HOUR OF SERVICE:	By Certified Mail on 01/29/2008 postmarked on 01/24/2008
APPEARANCE OR ANSWER DUE:	Within 28 days after service, exclusive of the day of service - File answer with Pltf.'s attorney or upon the Pltf. if he has no attorney of record // Within 3 days after the service of answer on Pltf.'s attorney - File answer with the court
ATTORNEY(S) / SENDER(S):	John B.P. Wakefield 2299 Miamisburg-Centerville Road Dayton, OH 45459 (937) 432-9500
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
PER:	Debra Justice
ADDRESS:	1300 East 9th Street Suite 1010 Cleveland, OH 44114
TELEPHONE:	216-621-4270

ER - RAB

CT. 1-29.08
mb
3:00

Page 1 of 1 / KW

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.

Timothy Sullivan

Ronald L. Burdge, Esq.

John B. P. Wakefield, Esq.
Elizabeth Ahern Wells, Esq.

BURDGE LAW OFFICE

Serving Ohio and Kentucky

www.OhioLemonLaw.com
www.KentuckyLemonLaw.com

January 14, 2008

This is a statement being made in compromised negotiations and is subject to Evi. R. 408 and is not admissible

VIA FED EX GROUND
General Motors Corporation
c/o MSX International, Attn: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted], 2005 Chevrolet Trailblazer, VIN No. 1GNDT13S652[redacted]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] who purchased a 2005 Chevrolet Trailblazer from Niswonger Chevrolet, Inc. in Wapokoneta, Ohio February 15, 2006. Mr. [redacted] did not have a trade in vehicle. The dealer arranged for the financing of the balance with GMAC in monthly payments of $374.03, which began March 15, 2006. When the vehicle was purchased, it had 20,948 miles on it. Mr. [redacted] also purchased a GMPP extended warranty which is set to expire in May of 2009. The vehicle now has about 40,000miles on it. A copy of the purchase agreement, finance agreement, and several of the repair orders are enclosed.

Mr. [redacted] has experienced repeated problems, including head lights that *flicker* while driving (in for repairs at least *five times* per the repair orders alone), a defective control module and various related electrical problems The vehicle has been in for service eight times for at least four defects. The vehicle has been out of service by reason of repairs approximately over 30 days. The defect(s) in this vehicle that caused flickering of the headlights while driving at night is a substantial impairment that constitutes a safety defect in this vehicle. Given the amount time and the numerous opportunities General Motors, its "tech assist" line, and its dealers have had to fix this vehicle, it is clear that this vehicle cannot be fixed.

As you probably know, consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts, and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts, and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a

breach of the warranty. We are at that point. Mr. [redacted] has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle's problems.

Although Mr. [redacted] has complained repeatedly to one or more of your dealers and the Attorney General of Ohio, I urged Mr. [redacted] let me contact you to see if we could get this matter resolved without having to file a lawsuit.

What Mr. [redacted] wants is simple: he wants rid of the vehicle and his money back and his legal costs paid. Until that is agreed to, Mr [redacted] has a lien against the vehicle for the investment in it but he is ready to turn it over and sign any documents necessary to convey his interest in the vehicle as soon as you agree to settle the matter.

Please advise at your earliest convenience. Thank you.

Sincerely,

Ronald L. Burdge

RLB:jb
cc: [redacted]
Enclosure: Purchase Order, Finance Agreement, Repair Orders

Z:\data\Koch,Roy\Settlement\Corr to GM Re Letter of Rep 011408 jb.wpd

RETAIL BUYERS ORDER

NISWONGER CHEVROLET, INC.
D.B.A.
NISWONGER CHEVROLET
901 NORTH DIXIE HIGHWAY (OLD 25) P.O. BOX #405
WAPAKONETA, OHIO 45895
419-738-2167 1-800-959-2167

STOCK NO. [redacted]
D.O.B.
S.S. NUMBER [redacted]1018

PURCHASER'S NAME [redacted] DATE 2/15/2006
STREET ADDRESS [redacted] PHONE [redacted]
CITY ANNA COUNTY SHELBY STATE OH ZIP [redacted] SALESPERSON ROBERT D SEARTS

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2005	CHEVROLET	TRAILBLAZR	4 DOOR	DEPTER	

VIN 1 G N D T 1 3 6 5 2 J [redacted] TO BE DELIVERED ON OR ABOUT 2/15/2006 STOCK NO. P506201

REMARKS:	CASH PRICE OF VEHICLE	$ 18,500 00
☐ SEE VEHICLE DELIVERY REPORT ATTACHED		
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED		
☐ SEE LIMITED WARRANTY ATTACHED		
		N/A
	DOCUMENT FEES →	50 00
	← SELLING PRICE →	18,550 00
	X 7.00 % = SALES TAX	1,298 50
	COUNTY SHELBY	
	TITLE FILING FEES	20 00
	OTHER LIC + REG	N/A
		N/A
		N/A
	TOTAL	19,868 50
	TOTAL CREDIT	N/A
	BALANCE DUE	19,868 50

DEPOSIT RECEIPT:
Dealer hereby acknowledges receipt of the sum of $ N/A 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 N/A 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 $ N/A to cover negative equity from my trade-in/the amount owed on my lease turn-in.
X _____

TRADE-IN AND OTHER CREDITS			
TRADE-IN ALLOWANCE	N/A	N/A	
BALANCE OWED ON TRADE	N/A		
BALANCE OWED TO:		TAXABLE TOTAL	18,550 00
NET EQUITY	N/A		
DEPOSIT	N/A		
CASH ON DELIVERY	N/A		
OTHER	N/A		
TOTAL CREDIT	N/A		

ODOMETER MILEAGE STATEMENT
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 20943 MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

TRADE-IN STOCK NO. YEAR MAKE MODEL
BODY TYPE VIN MILEAGE

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES 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.

[redacted]cuments incorporated herein comprise the entire agreement affecting this purchase and no other agreement [redacted]ean made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof [redacted]he as if it were printed above my signature. I [redacted]ast 18 years old, and hereby acknowledge [redacted]OT VALID UNLESS SIGNED AND ACCEPT[redacted] HIS AUTHORIZED REPRESENTATIVE.

[redacted] SIGNED: [redacted] 2/15/2006
[redacted]TATIVE [redacted]EPTED BY PURCHASER DATE

[redacted]

TO ORDER www.nysource.com | 800-541-0292; fax 1-800-531-1xxx

ADDITIONAL TERMS AND CONDITIONS

1. DEFINITIONS

As used in this Agreement the terms (A) "Dealer" shall mean the person or company to whom this Agreement is addressed and who shall become a party to this Agreement by its acceptance. (B) "Purchaser" shall mean the party initiating this Agreement as stated on the face of the Agreement. (C "Manufacturer" shall mean the corporation that manufactured the vehicle or chassis, it being understood, by the Purchaser and Dealer that the Dealer is in no respect the agent of the Manufacturer. The Dealer and Purchaser are the sole parties to this Agreement and any reference to the Manufacturer is for the purpose of explaining generally certain contractual relationships existing between the Dealer and Manufacturer. (D) "Document" and "Agreement" shall mean this Retail Buyers Order plus any other writing relative in any way to the purchase transaction noted on the face of this Retail Buyers Order.

2. PRICE CHANGES

In the event the Manufacturer shall notify the Dealer of a change in price for new motor vehicles of the same style and type as the vehicle ordered by this Agreement, and prior to delivery of the vehicle ordered by Purchaser, the Dealer shall have the right to adjust the cash price of the vehicle ordered, only in the amount of the increase. In the event of any such change in the cash price, the Purchaser shall have the option of concluding the purchase at the adjusted price or canceling this Agreement. Should the Purchaser elect to cancel this Agreement, the Dealer will refund to the Purchaser all amounts previously paid, and if the Purchaser has delivered to the Dealer a trade-in vehicle as all or part of the payment required, the Dealer shall redeliver the trade-in vehicle to the Purchaser. If the Dealer has sold the trade-in vehicle, the Dealer shall pay to the Purchaser the trade-in allowance for the vehicle, less any negative equity adjustment.

3. MANUFACTURER'S DESIGN CHANGES

In the event the Manufacturer shall change or modify the design of or any part or accessory of the new motor vehicle after the Purchaser's order for the new vehicle has been entered by the Dealer, the Purchaser shall have no claim or right against the Dealer should the Purchaser's new vehicle not contain such changes or modifications, nor shall the Dealer be required to effect such changes or modifications to the Purchaser's new vehicle.

4. DELAYS IN DELIVERY

The Purchaser understands that the Dealer shall not be liable for any damages resulting from a failure to deliver or other delays caused by the Manufacturer, accidents, fire or any other causes beyond the Dealer's control. This Agreement may be renegotiated or canceled by the Purchaser with full refund of deposit, if the ordered vehicle is not delivered by the date specified on the face of this Agreement.

5. CHANGES OTHER THAN MANUFACTURER'S DESIGN CHANGES

If the ordered vehicle arrives at the Dealer's place of business not equipped in accordance with this Agreement, the Purchaser has the right to refuse to accept delivery, with no loss of deposit, or renegotiate a new purchase agreement.

6. TRADE-IN VEHICLE APPRAISAL

If the Purchaser is delivering a trade-in vehicle as part of the purchase price and the delivery will not be made until delivery of the Purchaser's ordered vehicle, the Dealer shall have the right to reappraise the Purchaser's trade-in vehicle at the time of delivery of the ordered vehicle. The reappraised amount shall be the amount allowed for the trade-in vehicle in this Agreement. If the Purchaser is dissatisfied with the reappraisal, the Purchaser may cancel this Agreement with a full refund of deposit, provided that the cancellation occurs prior to the Purchaser taking delivery of the ordered vehicle.

7. BALANCE OWED ON TRADE-IN

If the Purchaser is delivering a trade-in vehicle or is turning in a leased vehicle as part of this transaction and the actual amount of the balance owed on the trade-in vehicle/lease turn-in is different than the amount of the balance owed as listed in this Agreement, the Purchaser agrees to pay the difference to the Dealer if the actual amount of the balance owed is greater than the amount listed and, if the actual amount of the balance owed is less than the amount listed, the Dealer agrees to pay the difference to the Purchaser.

8. TITLE TO THE TRADE-IN VEHICLE

Any trade-in vehicle delivered by the Purchaser to the Dealer in connection with this Agreement shall be accompanied by documents sufficient to enable the Dealer to obtain a title to the trade-in vehicle in accordance with applicable state law. The Purchaser warrants that any trade-in vehicle delivered to the Dealer is properly titled to the Purchaser, has never been a salvage vehicle or lemon buyback, that the Purchaser has the right to sell or otherwise convey such vehicle, that such vehicle is free and clear of all liens or encumbrances except as may be noted on the front side of this Agreement, and that all emission control equipment is on the vehicle and in satisfactory working order and the odometer reading shown is accurate unless otherwise disclosed

9. TRADE-IN AND OTHER CREDITS

Purchaser agrees that no Trade-In or Other Credits have been provided by Dealer to Purchaser in connection with this purchase transaction except as appears in writing on the front side of this Agreement.

10. PURCHASER'S DEFAULT OR REFUSAL TO PURCHASE

In the event of any failure by the Purchaser to perform the Purchaser's obligations, including but not limited to, any failure to take delivery of or to pay the agreed purchase price for the ordered vehicle, the Dealer shall be permitted to retain an amount equal to any actual damages the Dealer incurred due to the Purchaser's default. If the Purchaser has delivered a trade-in vehicle to the Dealer as part or all of the purchase price, the Dealer may return the trade-in vehicle to the Purchaser if the Dealer has not already sold the trade-in vehicle. If Dealer has already sold the trade-in vehicle, the Dealer may refund to the Purchaser the proceeds of the sale less any reasonable expenses incurred in connection with preparing or reconditioning the trade-in vehicle for sale and the Balance paid on Purchaser's behalf to a Lienholder, if the vehicle was a lease turn-in and Dealer has already paid the Balance owed, Purchaser shall pay to Dealer the amount paid on Purchaser's behalf.

11. TAX LIABILITY

The Purchaser shall be liable for all sales, use or other taxes of a similar nature applicable to the transaction unless such payment otherwise is prohibited by law; provided that the Purchaser shall in no event be liable for any taxes calculated on the Dealer's income.

12. INSURANCE UNAVAILABILITY

In the event this Agreement includes a charge for credit life or credit disability insurance and for any reason such insurance cannot be provided, the Purchaser shall receive a credit for the amount charged for such insurance, which shall be applied to any outstanding balance owed to Dealer or any assignee of Dealer. The inability of the Dealer or any assignee of the Dealer to secure such insurance for the Purchaser shall not relieve the Purchaser from the Purchaser's obligation to purchase the vehicle described in this Agreement. Credit life and credit disability insurance are not mandatory.

13. SIGNING OF OTHER DOCUMENTS

Purchaser agrees to sign any and all documents necessary to complete the terms of this sale.

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] ANNA, [redacted] SHELBY	[redacted] SHELBY

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2005	CHEVROLET TRAILBLAZER	[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 0.00 is
4.90 %	$2,573.30	$ 19,268.56	$ [illegible]	$ [illegible]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 374.03	Monthly beginning [illegible]	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $1.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price of vehicle, accessories, and taxes $ [illegible] (1)

2 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Official fees paid to government agencies $ N/A

B Government taxes not included in line 1 above $ N/A

C Government license and/or registration fees

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if

to	for	$ N/A	
to	for	$ N/A	
to	for	$ N/A	
to	for	$ N/A	
to	for	$ N/A	
F Net trade-in payoff to		$ N/A	
Total other charges and amounts paid to others on your behalf			$ [illegible] (2)
3 Total cash price (1+2)			$ [illegible] (3)
4 Total downpayment = (If negative enter "0" and see line 2F above)			
Gross trade-in $ N/A	- payoff by seller $ N/A		
= net trade-in $ N/A	+ cash $ N/A		
+ other (describe)	$ N/A		$ [illegible] (4)
5 Unpaid balance of cash price (3 minus 4)			$ [illegible] (5)
6 Insurance			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$ N/A		
Disability	$ N/A	$ N/A	
B Other insurance paid to the insurance company		$ N/A	
Total insurance charges			$ N/A (6)
7 Amount financed - principal balance (5+6)			$ [illegible] (7)
8 Finance charge			$ [illegible] (8)
9 Total of payments - time balance (7+8)			$ [illegible] (9)

Other Insurance.

☐ _____ Type of Insurance _____ Term

Premium $ N/A

_____ (Insurance Company)

_____ (Home Office Address)

I want the insurance checked above.

X _____ Buyer Signature _____ Date

X _____ Co-Buyer Signature _____ Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT [redacted] This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing [redacted] o oral changes are binding.

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

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms of this contract. You confirm that before you signed this contract, [redacted] to take it and review it. You confirm [redacted] ed-in copy when you signed it.

Buyer Signs [redacted] Date _____ Co-Buyer Signs [redacted] Date _____

Co-Buyers and Other Owners A co-buyer is a person who is responsible for paying the entire [redacted] ose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Date _____ Address _____

Creditor Signs [illegible] Date _____ By X _____ Title _____

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We will apply each payment first to the earned and unpaid part of the Finance Charge, and then to the unpaid part of the Amount Financed.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **Your right to refinance an irregular payment schedule.** An irregular payment schedule is one with payments not scheduled to be paid in substantially equal consecutive payments. If you have an irregular payment schedule and if you are buying the vehicle primarily for personal, family, or household use, you may refinance this contract without penalty. The terms of the refinancing will be no less favorable to you than the terms of this contract. This provision does not apply if we adjusted your payment schedule to your seasonal or irregular income.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security interest.** You give us a security interest in:

1. The vehicle and all parts or goods installed in it;
2. All money or goods received (proceeds) for the vehicle;
3. All insurance, maintenance, service, or other contracts we finance for you; and
4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once (accelerate). Default means:

1. You do not pay any payment on time;
2. You start a proceeding in bankruptcy or one is started against you or your property; or
3. You break any agreements in this contract.

If your only default is that you did not pay a payment on time, we may accelerate this contract only if your default continues for at least 30 days. Otherwise, we may accelerate any time after you default. Our right to accelerate is subject to any right the law gives you to reinstate this contract.

If we accelerate, the amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

d. **How you can get the vehicle back if we take it.** If we repossess the vehicle, in many situations, the law gives you the right to pay to get it back. We will tell you what you have to do to get the vehicle back.

e. **We will sell the vehicle if you do not get it back.** If you do not do what is required to get the vehicle back, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.

We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. If any money is left (surplus), we will pay it to you. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the highest lawful rate until you pay.

f. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

g. **Dishonored check charge.** If you try to pay any portion of an amount you owe with a check that is dishonored, you will have to pay a charge of $20.

5. WARRANTIES SELLER DISCLAIMS

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

6. Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Spanish Translation:

1. The vehicle and all parts or goods installed in it;
2. All money or goods received (proceeds) for the vehicle;
3. All insurance, maintenance, service, or other contracts we finance for you; and
4. All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.

d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we decide, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the highest rate the law permits.

If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to returned insurance, maintenance, service, or other contract charges.** *If we get a refund of insurance, maintenance,* service, or other contract charges, you agree that we may subtract the refund from what you owe.

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3. **YOU MAY PREPAY**

You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

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4. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep *making late payments. If you pay late, we may also take the steps* described below.

[illegible] or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

g. **Dishonored check charge.** If you try to pay any portion of an amount you owe with a check that is dishonored, you will have to pay a charge of $20.

---

5. **WARRANTIES SELLER DISCLAIMS**

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

---

6. **Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.**

Spanish Translation:
Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

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7. **APPLICABLE LAW**

Federal law and Ohio law apply to this contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Niswonger Chevrolet Inc.
901 North Dixie Highway • P.O. Box 405
Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted]	45875	011	1GNDT13S6523[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLETTRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag:	Delivery Date	Rate	Doc Count	Plan
24782 / 24783		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	6/14/2006 7:55	6/14/2006 14:53

LINE 1 OR WHILE DRIVING DOWN THE ROAD,LAMPS START TO FLICKER & VOLT GAUGE FLICKERS ALSO

FC: 1031E

TECH COMM: CHECKED SYSTEM FOR STORED CODES,NONE SET,ROAD TESTED WITH TECH TWO,SHOWS ALL OK,CHECKED BATTERY & ALTERNATOR OUTPUT-OK,REPROGRAMED PCM WITH LATEST UPDATES

REPAIR 1 ENGINE CONTROL MODULE - REPROGRAM
OPCODE: [redacted] SALE TYPE: WARRANTY - WTY
HRS: .70
PRIMARY TECH: 015

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Niswonger Chevrolet Inc.
901 North Dixie Highway • P.O. Box 405
Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted]	45878	011	1GNDT13S652[redacted]

Color	Year	Make/Model	License	Engine	Unit #
GRAY	2005	CHEVROLETTRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag #	Delivery Date	Title	Doc. Count	Plan
24782 / 24783		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	6/14/2006 7:57	6/14/2006 9:39

13866 LOCHARD RD
ANNA OH 45302

A/R#: 5443 RATE: 40.00

LINE 1 LUBE,OIL,FILTER, CHECK FLUID, BELTS, & HOSE
TECH COMM: CHANGED OIL,FILTER,LUBED,CK TIRE PRESSURE AND ANTI FREEZE. 35PSI -34

REPAIR 1 LUBE,OIL,FILTER, CHECK FLUID, BELTS, & HOSE
OPCODE: [redacted] SALE TYPE: quick servi $8.70
HRS: .30
PRIMARY TECH: 123 CHECK 1511

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	89017342	FILTER	N	1	6.660	quick service	$6.66
GM	7	GM OIL	N	1	13.720	quick service	$13.72

LINE TOTAL $29.08

LABOR	$8.70
PARTS	$20.38
TAX (OHIO STATE TAX)	$2.04
CUSTOMER TOTAL	$31.12
PAYMENT (CHARGE)	$31.12

CUSTOMER SIGNATURE _____

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

· Niswonger Chevrolet Inc.
901 North Dixie Highway • P.O. Box 405
Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: [redacted]	45345	011	1GNDT13S652[redacted]

Color	Year	Make/Model	License	Engine	Stk. #
PEWTER	2005	CHEVROLETTRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc Count	Plan
23635 / 23636		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	5/02/2006 9:19	5/04/2006 9:23

LINE 1 AV LIGHTS FLICKER GOING DOWN THE ROAD,ALTERNATOR GAUG
E GOES DOWN ALSO

FC: 93

TECH COMM: TESTED CHARGING SYSTEM-OK,CHECKED BATTERY & CONNEC
TIONS-OK,CHECKED TECH BULLETINS & CLEANED & REPAIR
ED GROUND UNDER CENTER CONSOLE AS PER TECH BULLETI
N 04-08-45-010.

REPAIR 1 GROUND REPAIR
OPCODE: [redacted]
HRS: .50
PRIMARY TECH: 245

SALE TYPE: WARRANTY - WTY

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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Niswonger Chevrolet Inc.
901 North Dixie Highway • P.O. Box 405
Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:

[redacted]
ANNA OH [redacted]

Business Phone:
Home Phone: [redacted]

Service Order Number	Service Advisor	VIN
47928	011	1GNDT13S652[redacted]

Color	Year	Make/Model	License	Engine	Stock#
GRAY	2005	CHEVROLETTRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc Count	Plan
29998 / 29999		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	11/27/2006 16:45	11/30/2006 8:32

LINE 1 OL LIGHTS FLICKER & ALT SHOWS DISCHARGE

FC: 1031E

TECH COMM: SCAN CHECKED EMISSIONS,NO STORED CODES,CHECKED FOR TECH BULLETINS,REPLACED PCM & PROGRAMED

REPAIR 1 MODULE, PCM/VCM - REPLACE
OPCODE: [redacted]
HRS: 1.20
PRIMARY TECH: 015
WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	12574976	PCM	Y	1		WARRANTY - GM	WTY

LINE 2 MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: Z7903

SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 015

NET ITEM: C Car Rental

SALE TYPE
WARRANTY - GM WTY

RENTAL DAYS: 3

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL ..... $.00

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Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number:	Service Advisor:	VIN:
[redacted] ANNA OH [redacted]	49398	011	1GNDT13S852[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLET/TRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
33415 / 33416		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	4/09/2007 15:55	4/27/2007 10:17

Business Phone:
Home Phone: [redacted]

LINE 1 AV LIGHTS FLICKER & ALTERNATOR GAUGE SHOWS DISCHARGE

FC: 9Z

TECH COMM: CHECKED ALTERNATOR OUTPUT-OK,CHECKED WIRING AT ALT ERNATOR,TERMINALS TIGHT,CHECKED GROUNDS AT BATTERY & BCM-OK,CALLED TECH ASSIST & WAS ADVISED TO HOOK UP VEHICLE DATA RECORDER.ROAD TESTED NO PROBLEMS FOUND AT THIS TIME

REPAIR 1 WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTER
OPCODE: N6602 SALE TYPE: WARRANTY - WTY
HRS: .50 OTH HRS: .50
PRIMARY TECH: 015

LINE 2 MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: [redacted] SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 099

NET ITEM: C Car Rental SALE TYPE WARRANTY - GM WTY

RENTAL DAYS: 3

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

[redacted]

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(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH 4[redacted] Business Phone: Home Phone: [redacted]	51557	011	1GNDT13S65[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLE[redacted]		4.2L V8	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
38608 / 38609		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	10/22/2007 15:59	10/29/2007 13:03

LINE 1 VL HEADLAMPS FLICKER AT TIMES

AUTH: A
FC: 1031E

TECH COMM: REPROGRAMED PCM AS PER TECH BULLETIN

REPAIR 1 ENGINE CONTROL MODULE - REPROGRAM
OPCODE: J6354 SALE TYPE: WARRANTY - WTY
HRS: .70
PRIMARY TECH: 015

LINE 2* MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR

REPAIR 1 RENTAL CAR 1 DAYS
OPCODE: [redacted] SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 099

NET ITEM: C Car Rental SALE TYPE
WARRANTY - GM WTY

RENTAL DAYS: 1

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

[redacted]

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SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: ([redacted]	51638	011	1GNDT13S652[redacted]

Color	Year	Make/Model	License	Engine	Stk #
GRAY	2005	CHEVROLET/TRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Code	Plan
38922 / 38923		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	10/29/2007 16:30	11/01/2007 16:10

LINE 1 WG SES LIGHT COMES ON

FC: 6D

TECH COMM: CODE P0410 SET,CALLED TECH ASSIST 4 TIMES,WAS TOLD TO REPLACE OXYGEN SENSOR,CHECKED AIR PUMP & VALVE S OPERATION,CHECKED FOR WATER IN AIR PUMP02 SENSOR WOULD DROP DOWN TO 27MV WITH AIR PUMP ON,CHECKED WIRING GOING TO OXYGEN SENSORS.ROAD TESTED & PASS ED CODE P0410 5 TIMES.

REPAIR 1 OXYGEN SENSOR,ENGINE CONTROLS
OPCODE: J6372 SALE TYPE: WARRANTY - WTY
HRS: .50 OTH HRS: 2.00
PRIMARY TECH: 015
WARR PARTS: 1

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	12586996	SENSOR	Y	1		WARRANTY - GM	WTY

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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Wapakoneta, OH 45895
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SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted]	51728	010	1GNDT13S6523[redacted]

Tag	Doc. Count	Date/Time In	Date/Time Out
	1	11/05/2007 17:26	11/15/2007 8:48

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	12575655	VALVE	Y	1		WARRANTY - GM	WTY
GM	24577193	GASKET	N	1		WARRANTY - GM	WTY

LINE 4* WG SES LIGHT ON

FC: 6C

TECH COMM: TEST PASSED 10 TIMES & FAILED ON 11TH TIME,CALLED TECH ASSIST,CHECKED FREEZE FRAME FOUND AIR PUMP NO T TURNING ON,CHECKED VOLTS AT AIR PUMP RELAY,REPLA CED SECONDARY AIR INJECTION PUMP RELAY & AIR SOLEN OID RELAY

REPAIR 1 RELAY - EMISSIONS SYSTEM - REPLACE
OPCODE: N2827 SALE TYPE: WARRANTY - WTY
HRS: .50
PRIMARY TECH: 015
WARR PARTS: 1

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	15319851	RELAY	Y	1		WARRANTY - GM	WTY

LINE 5* MJ FREIGHT CHARGES

FC: 00

TECH COMM: FREIGHT CHARGES

REPAIR 1 FREIGHT CHARGES
OPCODE: [redacted] SALE TYPE: WARRANTY - WTY

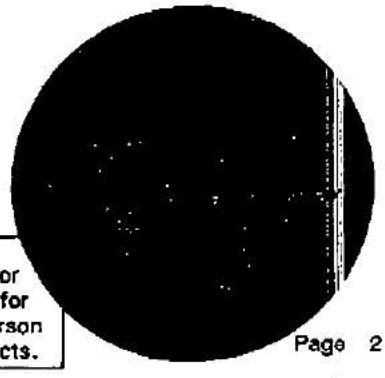
PRIMARY TECH: 099

NET ITEM: R FREIGHT SALE TYPE
WARRANTY - GM WTY

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

[redacted]



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(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: [redacted]	51728	010	1GNDT13S652[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLETRAILBLAZR		4.2L V6	P5[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc Count	Plan
39025 / 39040		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	11/05/2007 17:26	11/15/2007 6:48

LINE 1 WG SES LIGHT ON.

FC: 6C

TECH COMM: CHECKED OUT & FOUND WATER IN PUMP,REPLACED AIR PUM
P

REPAIR 1 PUMP, SECONDARY AIR INJECTION - REPLACE
OPCODE: J6050 SALE TYPE: WARRANTY - WTY
HRS: .80
PRIMARY TECH: 015
WARR PARTS: 1

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	12574379	PUMP	Y	1		WARRANTY - GM	WTY

LINE 2* OJ HEATER INOP ON HIGH SPEED.

FC: 7H

TECH COMM: HEATER FAN INOP ON HIGH,CHECKED OVER & FOUND RESIS
TOR & WIRES BURNT,REPLACED RESISTOR & WIRE CONNECT
OR

REPAIR 1 RESISTOR, BLOWER MOTOR - A/C - REPLACE
OPCODE: D1002 SALE TYPE: WARRANTY - WTY
HRS: .60
PRIMARY TECH: 015
WARR PARTS: 2

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	89019100	RESISTOR	Y	1		WARRANTY - GM	WTY
GM	15862656	CONNECTOR	N	1		WARRANTY - GM	WTY

LINE 3* WG SES LIGHT ON

FC: 1W

TECH COMM: WATER IN DERVERTER VALVE,REPLACED DEVERTER VALVE

REPAIR 1 SOLENOID, SECONDARY AIR INJECTION SWITCH VALVE - R
OPCODE: J6098 SALE TYPE: WARRANTY - WTY
HRS: .50
PRIMARY TECH: 015
WARR PARTS: 2

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SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: [redacted]	51971	011	1GNDT13S65235[redacted]

Color	Year	Make/Model	License	Engine	Stock #
GRAY	2005	CHEVROLET/TRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc Count	Plan
39664 / 39665		2/15/2006		1	

Tax Exempt	Date/Time Out	Date/Time Out
	11/29/2007 16:56	12/07/2007 13:02

LINE 1 WG SES LIGHT COME ON

FC: 93

TECH COMM: INSTALLED PREVIOUS PCM CALIBRATION TO REPAIR SES L IGHT COMING ON AS PER TECH ASSIST.

REPAIR 1 ENGINE CONTROL MODULE - REPROGRAM
OPCODE: J6354 SALE TYPE: WARRANTY - WTY
HRS: .70
PRIMARY TECH: 015

LINE 2 MJ RENTAL CAR

FC: 98

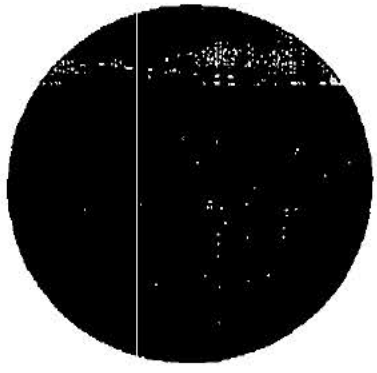
TECH COMM: RENTAL CAR 3 DAYS

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: Z7903 SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 099

NET ITEM: C Car Rental SALE TYPE WARRANTY - GM WTY

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00



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February 28, 2008

Timothy Sullivan, Esq.
Taft Stettinius & Hollister
425 Walnut Street, Suite 1800
Cincinnati, OH 45202-3957

RE: H. Roy Koch v. General Motors Corporation
Service Request [redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S6523[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Sullivan:

Enclosed please find a check in the amount of $ 4,300.00 made payable to H. Roy Koch & Burdge Law Office 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

Niswonger Chevrolet Inc.
901 North Dixie Highway • P.O. Box 405
Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:

[redacted]
ANNA OH [redacted]

Business Phone:
Home Phone: [redacted]

Service Order Number	Service Advisor	VIN
45114	011	1GNDT13S6523[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
PEWTER	2005	CHEVROLETRAILBLAZR		4.2L V6	F[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
22981 / 22982		2/15/2006		2	

Tax Exempt	Date/Time In	Date/Time Out
	4/12/2006 7:55	4/12/2006 12:46

LINE 1 AV LIGHTS DIM AT TIMES & ALTERNATOR GAUGE GOES DOWN
FC: 6C

TECH COMM: CHECKED OUT & REPLACED ALTERNATOR ASSEMBLY

REPAIR 1 GENERATOR ASSEMBLY - REPLACE
OPCODE: J4100 SALE TYPE: WARRANTY - WTY
HRS: .80
PRIMARY TECH: 245
WARR PARTS: 1

PARTS		DESC		FP	QTY	PRICE	SALE TYPE	
GM	10464468	GEN	REM	Y	1		WARRANTY - GM	WTY
GM	10464468	CORE		N	1		WARRANTY - GM	WTY
GM	10464468	CORE		N	1-		WARRANTY - GM	WTY

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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JAN-24-2008 12:46 PM NISWONGER CHEVY 4197388959 P.01/05

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(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: [redacted]	49398	011	1GNDT13S6523[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLETRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
33415 / 33416		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	4/09/2007 15:55	4/27/2007 10:17

LINE 1 AV LIGHTS FLICKER & ALTERNATOR GAUGE SHOWS DISCHARGE

FC: 9Z

TECH COMM: CHECKED ALTERNATOR OUTPUT-OK,CHECKED WIRING AT ALT ERNATOR,TERMINALS TIGHT,CHECKED GROUNDS AT BATTERY & BCM-OK,CALLED TECH ASSIST & WAS ADVISED TO HOOK UP VEHICLE DATA RECORDER.ROAD TESTED NO PROBLEMS FOUND AT THIS TIME

REPAIR 1 WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTER
OPCODE: N6602 SALE TYPE: WARRANTY - WTY
HRS: .50 OTH HRS: .50
PRIMARY TECH: 015

LINE 2 MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: Z7903 SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 099

NET ITEM: C Car Rental SALE TYPE WARRANTY - GM WTY

RENTAL DAYS: 3

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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JAN-24-2008 12:47 PM NISWONGER CHEVY 4197388959 P.02/05

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Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 01

Sold To:	Service Order Number	Service Advisor	VIN
[redacted] ANNA OH [redacted] Business Phone: Home Phone: [redacted]	47926	011	1GNDT13S65[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLETRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
29998 / 29999		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	11/27/2006 16:45	11/30/2006 8:32

LINE 1 OL LIGHTS FLICKER & ALT SHOWS DISCHARGE

FC: 1031E

TECH COMM: SCAN CHECKED EMISSIONS,NO STORED CODES,CHECKED FOR TECH BULLETINS,REPLACED PCM & PROGRAMED

REPAIR 1 MODULE, PCM/VCM - REPLACE
OPCODE: J6360 SALE TYPE: WARRANTY - WTY
HRS: 1.20
PRIMARY TECH: 015
WARR PARTS: 1

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	12574976	PCM	Y	1		WARRANTY - GM	WTY

LINE 2 MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: Z7903 SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 015

NET ITEM: C Car Rental SALE TYPE WARRANTY - GM WTY

RENTAL DAYS: 3

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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JAN-24-2008 12:47 PM NISWONGER CHEVY 4197388959 P.03/05

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Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

SERVICE INVOICE

Co.# 0

Sold To:

[redacted]
ANNA OH [redacted]

Business Phone:
Home Phone: [redacted]

Service Order Number	Service Advisor	VIN
45875	011	1GNDT13S65[redacted]

Color	Year	Make/Model	License	Engine	Stk.#
GRAY	2005	CHEVROLETRAILBLAZR		4.2L V6	[redacted]

Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
24782 / 24783		2/15/2006		1	

Tax Exempt	Date/Time In	Date/Time Out
	6/14/2006 7:55	6/14/2006 14:53

LINE 1 OR WHILE DRIVING DOWN THE ROAD,LAMPS START TO FLICKER & VOLT GAUGE FLICKERS ALSO

FC: 1031E

TECH COMM: CHECKED SYSTEM FOR STORED CODES,NONE SET,ROAD TESTED WITH TECH TWO,SHOWS ALL OK,CHECKED BATTERY & ALTERNATOR OUTPUT-OK,REPROGRAMED PCM WITH LATEST UPDATES

REPAIR 1 ENGINE CONTROL MODULE - REPROGRAM
OPCODE: J6354 SALE TYPE: WARRANTY - WTY
HRS: .70
PRIMARY TECH: 015

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... $.00

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JAN-24-2008 12:48 PM NISWONGER CHEVY 4197388959 P.04/05

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Wapakoneta, OH 45895
(419) 738-2167 Lima: (419) 645-5720 (800) 959-2167

DEC 14 2007
JAN 15 2008

SERVICE INVOICE

** ACCOUNTING COPY **

SO# 51971 DATE/TIME IN: 11/29/2007 16:56 DATE/TIME OUT: 12/07/2007 13:02
SA: DOUGLAS BRADFORD DOC COUNT: 1 PAGE: 1

[redacted], 01 1GNDT13S6523[redacted]
ANNA OH [redacted] 2005 CHEVROLET TRAILBLAZR GRAY
ENGINE: 4.2L V6
STK#: [redacted]
[redacted] MILES IN/OUT 39664 / 39665
DEL DATE: 2/15/2006
RATE: 50.00

LINE 1 WG SES LIGHT COME ON

103 CB
~~FC: 93~~

TECH COMM: INSTALLED PREVIOUS PCM CALIBRATION TO REPAIR SES L
IGHT COMING ON AS PER TECH ASSIST.

~~Autho-A~~
~~Claim~~
Autho-A

REPAIR 1 ENGINE CONTROL MODULE - REPROGRAM
OPCODE: J6354 SALE RATE: A COST RATE: A COST: 14.00
HRS: .70 SALE TYPE: W $39.75
PRIMARY TECH: 015

LINE TOTAL $14.00 $39.75

LINE 2 MJ RENTAL CAR

FC: 98

TECH COMM: RENTAL CAR 3 DAYS

~~Autho-A~~
~~Autho-A~~
Autho-A

REPAIR 1 RENTAL CAR 3 DAYS
OPCODE: Z7903 SALE RATE: A COST RATE: A COST:
HRS: SALE TYPE: W $.00
PRIMARY TECH: 099

NET ITEM: C Car Rental SALE TYPE
PO#: L#: COST: W $90.00
UNIT QTY: 1 UNIT AMT: 90.00

LINE TOTAL $.00 $90.00

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO
077D	90.00-		
462	39.75-	14.00	
263	129.75		

CUSTOMER TOTAL ..... $.00

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The World On

ORIGIN ID: OKCA (313) 665-7571
ROSEMARIE WILLIAMS
PENS GM CORP MAG
100 RENAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 04FEB08
Actual Wgt: 1 LB
System#: 406865
Account: S 1776-0110-1

MSX INTERNATIONAL BRC LEGAL
ROB A BROOK JR MSX
1919 CONCEPT DR
WARREN, MI 48091-6013

FedEx (US) Express E

Delivery Address Barcode

FEB 04 2008

PRIORITY OVERNIGHT

MON
Deliver By:
04Feb08

DTH A2

48091 -MI-US 66 UIZA

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GENERAL MOTORS ACCEPTANCE CORPORATION
FINANCIAL SERVICES LEGAL STAFF
NEW SUIT NOTIFICATION

February 1, 2008

To: Timothy C. Sullivan, Esq.
Taft Stettinius & Hollister
1800 Star Bank Center
425 Walnut Street
Cincinnati, OH
45202-3957
Telephone: 513/381-2838
Fax: 513/381-0205

From: Robert A. Brown Jr.
General Motors Legal Staff
C/o MSX International
1919 Concept Drive
Warren, MI 48091
Telephone: 512/386-0750

Please undertake the defense of General Motors Acceptance Corporation in this matter. Keep Legal Staff contact informed of developments. The General Motors Acceptance Corporation Case/Matter Name and Case/Matter Number as shown below must be included in any correspondence with this office relating to this action.

CASE/MATER NAME: [redacted]

C/M NO. [redacted]

COURT/DOCKET: **Common Pleas - Auglaize County, Ohio 2008CV0031**

GMAC BRANCH: **13000 - Chevrolet Motor Division**

GMAC ACCOUNT NO: [redacted]

DATE OF SERVICE: **January 29, 2008**

SERVED UPON: **CT Corporation**

ANSWER DATE: **February 26, 2008**

CASE DESCRIPTION: **2005 Chevrolet Trailblazer**

cc: **Manny Mireles**
GMAC Phoenix Admin. Ctr.
Telephone: 623/587-4038
Fax: 623/587-4071

2005 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
28H LIGHT GRAY — 100 RENAISSANCE CENTER
ORDER NO. JBQTQ4/FDR STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S6 523[redacted] — VEHICLE INVOICE [redacted]
**********13*44287S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
CT15506 TRAILBLAZER LS 4WD	28715.00	25125.63	INVOICE 05/18/05
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 05/18/05
C5N GVW RATING - 5750 LBS	N/C	N/C	EXP I/T 05/30/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 06/06/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 03/23/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S823G S823G
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1 FAN: 000801033
R7M ONSTAR DELETE	70.00-	58.10-	BANK: GMAC - 045
TFD RETAIL AMENITY DELETE	0.00	27.85-	CHG-TO 44-287
VK3 LICENSE PLATE FRAME, FRONT	N/C	N/C	SHIP-TO 45-048
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	AVIS RENT-A-CAR
YT1 DAILY RENTAL FLAT RATE DEPREC.	0.00	0.00	DENVER CO
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1016.75	
* POWER MIRRORS, HEATED			SHIP WT: 4440
* FLOOR MATS, FRONT & REAR			HP: 32.1
* REAR WINDOW DEFOGGER			GVWR: 5750
* DEEP TINTED GLASS			GAWR.FT: 2950
* BODY SIDE MOLDING			GAWR.RR: 3200
* TOW HOOKS			MRM: 30555.00
* LUGGAGE RACK CROSS BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			CUST PO NUMBER:
* REMOTE KEYLESS ENTRY			5192179N2000000
* THEFT DETERRENT SYSTEM			DAN: 06013
			MEMO 1493.50

TOTAL MODEL & OPTIONS	29870.00	26056.43	ACT 237 26741.43
DESTINATION CHARGE	685.00	685.00	
TOTAL	30555.00	26741.43	PAY 310 26741.43

****
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.

PRESTIGE CHEVROLET, INC./AVIS

REMIT TO GMAC NO. 045
VIN 1GNDT13S652[redacted]
$ 26741.43 INV [redacted]
DUE 06/06/05 DEALER 44-287

FAX COVER SHEET

NISWONGER CHEVROLET INC.
901 N. DIXIE HIGHWAY
P.O. BOX 405
WAPAKONETA, OH 45895
800.959.2167
419.738.2167
419.738.8959 FAX

SEND TO	
Company name: GM	From: RANDALL WENTZ
Attention: CECILIO NURSE	Date:
Office location:	Office location:
Fax number: 866-393-8089	Phone number:

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

Total pages, including cover: _____

COMMENTS

Here are the copies you requested.

There was no trade
There were no incentives

RETAIL BUYERS ORDER

D.B.A.

NISWONGER CHEVROLET
901 NORTH DIXIE HIGHWAY (OLD 25) P.O. BOX #405
WAPAKONETA, OHIO 45895
419-738-2167 1-800-959-2167

STOCK NO. [redacted]
D.O.B
S.S. NUMBER [redacted]

PURCHASER'S NAME [redacted] DATE 2/15/2006
STREET ADDRESS [redacted] PHONE [redacted]
CITY ANNA COUNTY SHELBY STATE OH ZIP 45302 SALESPERSON ROBERT D GEARING

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2005	CHEVROLET	TRAILBLAZR	4 DOOR	PEWTER	

VIN 1GNDT13S652[redacted] TO BE DELIVERED ON OR ABOUT 2/15/2006 STOCK NO. P506201

REMARKS:
[ ] SEE VEHICLE DELIVERY REPORT ATTACHED
[ ] SEE SPOT DELIVERY AGREEMENT ATTACHED
[ ] SEE LIMITED WARRANTY ATTACHED

DEPOSIT RECEIPT:
Dealer hereby acknowledges receipt of the sum of $ N/A 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 N/A 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 $ N/A to cover negative equity from my trade-in/the amount owed on my lease turn-in.
X

CASH PRICE OF VEHICLE	$ 18,500.00
	N/A
DOCUMENT FEES	50.00
SELLING PRICE	18,550.00
X 7.00 % = SALES TAX	1,298.50
COUNTY SHELBY	
TITLE FILING FEES	20.00
OTHER LIC + REG	N/A
	N/A
	N/A
TOTAL	19,868.50
TOTAL CREDIT	N/A
BALANCE DUE	19,868.50

TRADE-IN AND OTHER CREDITS

		18,550.00	
TRADE-IN ALLOWANCE	N/A	N/A	
BALANCE OWED ON TRADE	N/A	TAXABLE TOTAL 18,550.00	
BALANCE OWED TO			
NET EQUITY	N/A		
DEPOSIT	N/A		
CASH ON DELIVERY	N/A		
OTHER	N/A		
TOTAL CREDIT	N/A		

ODOMETER MILEAGE STATEMENT
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 20948 MILES/KILOMETERS, AND IS ACCURATE UNLESS CHECKED BELOW
[ ] ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

TRADE-IN STOCK NO. YEAR MAKE MODEL
BODY TYPE VIN MILEAGE

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES 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.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCE[redacted]IZED REPRESENTATIVE.

APPROVED: _____ DEALER OR AUTHORIZED REPRESENTATIVE

SIGNED: [redacted] SER 2/15/2006 DATE

ERASURES AND ALTERATIONS VOID THIS TITLE ASSIGNMENT. (Type or print in ink.)

ASSIGNMENT OF OWNERSHIP

I (we) certify the vehicle or watercraft or outboard motor described in this title was delivered on [redacted] for the price of $ 18,550.00 to: Is Seller a Minor? ☐ Yes ☐ No

Transferee's/Buyer's printed name [redacted]

Transferee's/Buyer's printed addre[redacted] Anna Oh [redacted] Shelby Co

ODOMETER CERTIFICATION

Federal and State laws require that you state the mileage in connection with transfer of ownership. Failure to complete or providing false information may result in fines and/or imprisonment.

I (we) certify to the best of my (our) knowledge that the odometer now reads [ ][2][0][9][4][8] (no tenths) miles and is the actual mileage of the vehicle unless one of the following statements is checked

☐ The mileage stated is in excess of the mechanical limits.

☐ The odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

This vehicle was a (if applicable): ☐ Former Law Enforcement Vehicle ☐ Former Taxi ☐ Flood Vehicle

I (we) warrant the title to be free of all liens.

Niswonger Chevrolet Inc BY: X Pres

Transferor's/Seller's printed name Transferor's/Seller's signature

901 N Dixie Hwy., Wapakoneta OH 45895

Transferor's/Seller's printed address

NOTE: All blank spaces above must be completed before acknowledgement.

Sworn to and subscribed in my presence by _____ this 16 day of FEB 2006 yr.

My commission expires _____ yr. _____

(seal) Clerk, Deputy Clerk of Courts - Notary

TRANSF[redacted]EDGEMENT OF [redacted]ERTIFICATION

[redacted] X [redacted]

Transferee's/Buyer's printed name Transferee's/Buyer's signature

Warning to transferor and transferee (seller and buyer): You are required by law to state the true selling price. A false statement is in violation of section 2921.13 of the Ohio Revised Code and is punishable by six months imprisonment and a fine of up to one thousand dollars, or both. All transfers are audited by the Department of Taxation. The seller and buyer must provide any information requested by the Department of Taxation. The buyer may be assessed any additional tax found to be due.

APPLICATION FOR CERTIFICATE OF TITLE (Type or Print in Ink)

Fee of $5.00 for failure to apply for title within 30 days of assignment.

Check type of application(s): ☐ XX Motor Vehicle ☒ Memorandum ☐ Watercraft ☐ Outboard Motor ☐ Salvage

Applicant's printed n[redacted] SSN/FEIN [redacted]

Applica[redacted] Anna Oh 4[redacted]

STREET CITY ZIP COUNTY

Purchase Price $ 18,550.00 Gross Tax Due $ 1298.50 Vendor's Discount $ 11.69 Tax Paid $ 1286.81

Tax exemption: ☐ Yes Reason _____ Dealer's Permit Number [redacted] Vendor's Numb[redacted]

Condition of vehicle or watercraft or outboard motor (check only one): ☐ Good ☐ Fair ☐ Poor ☐ Wrecked

LIEN INFORMATION: If no lien, state "none". If more than one lien, attach statement of all additional liens.

Lienholder GMAC PO box 8134 Cockeysville MD 21030

Address

I (we) state that all information contained in this application is true and correct. Is Applicant a Minor? ☐ Yes ☐ No

Applicant's signature X [redacted] ☐ Printed ☐ Non Printed

Sworn to and subscribed in my presence by _____ this 16 FEB 2006 day of _____ yr. _____

My commission expires _____ yr. _____

(seal) Clerk, Deputy Clerk of Courts - Notary _____

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]	[redacted]	[illegible]
ANNA, OH [redacted]	ANNA, OH [redacted]	[illegible]
SHELBY	SHELBY	[illegible]

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2005	CHEVROLET TRAILBLAZE	[illegible] [redacted]	☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ [illegible] is
4.90 %	$ 2,573.30	$ 19,868.50	$ [illegible]	$ [illegible]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 374.03	Monthly beginning [illegible]	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $1.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price of vehicle, accessories, and taxes $ [illegible] (1)

2 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Official fees paid to government agencies $ N/A

B Government taxes not included in line 1 above $ N/A

C Government license and/or registration fees $ N/A

D Government certificate of title fees (includes $ N/A security interest recording fee) $ N/A

E Other charges (Seller must identify who is paid and describe purpose.)

to NISWONGER CH for DOC FEE $ [illegible]

to for $ N/A

to for $ N/A

to for $ N/A

to for $ N/A

to for $ N/A

F Net trade-in payoff to $ N/A

Total other charges and amounts paid to others on your behalf $ [illegible] (2)

3 Total cash price (1+2) $ [illegible] (3)

4 Total downpayment = (If negative enter "0" and see line 2F above)

Gross trade-in $ N/A - payoff by seller $ N/A

= net trade-in $ N/A + cash $ N/A

+ other (describe) $ N/A $ 0.00 (4)

5 Unpaid balance of cash price (3 minus 4) $ [illegible] (5)

6 Insurance

A Cost of optional credit insurance paid to the insurance

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ Type of Insurance Term

Premium $ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

ITEMIZATION OF AMOUNT FINANCED

1 Cash price of vehicle, accessories, and taxes $ (1)

2 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Official fees paid to government agencies $

B Government taxes not included in line 1 above $

C Government license and/or registration fees $

D Government certificate of title fees (includes $ security interest recording fee) $

E Other charges (Seller must identify who is paid and describe purpose.)

to for $

to for $

to for $

to for $

to for $

to for $

F Net trade-in payoff to $

Total other charges and amounts paid to others on your behalf $ (2)

3 Total cash price (1+2) $ (3)

4 Total downpayment = (If negative enter "0" and see line 2F above)

Gross trade-in $ N/A - payoff by seller $

- net trade-in $ N/A + cash $

+ other (describe) $ $ (4)

5 Unpaid balance of cash price (3 minus 4) $ (5)

6 Insurance

A Cost of optional credit insurance paid to the insurance company or companies

Life $

Disability $ N/A $

B Other insurance paid to the insurance company $

Total insurance charges $ (6)

7 Amount financed - principal balance (5+6) $ (7)

8 Finance charge $ (8)

9 Total of payments - time balance (7+8) $ (9)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ Type of Insurance Term

Premium $ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and [redacted] changes are binding.

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

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms of this contract. You confirm that before you signed this contract, [redacted] to take it and review it. You confirm that [redacted] filled-in copy when you signed it.

Buyer Signs X [redacted] Date Co-Buyer Signs [redacted] Date

Co-Buyers and Other Owners A co-buyer is a person who is responsible for paying the entire debt. Another owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs NISWONGER CHEVROLET, INC. Date By X Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	Seller	By	Title

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

Edna,

This is not the time stamped copy, but it is the complaint that was filed. If you need the front page that reflects the docket number and date stamp, please let me know and we will scan or fax that to you.

Linda

From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]
Sent: Monday, February 25, 2008 3:22 PM
To: Linda Montgomery
Subject: RE: [redacted]

Please resend the complaint. I received a few pages which had were overlapped and I am unable to read it. Thank you

Edna Rodriguez
866-790-5700 ext 21317

"Linda Montgomery" <Linda@ohiolemonlaw.com>

02/25/2008 03:14 PM

To

<edna_rodriguez@gmexpert.com>

cc

Subject

RE: H. Roy Koch, 71-5938011109

Edna,

I'm sorry, I thought you had been given a copy of the complaint. Claims against the Dealer are as follows:

Breach of Warranty
Federal Warranty Act
Consumer Act
FTC Window Sticker Rule
Motor Vehicle Sales Rule

The first three claims were also alleged against GM with derivative liability for GMAC. The client is willing to drop all claims against GM and GMAC in exchange for the cash settlement being offered as long as he can preserve all claims against Niswonger Chevrolet.

Call me if you need any further information. Or, Greg can call me if that is easier. Thanks!

Linda

Linda Montgomery
Settlement Manager
Burdge Law Office
Linda@OhioLemonLaw.com

CONFIDENTIALITY NOTICE-
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From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]
Sent: Monday, February 25, 2008 3:00 PM
To: Linda Montgomery
Subject: [redacted]

Ms. Montgomery.

What claims are you filing o the dealership? If you can tell me exactly what is being filed then I can let you know.

Edna Rodriguez
866-790-5700 ext 21317

"Linda Montgomery" <Linda@ohiolemonlaw.com>

02/14/2008 01:04 PM

To

<edna_rodriguez@gmexpert.com>

cc

Subject

RE: H. Roy Koch, 71-5938011109

Hi Edna,

I suspect the only I will get the client to accept this offer is if we can preserve our dealer claims and go after them separately. We have done this before, and Greg Garguilo can probably help you if need be. My question to you is if Mr. [redacted] accepts this offer on behalf of GM only, will GM agree to preserve the dealer claims? If you can get me that answer, we will discuss the offer with the client. Thanks.

Linda

From: edna_rodriguez@gmexpert.com [mailto:edna_rodriguez@gmexpert.com]
Sent: Thursday, February 14, 2008 12:38 PM
To: Linda Montgomery
Subject: Re: [redacted]

Ms. Montgomery,

Please review the attached offer with Mr Koch. Thank you.

Edna Rodriguez
866-790-5700 ext 21317

"Linda Montgomery" <Linda@ohiolemonlaw.com>

02/13/2008 09:13 AM

To

<edna_rodriguez@gmexpert.com>

cc

Subject

H.

Roy

Koch,

71-5938011109

Dear Edna,

We have discussed GM's offer made on behalf of all defendants with Mr. [redacted] and he feels the offer is very small given the problems he has had with the vehicle and with the dealer. As noted in the complaint, there were misrepresentations made with respect to the warranty and with the quality of the vehicle. The vehicle currently has a "replacement" module that did not fix the problems but instead has caused very poor gas mileage of 7 mpg. Now that it is out of warranty, the dealer said they will not replace the module unless Mr. [redacted] is willing to pay for the work. He feels he did not get a "certified" pre-owned vehicle nor did he get the warranty he was told he would get and he is very dissatisfied. He just wants rid of the vehicle, and we have authority to settle this matter for $6,000 inclusive.

Please consider and advise. Thank you.

Linda Montgomery

Settlement Manager

Burdge Law Office

Linda@OhioLemonLaw.com

CONFIDENTIALITY NOTICE-

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Core Complaint 012108 jb.pdf

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

VIA FAX ONLY

February 14, 2008

Ronald Burdge, Esq.
Burdge Law Office
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]:
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S6523[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Burdge:

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

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer to resolve all claims that might be made against General Motors and all claims that might be made against any person based on manufacturing defects in the vehicle or attempts to (or a failure to make) any repairs of such defects. 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 $ 4,300.00.

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

Your client(s) would retain the vehicle.

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

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

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

VIA FAX ONLY

February 28, 2008

Timothy Sullivan, Esq.
Taft Stettinius & Hollister
425 Walnut Street, Suite 1800
Cincinnati, OH 45202-3957

RE: H. Roy Koch v. General Motors Corporation
GM Case number: [redacted]
Service Request: [redacted]9
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S6523[redacted]
Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Sullivan:

General Motors Corporation has settled this case as outlined below.

A cash settlement in the form of one check in the amount of $ 4,300.00 made payable to H. Roy Koch & Burdge Law Office to settle the above-referenced case.

Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

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

LG0084 V07092007

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

VIA FAX ONLY

January 17, 2008

Ronald Burdge, Esq.
Burdge Law Office Co, Lpa
2299 Miamisburg Centerville Rd
Dayton, OH 45459-3816

RE: [redacted]
Service Reques[redacted]
2005 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S652[redacted]

Dear Mr. Burdge:

This is to advise that General Motors is in receipt of the above referenced case dated January 17, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☐ Other:
☐ Finance agreement
☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
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

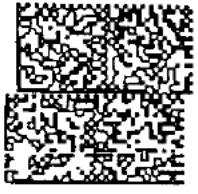
The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

TCS

Taft Stettinius & Hollister LLP
425 Walnut Street, Suite 1800
Cincinnati, Ohio 45202-3957



016H16504933

$00.750

01/31/2008

Mailed From 45202

US POSTAGE

FEB 04 2008

Rob Brown Jr.
General Motors Corporation
c/o MSX International, Attn: BRC Legal
1919 Concept Drive
Warren, MI 48091



48091$6013 C037

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

01/29/2008
CT Log Number 513025711

TO: [redacted]
Cincinnati, OH [redacted]

RE: **Process Served in Ohio**

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	H. Roy Koch, Pltf. vs. General Motors Corporation, et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint and Jury Demand
COURT/AGENCY:	Auglaize County Court of Common Pleas, OH Case # [redacted]
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects 2005 Chevrolet Trailblazer, VIN: 1GNDT13S652[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Cleveland, OH
DATE AND HOUR OF SERVICE:	By Certified Mail on 01/29/2008 postmarked on 01/24/2008
APPEARANCE OR ANSWER DUE:	Within 28 days after service, exclusive of the day of service - File answer with Pltf.'s attorney or upon the Pltf. if he has no attorney of record // Within 3 days after the service of answer on Pltf.'s attorney - File answer with the court
ATTORNEY(S) / SENDER(S):	John B.P. Wakefield 2299 Miamisburg-Centerville Road Dayton, OH 45459 (937) 432-9500
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790435520395 Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **PER:** **ADDRESS:** **TELEPHONE:**	C T Corporation System Debra Justice 1300 East 9th Street Suite 1010 Cleveland, OH 44114 216-621-4270

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.

Koch
Core Pleadings
AUGLAIZE COUNTY
COMMON PLEAS COURT
FILED

2008 JAN 23 PM 2:58

JANE ELLEN KOHLER
CLERK OF COURTS

IN AUGLAIZE COUNTY COMMON PLEAS COURT, OHIO

[redacted]
ANNA, OH [redacted]

PLAINTIFF

- VS. -

GENERAL MOTORS CORPORATION
c/o CT CORP. SYSTEMS, INC., S/A
1300 EAST 9TH STREET, SUITE 1010
CLEVELAND, OH 44114-1503

AND

NISWONGER CHEVROLET, INC.
c/o KARL JENKINS, S/A
901 N. DIXIE HWY.
WAPAKONETA, OH 45895

AND

GENERAL MOTORS ACCEPTANCE CORP.
c/o CT CORP. SYSTEMS, INC., S/A
1300 EAST 9TH STREET, SUITE 1010
CLEVELAND, OH 44114-1503

DEFENDANTS

CASE NO [redacted]

COMPLAINT AND JURY DEMAND

(CONSUMER SALES PRACTICES ACT)

FIRST CLAIM: BREACH OF CONTRACT

1. This case involves a defective 2005 Chevrolet Trailblazer purchased by Mr. [redacted] built and warranted by General Motors Corporation, sold by Niswonger Chevrolet, Inc., and financed by General Motors Acceptance Corporation.

2. Mr. [redacted] purchased this General Motors Corporation[1] "*Certified*" vehicle that had also passed a "41-Point Pre-Delivery Inspection" by Niswonger Chevrolet, Inc. and expected a quality used vehicle. This Trailblazer did not live up to these representations and expectations about quality, as the vehicle quickly developed electrical defects causing the Trailblazer's headlights to flicker and the volt gauge to drop.

3. Multiple attempts to fix this vehicle's defects were attempted by Niswonger Chevrolet, Inc., including replacement and reprogramming of various parts and calls to the Manufacturer's "tech assist," but still the defects were not fixed and continued.

4. This claim is for breach of warranty by General Motor Corporation and Niswonger Chevrolet, Inc. General Motors Acceptance Corporation is secondarily and derivatively liable for the violations of Niswonger Chevrolet, Inc.

5. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.

6. As a result of the above, and the allegations below, inter alia, the Manufacturer and Dealer breached its warranties to the injury of Plaintiff.

7. At all times relevant, Plaintiff was a consumer.[2]

---

[1]Hereafter referred to as the "Manufacturer" or "General Motors."

[2]Within the meaning of Ohio's Unfair and Deceptive Acts and Practices statute, the Ohio Consumer Sales Practices Act, R.C. 1345.01(D).

11. At all times relevant, the Manufacturer was a corporation and a supplier[8] and merchant[9].

12. At all times relevant, the Dealer and the Manufacturer were engaged in the business of selling and servicing new motor vehicles within the jurisdiction of this Court.

13. On or about February 15, 2006 the parties entered into a consumer transaction[10], in that Plaintiff agreed to purchase from the Dealer, the Dealer agreed to sell to Plaintiff, and as part of the deal the Dealer agreed to arrange, and did so arrange, for the Financier to extend credit to Plaintiff and to finance the transaction, and the Manufacturer and Dealer agreed to warrant the vehicle to be free from malfunctions, the vehicle being a certain 2005 Chevrolet Trailblazer motor vehicle.

14. The goods[11] which were the subject of the agreement included a motor vehicle being a certain 2005 Chevrolet Trailblazer, believed to be VIN # 1GNDT13S652[redacted]

15. A copy of the sales contract is not attached for the reason that it is available to Defendants and that it contains personally identifying information; Plaintiff will provide a copy upon request, and it will be introduced into evidence at the trial hereof.

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[8] Within the meaning of R.C. 1345.01(C).

[9] Within the meaning of R.C. 1302.01(A)(5).

[10] Within the meaning of R.C. 1345.01(A).

[11] Within the meaning of R.C. 1310.01(A)(8).

16. The 2005 Chevrolet Trailblazer was manufactu
Manufacturer.

17. Plaintiff purchased the vehicle in reliance o
warranty from the Manufacturer, and at the da
Manufacturer or its authorized and/or franchi
warranty in a timely and proper manner.

18. A copy of the Manufacturer's warranty is not a
is available to Defendants, Plaintiff will provic
will be introduced into evidence at the trial he

19. Plaintiff also purchased the vehicle in reliance c
and/or warranties of the Manufacturer.

20. The transaction between Defendants, as it relat
a transaction between merchants.[12]

21. After purchasing the vehicle, Plaintiff discove
the representations of the Manufacturer and D
continuing malfunctions, defects and problem
a defective electrical system, flickering headligh
control modules, and related defects.

22. Through its advertising and otherwise, th
represented that the vehicles it built were fit f

36. This claim is
Manufacturer
of the Dealer.

37. As a result of
violation of th
obligations.

TH

38. The allegation
incorporated a

39. This claim is fc
Manufacturer a
for the violatio

40. As a result of th
one or more unf
Act, before, du
Plaintiff and on

FOURTH CLAIM:

41. The allegations
incorporated as

[12] Within the meaning of R.C. 1302.01(A)(7).

[14] 15 U.S.C. 2301, *et seq.*, her

[15] Revised Code 1345.01 *et se*

were designed,

designed use, re

23. Through its sale

a false impressi

the quality, of t

Plaintiff.

24. Plaintiff purcha

turer and Dealer

25. Through its a

represented tha

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are designed ar

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27. The vehicle inv

28. The above cond

and Dealer's w

29. The malfuncti

impaired its us

30. Plaintiff provic

and/or franchi

36. This claim is for violation of the Magnuso

Manufacturer and Dealer. The Financier is sec

of the Dealer.

37. As a result of the above, inter alia, the Ma

violation of the Warranty Act by its failure t

obligations.

THIRD CLAIM: CONSUMER

38. The allegations of all other paragraphs and

incorporated as if fully rewritten herein.

39. This claim is for violation of the Ohio Consum

Manufacturer and Dealer. The Financier is sec

for the violations of the Dealer.

40. As a result of the above, inter alia, the Manufa

one or more unfair or deceptive acts or practice

Act, before, during or after one or more con

Plaintiff and one or more of Defendants.

FOURTH CLAIM: FTC USED CAR WINDOW

41. The allegations of all other paragraphs and

incorporated as if fully rewritten herein.

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[14] 15 U.S.C. 2301, *et seq.*, hereafter referred to as the Warranty Act.

[15] Revised Code 1345.01 *et seq.*, hereafter referred to as the Consumer

opportunities to repair the vehicle but they have each neglected, failed, refused or otherwise been unable to do so within a reasonable amount of time or a reasonable number of attempts.

31. As a result of the above facts, the Manufacturer and Dealer breached their warranties and representations with respect to the vehicle.

32. One or more of the defects and malfunctions in the vehicle were covered under the terms of the Defendants' warranties, and one or more of Defendants failed to repair the vehicle, thereby diminishing the use and/or safety and/or value of the vehicle and that was unfair to Plaintiff.[13]

33. The Manufacturer and/or one or more of its authorized and/or franchised dealers, and this Dealer, had notices of the breaches of the warranty and the defective condition of the subject motor vehicle within a reasonable time.

34. Plaintiff suffered and shall continue to suffer actual, incidental and consequential damages as a direct and proximate result of the inability or other failure of The Manufacturer's franchised dealers and/or otherwise authorized representatives to repair or replace the vehicle or refund its price, in an amount within the monetary jurisdiction of this court.

SECOND CLAIM: FEDERAL WARRANTY ACT

35. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.

---

[13] *Boyle v. Daimler Chrysler Corp.* (Ct. App., 2nd District, Clark Co., 8-16-02), 2002-Ohio-4199.

36. This claim is for violation of the Magnuson-Moss Warranty Act[14], by the Manufacturer and Dealer. The Financier is secondarily liable for the violations of the Dealer.

37. As a result of the above, inter alia, the Manufacturer and Dealer are in violation of the Warranty Act by its failure to comply with their warranty obligations.

THIRD CLAIM: CONSUMER ACT

38. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.

39. This claim is for violation of the Ohio Consumer Sales Practices Act[15] by the Manufacturer and Dealer. The Financier is secondarily and derivatively liable for the violations of the Dealer.

40. As a result of the above, inter alia, the Manufacturer and Dealer committed one or more unfair or deceptive acts or practices in violation of the Consumer Act, before, during or after one or more consumer transactions between Plaintiff and one or more of Defendants.

FOURTH CLAIM: FTC USED CAR WINDOW STICKER RULE

41. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.

---

[14] 15 U.S.C. 2301, *et seq.*, hereafter referred to as the Warranty Act.

[15] Revised Code 1345.01 *et seq.*, hereafter referred to as the Consumer Act.

42. This claim is for violation of the FTC Used Car Window Sticker Rule[16] by the Dealer.

43. At all times relevant, the motor vehicle Dealer sold Plaintiff was a vehicle[17] and a used vehicle[18], said Defendant was a "dealer."[19]

44. Dealer sold or offered for sale a used vehicle in or affecting commerce, as commerce is defined in the Federal Trade Commission Act.

45. Defendant entered into a consumer transaction with Plaintiff and at that time sold or offered for sale a used vehicle in or affecting commerce, as commerce is defined in the Federal Trade Commission Act, and at that time failed to have properly posted on the subject vehicle a "window sticker" form, aka a "Buyers Guide" form, that complied with the FTC Used Car Window Sticker Rule and also failed to make available, prior to sale, the terms of any written warranty offered in connection with the sale of said vehicle.

46. Dealer entered into a consumer transaction with Plaintiff and at that time Dealer offered a used vehicle for sale to this consumer-plaintiff without preparing, filling in as applicable and displaying on that vehicle a "Buyer's Guide."

47. Defendant entered into a consumer transaction with Plaintiff and at that time said Defendant failed to give this buyer-plaintiff a window form as under 16

---

[16] 16 C.F.R. 455.1

[17] Within the meaning of 16 C.F.R. 455.1(c)(1).

[18] Within the meaning of 16 C.F.R. 455.1(C)(2).

[19] Within the meaning of 16 C.F.R. 455.1(c)(3).

C.F.R. 455.2 which contained all of the disclosures required by the Rule and reflecting the warranty coverage agreed upon.

48. As a result of the above, inter alia, defendant committed an unfair or deceptive act or practice in violation of the FTC's Used Car Window Sticker Rule and the Consumer Act.

49. This claim is for additional violations of the Consumer Act by the Dealer and for which the Financier is derivatively and secondarily liable.

FIFTH CLAIM: MOTOR VEHICLE SALES RULE

50. The allegations of all other paragraphs and claims in this pleading are incorporated as if fully rewritten herein.

51. This claim is for additional violations of the Consumer Act by Dealer's violations of the Motor Vehicle Advertisement and Sale Rule.[20]

52. As a result of the above, inter alia, Dealer violated the Motor Vehicle Advertisement and Sale Rule before, during or after one or more consumer transactions between it and Plaintiff.

53. This claim is for additional violations of the Consumer Act by the Dealer and for which the Financier is derivatively and secondarily liable.

WHEREFORE, judgment is demanded against Defendants, jointly and severally, as applicable according with the allegations above, hereinafter, as deemed proper and lawful by the Court, alternatively as follows:

[20]Ohio Administrative Code 109:4-3-16, which was promulgated pursuant to Revised Code 1345.05, and generally regulates the activities of car dealers in their transactions with consumers.

PRAYER FOR RELIEF

1. On the first claim, for breach of warranty/contract, actual damages and other damages, remedies, and relief as deemed proper and lawful by the Court, for each and every violation that may be proven at trial;

2. On the second claim, for violation of the federal Warranty Act, actual damages of not more than $25,000, statutory and other damages, remedies, and relief as deemed proper and lawful by the Court, for each and every violation that may be proven at trial;

3. On the third claim, for violation of the Consumer Act, actual damages of not more or $200.00 statutory damages or three times such actual damages, whichever is greater, and other damages, remedies, and relief as deemed proper and lawful by the Court, for each and every violation that may be proven at trial;

4. On the fourth claim, for violation of the FTC Used Car Window Sticker Rule and Consumer Act, $200.00 statutory damages or three times such actual damages, whichever is greater, and other damages, remedies, and relief as deemed proper and lawful by the Court, for each and every violation that may be proven at trial;

5. On the fifth claim, for violation of the Motor Vehicle Sales Rule, $200.00 statutory damages or three times such actual damages whichever is greater, and other damages, remedies, and relief deemed proper and lawful by the Court, for each and every violation that may be proven at trial.

ALTERNATIVE PRAYER FOR RELIEF

Or, in the alternative to the damages set forth in the prayer above,

1. On all claims, rescission of the contract plus statutory remedies and relief as deemed proper, equitable and lawful by the Court, for each and every violation which may be proven at trial;

Plus on each and every claim, rescission, revocation of acceptance, expenses of suit and litigation, interest from the date the contract was consummated, reasonable attorney fees; plus all costs, and any and all other legal and equitable relief deemed necessary and just.

Plaintiff demands trial by Jury on all claims and all issues.

Respectfully submitted,

RONALD L. BURDGE (0015609)
JOHN B. P. WAKEFIELD (0078830)
Attorneys for Plaintiff
2299 Miamisburg-Centerville Road
Dayton, OH 45459
Phone: 937.432.9500
Fax: 937.432.9503
Email: Ron@OhioLemonLaw.com
JB@OhioLemonLaw.com

Z:\data\Koch,Roy\Core Complaint 012108 jb.wpd

December 12, 2017

[redacted]t
Canton, NY 1[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Annette LeMay

Dear Mr. S[redacted]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GNDT13S2521[redacted], enclosed is the Owner Loyalty Certificate for the amount of $2,000.00. This certificate is valid through January 21, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2005 Chevrolet TrailBlazer and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

Issued by: **Certificate No. 1GNDT13S252[redacted]**

Chevrolet

Issue Date: December 12, 2017

Issued exclusively for: **[redacted] Snow**
56 Miner St
Canton, NY [redacted]

Valid through: January 21, 2009

Amount: **Two Thousand Dollars and Zero Cents**
******$2,000.00******

Service Satisfaction Survey

Dissatisfied Customer

Original Name: [redacted]

Percy IL

[redacted]

Revised Name:

tjgrace1@verizon.net

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?	☒	☐	☐

	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	☐	☐	☒	☐	☐

1GNDT13SX52[redacted]03788 20071221
021751015633 00000111369

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
- ☐ 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 Svanda 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 information to your dealership ?	☒	☐

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

Savanda appears to be a fine dealership it seems to be the product in question. This is the second time this Blazer has been brought in, left and no duplication of the problem was found so nothing was done to it. The last time the head lights flicker when slowing down or running at slow R.P.M.s and it still does it. I have been a chevy man all my life but this one has me wondering about other brands.

0399

1GNDT13SX52[redacted]03788 20071221
021751015633 00000111369

December 12, 2017

[redacted]
Percy, IL [redacted]

Service Request: [redacted]
[redacted] Zach Johnson

Dear Mr. Grace:

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

December 12, 2017

[redacted]
El Paso, TX 7[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Gary Dean

[redacted]

We would like to discuss your request for assistance regarding your 2004 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

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

Service Satisfaction Survey

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

[redacted]
Burton MI
[redacted]

Home telephone: ([redacted]
Change to: ( )

Please provide us with your preferred email address:

De[redacted]

Our records indicate that you had your **2006 Lacrosse serviced at Patsy Lou Buick on January 7, 2008.** 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**[redacted]**nd Password: 4972.** 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 Patsy Lou 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 2006 Lacrosse, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 7, 2008, 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?	☑	☐	☐

2G4WE5871[redacted]1 42530
024802031138 00000118459 539980 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?	☑	☐	☐	☐	☐

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

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

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

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

Summing Up Your Experience

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

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

18. Overall, how satisfied are you with your 2006 Lacrosse?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☐	☑	☐		☐

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 Patsy Lou Buick?

I have bought a lot of Buicks since 1974
and this one is the worst one I ever had
and I dont know if I will buy another one

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

0399

Thank You!!

Your opinions will help us serve you better.

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

BUICK MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43682-4074

2G4WE587161[redacted]42530

024802031138 8102306166 539980 2102 002227

December 12, 2017

Mrs. Susan Ullman
4345 Baintree Rd
University Heights, OH 44118-3930

Service Request: 71-597965741
Customer Relationship Specialist: Lindsay Rondot

Dear Mrs. [redacted]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNET16S726[redacted] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 30th 2008 and ending on January 30th 2009 and begins with 54,442 odometer miles and ends with 66,442 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.

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 repeat 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 vehicles registered in the states of California, New Hampshire, or Vermont** ↘ 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.) ↘ If customer has pursued third party intervention (BBB or legal) ↘ In conjunction with other goodwill tools ↘ For powertrain components when the vehicle has GM's 5 year/ 100,000 mile powertrain warranty
Parameters of use:	↘ **Can be written up to, but can not exceed 60 months/100,000 miles from the original in-service date** o 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). ↘ NOT transferable to subsequent owners (except cold start knock) ↘ Electrical components MUST be specific (alternator, radio), NEVER the entire system ↘ Match terms to the customer's ownership cycle
Examples:	↘ Preferred over GMPP due to cost & focused application ↘ A catastrophic engine failure within the warranty period - customer is offered a 60/100,000 component letter for the engine ↘ The second alternator failure within the warranty period - customer is offered a 48/75,000 component letter for the alternator

Time limit (months): 60	Mileage limit: 100,000
Specific component(s) (i.e. transmission): ALTERNATOR	

Revised 11/05/2007 SERVICE Req # [redacted]

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:	➢ The "complete vehicle" ➢ The "electrical system" ➢ The vehicle has a salvage or branded title ➢ Wear and maintenance items (e.g. 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 ➢ 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) 60	Mileage limit 100,000
Specified Component(s) (i.e. transmission) ALTERNATOR	

Feb. 3. 2008 2:07PM

Southeast Region Dealership Empowerment Template

1. **Please complete this template by either typing or legibly writing in all required information.**

2. **Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com**

   (It is not necessary to fax in all eleven pages of the template, only those that apply.)

3. **Place the template in the service file for future reference**

Questions pertaining to the status of the processing can be directed to the AVM Team @ 1-800-231-1841 prompt 3, prompt 2

Field Rep's Name Field Rep's Phone Number	Dennis Fergerson 407-319-3465
Requestor's Name Requestor's Number	Scott Ross 904-747-4577
Dealership Name Dealership BAC	Jack Wilson Buick Pontiac GMC
Customer Name (Mr., Ms., Mrs., Last, First, MI)	Carol A Geaget
Customer Complete Mailing Address	[redacted] Palm Coast Fla [redacted]
Daytime phone number	
Evening phone number	
FULL VIN	5GAOS13SX521 [redacted]
Current Mileage (at least within a 2 week window)	43194
Short explanation as to why the goodwill tool was offered to the customer (Mechanical reasons i.e. specific failed components, etc.)	Customer has History of Lights Flicker at Times - Advised Customer of Bulletin 06-06-03-004 Customer AFRAID AIT will Fail in near Future..
If subsequent owner, indicate date & mileage at time of purchase	

Feb. 3. 2008 2:07PM

December 12, 2017

Ms. Carol Gearst
39 Princess Kim Ln
Palm Coast, FL 32164-7128

Service Request: [redacted]
Customer Relationship Specialist: Alicia Robinson

Dear [redacted]

Buick is pleased to provide service coverage for the alternator on your 2005 Buick Rainier, Vehicle Identification Number 5GADS13SX5[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 12, 2010, or 100,116 miles, whichever occurs first. Buick will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Electrical - alternator/generator

Buick will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Rainier. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Buick Dealership.

If you have any future questions, 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.

Sincerely,

Buick 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.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 04/08/06
PROCESSING SOURCE: GMC TRUCK 13:55:59
PAGE: 1

VIN: 1GKDS13S4 52[redacted] SELLG SCE: 48 MDL YR: 05 ORD NO: HMPXDT

ODATE: 07/30/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 53363
DDATE: 03/03/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/08/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 03/03/05 DLVY TO: M MARTIN
TRD DOE: 03/08/05 329 TUPALO DR
SRVC IN: SUMMERVILLE SC 29483
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
CSE	01	48 53363	[redacted]0	03/10/05	2,000.00	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	48 53446	[redacted]	09/18/04	74.76	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO:[redacted] AUTH PUR CD:
MISC DATE: 09/11/04 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DAB	01	48 53363	[redacted]	03/16/05	0.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 0[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
FFC	01	48 53363	[redacted]	03/09/05	29.89	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 0[redacted]9 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2005 ENVOY SLT 2WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HMPXDT/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S4 [redacted]0 ADJUSTMENT INVOICE [redacted]
**********48*53446S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY SLT 2WD (4-DOOR)	32590.00	29493.95	INVOICE 02/12/05
C4D GVW RATING - 5,550 LBS	N/C	N/C	SHIPPED 08/17/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 08/30/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	INT COM 02/24/05
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	PRC EFF 08/17/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S302A S302A WFP-S MTH OPT-2
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	CHG-TO 53-446
PCK ONSTAR PLUS PACKAGE	970.00	834.20	
* ONSTAR SYSTEM			SHIP WT: 4429
INCLUDES 1YR SAFE & SOUND			HP: 32.1
* CRUISE CONTROL			GVWR: 5550
PCR SUN, SOUND, AND ENTERTAINMENT PACKAGE	1370.00	1178.20	GAWR.FT: 2950
			GAWR.RR: 3200
* POWER SUNROOF			GMS: 30342.70
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INC			SUPPLR: 31704.75
			MRM: 37190.00
			NTR: 1/2
* AM/FM STEREO W/6DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)			DAN: SDR
			MEMO 1617.75
PDB LUXURY PACKAGE	1080.00	928.80	
* HEATED SEATS			
* HEADLAMP WASHERS			
* CONTENT THEFT ALARM			
* ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PKG RADIO)			
* RAIN SENSING WIPERS			
* BOSE PREMIUM SOUND SYSTEM			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
1SZ OPTION PACKAGE DISCOUNT	2650.00-	2279.00-	

ADD
R7E INTERIM PRICE DECREASE

** CONTINUED ON PAGE 2 **

MOORE BUICK-PONTIAC-GMC TRUCK, INC.

2005 ENVOY SLT 2WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
282 LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. HMPXDT/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 S4 5[redacted] ADJUSTMENT INVOICE 5[redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

BASE MODEL PRICE REDUCTION

MSRP ADJUSTMENT	1095.00-
DEALER INVOICE	1001.92-
SPECIAL ACCT ADJ.	60.22
NET ADJUSTMENT	941.70-
TOTAL ADJUSTMENT	941.70-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	33855.00	30598.35	ACT 237	941.70-
DESTINATION CHARGE	685.00	685.00		
LAM DEALER CONTRIBUTION		169.28		
LAM GROUP CONTRIBUTION		169.28		
TOTAL	34540.00	31621.91		941.70-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		30117.41		

****
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.
****

MOORE BUICK-PONTIAC-GMC TRUCK, INC.

[redacted]

VIA FAX ONLY

July 28, 2008

William Nicholson, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S45[redacted]
Customer Relationship Specialist: Kathy Sandlin

Dear [redacted]

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841, ext. 31258 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

LG007
V07092007

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

VIA FAX ONLY

July 17, 2008

Service Manager Dave Lawhorn or Zach Waters
MCELVEEN PONTIAC-BUICK-GMC TRUCK, INC.
PO BOX 160
SUMMERVILLE, SC 29484-0160

RE: [redacted]
Service Request [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S45[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Dave Lawhorn or Zach Waters:

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) 554-4010. 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 me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Michele Valykeo

FROM: Leony Dockery

COMPANY: General Motors Corporation

DATE: 7/23/2008

FAX NUMBER: (866)554-4010

TOTAL NO. OF PAGES: 3

RE: **Michael Martin v. General Motors Corporation**

Our Client: [redacted]
Vehicle: 2005 GMC Envoy
VIN: 1GKDS13S452[redacted]
Date of purchase: 3/3/2005
Our File No.: [redacted]

The above-reference vehicle has been paid off in full. Enclosed please find a copy of the title and current registration. If you need any additional information let me know.

Thank you,
Leony Dockery
Paralegal

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

#11 - Leon Y. Duckery

STATE OF SOUTH CAROLINA
CERTIFICATE OF TITLE
OF A VEHICLE

VEHICLE ID NUMBER	YEAR	MAKE	MODEL	NEW/USED
5GKDS13S452[redacted]	2005	GMC	ENVOY	NEW

BODY STYLE	DATE ISSUED	ODOMETER	WEIGHT	TITLE NUMBER
SW	04-11-2005	311	4429	772869140[redacted]

VEHICLE BRAND(S)
ACTUAL MILEAGE

[redacted] CUSTOMER NUMBER: [redacted]

[redacted]

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

MARK SANFORD
GOVERNOR

[redacted]

FROM : BILO 296 PHONE NO. : 843 875 1406 Jul. 21 2008 08:42PM P1

S.C. DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

PLATE NUMBER	440JWD
PLATE CLASS	RP
ISSUE DATE	11/27/2007
PLATE EXP.	12/2009
DECAL EXP.	12/2008
VIN	1GKDS13S452[redacted]
YEAR	2005
MAKE	GMC
BODY	SW
MODEL	ENVOY
VEHICLE TYPE	1
EMPTY/GVW	4429 / 0

TITLE [redacted]
EQUIPMENT NO.
COUNTY 18
VEHICLE NO. 18043688
FLEET NUMBER

CUSTOMER NO. [redacted]
MARTIN, MICHAE[redacted]

329 TUPALO DR
SUMMERVILLE, S[redacted]

[redacted]

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

VIA FAX ONLY

July 17, 2008

William Nicholson, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Reques[redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Mr. Nicholson:

This is to advise that General Motors is in receipt of the above referenced case dated July 8, 2008. 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: Release of Lien/Payment History
☐ Finance Buyer's agreement
☐ Repair Orders

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)

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

BROGAN CADILLAC CO.

EST. 1927
112 ROUTE 46 EAST
TOTOWA, NJ 07512
TEL: 973-785-4300 FAX: 973-785-3826

Fax Cover Sheet

DATE: 7/23/08 TOTAL PAGES: 4

TO: Michele Valyko

COMPANY: General motors

FROM: Rich Horton Service Manager

IN REGARDS TO: 2006 CTS

MESSAGE:

PLEASE CALL IF YOU HAVE ANY QUESTIONS. THANK YOU!

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAM[redacted]

VIN: 1/ G/ 6 D/ P 5/ 7 7/ 9 6/ 0 1/ [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) XX 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
NY AUTO SHOW	$ 500.00	BBG
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received		$ 500.00

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 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 04/19/06 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 ? XX 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 [redacted]**.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.**

Purchaser/Lessee Signatu[redacted] Date: 04/19/2006

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 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: 04/19/2006
Dealership Name: BROGAN CADILLAC CO Dealer Code: 23081

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.

GM3795-OS 9/05

Reynolds and Reynolds GM-3795-OS TO ORDER www.reynolds.com; 1-800-944-0999; fax 1-800-631-9015

Motor Vehicle Retail Order:
☐ New ☐ Used
☐ Demo ☐ Lease

DATE & TIME OF PICKUP

BROGAN CADILLAC

ROUTE 46 EAST TOTOWA, N.J. 07511
TEL (973) 785-4300 FAX (973) 785-3826
www.brogancad.com

DEAL NO. 119259
STOCK NO. [redacted]
SALES REP. DAMIANO

CUSTOMER [redacted] DATE 4-19-06
ADDRESS [redacted] RUTHERFO[redacted] EMAIL
RES. PHON[redacted] BUS. PHONE [redacted] CELL #
DRIVER'S LIC.# [redacted] SOC. SEC.. # [redacted] DATE OF BIRTH [redacted]

PLEASE ENTER MY ORDER FOR ONE 2006 CADILLAC MODEL C.T.S.
DOORS 4 COLOR BLACK TRIM BLACK (YEAR AND MAKE) SERIAL NO. 1G6DP57796[redacted]
MILEAGE 20 MSRP 38185.00

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

LIEN HOLDER: NAME
ADDRESS

SELLING PRICE		
Dealer Installed Options		
Window Etch (OPTIONAL)	[redacted]	
Lease Term Months	Miles Per Year	
Monthly Payment		
Security Deposit		
Cap Cost Reduction/Down Payment Assistance		
$ _____ TERMINATION FEE		
TOTAL PRICE OF VEHICLE	35847	—
Less Trade-in	31500	—
TOTAL TAXABLE AMOUNT	4347	—
State Sales Tax	260	82
Motor Vehicle Tire Fee - $1.50 per New Tire		
Estimated Registration/Title Fee TIRE	7	50
Documentary Fee DOCUMENT DELIVERY SERVICE $60.00 CLERICAL EXPENSE $65.00	$125.	00
NET PAY-OFF ON TRADE-IN		32
TOTAL	4499	—
Deposit (Minimum Required 10%)		88
Factory Rebate PAYOFF =	31449	
Other Rebate GOOD TIL 5-9-06		
Amount Financed	35949	20

CASH BALANCE (IF VEHICLE IS PURCHASED) OR UPFRONT MONIES (IF VEHICLE IS LEASED) TO BE PAID IN CASH OR CERTIFIED CHECK TO DEALER ON DELIVERY.

PRICE INCLUDES ALL CONSUMER INCENTIVES

INS. CO.	POLICY #
AGENT	AGENCY
PHONE	FAX

IF A NEW VEHICLE SALE OR LEASE . . .
The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES-DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

_____ X _____
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

_____ X _____
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE
(LOST TITLE FEE $100.00)

TRADE APPRAISED AS EQUIPPED X
YEAR 2004 TRADE-IN VALUE
MAKE CADILLAC LESS BALANCE OWED
MODEL ESCALADE NET TRADE-IN ALLOWANCE
V.I.N. 3GYEK62N84G[redacted]

BALANCE OWED TO: GOOD TILL DATE
ADDRESS:
ACCOUNT NO: PER

Customer verifies that the above stated mileage of _____ on the trade-in vehicle is accurate.

CUSTOMER CERTIFIES THE ACCURACY OF THE SEPARATE FEDERAL ODOMETER STATEMENT AS TO THE USED VEHICLE. THAT THE BLOCK IS NOT CRACKED, THE VEHICLE HAS NOT BEEN FLOODED, THERE IS NO SIGNIFICANT VEHICLE DEFECT OR DAMAGE, THE VEHICLE HAS NOT BEEN INVOLVED IN ANY ACCIDENT, THE EMISSION CONTROL EQUIPMENT, INCLUDING CATALYTIC CONVERTER, HAS NEVER BEEN ALTERED OR REMOVED FROM THE VEHICLE. ALL AIR BAGS ARE OF ORIGINAL EQUIPMENT & HAVE NOT BEEN DEPLOYED, STOLEN OR REPLACED.

4 / 19 / 06 [redacted]
DATE CUSTOMER'S SIGNATURE

Customer agrees that this Order on the face and on the reverse side and any attachments to it include all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer [redacted] Order acknowledges that they have read the terms and conditions and have received a true copy of the order. **YOU HAVE A RIGHT TO A [redacted]IZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE A[redacted]EALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEAL[redacted]SED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SP[redacted]ENTARY SERVICE WHIC[redacted]** full legal capacity to enter[redacted]n 18 years of age or older and of

Accepted By: 4-19-06 [redacted]
Date Authorized Representative Customer Signature

T[redacted] SUBJECT TO CANCELLATI[redacted]BLE

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number 21586A Contract Number 144208

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] UTHERFORD NJ [redacted]	BROGAN CADILLAC CO 112 RT. 46 EAST TOTOWA NJ 07512

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CADILLAC CTS	1G6DP577960[redacted]	XX ☐ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2004 Make CADILLAC Model ESCALDE

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 $ 550.12
5.90 %	$ 5811.71	$ 36326.89	$ 42138.60	$ 42688.72

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 702.31	Monthly beginning 06/04/2006	

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, unless the vehicle is primarily for personal, family, or household use and the cash price is $10,000 or less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including $ 896.86 sales tax)		$ 36144.51	(1)
2 Total downpayment =			
Gross trade-in $ 31500.00	– payoff by seller $ 31449.88		
= net trade-in $ 50.12	+ cash $ N/A		
+ other (describe) NY AUTO SHOW	$ 500.00	$ 550.12	(2)
3 Unpaid balance of cash price (1 minus 2)		$ 35594.39	(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	$ N/A		
Disability	$ N/A	$ N/A	
B Other insurance paid to the insurance company		$ N/A	
C Official fees paid to government agencies		$ N/A	
D Government taxes not included in cash price		$ N/A	
E Government license and/or registration fees			
N/A		$ N/A	
F Government certificate of title fees (includes $ N/A security interest recording fee)		$ N/A	
G Other charges (Seller must identify who is paid and describe purpose.)			
N/A	N/A	$ N/A	
BROGAN CADILL	DOC FEE	$ 125.00	
UNIVERSAL	GAP INS	$ 600.00	
N/A	N/A	$ N/A	
NJ STATE	VEH TIRE FEE	$ 7.50	
N/A	N/A	$ N/A	
Total other charges and amounts paid to others on your behalf		$ 732.50	(4)
5 Amount financed (3 + 4)		$ 36326.89	(5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

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 the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A — N/A
Type of Insurance — Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X _____
Buyer Signature Date

X _____
Co-Buyer Signature Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

HOW TH[redacted]CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract r[redacted]ust sign it. No oral changes are binding.

Buyer Sig[redacted] Co-Buyer Signs X

If any part [redacted] is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO RETAIL BUYER

ODOMETER DISCLOSURE STATEMENT 6331

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.

BROGAN CADILLAC CO (TRANSFEROR'S NAME-PRINT) state that the odometer now reads 12 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING-ODOMETER DISCREPANCY.

MAKE CADILLAC

MODEL CTS BODY TYPE CTS

VEHICLE IDENTIFICATION NUMBER 1G6DP577960 [redacted]

YEAR 2006

TRANSFEROR'S NAME BROGAN CADILLAC CO (PRINTED NAME)

TRANSFEROR'S ADDRESS 112 RT. 46 EAST (STREET)

TOTOWA (CITY) NJ (STATE) 07512 (ZIP CODE)

TRANSFEROR'S NAME X (SIGNATURE)

DATE OF STATEMENT 04/19/06

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS [redacted] (STREET)

[redacted] NJ [redacted] (STATE)

TRANSFEREE'S NAME [redacted] (SIGNATURE)

[redacted] (PRINTED NAME)

FORM # NAF-MS-ENG (9-99)
aj car Services, Inc. • (973) 983-8088

CUSTOMER NAME [redacted]

ADDRESS

PHONE BUS. INTERESTED IN: [redacted]

HOME

MAKE CADILLAC YEAR AND MOD

BODY MILEAGE LIC. NO

V.I. NO. TITLE NO

ITEM	OK ✓	RECOND. AMOUNT	ITEM	OK ✓	RECOND. AMOUNT
FINISH			INSTRUMENTS		
VINYL/CONV. TOP			HORN		
BODY-FENDERS			WINDSHIELD WIPERS		
BUMPERS			AIR CONDITIONING		
CHROME-HARDWARE			RADIO ☐ AM ☐ AM/FM ☐ CNL ☐ TAPE		
GLASS			HEATS ☐ PWR ☐ STD		
TIRES ☐ W ☐ B			WINDOWS ☐ PWR ☐ STD		
WHEELS			STEERING ☐ PWR ☐ STD		
WHEEL COVERS			LIGHTS & TURN SIGNALS		
SPRINGS-SHOCKS			TRANS ☐ AUTO ☐ STD		
MATS/CARPETS			BRAKES ☐ PWR ☐ STD		
UPHOLSTERY			CLUTCH		
ENGINE ☐ 6 ☐ 8 ☐ 4			DIFFERENTIAL		
RADIATOR & HOSE			U-JOINTS		
FAN/OTHER BELTS			CARBURETOR & EXHAUST SYS.		
BATTERY & CABLES					
GEN./ALTERNATOR			TIGHTEN CAB		
STARTER			CLEAN-UP		
			RECOND. TOTAL		

DISPOSITION

RETAIL AS IS

RECONDITION

WHOLESALE

SCRAP

USED VEHICLE AVERAGE VALUE $

RECONDITIONING $

HANDLING $

APPRAISAL VALUE $

ALLOWANCE $

SALESMAN

APPRAISER

DEALER

THIS TRADE-IN OFFER EXPIRES _____ AND IS EFFECTIVE ONLY IF CAR IS IN SAME CONDITION AS WHEN INSPECTED.

FORM NAF-996

MOORE BUICK, INC.

2445 N. MARINE BLVD.
JACKSONVILLE, NC 28541
910-455-1414
910-455-5518 FAX

FAX

TO: Michele Kelly Keo

FROM: Eric Johnson

PHONE: 910-389-9150 FAX: 455-5518

PAGES: 4

DATE: 7-21-08

COMMENTS: Please find enclosed copy of Repair Requested As original hard copy is no longer retained per requirement of app for only 24 mth retention



General Motors Business Resource Center

FAX

To: **Service Manager Eric Johnston**
Company:
Fax: 9104555518
Phone:

From: **Michele Valykeo**
Fax: 8665544010
Phone: 8667905700 x21359
E-mail:

cc:

NOTES:

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

VIA FAX ONLY

July 17, 2008

Service Manager Eric Johnston
MOORE BUICK-PONTIAC-GMC TRUCK, INC.
PO BOX 706
JACKSONVILLE, NC 28541-0706

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S4[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear [redacted]

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) 554-4010. 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 me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

JUL 21, 2008 HISTORY - SPECIFIC VEHICLE Store 01 SERVC01 PORT 5039 3030

CUSTOMER NAME [redacted] SERIAL NO. 1GKDS13S452[redacted]

R.O. NO. 344424 RO.DATE 09/14/2004 DEPT (S,B,P,Q) S SERVICE
[2 OF 2] [1 OF 1] MILEAGE /2 ADVISOR NO. 106

OPERATION NO. 06GCZ OP. DESC. CUSTOMER STATES
SALE TYPE (C/W/I) W TECH.NO(S). 2
COMPLAINT SHIFTER CONTROL KNOB INCORRECT COLOR-SEE ADAM IN PARTS-PART ORDERED OVERNIGHT
CAUSE

CORRECTION
REPLACE SHIFTER KNOB

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
344424 [redacted]

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Paula Maggard for Michelle Valykeo State: SC
Updated by Kathy Sandlin

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

Vehicle ID No.: 1GKDS13S45[redacted] In Service Date: 03/03/2005 Vehicle is: NEW BAC Code: 116456
Year, Make & Model: 2005 ENVOY SLT 2WD (4-DOOR)
Lien holder: N/A; paid cash DVM requests involvement? No Purchase Price of Vehicle $35,635.00

Was TAC contacted for this vehicle? No

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/15/07	[redacted]	1	31452	C/S whining type noise coming from under hood – Diagnosed whining noise. Replaced idler pulley.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/14/04	[redacted]*	2		Shifter control knob incorrect color - Replaced control/selector knob* Prior to customer delivery.

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/23/05	[redacted]	1	10058	C/S washer pump runs continuously – Found wiper motor cover faulty. Replaced wiper motor module. Washer does not squirt water; ordered pump.
10/25/06		1	21170	***Not in GMVIS:*** C/S lights are dimming and then brightening – Bulletin 1540541 states condition could be normal operation. Checked battery; okay. Checked alternator; okay.
8/20/07		1	30095	C/S headlights and dash lights flickering at times – Found internal short in headlamp switch. Replaced headlamp switch and tested.
1/28/08		1	33619	***Not in GMVIS:*** C/S headlights and dash lights flickering at night while driving – Normal operation at this time.

☐ Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/10/05	[redacted]	1	422	***Not in GMVIS:*** C/S repair scratch on driver's door – Touched up paint.

THE SOUTH CAROLINA LEMON LAW READS:

Days out of service: 30 calendar days
Repairs: 3 or more for same non-conformity
Time period: Term of express warranty. 1st occurrence must be w/in 12 months or 12,000 mi.
Does Lemon Law state nonconformity must continue to exist? YES

Number of repair attempts in the presumption period:	**2-Electrical**
Total days out of service during the presumption period:	**2**
Total days out of service during customer's ownership:	**6**

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **NONE**
Date & Offer/Result:

RECOMMENDATION

CRS recommends denial of this claim.

RATIONALE

Does not appear to meet presumption of the lemon law. Vehicle is out of B2B warranty with over 44,000 miles. Only 2 repairs to electrical for 2 separate issues. Other issues repaired and some could not be duplicated and vehicle is operating at normal specifications.
MSRP=$35,540 BASE=$35,635
10%=$3,554 20%=$7,108

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

VIA FAX ONLY

July 17, 2008

Service Manager Eric Johnston
MOORE BUICK-PONTIAC-GMC TRUCK, INC.
PO BOX 706
JACKSONVILLE, NC 28541-0706

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S45[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Eric Johnston:

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.

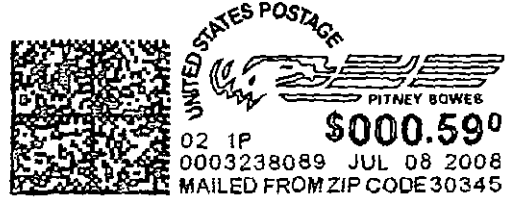
Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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 me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd
Suite 300
Atlanta, GA 30345



JUL 14 2008

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

48091$6013 CDG7

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

WILLIAM H. NICHOLSON III, ESQ., OF COUNSEL
LICENSED IN SOUTH CAROLINA

109 WEST COURT AVENUE
GREENWOOD, SOUTH CAROLINA 29646
PHONE: (864) 229-7241 FAX: (864) 229-2739
EMAIL: BILLY@LEMONLAWINFO.COM

July 8, 2008

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: Michael Martin v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:	[redacted]
Vehicle:	2005 GMC Envoy
VIN:	1GKDS13S452[redacted]
Date of purchase:	3/3/2005
Our File No.:	[redacted]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Electrical.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not

bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

William H. Nicholson III, Esq.
Attorney at Law

CC: [redacted]

Attn: Kimberly
1 of 5

McELVEEN PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MARK RIGBY 287	251	01/28/08	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		33,619	CARBON MTL/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/ENVOY 2WD 4DR	03/03/05	000,311

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D S 1 3 S 4 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/28/08

[redacted]
SUMMERVILLE, SC [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 33619

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

LABOR----------
0# 1 38PNZ ACCESSORIES#1 TECH(S) 475 WARRANTY
CK HEADLIGHTS AND DASH LIGHTS FOR FLICKERING AT NIGHT WHILE DRIVING.
NORMAL OPERATION AT THIS TIME.

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

TOTALS----------

****
** "WE CARE" **
** YOUR SATISFACTION IS IMPORTANT!!! **
** if you have any questions, **
** please call **
** 1-800-868-6800 OR 843-871-6805 **
** ZACHARY WATERS **
** MARK RIGBY **
** GINA WHITE **
** DEREK EDERER **
** RHIANNON BARFIELD **
** BRAD RICHARDSON **
**
**
****

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

********** D U P L I C A T E I N V O I C E **********

S.C. DOCUMENT OF REGISTRATION — MARCIA S. ADAMS
S.C. DEPARTMENT OF MOTOR VEHICLES — EXECUTIVE DIRECTOR

PLATE NUMBER	[redacted]	TITLE	[redacted]
PLATE CLASS	RP	EQUIPMENT NO.	
ISSUE DATE	11/27/2007	COUNTY	[redacted]
PLATE EXP.	12/2009	VEHICLE NO.	
DECAL EXP.	12/2008	FLEET NUMBER	
VIN	1GKDS13S4527[redacted]		
YEAR	2005		
MAKE	GMC		
BODY	SW		
MODEL	ENVOY		
VEHICLE TYPE	1		
EMPTY/GVW	4429 / 0		

CUSTOMER NO. [redacted]
MARTIN, MICHAEL

[redacted]
SUMMERVILLE, SC [redacted]

[redacted]

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[redacted]

[redacted]

McELVEEN PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

GMC

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRIAN COVINGTON 49627	3875	10/25/06	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 21 170		COLOR: CARBON MTL/	STOCK NO.
[redacted] SUMMERVILLE, SC [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE: 03/03/05	DELIVERY MILES: 000,311
	1GKDS13S452128370		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/25/06	
[redacted]	BUSINESS PHONE / COMMENTS			MO: 21171

JOB# 1 CHARGES

LABOR

J# 1 56PNZ ELECTRICAL TECH(S) 421 WARRANTY

CUSTOMER STATES LIGHTS ARE DIMMING AND THEN BRIGHTENING WHEN DRIVING
BATTERY AND ALTERNATOR TESTED
FOUND NO PROBLEMS
GM BULLETIN STATES NORMAL CONDITIONS OF VEHICLE

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

TOTALS

```
**********************************
**          "WE CARE"           **
** YOUR SATISFACTION IS IMPORTANT!!! **
**    If you have any questions,  **
**          please call           **
** 1-800-868-6800 OR 843-871-6805 **
**        ZACHARY WATERS          **
**          MARK RIGBY            **
**          GINA WHITE            **
**         DEREK EDERER           **
**        RHIANNON BARFIELD       **
**         BRAD RICHARDSON        **
**                                **
**********************************
```

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

********** DUPLICATE INVOICE **********

This form provided and Reynolds Company ENDENTIVE ©2006 v2.0 (01/08)

SERVICE FILE COPY [redacted] [END OF INVOICE] 01:13pm

[redacted]

McELVEEN

McELVEEN PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

GMC

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: MARK RIGBY 287	TAG NO.: 6530	INVOICE DATE: 08/21/07	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 30,095	COLOR: CARBON MTL/	STOCK NO.
SUMMERVILLE, SC [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/ENVOY 2WD 4DR			DELIVERY DATE: 03/03/05	DELIVERY MILES: 000,311
	1GKDS13S452[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	S.T.E. NO.	P.O. NO.		R.O. DATE: 08/20/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 30095

JOB# 1 CHARGES

LABOR

J#1 20PNZ ELECT ACCESSORIES#1 TECH(S):531 WARRANTY

CK HEADLIGHTS AND DASH LIGHTS FOR FLICKERING AT TIMES.
HEADLIGHT SWITCH SHORTED
REPLACE SHORTED HEADLIGHT SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10372950	SWITCH 2.486		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#2 38PNZ ACCESSORIES#1 TECH(S):531 WARRANTY

CK VEHICLE FOR NO TAILLIGHTS AT TIMES BULBS HAVE BEEN REPLAC
ED.
SEE LINE 1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

TOTALS

```
**********************************
**          "WE CARE"           **
** YOUR SATISFACTION IS IMPORTANT!!! **
**    If you have any questions,    **
**          please call           **
**  1-800-868-6800 OR 843-871-6805  **
**          ZACHARY WATERS        **
**            MARK RIGBY          **
**            GINA WHITE          **
**           DEREK EDERER         **
**         RHIANNON BARFIELD      **
**           BRAD RICHARDSON      **
**                                **
**********************************
```

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

DUPLICATE INVOICE

The Reynolds and Reynolds Company ED2INTWIN 000000 (0403)

BUYER-SELLER SALES AGREEMENT

McELVEEN PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

PONTIAC BUICK GMC TRUCKS

BUYER [redacted] DATE 03/03/2005 DEAL NO.

ADDRESS [redacted] ZIP CODE [redacted] ([redacted] SALESMAN [redacted]

CITY SUMMERVILLE COUNTY DORCHESTER OCCUPATION DONNY DATE OF BIRTH

NEW ☒ X USED ☐ CUSTOMER'S INITIAL _____	UNIT TRADED-IN	VEHICLE LIST PRICE	$ 35635.00
STOCK NO. 53329	53329A	OPTIONS AND PRICE	$
YEAR MODEL 2005	2002		$
MODEL NO. ENVOY	4RUNNER		$
BODY TYPE ENVOY 2WD 4DR	4 DOOR UTILI		$
SERIES & MAKE GMC	TOYOTA TRUCK		$
SERIAL # 1GKDS13S4521[redacted]	JT3GN86R62024[redacted]		$
COLOR-TRIM CARBON MTL LIGHT GRAY	GOLD BASE		$
MILEAGE 311	30129		$
INSPECTION #	KEY # IGNITION S302A KEY # TRUCK S302A		$
VERIFIED BY:	GOOD UNTIL:		$
PAY OFF DUE TO:	AMT. $ N/A		$
STREET			$
CITY			$
1ST LIENHOLDER	AMT. $	VEHICLE PRICE	$
ADDRESS		UNDERCOAT	$
2ND LIENHOLDER	AMT. $	TOTAL VEHICLE PRICE	$ 35635.00
LIAB. INS. CO.		6% S.C. SALES TAX	$ 300.00
EFF. DATE POLICY NO.		LICENSE & ADMIN. FEE	$ 65.00
COLL. INS. CO.		TOTAL CASH SALES PRICE (SEE REVERSE SIDE FOR ADDITIONAL PAYMENT TERMS)	$ 36000.00
DEDUCTIBLE N/A	TRADE IN $ 19699.00 AMT. OWED $ N/A	EQUITY $ 19699.00 DEL	299.00
SYMBOL CLASS	DEPOSIT	N/A	
AGENT PH #	CASH PAYMENT RECEIPT #	$ 14600.00	
AGENT ADDRESS	CASH PAYMENT RECEIPT # REBATE	$ 2000.00	
PERSON CONFIRMING	TOTAL DOWN PAYMENT	$ 36299.00	
SPECIAL CONDITIONS OR PROMISES YES ☐ NO ☐	UNPAID BAL. OF CASH SALES PRICE	$ N/A	
SALESMAN SIGNATURE: 03/03/2005	FIRST PAYMENT DUE DATE	04/17/2005	

Mc[redacted]

BY: [redacted] 03/03/2005

This [redacted] Officer or Management of this Corporation.

I GUARANTEE VEHICLE OFFERED IN TRADE FROM ANY ENCUMBRANCES WHATSOEVER OTHER THAN SHOWN HEREON.
I AGREE TO CONDITIONS OF SALE AS STATED ON REVERSE SIDE OF THIS AGREEMENT AND PARTICULARLY TO THE PROVISION AFFECTING WARRANTIES.
I FURTHER AGREE AND UNDERSTAND THAT THIS AGREEMENT IS SUBJECT TO APPROVAL AND ACCEPTANCE BY THE FINANCE COMPANY IF THIS VEHICLE IS PURCHASED BY OTHER THAN CASH OR CHECK, AND DOES NOT BECOME BINDING UNTI[redacted]MENT NOTE AND SECURITY AGR[redacted]

X [redacted] 03/03/2005

*The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contract provisions in the con[redacted]

X [redacted] /03/2005

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to a new vehicle are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be e[redacted] any consequential damages, damages [redacted]ss of time, loss of profits, or income, q[redacted]

Buyer's Signature [redacted] 03/03/2005

THIS IS NOT AN ORDER UNTIL ACCEPTED BY DEALER OR HIS AUTH[redacted]

White – Buyer's Copy • Canary – Office Copy • Pink – Salesman Copy • Gold – Customer Service Rep. Copy

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

VIA FAX ONLY

July 28, 2008

William Nicholson, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road Suite 300
Atlanta, GA 30345

RE: [redacted]
Service [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDS13S452[redacted]
Customer Relationship Specialist: Kathy Sandlin

Dear [redacted]

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841, ext. 31258 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007
V07092007

FAX COVER SHEET

FAX FROM: MCELVEEN PONTIAC BUICK GMC
PO BOX 160
SUMMERVILLE, SC 29484
843-871-6800
843-875-8633 FAX

DATE: 7-17-08

FAX TO: G.M. Michele Valyko

FROM: Dave Lawhorn, McElveen Asst. Bk GMC

NUMBER OF PAGES INCLUDING COVER SHEET 11

COMMENTS Service & Sales file for Michael [redacted]

THIS FACSIMILE MESSAGE SHOULD BE CONSIDERED CONFIDENTAL. IT IS SPECIFICALLY FOR THE ABOVE ADDRESSEE. BE ADVISED THAT ANY DISSEMINATION, DISTRUBUTION, OR COPYING OF THIS FACSIMILE IS PROHIBITED.

L- 30 / 30

BUYER-SELLER SALES AGREEMENT

McELVEEN PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A .. P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

BUYER [redacted] DATE 03/03/2005 DEAL NO. 45842

ADDR [redacted] PHONE [redacted] SALESMAN DONNY

CITY SUMMERVILLE COUNTY DORCHESTER OCCUPATION DATE OF BIRTH

NEW ☒ USED ☐ CUSTOMER'S INITIAL		UNIT TRADED-IN	VEHICLE LIST PRICE	$ 35635.00
STOCK NO.	[redacted]	[redacted]	OPTIONS AND PRICE	$
YEAR MODEL	2005	2002		$
MODEL NO.	ENVOY	4RUNNER		$
BODY TYPE	ENVOY 2WD 4DR	4 DOOR UTILI		$
SERIES & MAKE	GMC	TOYOTA TRUCK		$
SERIAL #	1GKDS13S452 [redacted]	JT3GN86R620 [redacted]		$
COLOR-TRIM	CARBON MTL LIGHT GRAY	GOLD BASE		$
MILEAGE	311	30129		$
INSPECTION #	KEY # IGNITION S302A	KEY # TRUCK S302A		$
VERIFIED BY:	GOOD UNTIL:			$
PAY OFF DUE TO:	AMT. $ N/A			$
STREET				$
CITY				$
1ST LIENHOLDER	AMT. $		VEHICLE PRICE	$
ADDRESS			UNDERCOAT	$
2ND LIENHOLDER	AMT. $		TOTAL VEHICLE PRICE	$ 35635.00
LIAB. INS. CO.			5% S.C. SALES TAX	$ 300.00
EFF. DATE	POLICY NO.		LICENSE & ADMIN. FEE	$ 65.00
COLL. INS. CO.			TOTAL CASH SALES PRICE (SEE REVERSE SIDE FOR ADDITIONAL PAYMENT TERMS)	$ 36000.00
DEDUCTIBLE N/A		TRADE IN $19699.00	AMT. OWED $ N/A	EQUITY $19699.00
SYMBOL	CLASS	DEPOSIT		N/A
AGENT	PH #	CASH PAYMENT RECEIPT #		$ 14600.00
AGENT ADDRESS		CASH PAYMENT RECEIPT # REBATE		$ 2000.00
PERSON CONFIRMING		TOTAL DOWN PAYMENT		$ 36299.00
SPECIAL CONDITIONS OR PROMISES	YES ☐ NO ☐	UNPAID BAL. OF CASH SALES PRICE		$ N/A

DEL 299.00

SALESMAN SIGNATURE: 03/03/2005

McE [redacted]

BY: 03/03/2005

FIRST PAYMENT DUE DATE 04/17/2005

"The information you see on the window form for this vehicle is part of this contract. Infor[redacted]ontract provisions in the contract o[redacted]

03/03/2005

This [redacted] Officer or Management of this Corp[redacted]

I GUARANTEE VEHICLE OFFERED IN TRADE FROM ANY ENCUMBRANCES WHATSOEVER OTHER THAN SHOWN HEREON.

I AGREE TO CONDITIONS OF SALE AS STATED ON REVERSE SIDE OF THIS AGREEMENT AND PARTICULARLY TO THE PROVISION AFFECTING WARRANTIES.

I FURTHER AGREE AND UNDERSTAND [redacted]MENT IS SUBJECT TO APPR[redacted] IF THIS VEHICLE IS PURC[redacted]OT BECOME BINDING UNTI[redacted]NOTE AND SECURITY AGRE[redacted]

03/03/2005

Buyer's Sig[redacted]

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to a new vehicle are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recover from the selling dealer any consequential damages, dam[redacted] loss of time, loss of profits, or incon[redacted]

Buyer's Signatu[redacted] 03/03/2005

THIS IS NOT AN ORDER UNTIL ACCEPTED BY DEALER OR HIS A[redacted]REPRESENTATIVE

SALESMAN Donnie | CU[redacted] | [redacted]

DATE 3/3/05 | ADDRESS [redacted] Summerville SC | PHONE NU[redacted]

CUSTOMER WANTS: ☑ New ☐ Used

MODEL Envoy COLOR Carbon Metallic

TRANS _____ STOCK# 53329

OTHER ACCESSORIES REQUIRED: _____

TRADE-IN: MAKE Toyota

MODEL 4Runner SR5 YEAR 2002

SERIAL# J13GN86 20[redacted]

MILAGE 30129

BALANCE OWED TO: Ø

ADDRESS _____

APPROX. AMOUNT: _____ PAYMENT _____

DEMO ☐ YES REFUSED ☐

NPA ☐
TV ☐
RADIO ☐
REFER ☐
REPEAT ☐
LOCATION ☐
PROSPECT ☐

DRIVE TRIAL ☐ OK SPECIFY OTHER: _____

CONDITION:
PAINT _____ BODY _____
GLASS _____ INTERIOR _____
ENGINE _____ TRANSMISSION _____
OTHER _____

TIRES
LF ☐
LR ☐
RF ☐
RR ☐
S ☐

LINE | R | W/S | OK

~~$ 10,200 RSatt~~

$ 17,500 RSatt

Buy Figure Stokes Toyota

REMARKS: SET-101

ROYCE AKERS PRINTING - PHONE 795-1402 C/S# 644

DEAL RECAP

2002 TOYOTA TRUCK 4RUNNER
JTGN86R620245865

SELLING PRICE (Inc. all Acc.)		35635.00
SALES TAX		300.00
TRADE ALLOWANCE		19699.00
PAY-OFF		N/A
LEINHOLDER N/A		
CASH DEPOSIT		N/A
C.O.D.		16600.00
DEFERRED DOWN No. 1		N/A
DEFERRED DOWN No. 2		N/A
DEFERRED DOWN No. 3		N/A
TOTAL CASH DOWN PAYMENT		16600.00
NUMBER OF PAYMENTS/PAYMENT	1@	N/A
NO. DAYS BEFORE 1st PMT./DATE	45	04/17/2005
ADD-ON INTEREST RATE/APR	N/A	N/A
LICENSE AND REGISTRATION		65.00

AMOUNT FINANCED N/A DISCOUNT RATE N/A FINANCE RESERVE: N/A

	PREMIUM	COST	
CREDIT LIFE	N/A	N/A	RESERVE: N/A
CREDIT A & H	N/A	N/A	RESERVE: N/A
	N/A	N/A	N/A
PHYSICAL DAMAGE	N/A	N/A	RESERVE: N/A
SERVICE CONTRACTS	N/A	N/A	RESERVE: N/A
OTHER	N/A	N/A	RESERVE: N/A

STOCK # 53329 DESCRIPTION 2005 GMC ENVOY
DEAL # 45642 VIN # 1GKDS13S452128370
CUSTOMER MICHAEL MARTIN DATE 03/03/2005
ADDRESS 329 TUPALO DR SUMMERVILLE SC 29483
SALESMAN 1 DONNY MGR. JOHN WESLEY AUSTIN
SALESMAN 2
CUSTOMER PHONE: (H) (843)814-0495

PRICE OF VEHICLE	35635.00	
COST OF VEHICLE	33493.85	
PACK	N/A	
TRADE ALLOWANCE	19699.00	(PAYABLE GROSS)
A.C.V. OF TRADE	17500.00	-57.85
OVER-ALLOWANCE	2199.00	
UNDER-ALLOWANCE	N/A	
COMMISSION No. 1/BONUS	N/A	N/A
COMMISSION No. 2/BONUS	N/A	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	-57.85	

APPROVED

TOTAL INSURANCE RESERVE:	N/A
TOTAL F & I RESERVE:	N/A
FINANCE COMMISSION:	N/A
LAH INSURANCE COMMISSION:	N/A
SERVICE CONTRACT COMMISSION:	N/A
PDI COMMISSION:	N/A
	N/A
NET F & I RESERVE:	N/A

687.14
DueBill & B-Dog 100.00
C-171.79

GROSS PROFIT: -57.85

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1 G K D S 1 3 S 4 5 2 1 [redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
REBATE	$ 2000.00	CSE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
	$ 2000.00	
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 _____

and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

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

Purchaser/Lessee Signature: [redacted] Date: 03/03/05

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

Authorized Dealer Signature: Wes Austin Date: 03/03/05

Dealership Name: MCELVEEN PONTIAC-BUICK-GMC TRUCK IN Dealer Code: 53363

*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

Reynolds and Reynolds TO ORDER: www.revsource.com; 1-800-344-0998; fax 1-800-531-9055

McELVEEN-PONTIAC-BUICK-GMC TRUCK, Inc.

276845

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

PONTIAC BUICK GMC TRUCKS

276845

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/04/05	[redacted]	66	60	149	I	99PNZVEHICLEDEL	VEHICLE DELIVERY
02/22/05		60	436	38	I	99PNZLINEWASH	WASH FOR LINE
01/11/05		55	60	39	I	99PNZVEHICLEDEL	VEHICLE DELIVERY

SALESPERSON NO. 709 DONALD M BAILEY **S E R V I C E** STATE REG# 4

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

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE X

VEHICLE I.D. NO.: 1GKDS13S4[redacted]

YEAR/MAKE/MODEL: 05/GMC/ENVOY/ENVOY 2WD 4DR

PRODUCTION DATE:

STOCK NO.: 53329

LICENSE NO.:

R. O. NO.: [redacted]

CUST[redacted]RVICE CONTRACT: [redacted]

DELIVERY MILES: 000,311

SELLING DEALER NO.:

R. O. DATE: 03/10/05

COLOR: CARBON MTL/LIGHT

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 705

TURBO | M/MC | AIR COND. | P.S. | TRANS | MILEAGE: 422 | ADVISOR NO.: 258 | ADVISOR: JEFFREY GLOVER

SUMMERVILLE, SC 2[redacted]

[redacted]

BUSINESS PHONE:

T[redacted]ROMISED: [redacted]/05 06:00pm

PRIORITY:

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF $ _____ PER HOUR

LABOR RATE:

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 street, 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 or until you and/or your employees have voluntarily released the vehicle to me.

X _____ CUSTOMER SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

COMMENTS : WAIT

01PNZ INSP

REPAIR SCRATDCH ON DRIVER DOOR

Touched up

ORIGINAL ESTIMATE SUMMARY

PARTS	LABOR	TOTAL	HOURS

AUTHORIZED ADDITIONS | DATE | TIME | BY

* A SERVICE SHOP FEE EQUAL TO 10% OF THE LABOR CHARGE FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

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01[redacted]

McELVEEN-PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

PONTIAC BUICK GMC TRUCKS

[redacted]

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/10/05	[redacted]	422	258	862	W	01PNZ	INSP
03/04/05		66	60	149	I	99PNZVEHICLEDEL	VEHICLE DELIVERY
02/22/05		60	436	38	I	99PNZLINEWASH	WASH FOR LINE
01/11/05		55	60	39	I	99PNZVEHICLEDEL	VEHICLE DELIVERY

SALESPERSON NO. 709 DONALD M BAILEY **S E R V I C E** STATE REG# 4

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

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1GKDS13S45[redacted]	05/GMC/ENVOY/ENVOY 2WD 4DR		53329	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
50780		03/03/05	000,311		11/23/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARBON MTL/LIGHT				025.

TURBO	MAKE	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					10,058	258	JEFF GLOVER

[redacted]
SUMMERVILLE, SC [redacted]

RES [redacted] BUSINESS PHONE

TIME [redacted] ED PRIORITY 06:00pm

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF $ _____ PER HOUR — LABOR RATE

TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work noted hereon to be done along with the necessary materials and labor 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. Included and part of such lien is the child expander charge described on the above unless and until the repairs therein have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____ CUSTOMER SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

ORIGINAL ESTIMATE SUMMARY: PARTS LABOR TOTAL HOURS

AUTHORIZED ADDITIONS DATE TIME BY

W 55PNZ **DIAGNOSIS**

CUST STATES WASHER PUMP RUNS CONTINUSOULY

found wiper motor Cover faulty, Replaced wiper Motor Module, ~~Replaced~~ prob is solved on pump Runs, Washer Does not Squirt water

CUSTOMER WAITING

ordered pump

W 9

W per Module 11-23-05

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McELVEEN-PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

PONTIAC BUICK GMC TRUCKS

[redacted]

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/23/05	[redacted]	10058	258	84	W	55PNZ	DIAGNOSIS
03/10/05		422	258	862	W	01PNZ	INSP
03/04/05		66	60	149	I	99PNZVEHICLEDEL	VEHICLE DELIVERY
02/22/05		60	436	38	I	99PNZLINEWASH	WASH FOR LINE
01/11/05		55	60	39	I	99PNZVEHICLEDEL	VEHICLE DELIVERY

SALESPERSON NO. 709 DONALD M BAILEY **S E R V I C E** STATE REG# 4

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

VEHICLE I.D. NO.: 1GKDS13S45[redacted]
YEAR/MAKE/MODEL: 05/GMC/ENVOY/ENVOY 2WD 4DR
PRODUCTION DATE: 5[redacted]
STOCK NO.:
LICENSE NO.:
R.O. NO.: [redacted]
CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 03/03/05
DELIVERY MILES: 000,311
SELLING DEALER NO.:
P.O. DATE: 10/25/06
COLOR: CARBON MTL/LIGHT
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 3875
TURBO | MMC | AIR COND. | P.S. | TRANS | MILEAGE: 21,170
ADVISOR NO.: 49627
ADVISOR: BRIAN COVINGTON

CALL WHEN READY ☐ YES ☐ NO
SUMMERVILLE, SC 2[redacted]

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
TIME PROMISED: 10:02am | DATE PROMISED: 10/25/06 | 06:00pm
PRIORITY:

APPOINTMENT ☐ Yes ☒ No

LABOR RATE:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary 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 street, 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 or until you and/or your employees have voluntarily released the vehicle to me.

X _____ CUSTOMER SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

W 56PNZ ELECTRICAL
CUSTOMER STATES LIGHTS ARE DIMMING AND THEN BRIGHTENING WHEN DRIVING.

(1540541)
Buccilen STATES condition could be normal operation
Checked Battery - ok
Checked Alternator - ok
(421)

PARTS	LABOR	TOTAL	HOURS

AUTHORIZED ADDITIONS | DATE | TIME | BY

* A SERVICE SHOP FEE EQUAL TO 10% OF THE LABOR CHARGE FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

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[redacted]

McELVEEN-PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZTRNSER	SERVICE TRANS	MI		04PNZBAL4	BALANCE FOUR TIRES	MI	29.95
50PNZROTATE	TIRE ROTATION	MI	0.00	50PNZTBAL	4 TIRE BALANCE	MI	0.00
50PNZALIGN	FRT ALIGN	MI	34.95	50PNZREPACK	FRT BEARING REPACK	MI	62.95
50PNZDIFF	SERVICE DIFFERENTIAL	MI	0.00	50BUZDIFF	SERVICE DIFFERENTIAL	MI	0.00
50PNZWIREFILL	REPLACE INSERTS	MI	0.00	50PNZCKADJBRK	CK & ADJUST BRAKES	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/25/06	[redacted]	21171	49627	421	W	56PNZ	ELECTRICAL
11/23/05		10058	258	84	W	55PNZ	DIAGNOSIS
03/10/05		122	258	862	W	01PNZ	INSP
03/04/05		66	60	149	I	99PNZVEHICLEDEL	VEHICLE DELIVERY
02/22/05		60	436	38	I	99PNZLINEWASH	WASH FOR LINE
01/11/05		55	60	39	I	99PNZVEHICLEDEL	VEHICLE DELIVERY

SALESPERSON NO. 709 DONALD M BAILEY S E R V I C E STATE REG# 4

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

VEHICLE I.D. NO. 1GKDS13S45[redacted] | YEAR/MAKE/MODEL 05 GMC/ENVOY ENVOY 2WD 4DR | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. [redacted]

[redacted] | CUSTOMER [redacted] SERVICE CONTRACT | DELIVERY DATE 03/03/05 | DELIVERY MILES 000,311 | SELLING DEALER NO. | R.O. DATE 08/20/07

SUMMERVILLE, SC [redacted] | COLOR CARBON MTL/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 6530

CALL WHEN READY ☐ YES ☐ NO

TRADE	MAKE/YR	AIR COND.	P.S.	TRANS.	MILEAGE	ADVISOR NO.	ADVISOR
PNZZ					30,095	287	MARK RIGBY

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

[redacted] BUSINESS PHONE

TIME RECEIVED 07:13am | DATE PROMISED 08/20/07 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above work to be done and sign 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 transportation by the above mentioned companies. 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 the extent of charges for repairs hereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the vehicle, which will be held by the shop named below, peaceably until or until you and/or your employees have voluntarily released the vehicle to me.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATES PARTS LABOR TOTAL

X _____

1 W 20PNZ ELECT
CK HEADLIGHTS AND DASH LIGHTS FOR FLICKERING AT TIMES.
Headlamps found slightly out of adjustment
Short Replaced Head lamps Switch
Test Good

2 W 38PNZ ACCESSORIES
CK VEHICLE FOR NO TAILLIGHTS AT TIMES BULBS HAVE BEEN REPLACED.

See #1

PARTS LABOR TOTAL HOURS

AUTHORIZED ADDITIONS DATE TIME

BY

A SERVICE SHOP FEE EQUAL TO 10% OF THE LABOR CHARGE FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

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CSI Customer
Special Handling

[redacted]

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I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZTRNSER	SERVICE TRANS	MI		04PNZBAL4	BALANCE FOUR TIRES	MI	29.95
50PNZROTATE	TIRE ROTATION	MI	0.00	50PNZTBAL	4 TIRE BALANCE	MI	0.00
50PNZALIGN	FRT ALIGN	MI	34.95	50PNZREPACK	FRT BEARING REPACK	MI	62.95
50PNZDIFF	SERVICE DIFFERENTIAL	MI	0.00	50BUZDIFF	SERVICE DIFFERENTIAL	MI	0.00
50PNZWIREFILL	REPLACE INSERTS	MI	0.00	50PNZCKADJBRK	CK & ADJUST BRAKES	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/22/07	[redacted]	30095	230	149	I	99PNZCSISERVICE	CSI SERVICE WASH
08/20/07		30095	287	531	W	20PNZ	ELECT
				531	W	38PNZ	ACCESSORIES#1
10/25/06		21171	49627	421	W	56PNZ	ELECTRICAL
11/23/05		10058	258	84	W	55PNZ	DIAGNOSIS
03/10/05		422	258	862	W	01PNZ	INSP

SALESPERSON NO. 709 DONALD M BAILEY

SERVICE

STATE REG# 4

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

VEHICLE I.D. NO. 1GKDS13S452[redacted] | YEAR/MAKE/MODEL 05/GMC/ENVOY/ENVOY 2WD 4DR | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO. [redacted]

[redacted] SUMMERVILLE, SC [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 03/03/05 | DELIVERY MILES 000,311 | SELLING DEALER NO. | 10/15/07

COLOR CARBON MTL/LIGHT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 5966

CALL WHEN READY ☐ YES ☐ NO

TRIM	M/V/O	AIR COND.	P.S.	TRANS	MILEAGE	ADV. SOR NO.	ADVISOR
	PNZZ				31,452	287	MARK RIGBY

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

RES. [redacted] BUSINESS PHONE

TIME RECEIVED 07:28am | DATE/TIME PROMISED 10/15/07 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work mentioned herein 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 delay caused by unavailability of parts or delays in transportation shipments by the suppliers of transportation. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, and 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 charges thereto have been paid in full or until you and/or your employee have voluntarily released the vehicle to me.

X [redacted] CUSTOMER SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

1 W* 38PNZ ACCESSORIES#1

CK FOR WHINEING TYPE NOISE COMING FROM UNDER HOOD

• Diagnose whineing noise

Replace idler pulley

169

[redacted]

PARTS | LABOR | TOTAL | HOURS

AUTHORIZED ADDITIONS | DATE | TIME | BY

* A SERVICE SHOP FEE EQUAL TO 10% OF THE LABOR CHARGE FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

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. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

Pulley 10-15-07

McELVEEN-PONTIAC-BUICK-GMC TRUCK, Inc.

I-26 at 17A P.O. Box 160
SUMMERVILLE, SOUTH CAROLINA 29484
Phone (843) 871-6800
1-800-868-6800

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZTRNSER	SERVICE TRANS	MI		04PNZBAL4	BALANCE FOUR TIRES	MI	29.95
50PNZROTATE	TIRE ROTATION	MI	0.00	50PNZTBAL	4 TIRE BALANCE	MI	0.00
50PNZALIGN	FRT ALIGN	MI	34.95	50PNZREPACK	FRT BEARING REPACK	MI	62.95
50PNZDIFF	SERVICE DIFFERENTIAL	MI	0.00	50BUZDIFF	SERVICE DIFFERENTIAL	MI	0.00
50PNZWIREFILL	REPLACE INSERTS	MI	0.00	50PNZCKADJBRK	CK & ADJUST BRAKES	MI	0.00

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/15/07		31452	287	169	W	38PNZ	ACCESSORIES#1
				149	I	99PNZCSISERVICE	CSI SERVICE WASH
08/22/07		30095	230	149	I	99PNZCSISERVICE	CSI SERVICE WASH
08/20/07		30095	287	531	W	20PNZ	ELECT
				531	W	38PNZ	ACCESSORIES#1
10/25/06		21171	49627	421	W	56PNZ	ELECTRICAL

SALESPERSON NO. 709 DONALD M BAILEY S E R V I C E STATE REG# 4

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

CALL WHEN READY: ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GKDS13S452 [redacted]	05/GMC/ENVOY/ENVOY 2WD 4DR				[redacted]

CUSTOMER NO. / SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	03/03/05	000,311		01/28/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARBON MTL/LIGHT				251

TURBO	MTR/CYL	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				33,619	287	MARK RIGBY

CUSTOMER: [redacted] BUSINESS PHONE:

TIME PROMISED: 08:06am DATE PROMISED: 01/28/08 06:00pm PRIORITY:

LABOR RATE:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

In consideration of the work hereinafter set forth to be done along with the necessary materials and labor that you are not responsible for loss or damage to vehicle or contents in vehicle from acts of fire, theft or any other cause beyond your control, or for any delays caused by unavailability of parts or delay in the performance by the facility of a service, inspection, test 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 this vehicle to the amount of repairs thereto. I understand that pursuant to said express garage keepers lien, I have no right of possession to my vehicle until the repairs hereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____ CUSTOMER SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

W/C 38PNZ **ACCESSORIES#1**
CK HEADLIGHTS AND DASH LIGHTS FOR FLICKERING AT NIGHT WHILE DRIVING.

No Road Operation At This Time

PARTS	LABOR	MISC.	HOURS

AUTHORIZED ADDITIONS | DATE | TIME | BY

* A SERVICE SHOP FEE EQUAL TO 10% OF THE LABOR CHARGE FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, ETC.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

AUTHORIZED REPRESENTATIVE

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. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

[redacted]

December 12, 2017

[redacted]
Mobile, AL [redacted]

Service Request [redacted]
Customer Relationship Specialist: Jon DelRosario

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

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
1019 Pacific Avenue South, 3rd Floor, P.O. Box 2317 • Tacoma, Washington 98401-2317
Telephone Public (253) 597-3832 • Facsimile Public (253) 597-4408

Facsimile Transmittal

TO:	General Motors	**FAX NO.:**	@ 866 215 6750
FROM:	Allen Unzelman	**PHONE NO.:**	[redacted]5932906
DIVISION:	Consumer Protection	**FLOOR:**	6th Floor

This transmittal has 6 **page(s) plus this cover sheet.**

If you have any questions concerning the transmission of this material, please contact me.

COMMENTS:

PLEASE NOTE

This facsimile transmission is intended only for the addressee shown above. It may contain information that is privileged, confidential or otherwise protected from disclosure. Any review, dissemination or use of this transmission or its contents by persons other than the addressee is strictly prohibited. If you have received this transmission in error, please notify us immediately by telephone and mail the original to us at the above address. The Office of the Attorney General does not accept service by facsimile.

315246

CONSUMER COMPLAINT FORM

GENERAL COMPLAINT

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

REVISED 9/07

STATEWIDE TOLL FREE 1-800-551-4636

Name [redacted] Please Print or Type — Last — First — Middle Initial

Address: [redacted]

City: BelFair State WA Zip [redacted]

Phone: Day: ([redacted] Evening: [redacted] E-mail address:

In order to process your complaint, the Attorney General's Office will send a copy of your complaint to the complained of business. Do you want the Attorney General's Office to send this business a copy of your complaint? **Yes ☐ No ☐**

I understand that if I answer No, the Attorney General's Office **will not process** this complaint. Additionally, if I answer Yes, I understand my complaint and any related documents I have submitted will become "public record." Under state law, public records are subject to public records disclosure requests. Under some circumstances, my complaint and related documents may therefore be seen by other people.

BUSINESS INFORMATION

Name of business you are complaining about: General Motor (Chevrolet ~~Cars~~ Customer Assistance)

Address: PO Box 33170

City: Detroit State: Mi Zip: 48232-5170

Phone: (____) ____ Fax: (____) ____ Toll-free number: 1866 790 5600 EXT 11359 E-mail address:

Name of Owner or Manager (if known): Michel Mertz

Names and addresses of any other businesses involved in your complaint: Grey Chevrolet Inc PO Box 1148 Port Orchard WA 98366 and their Service Dept.

Item or service purchased: 2005 Chev. Trailblazer Vin 1GNDT13S25[redacted] (4x4) 4 Door LS

Cost of item or service: $31,561.96 Did you sign a contract? X Date of transaction: 11/22/05

Salesperson's name: Grey Chev. Inc P.O. Box 1148 Port Orchard WA 98366

Was an advertisement involved? ____ Date and source of advertisement:

(Please send a copy of the advertisement if it is available.)

ABOUT YOUR COMPLAINT

Have you complained to the business? Yes ☒ No ☐ If YES, to whom: (and their position)

What response did you receive? Our Engineers are working on the problem (They have been doing this for 2 years) with no Resolve

Have you filed a complaint about this business with the Attorney General's Office before? Yes ☐ No ☒ If Yes, list the file number

Have you contacted a private attorney? Yes ☐ No ☒ If YES, identify the name and address of the attorney:

RECEIVED
APR 15 2008
OFFICE OF ATTORNEY GENERAL
TACOMA GENERAL SERVICES UNIT

Is there a court or other legal proceeding pending? Yes ☐ No ☒ If YES, please explain:

EXPLAIN YOUR COMPLAINT IN DETAIL (use additional pages if necessary):

What do you think the business should do to resolve your complaint? (Circle One)

Refund Deliver Product Perform Service (Other) Repair and Refund and take CAR Back

Explain if you have circled "Other":

Bellingham: Island, San Juan, Skagit and Whatcom 103 E. HOLLY, SUITE 308 BELLINGHAM, WA 98225-4728 (360) 738-6185 fax (360) 738-6190	Seattle: North King, Snohomish, Clallam and Jefferson Counties and Bainbridge Island 800 FIFTH AVENUE, SUITE 2000 SEATTLE, WA 98104-3188 (206) 464-6684 fax (206) 389-2801	Tacoma: Pierce, Mason, Grays Harbor, Kitsap, and South King County PO Box 2317 TACOMA WA 98401-2317 (253) 593-2904 fax (253) 593-2449
Spokane: Eastern Washington 1116 WEST RIVERSIDE SPOKANE WA 99201-1194 (509) 456-3123 fax (509) 458-3548	This form should be returned to the address nearest to you. After your complaint is received, you will be contacted regarding assignment of your complaint. Please include copies of related documents. **SEND COPIES ONLY - DO NOT INCLUDE ORIGINAL DOCUMENTS**	Vancouver: Clark, Cowlitz, Pacific, Skamania, Wahkiakum, Lewis, and Thurston Counties 1220 MAIN STREET, SUITE 549 VANCOUVER WA 98660-2964 (360) 759-2150 fax (360) 759-2159

E-MAIL NOTIFICATION

The Attorney General's Office will periodically issue press releases, consumer warnings and other notifications to the public. We would like to include you in our e-mail list for these notifications. Please check "Yes" if you want to receive these notifications. Yes ☐ No ☐

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

[redacted] **ated documents will become a "public record" and under state law can be subject to a public records people.**

4-11-08 Date

Belfair - Wash. 98528 City and State where signed

[redacted]
Belfair, WA [redacted]
([redacted])

February 26, 2008

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

To whom it may concern:

I purchased a 2005 Trailblazer on November 22, 2005; VIN1GNDT13S25[redacted], 4X4 4DOOR LS) from:

Grey Chevrolet, Inc.
PO Box 1148
Port Orchard, WA 98366
(360) 876-8091

Within the first month a problem showed up. The headlights and dashboard lights flickered. When this would happen the volt gage would drop and spike high. I took the Trailblazer back to Grey Chevrolet to their service department. They had me leave the car for several days so they could look into the problem. One of the technicians ended up driving it to and from work for a couple days. It was then determined that the car had a ground problem. I was told that they cleaned up the ground connections and the car was returned to me as "fixed".

The next time we had a problem was November 24, 2007. The lights began flickering again, just like before. So back to Grey Chevrolet again. This time the service department found a Service Bulletin #[redacted] PCM for lights flickering. Again they said they found and fixed the problem and the car was returned to us.

On January 9, 2008 the engine service light came on. We once again take our car back to Grey Chevrolet to find out what was happening this time. They determined that the light code P0410 is on. The problem is then fixed by the O2 sensor being replaced and I get my car back supposedly fixed.

January 23, 2008 the check engine light comes back on. Back again to Grey Chevrolet to find out again what is wrong for the fourth time. They find that the P0410 fault code is showing again. Since they couldn't determine what was wrong they installed a data recorder in my car so that when the Check Engine light came on again they could record what the problem was. When the light came back on, I took my car back to Grey

Chevrolet for the fifth time. They then analyzed the information in the recorder. Two days later we get a call to bring our car back (trip # six). This time they replace a S/O Air Check Valve and pronounce the car fixed.

One week later the Check Engine light comes on again. Back to Grey Chevrolet for the seventh time. Again the recorder is put back on my car. But within a week they called me wanting me to bring the recorder back because they decided that the problem goes back to when the lights were flickering. They said that when they programmed in the Service Bulletin number 2026046 PCM, it was the cause of the Service Engine light coming on. And now the only way to stop the Service Engine light to come on is to go back to having my lights flickering constantly or to have the Service Engine light on all the time and not have my lights flickering. They told me to go home and call back in 6 months to see if there is a way to fix the problem.

So for 6 months I am to drive this vehicle with the Check Engine light on not really knowing for sure if it is the same old problem or a new one that has just occurred. No way to tell. They tell me I will just have to gamble that nothing goes wrong.

I can't believe that this is how you want your customers to feel when driving one of your vehicles. The main driver of this car is my wife. She drives every week about 120 miles round trip to and from our son's home where she babysits our grandson. I do not feel comfortable having her drive so far with a car that is so unpredictable. We have done all we know to do to try to have the problem fixed but don't seem to be getting anywhere.

We love the Trailblazer, which is why we bought it in the first place. But we are tired of dealing with this problem and felt that maybe you are the ones to help us out. We have owned a lot of GM vehicles over the years and have always been proud of that fact. But at this point we are starting to wonder if maybe your product isn't as good as it once was.

Please help rectify this situation. We love our Trailblazer but are not comfortable with it the way it is. We don't trust that it will be dependable as time goes on.

We look forward to hearing what your solution is to this problem.

Sincerely,

Thomas and Cathleen Engelhart

Attachment:

Copies of statements from Grey Chevrolet

RESPONSES FROM GENERAL MOTORS TO OUR COMPLAINT

GM Service Numbe[redacted]

Mileage on car when purchased on 11/25/05: 14,909

After sending the enclosed letter to General Motors the following phone calls occurred:

3/7/08: 1st call from someone from GM stating that I would receive a phone call in 2 days

3/10/08: 2nd call was from Michael Mertz saying he was looking into my complaint and would call back within 48 hours with a resolution to my problem. His number is: 866-790-5600 ext 11359

3/12/08: 3rd call was from Michael Mertz saying that nothing has been resolved as yet. He said he would call back in 48hours with a solution to the problem.

3/14/08: 4th call from Michael Mertz stating that the only to do is to wait for the engineers to come up with a solution. He said to just drive the car with the check engine light on and not worry about it. That the engineers might have a fix in 6 months or more. No way to know how long it will take. He said there was nothing more he could do. I never heard from Mr. Mertz again.

4/9/08: I called GM Customer Service and asked for Michael Mertz. He was not available so I was transferred to Alex Sawyer. He told me that he understood and sympathized with my problem and would talk to Michael Mertz.

4/10/08: 5th call from GM. They called to say they had a "Resolve" to the problem. I was told that their engineers are aware of the problem and are working toward a solution. I was also told that my case was closed and not to call them again.
I asked to speak to Michael Mertz's supervisor but was told that the only way I could speak to his supervisor was to talk to him first and he would put me through to his supervisor. But Mr. Mertz was not available to talk to just then.

4/11/08: 6th call from GM telling me that my case was over and to never call again. The problem has been resolved and that the problem has been taken care of. Even though I still have the check engine light coming on and off on a regular basis.

Please help me.

Thank you

T[redacted]



Print Label

JUN 19 2008

ORIGIN ID: [redacted]
Ship Manager
REN CEN mail processing center
100 REN CEN DRIVE

DETROIT, MI 48243
UNITED STATES US

Ship Date: 18JUN08
ActWgt: 1 [redacted]
System#: [redacted]
Account: S [redacted]

TO Rob Brown Jr - MSX
MSX International - c/o BRC Legal
1919 Concept Dr

Warren, MI 48091

(512) 386 0750

FedEx. Express

Ref:
INV:
PO:
Dept:

Delivery Address Barcode

BILL SENDER

STANDARD OVERNIGHT

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Deliver By:
19JUN08

[redacted]

Form 0201

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Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
1019 PACIFIC AVENUE 3RD FLOOR
PO BOX 2317
TACOMA WA 98401-2317

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48243$1402 C054

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
PO Box 2317• Tacoma, WA 98401• (253) 593-2906

6/13/2008

General Motors
300 Renaissance Center DR
Detroit, MI 48243

RE: [redacted]
File #: [redacted]

Dear General Motors:

You were recently sent a complaint filed with this office by [redacted] To date, we have not received a reply to our letter.

May we please have your prompt response so that we may determine how to proceed in this matter. Please address it to me and reference our file number [redacted]

MARLENE D. BREITE
Complaint Analyst
Consumer Protection Division
(253) 593-2906

GMC-LEGAL

JUN 17 2008

SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

May 19, 2008

State of Washington
Office of the Attorney General
Consumer Protection Division
Attention: Allen Uncelman

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Kelly Stafford

Dear Consumer Protection Uncelman:

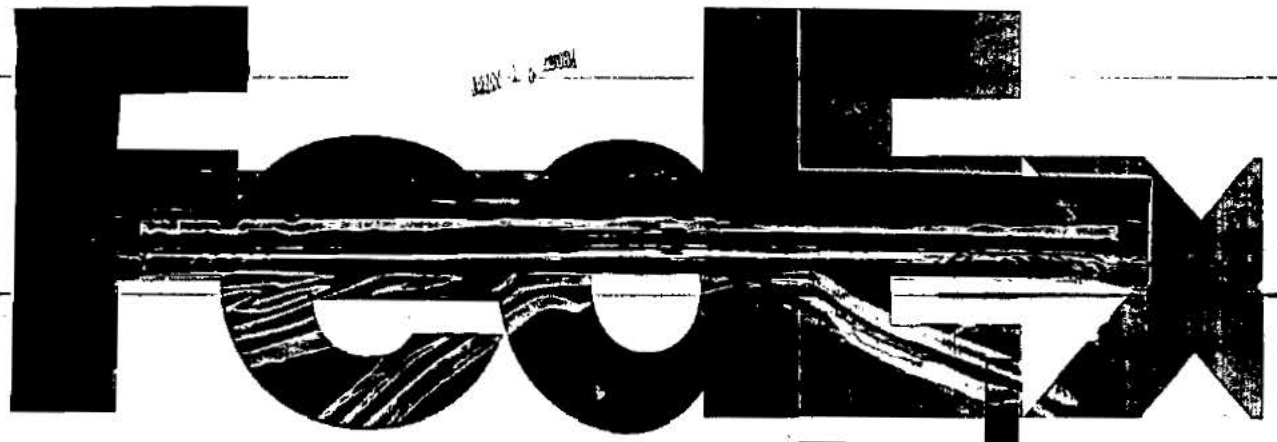
Thank you for your recent correspondence regarding Mr. [redacted]. We are sorry he is dissatisfied with his 2005 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

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

Sincerely,

Chevrolet Customer Assistance Center



FedEx Express

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ORIGIN ID: [redacted]
Ship Manager
REN CEN mail processing center
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DETROIT, MI 48243
UNITED STATES US

Ship Date: 09MAY08
ActWgt: 1 LB
Systems: 356027/FXRS0773
Account: S

TO Rob Brown Jr - MSX
MSX International - c/o BRC Legal
1919 Concept Dr

Warren, MI 48091

(512) 386 0750

FedEx Express

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Ref
INV
PO

Dept

Delivery Address
Barcode

BILL SENDER

[redacted]

TUE - 13 MAY A2
STANDARD OVERNIGHT

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48091
MI-US
DTW

[redacted]

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MAY 13 2008

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Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
1019 PACIFIC AVENUE 3RD FLOOR
PO BOX 2317
TACOMA WA 98401-2317

TACOMA
MAY 02 '08
WA

MAY 13 2008

SOP

48243#1402 C054

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
PO Box 2317• Tacoma, WA 98401• (253) 597-3832

5/2/2008

General Motors
300 Renaissance Center DR
Detroit, MI 48243

RE: [redacted]
File #: [redacted]

Dear General Motors:

You were recently sent a complaint filed with this office by [redacted] To date, we have not received a reply to our letter.

May we please have your prompt response so that we may determine how to proceed in this matter. Please address it to me and reference our file number [redacted]

ALLEN C. UNZELMAN
Complaint Analyst
Consumer Protection Division
(253) 593-2906

GMC-LEGAL

MAY 8 2008

SERVICE OF PROCESS
RENAISSANCE CENTER-DETROIT

General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

June 30, 2008

State of Washington
Office of the Attorney General
Consumer Protection Division
Attention: Marlene D. Breite

Customer: M[redacted]
Reference number[redacted]
Service request: [redacted]
Customer Relationship Specialist: Kelly Stafford

Dear Complaint Analyst Breite:

Thank you for your recent correspondence regarding Mr. [redacted]s 2005 Chevrolet TrailBlazer. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed Mr. [redacted]s case with our Central Office Staff. We find that he has contacted our Executive Offices. As a gesture to Mr. [redacted], General Motors has offered and he has accepted cost assistance on his repairs. This offer was made to Mr. [redacted]rt to reaffirm General Motors' commitment to customer loyalty and satisfaction. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience Mr. [redacted]may have experienced.

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

Sincerely,

Chevrolet Customer Assistance Center

[redacted]
BELFAIR WA [redacted]

FEB 29 2008

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

48232$5170 B050

[redacted]
Bellair, WA [redacted]

February 26, 2008

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

To whom it may concern:

I purchased a 2005 Trailblazer on November 22, 2005; VIN 1GNDT13S2[redacted]4X4 4DOOR LS) from:

Grey Chevrolet, Inc.
PO Box 1148
Port Orchard, WA 98366
(360) 876-8091

Within the first month a problem showed up. The headlights and dashboard lights flickered. When this would happen the volt gage would drop and spike high. I took the Trailblazer back to Grey Chevrolet to their service department. They had me leave the car for several days so they could look into the problem. One of the technicians ended up driving it to and from work for a couple days. It was then determined that the car had a ground problem. I was told that they cleaned up the ground connections and the car was returned to me as "fixed".

The next time we had a problem was November 24, 2007. The lights began flickering again, just like before. So back to Grey Chevrolet again. This time the service department found a Service Bulletin[redacted]PCM for lights flickering. Again they said they found and fixed the problem and the car was returned to us.

On January 9, 2008 the engine service light came on. We once again take our car back to Grey Chevrolet to find out what was happening this time. They determined that the light code P0410 is on. The problem is then fixed by the O2 sensor being replaced and I get my car back supposedly fixed.

January 23, 2008 the check engine light comes back on. Back again to Grey Chevrolet to find out again what is wrong for the fourth time. They find that the P0410 fault code is showing again. Since they couldn't determine what was wrong they installed a data recorder in my car so that when the Check Engine light came on again they could record what the problem was. When the light came back on, I took my car back to Grey

Chevrolet for the fifth time. They then analyzed the information in the recorder. Two days later we get a call to bring our car back (trip # six). This time they replace a S/O Air Check Valve and pronounce the car fixed.

One week later the Check Engine light comes on again. Back to Grey Chevrolet for the seventh time. Again the recorder is put back on my car. But within a week they called me wanting me to bring the recorder back because they decided that the problem goes back to when the lights were flickering. They said that when they programmed in the Service Bulletin number [redacted], it was the cause of the Service Engine light coming on. And now the only way to stop the Service Engine light to come on is to go back to having my lights flickering constantly or to have the Service Engine light on all the time and not have my lights flickering. They told me to go home and call back in 6 months to see if there is a way to fix the problem.

So for 6 months I am to drive this vehicle with the Check Engine light on not really knowing for sure if it is the same old problem or a new one that has just occurred. No way to tell. They tell me I will just have to gamble that nothing goes wrong.

I can't believe that this is how you want your customers to feel when driving one of your vehicles. The main driver of this car is my wife. She drives every week about 120 miles round trip to and from our son's home where she babysits our grandson. I do not feel comfortable having her drive so far with a car that is so unpredictable. We have done all we know to do to try to have the problem fixed but don't seem to be getting anywhere.

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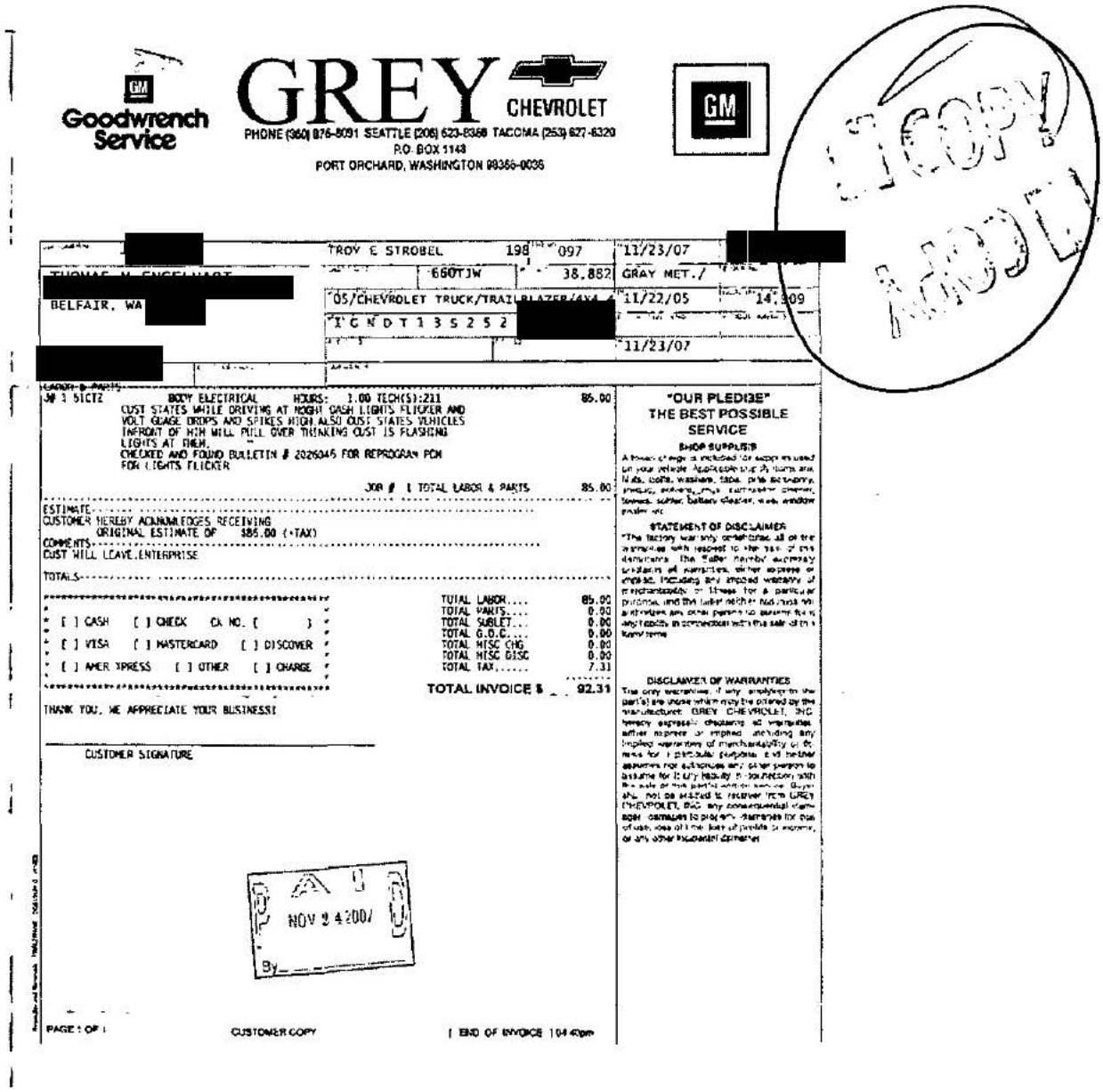
Please help rectify this situation. We love our Trailblazer but are not comfortable with it the way it is. We don't trust that it will be dependable as time goes on.

We look forward to hearing what your solution is to this problem.

[redacted]

Attachment:

Copies of statements from Grey Chevrolet



Goodwrench Service

GREY CHEVROLET

PHONE (360) 876-8091 SEATTLE (206) 623-8368 TACOMA (253) 627-8320
P.O. BOX 1148
PORT ORCHARD, WASHINGTON 98366-0036

GM

COPY

[redacted]	TROY E STROBEL	198 097	11/23/07	[redacted]
[redacted]	660TJW	38,882	GRAY MET./	
BELFAIR, WA [redacted]	05/CHEVROLET TRUCK/TRAILBLAZER/4X4		11/22/05	14,[illegible]09
	I G N D T 1 3 S 2 5 2	[redacted]		
[redacted]			11/23/07	

LABOR & PARTS

J# 1 51CTZ BODY ELECTRICAL HOURS: 1.00 TECH(S):211 85.00
CUST STATES WHILE DRIVING AT NIGHT DASH LIGHTS FLICKER AND VOLT GUAGE DROPS AND SPIKES HIGH.ALSO CUST STATES VEHICLES INFRONT OF HIM WILL PULL OVER THINKING CUST IS FLASHING LIGHTS AT THEM.
CHECKED AND FOUND BULLETIN # 2026046 FOR REPROGRAM PCM FOR LIGHTS FLICKER

JOB # 1 TOTAL LABOR & PARTS 85.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $85.00 (+TAX)
COMMENTS
CUST WILL LEAVE.ENTERPRISE

TOTALS

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

TOTAL LABOR....	85.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.C....	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.31
TOTAL INVOICE $	92.31

THANK YOU, WE APPRECIATE YOUR BUSINESS!

CUSTOMER SIGNATURE

NOV 24 2007
By

"OUR PLEDGE"
THE BEST POSSIBLE SERVICE

SHOP SUPPLIES
A [illegible] charge is included for supplies used on your vehicle. Applicable supplies [illegible] Nuts, bolts, washers, tape, pins, [illegible], [illegible], [illegible], [illegible], [illegible], towels, solder, battery cleaner, wire, window sealer, etc.

STATEMENT OF DISCLAIMER
"The factory warranty constitutes all of the warranties with respect to the sale of this [illegible]. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither has nor will authorize any other person to assume for it any liability in connection with the sale of this [illegible]."

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) are those which may be offered by the manufacturer. GREY CHEVROLET, INC. 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 receive from GREY CHEVROLET, INC. 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 1 OF 1 CUSTOMER COPY END OF INVOICE 1:04:40pm

Goodwrench Service

GREY CHEVROLET

PHONE (360) 876-8001 SEATTLE (206) 623-8386 TACOMA (253) 627-8320
P.O. BOX 1148
PORT ORCHARD, WASHINGTON 98366-0038

[redacted] MIKEAL B WILSON 124 971 01/09/08 [redacted]

[redacted] 560TJW 40,211 GRAY MET./

05/CHEVROLET TRUCK/TRAILBLAZER/4X4 4 11/22/05 14,909

1 G N D T 1 3 S 2 5 2 2 8 [redacted] 01/09/08

[redacted]

LABOR & PARTS

OP T	DDCTZ01	DRIVEABILITY CONCERN HOURS: 1.10 TECH(S):211		93.50
		SES LIGHT CODE P0410 REPORT RUNS OK DATA. CODE P0410 NEEDS O2 SENSOR REPLACED O2 SENSOR CLEARED CODE OK		
PARTS	QTY	FP NUMBER / DESCRIPTION	UNIT PRICE	
JOB # 1	1	12586996 SENSOR 3.682 698	68.84	68.84
		JOB # 1 TOTAL PARTS		68.84
		JOB # 1 TOTAL LABOR & PARTS		162.34

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $163.00 (+TAX)
COMMENTS
WAIT
TOTALS

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

TOTAL LABOR	93.50
TOTAL PARTS	68.84
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	13.96
TOTAL INVOICE $	176.30

THANK YOU, WE APPRECIATE YOUR BUSINESS!

CUSTOMER SIGNATURE

"OUR PLEDGE"
THE BEST POSSIBLE SERVICE

SHOP SUPPLIES
A shop charge is included for supplies used on your vehicle. Additional items from the parts counter, such as engine oil, oil filters, brake fluid, grease, gasket sealer, carburetor cleaner, lubricants, battery cleaner, wire, window cleaner, etc.

STATEMENT OF DISCLAIMER
"The factory warrants, subject to all the terms and conditions set forth in the sale of the vehicle, the parts and accessories furnished by it and bearing its name, to be free from defects in material and workmanship under normal use and service. The factory makes no other warranty, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of its parts/service."

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the [illegible] vehicle are those set forth in the manufacturer GREY CHEVROLET INC. factory warranty statement or warranties, other express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle and/or parts. Buyer shall not be entitled to recover from GREY CHEVROLET INC. 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 1 OF 1 CUSTOMER COPY | END OF INVOICE | 09:18am

Goodwrench Service

GREY CHEVROLET

PHONE (360) 876-8091 SEATTLE (206) 623-6388 TACOMA (253) 627-8320
P.O. BOX 1146
PORT ORCHARD, WASHINGTON 98366-0038

GM

COPY

[redacted]

JACK C BURNETT	379 171W	02/06/08	[redacted]
650TJW	41,248	GRAY MET./	
05/CHEVROLET TRUCK/TRAILBLAZER/4X4 4		11/22/05	14,909
1 G N D T 1 3 S 2 5 2 [redacted]			
		01/23/08	

[redacted]
BELFAIR, WA [redacted]

LABOR & PARTS
J# 1 10CT206 CHECK ENGINE LIGHT HOURS: 1.50 TECH(S):211 628 INTERNAL
CUSTOMER STATES CHECK ENGINE LIGHT ON
AGAIN.SLE FILE COPY.N/C CHECK OUT
NO ISSUES NOTED
RECHECKED AND FOUND FAULT CODE #P0410
FOLLOWED DIAG AND ALL CHECKS OK.PROBLEM IS INTERMITANT
INSTALLED DATA RECORDER
OWNER RETURNED DATA RECORDER
DOWNLOAD DATA AND CALLED GM TECH ASST
AIR CHECK VALVE NEEDS REPLACED
REPAIR IS COVERED UNDER EXTENDED SERVICE POLICY
ORDERED VALVE
INSTALLED S/O AIR CHECK VALVE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12575655	VALVE 3.670		INTERNAL
JOB # 1	1	24577193	GASKET 3.675		INTERNAL
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	MBIS	MBI WARRANTY SUBTRACT	130643	INTERNAL
JOB # 1	MBID	CUSTOMER MBI DEDUCTIBLE	130643	100.00
			TOTAL - MISC	100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
COMMENTS
WAITING

TOTALS

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC ENG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.60
TOTAL INVOICE $	108.60

THANK YOU, WE APPRECIATE YOUR BUSINESS!

CUSTOMER SIGNATURE

no charge to customer

"OUR PLEDGE"
THE BEST POSSIBLE SERVICE

SHOP SUPPLIES
A lower charge is allowed for supplies used [illegible] Auto Supply [illegible] Nuts, bolts, washers, tape, [illegible] shades, solvent, rags, carburetor cleaner, towels, [illegible] wire, [illegible] sealer etc.

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

DISCLAIMER OF WARRANTIES
The only [illegible] applying to the parts are those which may be offered by the manufacturer. GREY CHEVROLET INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and unless [illegible] 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 GREY CHEVROLET INC. any consequential damages to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

PAGE 1 OF 1 CUSTOMER COPY END OF INVOICE 1:10:12am

December 12, 2017

[redacted]
Carol Stream, IL [redacted]

Service Request: 7[redacted]
Customer Relationship Specialist: Heather Rogers

Dear [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 lube, oil, and filter service. This offer will cover the cost of a Lube, Oil and Filter. 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 lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number [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.



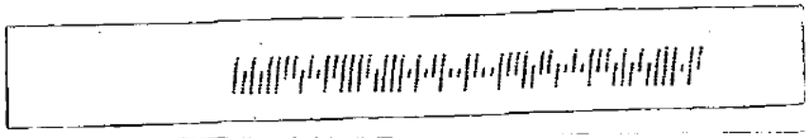
US POSTAGE
$ 01.31
03/17/2008
031A 0002303019

MAR 19 2008

KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
16133 Ventura Boulevard, Suite 700
Encino, CA 91436

To

General Motors Corporation
c/o MSX International
Attention: BRC Legal
1919 Concept Drive
Warren, MI 48901



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Cleveland, OH 44113
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F (216) 621-6006

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Kenneth C. Ho, Esq.*
Newark
**Licensed in New Jersey*

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Raleigh

PENNSYLVANIA OFFICES
EAST – Philadelphia
WEST – Pittsburgh

TENNESSEE OFFICE
Nashville

VIRGINIA OFFICE
Richmond

March 14, 2008

VIA FIRST CLASS U.S. MAIL

General Motors Corporation
c/o MSX International
Attention: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re:	**Revocation of Acceptance**
Our Client:	[redacted]
Vehicle:	**2004 Chevrolet Trailblazer**
Date of Purch/Lease:	**October 30, 2004**
VIN:	**1GNES16S446**[redacted]
Current Mileage:	**63,272**
Our File No:	[redacted]

Dear Sir/Madam:

Please be advised that this office has been retained by Mr. & Mrs [redacted] regarding the above-referenced vehicle which was obtained from Courtesy Chevrolet Center (750 Camino Del Rio North, San Diego, California 92108). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Engine;
2. Engine / Engine Light;
3. Electrical System;
4. Exhaust System;
5. Wiper / Washer System;
6. Alignment;

7. Brakes;
8. HVAC System;
9. Leaks / Oil; and
10. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the California Lemon Law, the Magnuson-Moss Warranty Act and the California Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. [redacted] (N.J. Super. Ct. 1968).

Therefore, you (and the authorized dealer) are hereby notified that [redacted] is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO ONE OF OUR LAW OFFICES.[1]

If you wish to resolve this matter expeditiously or merely apprise us of your position, please contact this office as soon as possible. Knowing we have to wait up to forty (40) days for an arbitration decision prior to filing with the court, we will be preparing the arbitration application immediately. If we do not hear anything from you and/or we receive an unfavorable decision from the arbitration panel, we have been directed to commence formal legal proceedings against you.[2]

Sincerely,

Jasmine M. Green
Attorney for [redacted]

cc: [redacted]

[1]Until this matter is resolved, Mr. & Mrs. Whitehead reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

[2] However, if the consumer has already completed the informal arbitration process, we will begin preparing a formal complaint to be filed with the Court in fourteen (14) days.

[redacted] FINANCE CHARGE

Dealer Number _____ Contract Number [redacted] R.O.S. Number _____ Stock Number 041067

Buyer (and Co-Buyer, if any) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] IMPERIAL BEACH SAN DIEGO CA [redacted]	COURTESY CHEVROLET CENTER 750 CAMINO DEL RIO NORTH SAN DIEGO CA 92108

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET TRUCK TRAILBLAZER	33	1GNES16S44[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00
7.25 %	$ 8062.25 (e)	$ 33604.67	$ 41667.12 (e)	$ 41667.12 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
71 Payments	578.71	Monthly, Beginning 12/14/200[illegible]
One Final Payment	578.71	11/14/2010

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 29123.50 (A)
     - 1. Cash Price Vehicle $ 29123.50
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ N/A (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 2257.07 (D)
   - E. Optional DMV Electronic Filing Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to GMAC $ 1970.30 (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)
   - J. Other (to whom paid)* _____ $ N/A (J)
     For _____
   - Total Cash Price (A through J) $ 33350.87 (1)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 281.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

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

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

Application for Optional Credit Insurance

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

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

Insurance Company Name _____

Home Office Address _____

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

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

Buyer Signat[redacted] Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cann[redacted] because you change your mind, decide the vehicle costs too m[redacted]rent vehicle. After you sign below, you may only cancel this cont[redacted] for legal cause, such as fraud.

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETE[redacted]ACT AND EVERY OTHE[redacted]RING CONTRACT NEGO[redacted]

Buyer Signature X [redacted] Date 10/30/2004 Co-Buyer Signature X [redacted] 10/30/2004

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

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 10/30/2004 Guarantor X _____ Date _____

Address N/A Address _____

Seller Signature X _____ Date 10/30/2004 By ROBERT A. BORMAN Title _____

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CUSTOMER/TRUTH IN LENDING COPY

REGISTRATION VALID FROM

AUTO 11/02/2007 TO 11/02/2008 11 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNES16S44[redacted]

MAKE
CHEV

BODY TYPE MODEL
UT

DATE FIRST SOLD
00/00/2004

CLASS
HR

YR. MODEL
2004

DATE ISSUED
08/30/2007

TYPE VEH	MP	AX	Y/C	UNLADEN/GCOW	TOTAL FEES PAID
120	G				$191

3700

REGISTERED OWNER

[redacted]
IMPERIAL BCH CA [redacted]

LIENHOLDER

GMAC
PO BX 8129
COCKEYSVILLE
MD 21030 [redacted]

R0041
L0132

D

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CUSTOMER NO.	ADVISOR / CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724 / 285.	08/10/06	[redacted]
	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 35348	COLOR RED MAJESTI	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT	DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE ID. NO. 1GNES16S44[redacted]	SELLING DEALER NO.	PRODUCTION DATE
IMPERIAL BEACH, C[redacted]	F.T.E. NO. / P.O. NO.	R.O. DATE 08/09/06	
R[redacted] 61[redacted]	BUSINESS PHONE [redacted]		

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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

J# 1 01CTZ-LOF LUBE,OIL & FILTER TECH(S):195 9.46
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 1 1 89017342 FILTER 1.836 9.78 6.50 6.50
JOB # 1 TOTAL PARTS 6.50

JOB # 1 TOTAL LABOR & PARTS 15.96

J# 2 10CTZ 1000 MILE TECH(S):195 WARRANTY
CUSTOMER STATES W/W ARE NO SPRAYING PROPERLY
CLOGGED NOZZLES
REALIGN, CLEAR WASHER NOZZLE LINES AND RETEST
B1790 .3

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 53CTZ TRUCK QUICK SERVICE TECH(S):195 WARRANTY
CUSTOMER STATES VEHICLE HAS EXHAUST FUMES IN CAB / POSSIBLE
EXHAUST LEAK
INSPECT VEHICLE FOR EXHAUST/FUEL LEAK COULD NOT
DUPLICATE CUSTOMER CONCERN

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 86CTZ RENTAL CAR TECH(S):420 0.00

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 4 148575 D483332 08/10/06 RENTAL INV# D483332 47.00
TOTAL - SUBLET 47.00

G.O.G. & SUPPLIES----------

JOB # 1 6.5 OIL SPECIAL 5.0) @ 1.690 /UNIT 10.99
TOTAL - GOG 10.99

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $85.00 (+TAX)

CHEVROLET Courtesy CENTER

CONTINUED ON NEXT PAGE

Courtesy . . .
750 CAMINO DEL RIO NORTH SAN DIEGO, CA 92108
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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

[redacted]

ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
RAFAEL RAMIREZ 724	285.	08/10/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	5KTH236	35348	RED MAJESTI	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/UT	10/30/04	33

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N E S 1 6 S 4 4 6 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/09/06

IMPERIAL BEACH, CA [redacted]

[redacted]

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

TOTALS

COURTESY CHEVROLET IN SAN DIEGO WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT US AT 750 CAMINO DEL RIO N. S.D. CA 92108 OR CALL 619-297-4321

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE, GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ALL BODY SHOP WORKMANSHIP AND PAINT REFINISHING HAS A 12 MONTH GUARANTEE!!!

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** SURVEY. THE SURVEY IS YOUR SERVICE CONSULTANT'S REPORT
** CARD. WE VALUE AND APPRECIATE YOUR PARTICIPATION IN THIS
** SURVEY. YOUR SERVICE CONSULTANT WOULD GREATLY APPRECIATE
** [redacted]

TOTAL LABOR....	9.46
TOTAL PARTS....	6.50
TOTAL SUBLET...	47.00
TOTAL G.O.G....	10.99
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.36
TOTAL INVOICE $	75.31

BMC

COMPLETED COURTESY CHEVROLET CENTER 2006 AUG

CHEVROLET Courtesy CENTER

[END OF INVOICE]

09:44am

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[redacted]

IMPERIAL BEACH, CA[redacted]

[redacted]

ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
RAFAEL RAMIREZ 724	236	12/22/06	[redacted]
LABOR RATE [redacted]	MILEAGE 41669	COLOR RED MAJESTI	STOCK NO.
YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT...		DELIVERY DATE 10/30/04	DELIVERY MILES 33
VEHICLE ID. NO. 1GNES16S446[redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 12/06/06	

RESIDENCE PHONE [redacted] BUSINESS PHONE

RO# 41470

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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

J# 1 35CTZ-DRIVE DRIVABILITY TECH(S):186		0.00
CUSTOMER STATES SES LIGHT IS ON / WANTS TO STALLS		
MISS FIRE NUMBER 3 CYL. COMPRESSION TEST FAILED		
90 PSI.		
SEND TO LINE FOR REPAIRS		

PARTS------QTY--FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+20CTZ-ENGINE GENERAL ENGINE TECH(S):152		WARRANTY
Added Operation (RAMI @ 12/06/2006 08:20)		
INSPECT FOR LOW COMPRESSION CYLINDER #3		
VALVE GUIDES AND EXHAUST VALVES BURNT		
REMOVE CYLINDER HEAD, REMOVED ENGINE BLOCK, REMOVED BROKEN		
BOLTS IN BACK OF BLOCK, REPLACED CYLINDER HEAD, INSPECT AND		
ROAD TEST		
J0508 6.8 REAR A/C .7 CLEAN PARTS .3 OLH 8.0		

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 2	3	12570916	BOLT 0.539	WARRANTY
JOB # 2	1	88984228	GASKET KI 0.289	WARRANTY
JOB # 2	14	12568079	BOLT 0.293	WARRANTY
JOB # 2	11	11609481	BOLT 8.900	WARRANTY
JOB # 2	24	12596494	SEAL 0.308	WARRANTY
JOB # 2	1	88984242	HEAD 0.269	WARRANTY
JOB # 2	-1	88984242	CORE RETURN	WARRANTY
JOB # 2	1	24576975	VALVE 0.297	WARRANTY
JOB # 2	1	12346141	ADHESIVE 8.800	WARRANTY
JOB # 2	1	12569327	TENSIONER 0.724	WARRANTY
JOB # 2	1	12557752	SEAL 1.724	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 2	152646	E	12/19/06	REPAIR AND SERVICED HEAD	WARRANTY
JOB # 2	152646	E	12/19/06	INV#76751	WARRANTY
				TOTAL - SUBLET	0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # 1	WDED	WARRANTY DEDUCTIBLE	233809	100.00
			TOTAL - MISC	100.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
COMMENTS----------
OLH FOR BLOCK REMOVAL TO DRILL & EXTRACT BOLTS

X [signature]

CHEVROLET Courtesy CENTER

[CONTINUED ON NEXT PAGE]
12:14PM

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[redacted]

ADVISOR	CARD NO.	INVOICE DATE	[redacted]
RAFAEL RAMIREZ 724	236.	12/27/06	
LABOR RATE	LICENSE NO.	MILEAGE	COLOR / STOCK NO.
	[redacted]	41822	RED MAJESTI
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/LT		10/30/04	33
VEHICLE ID. NO.		SELLING DEALER NO.	PRODUCTION DATE
1 6 N E S 1 6 S 4 4 6 [redacted]			
F.T.E. NO.		R.O. DATE	
		12/27/06	

[redacted]
IMPERIAL BEACH, CA [redacted]
RESIDENCE PHONE [redacted] BUSINESS PHONE

RO: 41823

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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

J# 1 51CTZ-SUSP SUSPENSION/GENERAL TECH(S):175 INTERNAL
CUSTOMER STATES VEHICLE PULLS RIGHT AT HIGHWAY SPEEDS
RIGHT TURN MAKES CLICKING NOISE / STEERING FEELS LOOSE
PERFORM WHEEL ALIGNMENT

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $95.00 (+TAX)

COMMENTS----------

REASON FOR INTERNAL TECH DID NOT REINSTALLED CONTROL ARMS
PROPERLY

TOTALS----------

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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

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR SERVICE CONSULTANT'S REPORT
** [redacted] TICIPATION IN THIS
** [redacted] GREATLY APPRECIATE
**

[redacted]

DEC 2006
COURTESY CHEVROLET CENTER

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[redacted]

ADVISOR: RAFAEL PARTREZ 724	CARD NO. 298	INVOICE DATE 01/05/07	[redacted]
LABOR RATE [redacted]	MILEAGE 42383	COLOR RED MAJESTI	STOCK NO.
YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
VEHICLE ID. NO. 1 G N E S 1 6 S 4 4 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/07	

[redacted] IMPERIAL BEACH, C[redacted]

RO: 42387

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

LABOR & PARTS

J# 1 15CTZ-QUICK/SER GEN QUICK SERVICE TECH(S):152			40.00
CUSTOMER STATES OF HITCH PITCH NOISE UNDER ACCEL / MORE SO WHEN COLD / SEE RAFAEL			
GLAZED BELT			
SQUEAK BELT NOISE WENT AWAY. REPLACE BELT			
PARTS-----QTY---PP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-			
JOB # 1 1 12575215 BELT 1.066	52.88	52.88	52.88
JOB # 1 TOTAL PARTS			52.88
JOB # 1 TOTAL LABOR & PARTS			92.88

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $97.00 (+TAX) ON 01/05/07 AT 09:00AM
BY NANCY COMMENTS FOR SERPENTINE

TOTALS

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TOTAL LABOR....	40.00
TOTAL PARTS....	52.88
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.10
TOTAL INVOICE $	96.98

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** SURVEY. THE SURVEY IS YOUR SERVICE CONSULTANT'S REPORT
** CARD. WE VALUE AND APPRECIATE YOUR PARTICIPATION IN THIS
** [redacted]NT WOULD GREATLY APPRECIATE
** [redacted]ISFIED!"

[redacted]

J.#6206

JAN 07 COMPLETED COURTESY CHEVROLET CENTER

CHEVROLET Courtesy CENTER

PAGE 1 OF 1 END OF INVOICE 1 09:57AM

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[redacted]	ADVISOR: RAFAEL RAMIREZ 724	CARD NO.: 247	INVOICE DATE: 03/27/07	IN[redacted]
[redacted]	LABOR RATE: [redacted]	MILEAGE: 46319	COLOR: RED MAJESTI	STOCK NO.
	YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 10/30/04	DELIVERY MILES: 33
	VEHICLE ID NO.: I G N E S 1 6 S 4 4 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
IMPERIAL BEACH, CA [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 03/20/07	
[redacted]				MO: 46320

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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

J# 1 01CTZ-LOF LUBE,OIL & FILTER TECH(S):152 — 12.50
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
MAINTENANCE
PERFORMED LUBE, OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	9.78	6.00	6.00
				JOB # 1 TOTAL PARTS		6.00
				JOB # 1 TOTAL LABOR & PARTS		18.50

J# 2 01CTZ-ROTATION ROTATE TIRES TECH(S):152 — 20.00
CUSTOMER REQUESTS TIRE ROTATION
ROTATION
PERFORMED TIRE ROTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		20.00

J# 3 15CTZ-QUICK/SER GEN QUICK SERVICE TECH(S):152 — WARRANTY
CUSTOMER STATES OF CLANKING NOISE COMING FROM ENGINE
WHEN COLD
CUST COULD,NT DUPLICATE NOISE. DRIVE SHAFT MAKES NOISE
MOST NOTICEABLE
UNIVERSAL JOINT, REAR PROPELLER SHAFT - REPLACE
F1003 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	15163667	SHAFT 5.544			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+53CTZ-QUICK/SER GEN QUICK SERVICE TECH(S):152 — WARRANTY
Added Operation (RAMI @ 03/26/2007 12:02)
REPLACE SERPENTINE BELT TENSIONER / NOISEY
WEAK
GLAZED PULLEYS
TENSIONER, PRIMARY ACCESSORY DRIVE - REPLACE
J0680 .2 OLH .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	12573024	TENSIONER 1.060 O/P			WARRANTY
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES----------
JOB # 1 6.5 OIL SPECIAL 5.0) @ 2.450 /UNIT — 15.93
TOTAL - GOG — 15.93

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	WDED	WARRANTY DEDUCTIBLE	238489	100.00
			TOTAL - MISC	100.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $55.0

CHEVROLET Courtesy CENTER

(CONTINUED ON NEXT PAGE)
02:28pm

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[redacted]

ADVISOR: RAFAEL RAMIREZ 724	CARD NO.: 271	INVOICE DATE: 04/02/07	INVOICE NO.: [redacted]	
LABOR RATE: [redacted]	MILEAGE: 46359	COLOR: RED MAJESTI	STOCK NO.	
YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 10/30/04	DELIVERY MILES: 33	
VEHICLE ID NO.: 1 G N E S 1 6 S 4 4 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE: 03/30/07		

IMPERIAL BEACH, CA [redacted]

[redacted]

MO: 46360

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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

J# 1 15CTZ-QUICK/SER GEN QUICK SERVICE TECH(S):770 WARRANTY
CUSTOMER SATTES OF BELT DRIVE NOISE. CHECK AND ADVISE
VERIFIED COMPLAINT FOUND BELT IDLER PULLY NOISE BEARING.
R&R IDLER PULLY.
J0690 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	24577515	PULLEY 1.062			WARRANTY
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

J# 2+40CTZ-ELECT CHASIS ELECTRICAL TECH(S):770 WARRANTY
Added Operation (RAMI @ 03/30/2007 15:02)
CUSTOMER STATES VOLT GAUGE READS LOW / LIGHTS FLICKER
ALTERNATOR NOT CHARGING
GENERATOR ASSEMBLY - REPLACE
J4100 1.0

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

TOTALS----------

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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

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR SERVICE CONSULTANT'S REPORT
** CA[redacted] ARTICIPATION IN THIS
** SU[redacted] GREATLY APPRECIATE
** A[redacted]

[redacted]

APR

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[END OF INVOICE] 02:57pm

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CELL: [redacted]

CUSTOMER NO. 6[redacted]	ADVISOR ELLIOTT A REAVES 790	TAG NO. 318	INVOICE DATE 06/06/07 [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 50,415	COLOR RED MAJESTI / STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04 / DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446[redacted]		SELLING DEALER NO. / PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 06/06/07
RE[redacted]	COMMENTS		MO: 50417

JOB# 1 CHARGES

LABOR

J# 1 01CTZ-LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S):195 13.50
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER, LUBRICATED CHASSIS
CHECK ALL FLUID LEVELS TIRE PRESS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	9.78	6.50	6.50
					TOTAL - PARTS	6.50

G.O.G. & SUPPLIES

7.0 OIL @ 1.990 /UNIT 13.93
TOTAL - GOG 13.93

JOB# 1 TOTALS

LABOR	13.50
PARTS	6.50
G.O.G.	13.93
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	33.93

JOB# 2 CHARGES

LABOR

J# 2 08CTZ-BRAKE/SER BRAKE SERVICE HOURS: 2.40 TECH(S):195 228.00
O/S BRAKES PULSATE STOPPING CHECK ADVISE & ROTATE TIRES
ROTORS OVERHEATED CAUSING THE UNEVEN SURFACE AND PULSASTION
PERFORMED BRAKE SYSTEM SERVICE
CLEANED AND INSPECTED BRAKES
ADJUSTED BRAKES AS NECCESSARY
RESURFACE ALL 4 ROTORS
AND ROTATE TIRES

JOB# 2 TOTALS

LABOR	228.00
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	228.00

JOB# 3 CHARGES

LABOR

J# 3 15CTZ-BRK/SERV BRAKE FLUID EXCHANGE HOURS: 1.00 TECH(S):195 80.00
O/S BRAKE FLUID EXCHANGE
EXCHANGE
EXCHANGE BRAKE FLUID PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	85032	DOT3 BK	23.50	23.50	23.50
					TOTAL - PARTS	23.50

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:45pm

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CEL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: ELLIOTT A REAVES 790	TAG NO.: 318	INVOICE DATE: 06/06/07	INVOICE NO.: [redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE: [redacted]	MILEAGE: 50,415	COLOR: RED MAJESTI	STOCK NO.:
	YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 10/30/04	DELIVERY MILES: 33
	VEHICLE I.D. NO.: 1GNES16S4462[redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 06/06/07	
[redacted]	COMMENTS:			MO: 50417

JOB# 3 TOTALS----------

LABOR	80.00
PARTS	23.50
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	103.50

JOB# 4 CHARGES----------

LABOR----------

J# 4 15CTZ-P/S-SERV P/S FLUID EXCHANGE HOURS: 0.50 TECH(S):195 48.00

CUSTOMER REQUESTS:POWER STEERING SERVICE
FLUID DARK AND OXIDIZED
CHEMICALLY CLEAN POWER STEERING SYSTEM AND MECHANICALLY
EXCHANGE OLD FLUID WITH NEW POWER STEERING FLUID

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		332K	P/S SRV K	39.75	34.25	34.25
					TOTAL - PARTS		34.25

JOB# 4 TOTALS----------

LABOR	48.00
PARTS	34.25
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL	82.25

JOB# 5 CHARGES----------

LABOR----------

J# 5+04CTZ-27I 27 POINT INSPECTION HOURS: 0.00 TECH(S):195 0.00

Added Operation (ANDY @ 06/06/2007 14:20)
PERFORM FREE 27 POINT INSPECTION
27 POINT INSPECTION
FREE 27 POINT INSPECTION

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL	0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $300.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $490.00 (+TAX) ON 06/06/07 AT 11:07am
BY [redacted] COMMENTS RESURFACE ALL 4 ROTORS

COMMENTS----------

RIDE

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:45pm

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750 CAMINO DEL RIO NORTH SAN DIEGO, CA 92108
(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

SALES • SERVICE • SHUTTLE SERVICE • LEASING • PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR RAFAEL RAMIREZ 724	TAG NO. 226	INVOICE DATE 08/13/07	[redacted]
IMPERIAL BEACH, CA [redacted]	LABOR RATE [redacted]	MILEAGE 54,197	COLOR RED MAJESTI	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.Y.E. NO.	P.O. NO.	R.O. DATE 08/13/07	
	COMMENTS			MO: 54198

JOB# 1 CHARGES

LABOR

J# 1 40CTZ-AIR/COND AIR CONDITIONING HOURS: 1.00 TECH(S):515 WARRANTY

CUSTOMER STATES:AIR CONDTIONING DOES NOT BLOW COLD
FOUND FREON LOW. FOUND DYE AROUND ACCUMULATOR. ACCUM CRACKED
AT CYCLING SWITCH. MUST REPLACE
REPLACED ACCUM AND CYCLING SWITCH. RECHARGED SYSTEM. BLOWS
COLD. D3280 .3 .7 RECHAGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15883410	*ACCUMULAT 9.195			WARRANTY
				TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	WDED	WARRANTY DEDUCTIBLE	244996	100.00
			TOTAL - MISC	100.00

JOB# 1 TOTALS

MISC	100.00
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	100.00

JOB# 2 CHARGES

LABOR

J# 2+04CTZ-27I 27 POINT INSPECTION HOURS: 0.00 TECH(S):515 0.00

Added Operation (RAMI @ 08/13/2007 09:01)
PERFORM FREE 27 POINT INSPECTION
27 POINT INSPECTION
FREE 27 POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3+40CTZ-Z9000C A/C SERVICE HOURS: 0.20 TECH(S):515 WARRANTY

Added Operation (RAMI @ 08/13/2007 15:35)
REPLACE CYCLING SWITCH FOUND LEAKING
SWITCH LEAKING
SWITCH. PRESSURE CYCLING - REPLACE
D1180 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89040362	SWITCH 9.172			WARRANTY
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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(CONTINUED ON NEXT PAGE) 04:37pm

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CEL [redacted]

CUSTOMER NO. [redacted]	ADVISOR RAFAEL RAMIREZ 724	TAG NO. 218	INVOICE DATE 11/06/07	
[redacted]	LABOR RATE [redacted]	MILEAGE 58,592	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
RO [redacted]	VEHICLE I.D. NO. 1 G N E S 1 6 S 4 4 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 11/06/07	
	COMMENTS			MO: 58593

JOB# 1 CHARGES

LABOR----------

J# 1 35CTZ-DRIVE DRIVABILITY HOURS: 0.70 TECH(S):515 WARRANTY
CUSTOMER STATES SES LIGHT WAS ON / CHECK AND ADVISE
HAS CODE P0014 CAMSHAFT ACTUATOR PERFORMANCE. FOUND SOL. S
STICKING. MUST REPLACE
SOLENOID VALVE, CAMSHAFT POSITION ACTUATOR - REPLACE
J0822 .7

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12602516	VALVE 0.736			WARRANTY
					TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	WDED	WARRANTY DEDUCTIBLE	249569	100.00
			TOTAL - MISC	100.00

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

MISC	100.00
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	100.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 01CTZ-LOF LUBE OIL & FILTER HOURS: 0.30 TECH(S):515 13.50
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER, LUBRICATED CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	10.12	6.50	6.50
					TOTAL - PARTS	6.50

G.O.G. & SUPPLIES----------

6.0	5W30 OIL	@ 2.450 /UNIT		14.70
			TOTAL - GOG	14.70

JOB# 2 TOTALS----------

LABOR	13.50
PARTS	6.50
G.O.G.	14.70
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	34.70

JOB# 3 CHARGES----------

LABOR----------

J# 3 04CTZ-27I 27 POINT INSPECTION HOURS: 0.00 TECH(S):515 0.00
PERFORM FREE 27 POINT INSPECTION
27 POINT INSPECTION
FREE 27 POINT INSPECTION

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	0.00

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[CONTINUED ON NEXT PAGE]

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR RAFAEL RAMIREZ 724	TAG NO. 218.	INVOICE DATE 01/25/08 [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 63,153	COLOR RED MAJESTI STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT	DELIVERY DATE 10/30/04	DELIVERY MILES 33
[redacted]	VEHICLE I.D. NO. 1GNES16S4462 [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/24/08
	COMMENTS		MO: 63168

JOB# 1 CHARGES

LABOR

J# 1 35CTZ-DRIVE DRIVABILITY HOURS: 4.70 TECH(S):152 WARRANTY
CUSTOMER STATES SES LIGHT COMES ON / LACK OF POWER
PHASE ACTUATOR CODE
CAM PHASER POSS CLOGGED
REPLACE CAM PHASER
J0840 4.7

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	25178506	ACTUATOR 0.736			WARRANTY
	-1	25178506	CORE RETURN			WARRANTY
	1	24100263	*BOLT 0.736			WARRANTY
					TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HZD	HAZARDOUS WASTE	253800	2.33
			TOTAL - MISC	2.33

JOB# 1 TOTALS

MISC	2.33
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	2.33

JOB# 2 CHARGES

LABOR

J# 2 15CTZ QUICK SERVICE HOURS: TECH(S):152
CUSTOMER STATES OF BELT DRIVE NOISE / CHECK HISTORY
POSS NOISE FROM WEATHER ,RAIN
R&R BELTS INSPECTED OK STARCH & REINSTALL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3+01CTZ-LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S):849 13.50
Added Operation (RAMI @ 01/25/2008 11:05)
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER, LUBRICATED CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	10.12	6.50	6.50
					TOTAL - PARTS	6.50

G.O.G. & SUPPLIES					
7.5	5W30 OIL	@	3.590	/UNIT	26.93
				TOTAL - GOG	26.93

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

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[CONTINUED ON NEXT PAGE] 12:29pm

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

VIA FAX ONLY

March 26, 2008

Scott Hasted
Courtesy Chevrolet Center
Po Box 33283
San Diego, CA 92163-3283

RE: [redacted]
Service Reque[redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNES16S4[redacted]
Customer Relationship Specialist: Cecilio Nurse

Dear Scott Hasted:

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, DMV Registration, and the Actual Cash Value** statement of any trade.
- **Service and body shop repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

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

VIA FAX ONLY

March 26, 2008

Scott Hasted
Courtesy Chevrolet Center
Po Box 33283
San Diego, CA 92163-3283

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNES16S44[redacted]
Customer Relationship Specialist: Cecilio Nurse

Dear Scott Hasted:

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, DMV Registration, and the Actual Cash Value** statement of any trade.
- **Service and body shop repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

PAGE 01 COURTESY CHEVROLET 03/26/2008 16:00 6192972323

F. Other $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 0.00 (6)

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

7. Amount Financed (5 less 6) $ 33004.87 (7)

*Seller may keep part of these amounts.

Term N/A Mos

Name of Gap Contract

You want to buy a gap contract

Buyer X [redacted]

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

Installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A N/A

Term N/A Mos. or N/A Miles

1.G Company N/A N/A

Term N/A Mos. or N/A Miles

Buyer X [redacted]

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] Co-Buyer [redacted]

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

X [redacted] X [redacted]

Co-Buyer Initials

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIA[redacted]

S/S X [redacted] X [redacted]

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

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

Notice to buyer:

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles [redacted]

After this contra[redacted] financing or payment terms unless you agree in writi[redacted] to any change, and it is an unfai[redacted] unilateral change.

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

THERE IS NO COOLING OFF PERIOD

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPL[redacted]NTRACT AND EVERY OT[redacted] DURING CONTRACT NE[redacted]

Buyer Signatur[redacted] Date 10/30/2004 Co-Buyer Signature X [redacted] Date 10/30/2004

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

Other Owner Signature X ____ Address ____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

10/30/2004

Guarantor X N/A Date ____ Guarantor X ____ Date ____

Total Official Fees (A through E) $ _____

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4) $ 33604.87 (5)
6. **Total Downpayment**
A. Agreed Trade-In Value Yr. 2002 Make CHEVROLET $ 14000.00 (A)
Model TRAILBLAZER 47103
VIN 1GNDS135[redacted]
B. Less Prior Credit or Lease Balance $ 21978.30 (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ -7978.30 (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 6000.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ N/A (G)
Total Downpayment (C through G) $ 0.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)
7. **Amount Financed** (5 less 6) $ 33604.87 (7)

*Seller may keep part of these amounts.

INSURANCE MAY NOT COVER [illegible] TIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want t[redacted]

Date _____ Date _____

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

Term N/A Mos _____ Name of Gap Contract

You wa[redacted]

Buyer X

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A installments of $ N/A $ N/A

from this Loan is shown in Item 6D.

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

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

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1.F and/or 1.G above.

1.F Company N/A N/A

Term N/A Mos. or N/A Miles

1.G Company N/A

Te[redacted] Miles

Bu[redacted]

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Selle[redacted] this contract to a financ[redacted]y.

Buyer X _____ Co-Buyer [redacted]

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

[redacted] X [redacted]

Buyer Initials Co-Buyer Initials

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

WARNING:

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

FOR [redacted] AGENT.

THE[redacted]

S/S X[redacted] X [redacted]

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

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicle[redacted]
After this contr[redacted] financing or payment terms unless you agree in [redacted] change, and it is an unfa[redacted] unilateral change.

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

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

IMPERIAL BEACH SAN DIEGO CA 91932 | SAN DIEGO CA 92108

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET TRUCK TRAILBLAZER	33	1GNES16S44[redacted]	[X] personal, family or household [ ] business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00
7.25 %	$ 8062.25 (e)	$ 33604.87	$ 41667.12 (e)	$ 41667.12 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
71 Payments	578.71	Monthly, Beginning 12/14/2004
One Final Payment	578.71	11/14/2010

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 29123.50 (A)
     - 1. Cash Price Vehicle $ 29123.50
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ N/A (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 2257.07 (D)
   - E. Optional DMV Electronic Filing Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ N/A (F)
   - G. (Optional) Service Contract* $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to GMAC $ 1978.30 (H)
     (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid)* $ N/A (I)
   - J. Other (to whom paid)* $ N/A (J)
     For
   - **Total Cash Price** (A through J) $ 33359.87 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 241.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 5.00 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer X
Co-Buyer X
Seller X

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

Application for Optional Credit Insurance

[ ] Credit Life: [ ] Buyer [ ] Co-Buyer [ ] Both
[ ] Credit Disability (Buyer Only)

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

Insurance Company Name
Home Office Address

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

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

05/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 04

Courtesy Chevrolet Center

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MAIL ADDRESS: P.O. BOX 33283 • SAN DIEGO, CA 92163-3283

CWE
GCT
GMS

PURCHASER'S NAME [redacted]			DATE 10-29-04
[redacted] IMPERIAL BEACH, CA [redacted]			[redacted]
ENTER MY ORDER FOR: / ☑ NEW (Year) 2004	☐ CAR ☒ TRUCK	SALESMAN DeLong / Holub	COLOR MAJESTIC RED
TO BE DELIVERED ON OR ABOUT: 10-29-04	MODEL # C$15806 TRAILBLAZER EXT		INTERIOR 33H
SERIAL # 1GNE$16$446 [redacted]		KEY # $523D	STOCK # [redacted]

MAKE & YEAR OF USED CAR CHEVY 2002		
BODY TYPE TRAILBLAZER	LIC. #	
SERIAL NO.	YEAR	
BALANCE OWED TO: GMAC		
USED CAR ALLOWANCE	$ 14000 —	
PAYOFF (ESTIMATED)	$ 21978 30	
NET ALLOWANCE ON USED VEHICLE	$ <7978 30>	
CASH REC #	$	
CHECK REC #	$	
CHECK REC #	$	
REBATE / CCR # CWE REBATE	$ 4500 —	
REBATE / CCR # GCT GMAC FINANCE REBATE	$ 1500 —	
GM CARD	$	
TOTAL CREDITS TO TRANSFER	$ <1978 30>	

ADD TO

ACKNOWLEDGEMENT OF EQUIPMENT

X [signature]

GMS PRICE		29123 50
DOCUMENTARY FEE	$	~~45~~ 00
SALES TAX		2257 07
LICENSE FEE		241 —
CALIFORNIA TIRE FEE		5 —
TOTAL OF ABOVE ITEMS		31626 57
TOTAL CREDIT (Transferred from Left Col)		<1978 30>
BALANCE TO BE PAID	$	33604 87

I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE. THE FRONT AND BACK HEREOF COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO. I CERTIFY THAT I AM OF LEGAL AGE AND THIS ORDER IS SUBJECT TO CORRECTION OF MATHEMATICAL ERROR BY OUR OFFICE.

NOTICE TO THE BUYER

Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. You are entitled to a completely filled in copy of this agreement. Under the law, you have the right to pay off in advance the full amount due and under [illegible] to obtain a partial refund of the finance charge. If you default in

Acce[redacted] Here

[illegible] OF A COPY OF THIS ORDER

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B.A.R. # RA002887 E.P.A. # CAD055710651

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
15CTZ-COOL/SER	COOLING SYSTEM SERV	MI		08CTZ-BRAKE/SER	BRAKE SERVICE	MI	
01CTZ-LOF	LUBE,OIL & FILTER	MI		08CTZ-WHEEL/BAL	WHEEL BALANCE	MI	
05CTZ-WHEEL/BRG	WHEEL BEARING SERV	MI		01CTZ-ROTATION	TRK TIRE ROTATION	MI	
05CTZ-ALIGN	2 WHEEL ALIGNMENT	MI		35CTZ-FUEL/IND	FUEL INDUCTION SERV	MI	
15CTZ-FLUIDSPEC	FLUID CHANGE SPECIAL	MI		01CTZ-LOF	LUBE,OIL & FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	[redacted]	63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/08		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY YES NO
ALL PARTS WILL BE RETAINED UNLESS INSTRUCTED OTHERWISE ☑ SAVE
MEANS OF PAYMENT CREDIT CARD CHECK CASH

1GNES16S44[redacted] | YEAR/MAKE/MODEL 04 CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. [redacted]

[redacted] IMPERIAL BEACH, CA[redacted]

[redacted]

0:43am 05/24/06 06:00pm 4

ARRANGEMENT [redacted]

CUSTOM	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRO DATE
[redacted]	CMPP	10/30/04	33		05/24/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	PRO NO.
RED MAJESTIC/LT C		01/04/10	71,291	250

TURBO	ENG	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				31,399	724	RAFAEL RAMIREZ

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

[redacted]

JOB

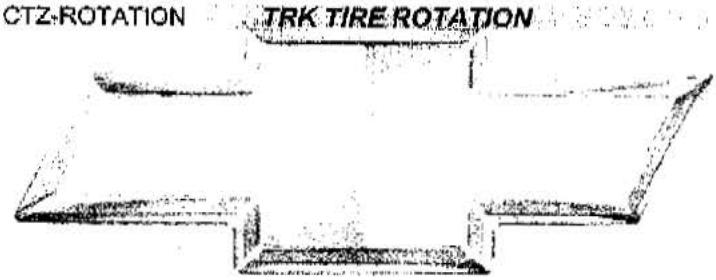
ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00

X _____

COMMENTS : 246-6445

1 C * 15CTZ-FLUIDSPEC *FLUID CHANGE SPECIAL*

2 C * 01CTZ-ROTATION *TRK TIRE ROTATION*



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MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS:
VISA • MASTERCARD • AMERICAN EXPRESS®

Rental cars are available at reasonable rates to our customers whose cars are being serviced. We cannot furnish loaners.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
15CTZ-COOL/SERV	COOLING SYSTEM SERV	MI		08CTZ-BRAKE/SER	BRAKE SERVICE	MI	
01CTZ-LOF	LUBE,OIL & FILTER	MI		08CTZ-WHEEL/BAL	WHEEL BALANCE	MI	
05CTZ-WHEEL/BR	WHEEL BEARING SERV	MI		01CTZ-ROTATION	TRK TIRE ROTATION	MI	
05CTZ-ALIGN	2 WHEEL ALIGNMENT	MI		35CTZ-FUEL/IND	FUEL INDUCTION SERV	MI	
15CTZ-FLUIDSPEC	FLUID CHANGE SPECIAL	MI		01CTZ-LOF	LUBE,OIL & FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	[redacted]	63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/03		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/03		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

VEHICLE I.D. NO. 1GNES16S4462[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | I.D. NO. [redacted]

[redacted]
IMPERIAL BEACH, CA[redacted]

CUST[redacted] | SERVICE CONTRACT [redacted]MPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | IN-SERVICE DATE 05/24/06

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 250

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				31,399	724	RAFAEL RAMIREZ

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 07:43am | DATE/TIME PROMISED 05/24/06 06:00pm | WARRANTY 4

APPOINTMENT ☒ Yes ☐ No

CELL: 2[redacted]

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

Agency authorizes the repair work mentioned and sets to be done along with the necessary material and agrees 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 your employees permission to operate the vehicle and authorize no actual testing or driving for the purpose of determining repair(s) necessary. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND ACCEPTED: X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00

X _____

COMMENTS : 246-6445

1 C * 15CTZ-FLUIDSPEC *FLUID CHANGE SPECIAL*

2 C * 01CTZ-ROTATION *TRK TIRE ROTATION*



PRELIMINARY EST. $ _____ ESTIMATE DO NOT INCLUDE SALES TAX

C.S.I.

CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS) | MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR | DATE CUSTOMER NOTIFIED OF REPAIR COMPLETION MO DAY YR

1st REVISION $ | DATE | TIME

CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

2nd REVISION $ | DATE | TIME

CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

3rd REVISION $ | DATE | TIME

CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

HAZ. WASTE DISP. FEES $ | ✓ | OIL

COOLANT | ATF

SOLVENT | GEAR OIL

OIL & FILTER | GAS

FILTER

TOTAL

☐ CHECK FLUID LEVELS ADD AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ REAR OIL ☐ BRAKE FLUID

PRIOR BODY L.R. ☐ R.R. ☐

DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

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NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 07

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RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/03		65279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/03		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/03		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG

SERVICE

STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. LEAVE

MEANS OF PAYMENT

CREDIT CARD ☐
CHECK ☐
CASH ☐

APPOINTMENT YES ☐ NO ☐

1GNES16S446[redacted] | YEAR/MAKE/MODEL: 04 CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. | L[redacted] | R.O. NO. [redacted]

D[redacted]
1[redacted]
IMPERIAL BEACH, CA[redacted]

CUSTOMER [redacted] | SERVICE CONTRACT CMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | R.O. DATE 08/13/07

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | RO NO. 226

TURBO | MAKE CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 54,197 | ADVISOR NO. 724 | ADVISOR RAFAEL RAMIREZ

RE[redacted]

08:57am 08/13/07 06:00pm 4

CELL: [redacted]

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

I hereby authorize the repair work mentioned and furnish all labor and materials necessary for the work. I also authorize the removal and disposal of parts replaced. I grant you and your employees permission to operate the vehicle named above on streets, highways or elsewhere for the purpose of making any test or inspection. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, INCLUDING A COPY OF THE BOND POLICY WARRANTY ACT.

SIGNED AND DATED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

X _____

1 W * 40CTZ-AIR/COND AIR CONGITIONING
CUSTOMER STATES:AIR CONDTIONING DOES NOT BLOW COLD

2 + C 04CTZ-27I 27 POINT INSPECTION
PERFORM FREE 27 POINT INSPECTION



3 + W 40CTZ-Z9000C A/C SERVICE
REPLACE CYCLING SWITCH FOUND LEAKING

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WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	[redacted]	63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/08		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

[redacted]
IMPERIAL BEACH, CA [redacted]

VEHICLE I.D. NO. 1GNES16S446[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | 2[redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT GMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | 08/13/07

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 226

TURBO | MMC CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 54,197 | ADVISOR NO. 724 | ADVISOR RAFAEL RAMIREZ

RES. PHONE [redacted] | OWNER PHONE

TIME RECEIVED 08:57am | DATE/TIME PROMISED 08/13/07 06:00pm | WARranty 4

APPOINTMENT ☐ Yes ☐ No

CELL [redacted]

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

I hereby authorize the repair work, transportation and parts 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 losses 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 locally described on shop, highway or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED [redacted]
ACCEPTED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

X _____

1 **W** * 40CTZ-AIR/COND *AIR CONDITIONING*
CUSTOMER STATES:AIR CONDTIONING DOES NOT BLOW COLD

2 + **C** 04CTZ-27I 27 POINT INSPECTION
PERFORM FREE 27 POINT INSPECTION

3 + **W** 40CTZ-Z9000C A/C SERVICE
REPLACE CYCLING SWITCH ROUND LEAKING

PRELIMINARY EST. $ _____ ESTIMATES DO NOT INCLUDE SALES TAX

C.S.I.

CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS) | MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION MO DAY YR

1st REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

2nd REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

3rd REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

	HAZ. WASTE DISP. FEES		OIL
$	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	BILLED		GAS
	TOTAL		

☐ CHECK FLUID LEVELS ADD AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

PRIOR BODY L.F. ☐ R.F. ☐
DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

244996

PAGE 1 OF 1 REPRINT # 1 TECH COPY

Reynolds and Reynolds ENVINTWOE CO6617K-0 (0810)

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 09

SALES • SERVICE • LEASING • SHUTTLE SERVICE

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B.A.R. # RA002887 E.P.A. # CAD055710661

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/03	[redacted]	65279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/03		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/03		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY: YES ☐ NO ☐
ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE
MEANS OF PAYMENT
CREDIT CARD ☐ CHECK CARD ☐
APPOINTMENT ☐ YES ☐ NO

1GNES16S446[redacted] | YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. | [redacted] | R.O. NO.

[redacted] | CUSTOMER NO. [redacted] | SERVICE CONTRACT GMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | R.O. DATE 01/24/03

CO OP RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TECH NO. 218.

TURBO	MAKE	AIR COND.	R &	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				63,153	724	RAFAEL RAMIREZ

09:00am 01/24/03 06:00pm 4

CELL [redacted]

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

I hereby authorize the repair work mentioned above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other cause beyond your control. You are authorized to operate the vehicle for the purpose of testing and inspection. REFER TO REVERSE SIDE FOR ADDITIONAL CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE NEW CAR WARRANTY ACT. SIGNATURE REQUIRED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 95.00

X _____

COMMENTS : DEDUCTABLE TO BE WAVED SAME CONCERN SEE LAST RO #249569

1 **W * 35CTZ-DRIVE *DRIVABILITY***
CUSTOMER STATES SES LIGHT COMES ON / LACK OF POWER
PHASE ACTUATOR CODE

2 **C * 15CTZ *QUICK SERVICE***
CUSTOMER STATES OF BELT DRIVE NOISE / CHECK HISTORY



3 **C 01CTZ-LOF LUBE,OIL & FILTER**
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

Courtesy

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(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

253800

Reorder and Records EMWTVOS 05/01/10 G (0608)

PAGE 1 OF 1 REPRINT # 1 CUSTOMER COPY

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PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	[redacted]	63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/08		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **SERVICE** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL RATES WILL BE DISCOUNTED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT
CREDIT CARD ☐
CHECK ☐
CASH ☐

APPOINTMENT ☒ Time ☐ No.

VEHICLE I.D. NO. 1GNES16S446[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT

[redacted]
IMPERIAL BEACH, CA

REG [redacted]

TIME RECEIVED 09:00am DATE/TIME PROMISED 01/24/08 06:00pm PRIORITY 4

CELL [redacted]

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

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

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	GMPP	10/30/04	33		01/24/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
RED MAJESTIC/LT C		01/04/10	71,291	218.

TURBO	M/M/C	AIR COND.	R.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				63,153	724	RAFAEL RAMIREZ

I hereby authorize the repair work hereinafter 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 loss or damage caused by non-delivery of parts or delay in so doing due to the supplier of same or transportation. 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, inspection or delivery.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND ACCEPTED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 95.00

X _____

COMMENTS : DEDUCTABLE TO BE WAVED SAME CONCERN SEE LAST RO #249569

1 **W * 35CTZ-DRIVE** ***DRIVABILITY***
CUSTOMER STATES SES LIGHT COMES ON / LACK OF POWER
PHASE ACTUATOR CODE

2 **C * 15CTZ** ***QUICK SERVICE***
CUSTOMER STATES OF BELT DRIVE NOISE / CHECK HISTORY

3 **C * 01CTZ-LOF** ***LUBE,OIL & FILTER***
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

PRELIMINARY EST. $ _____ ESTIMATES DID NOT INCLUDE SALES TAX

C.S.I.

CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS)

MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR

DATE OWNER NOTIFIED OF REPAIR COMPLETION MO DAY YR

1st REVISION $ DATE TIME
CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

2nd REVISION $ DATE TIME
CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

3rd REVISION $ DATE TIME
CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

$ HAZ. WASTE DISP. FEE		OIL
COOLANT		ATF
SOLVENT		GEAR OIL
OIL & FILTER		
REFER		GAS
TOTAL		

☐ CHECK FLUID LEVELS/ADD AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

PRIOR BODY L.R. ☐ R.R. ☐
DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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B.A.R. # RA002887 E.P.A. # CAD056710651

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/03		63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/03		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG

B O D Y

STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT YES ☒ NO ☐

1GNES16S44[redacted] | 04 CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. [redacted]

[redacted] | SERVICE CONTRACT CMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 53 | SELLING DEALER NO. | P/O DATE 09/12/07

[redacted] IMPERIAL BEACH, CA [redacted] | COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 559

TURBO | ENGINE CTZZ | AIR COND | P.S. | TRANS | MILEAGE 56,000.000 | ADVISOR NO. 705 | ADVISOR RICK R MORRISON

[redacted]

10:35am 09/12/07 06:00pm 1

CELL: [redacted]

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

I hereby authorize the repair work mentioned above and the following estimate. I grant you and your employees permission to operate the vehicle for the purpose of testing and delivery. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: RENTAL CASH UNLESS ARRANGEMENTS HAVE BEEN MADE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY WHEN SIGNING, A COPY OF THE WORK ORDER WARRANTY ACT. SIGNED AND DATED X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 1000.00

X _____

COMMENTS : 21ST CENTURY

1 C 75CTZ BODY SHOP
REPAIR AS PER ESTIMATE.
REPAIR ROOF AND TAILGATE.

2 C 70CTZ PAINT SHOP
REFINISH AS NEEDED.



Courtesy

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7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS:
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose repairs are being serviced. We cannot furnish spare cars.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

246586

Reynolds and Reynolds (619)297-0 (0000)

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B.A.R. # RA002887 E.P.A. # CAD055710651

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/30/08	[redacted]	63279	724	152	I	20CTZ-LEAKS	FLUID LEAKS
				152	I	86CTZ	RENTAL CAR
01/24/08		63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY

SALESPERSON NO. 132 STANLEY W. DE LONG **B O D Y** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT CREDIT CARD ☐ CHECK ☐ CASH ☐

VEHICLE ID NO. 1GNES16S446[redacted] YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT

PRODUCTION DATE | STOCK NO. | LICENSE NO. 5KTH236 | R.O. NO.

CUSTOMER [redacted] SERVICE CONTRACT GMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | 09/12/07

[redacted] IMPERIAL BEACH, CA [redacted]

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 559

TURBO	WMC	AIR COND.	R.G.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				56,000,000	705	RICK R MORRISON

[redacted]

TIME RECEIVED 10:35am | DATE/TIME PROMISED 09/12/07 06:00pm | PRIORITY 1

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

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

Liberty authorizes the repair work hereinabove set forth to be done along with the necessary material and agrees 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 getting vehicle ready or transportation. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

REMEDIAL RECEIPT X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 1000.00

X _____

COMMENTS : 21ST CENTURY

1 C 75CTZ **BODY SHOP**
REPAIR AS PER ESTIMATE.
REPAIR ROOF AND TAILGATE.

2 C 70CTZ **PAINT SHOP**
REFINISH AS NEEDED.



PRELIMINARY EST. $ _____ ESTIMATES DO NOT INCLUDE SALES TAX

C.S.I. CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS) | MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR

1st REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

2nd REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

3rd REVISION $ | DATE | TIME | CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE #

$	HAZ WASTE DISP FEES	OIL
	COOLANT	ATF
	SOLVENT	GEAR OIL
	OIL & FILTER	GAS
	FILTER	
	TOTAL	

☐ CHECK FLUID LEVELS AND AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

PRIOR BODY L.R. ☐ R.R. ☐
DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

246586

Repairs and Repairs ENVANTAGE CS261776.0 (9/08)

PAGE 1 OF 1 REPRINT # 1 TECH COPY

PHONE WHEN READY: YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE MEANS OF PAYMENT

CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT: YES ☐ NO ☐

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O.
1 G N E S 1 6 S 4 4 6 2 [redacted]	94/CHEVROLET TRUCK/TRAILBLAZER/UT			[redacted]	[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[illegible]	RED MAJESTIC/LT CA	10/30/04	34		12/27/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
[illegible]		01/08/10	71291	[illegible]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (A) [redacted] BUSINESS PHONE (B)

TIME RECEIVED: 09:15am ESTIMATED COMPLETION TIME: 12/27/06 06:00pm PRIORITY

[redacted]

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

Hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you cannot responsible for [illegible] or any other cause beyond your control or for any delays caused by inevitability 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. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

HAT NO. [illegible]

MILEAGE 41922

TRANS.

PRELIMINARY EST.	1st REVISION	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	AIR COND.
95	$			☐ ☐			
	2nd REVISION	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	TURBO
	$			☐ ☐			
ESTIMATES DO NOT INCLUDE SALES TAX	3rd REVISION	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	P.S.
	$			☐ ☐			

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 95.00

Heater please

COMMENTS : 246-6445

C 51CTZ-SUSP 175 SUSPENSION/GENERAL 1.5
CUSTOMER STATES VEHICLE PULLS RIGHT AT HIGHWAY SPEEDS
RIGHT TURN MAKES CLICKING NOISE / STEERING FEELS LOOSE

ALIGNED F/E

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #
MO DAY YR	MO DAY YR	

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FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

HAZ. WASTE DISP. FEES		
$	✓	OIL
COOLANT		ATF
SOLVENT		GEAR OIL
OIL & FILTER		
FILTER		GAS
TOTAL		

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐ DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

PAGE 15

COURTESY CHEVROLET 5192972323 10:00 03/28/2008

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☑ YES ☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	R.O. #
1GNES16S446 [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/LT		[redacted]	[redacted]

COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
RED MAJESTIC/LT GA	12/30/04	99		12/27/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
EMPP		01/06/10	71891	724

[redacted] IMPERIAL BEACH, CA [redacted]

[redacted]

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

I hereby authorize the repair work hereinabove 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.

CUSTOMER AUTHORIZATION [redacted]

HAT NO.	MILEAGE	TRANS.	AIR COND.	TURBO	P.S.
2361	41822				

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
09:57am	12/27/06 06:00pm	4

STATE RECH 147-7419-4

PRELIMINARY EST $ 95

ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #
$					
2nd REVISION	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #
$					
3rd REVISION	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #
$					

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 95.00

COMMENTS : 246-6445

C 51CTZ-SUSP SUSPENSION/GENERAL
CUSTOMER STATES VEHICLE PULLS RIGHT AT HIGHWAY SPEEDS
RIGHT TURN MAKES CLICKING NOISE / STEERING FEELS LOOSE

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR			DATE OWNER NOTIFIED OF REPAIR COMPLETION			CROSS REF R.O. #
MO	DAY	YR	MO	DAY	YR	

CHEVROLET Courtesy CENTER
750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

•

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

•

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

•

WE RECOMMEND THE FOLLOWING REPAIRS:

HAZ. WASTE DISP. FEES $	✓
COOLANT	
SOLVENT	
OIL & FILTER	
FILTER	
TOTAL	

OIL
ATF
GEAR OIL
GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐

NOTE TO CONSUMER: PLEASE READ

PAGE 16

COURTESY CHEVROLET 6192972323 03/28/2008 10:00

WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ YES ☐ NO

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

PRELIMINARY EST. $ 0

ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $ 167

2nd REVISION $

3rd REVISION $

CONTACTED ☐ PHONE ☐ IN PERSON ☐

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

C 15QTZ-QUICK/SER QUICK SERVICE
CUSTOMER STATES OF HITCH PITCH NOISE UNDER ACCEL / MORE SO WHEN COLD / SEE RAFAEL
52
Starched Belt Noise went away / Replace Belt. 6

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WE RECOMMEND THE FOLLOWING REPAIRS:
Belt. 6

HAZ. WASTE DISP. FEES $

COOLANT
SOLVENT
OIL & FILTER
FILTER
TOTAL

OIL
ATF
GEAR OIL
GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED
☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

PRIOR BODY L.R. ☐ R.R. ☐

NOTE TO CONSUMER: PLEASE READ

WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

[redacted]

IMPERIAL BEACH, CA [redacted]

[redacted]

1 G N E S 1 6 S 4 4 [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/DT	PRODUCTION DATE	STOCK NO. [redacted]	R[redacted]	
[redacted]	COLOR RED MAJESTIC/LT CA	DELIVERY DATE 10/30/04	DELIVERY MILES 83	SELLING DEALER	R.O. DATE 01/04/07
SERVICE CONTRACT GMPP	CONTRACT NO.	EXPIRATION DATE 01/04/10	EXPIRATION MILES 71291	ADVISOR 724	
				HAT NO. 298	
				MILEAGE 42393	
				TRANS.	

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

Hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss [redacted] any delays caused by un[redacted] employees permission to [redacted]tion.

CUSTOMER [redacted] ACT.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
04:23pm	01/04/07 06:00pm	4

APPOINTMENT ☒ YES ☐ NO

STATE REG# 147-7419-4

PRELIMINARY EST. $ 0 ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	AIR COND.
2nd REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	TURBO
3rd REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	P.S.

JOB	LABOR INSTRUCTIONS
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00
	X----------
1	C 15CTZ-QUICK/SER GEN QUICK SERVICE CUSTOMER STATES OF HITCH PITCH NOISE UNDER ACCEL / MORE SO WHEN COLD / SEE RAFAEL

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #
MO DAY YR	MO DAY YR	

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WE RECOMMEND THE FOLLOWING REPAIRS:

HAZ. WASTE DISP. FEES $		✓	
	COOLANT		OIL
	SOLVENT		ATF
	OIL & FILTER		GEAR OIL
	FILTER		
	TOTAL		GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

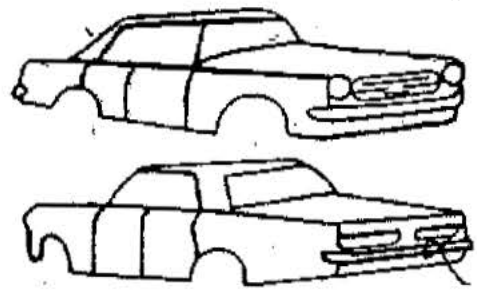
PRIOR BODY DAMAGE L.R. ☐ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ADVISOR _____ **COURTESY INSPECTION SHEET** DATE ___/___/___

NAME [redacted] MILEAGE _____ LICENSE _____ RO# 298

VIN # [redacted] YEAR ____ MAKE _____ MODEL _____

INSPECTION REPORT	CONDITION			NOTES	ESTIMATE
WHEELS & TIRES	Good	Fair	Needs Serv	42383	
Left Front					
Right Front					
Left Rear					
Right Rear					
Wheel Alignment					
UNDERHOOD CHECKS & FLUID CONDITION	Good	Fair	Needs Serv		
Belts					
Hoses					
Filters					
Engine Oil					
Brake Fluid					
Auto Trans Fluid					
Coolant Recovery Jar					
Power Steering					
Winshield Washer					
Battery					
EXTERIOR CHECKS	Good		Repair	298	
Headlamps					
Turn signals					
Brake Lamps					
Windsheild					
Wiper Blades					
BODY PANELS	Good		Damaged		
Front Bumper					
Left Fender					
Right Fender					
Hood					
Left Front Door					
Left Rear Door					
Left 1/4 Panel					
Rear Bumper					
Decklid-Rear Cargo-Hatch					
Right 1/4 Panel					
Right Rear Door					
Right Front Door					
Roof					
UNDERCARRIAGE	Good	Fair	Needs Serv		
Fluid leaks					
Brakes					
Suspension					
Exhaust System					

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ YES ☐ NO

VEHICLE ID. NO. [redacted] YEAR / MAKE / MODEL | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO.

CUSTOMER NO. | COLOR | DELIVERY DATE | DELIVERY MILES | SELLING DEALER | R.O. DATE

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR

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

I hereby authorize the repair work herein and return to be done along with the necessary material and agree that you will 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.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED X

RESIDENCE PHONE (A) | BUSINESS PHONE (B) | FIAT NO. | MILEAGE | TRANS.

TIME RECEIVED | ESTIMATED COMPLETION TIME | PRIORITY

PRELIMINARY EST. $ ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	AIR COND.
2nd REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	TURBO
3rd REVISION $	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	P.S.

JOB [redacted] LABOR INSTRUCTIONS

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR | DATE OWNER NOTIFIED OF REPAIR COMPLETION | CROSS REF R.O.#

M Internal Ex ~~Tap~~ Broken No# 3.
90.12

.3 Clean Parts

J0508 13.2 (1/2 Labor) 6.8

Inspect For low Compression cyl #3
R+R cylinder Head, Send cylinder Head to machine shop To Inspect, Found Burnt Exhaust Valve + 12 Bad valve guides. Had to replace Head machine shop assemble Head. R+R Engine Block Remove 3 Broken Bolts in Block all Broken Bolts in #6 cylinder. Drill + Tap Bolts Replace Head, charge A/C
R+R steering Rack oil pan Lower control arms for Removal

J1840 10.7

.7 Rear A/C

OLH 1.2 Broken Bolts

HAZ. WASTE DISP. FEES		
$		✓
	COOLANT	
	SOLVENT	
	OIL & FILTER	
	FILTER	
	TOTAL	

OIL | ATF | GEAR OIL | GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

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Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

ADCSM
Date 12-26-06
Auth. A (E) P (B) G ___
(circle code)
Signature

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐

NOTE TO CONSUMER: PLEASE READ

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☒ YES ☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	R.O. NO.
1 G N E S 1 6 S 4 4 [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT		[redacted]	[redacted]

COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[redacted] RED MAJESTIC/LT CA	10/30/04	33		12/06/06

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
GMPP	01/04/10	71291	724

HAT NO. 236

MILEAGE 41169

TRANS.

[redacted]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (A) [redacted] BUSINESS PHONE (B) [redacted]

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. DISCLOSURE COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED: [signature]

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
07:28am	12/06/06 08:00am	2

STATE REG# [redacted]

PRELIMINARY EST. $ [signature]

ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	
1st REVISION $						AIR COND.
2nd REVISION $						TURBO
3rd REVISION $						P.S.

JOB	LABOR INSTRUCTIONS
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00
	X----------
1	C #35CTZ-DRIVE DRIVABILITY CUSTOMER STATES SES LIGHT IS ON / WANTS TO STALLS

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR | CROSS REF R.O. #

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HAZ. WASTE DISP. FEES $		✓	
	COOLANT		OIL
	SOLVENT		ATF
	OIL & FILTER		GEAR OIL
	FILTER		
	TOTAL		GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

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ALL PARTS INSTALLED ARE NEW **PRIOR BODY L.R. ☐ R.R. ☐** **NOTE TO CONSUMER: PLEASE READ**

WHOLESALE AUTOMOTIVE MACHINE INC.
P O BOX 601011
SAN DIEGO, CA 92120-1011
(619)281-1400 FAX 281-3063

BAR-AC-198891 EPA#CAL 000190837

* I N V O I C E * 12/18/06 76751 Pg. 1

C O P Y

Sold To: [redacted]

COURTESY CHEVROLET
750 CAMINO DEL RIO NORTH

SAN DIEGO, CA. 92108

Tax Id. [redacted]

Unit Information

Make.....CHEVY 4.2
Model/Year..TRAILBLAZER 2004
Unit/ID.....1 /
Mileage/Hrs 0 / 0
Phone.....
Promised... RICK

Terms.[CHG/FLT] Written by.[RICK] P.O #.[152646] Date Opened...[12/11/06]

L/C	Item Number	Description	QTY Ordered	List	Unitprice	Amount
LAB	VJ6-07	IN W/O CAM 24VALVE	1.0000	312.50	250.00	250.00
NEW CASTING PROVIDED						
LAB	PT-2	PRESS.TEST-6 CYL	1.0000	73.75	59.00	59.00
PRESSURE CHECKS GOOD AT ROOM TEMPERATURE						

RO [redacted]

DEC 19 2006

J48-318.00

AUTHORIZED BY _____

HAZ WASTE	9.00
PARTS.....	0.00
LABOR.....	309.00
TOTAL.....	318.00

Invoice due within 30 days or a 1.5% charge will be added to Statement
Labor Guaranteed for 90 Days or 3000 Miles Whichever Comes First .. Thank You for your Business.

Enterprise

1-800-RENT-A-CAR

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES

OWNER OF VEHICLE: 950 HOTEL CIRCLE NORTH 619-296-7493

BRANCH ADDRESS: SAN DIEGO CA 92108-2905

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

32FV 32FCAB PR99

D 485147

RENTAL TYPE: CNSDFV 999*

0844 AM 12/06/06

WHITEHEAD* NANCY*

[redacted]

DAY = 24 HOUR PERIOD

NO CHARGE FOR MILES

HOURS @ 10.00/HOUR

DAYS @ 27.84/DAY

W 8 x 35.00 = 280.00

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR: GRY CONTRACT NO: 55022370

MODEL: Impala YEAR: 32VC43

MILE. AGE: IN 10753 OUT 9248

EMPLOYEE: 1164

BILL TO: COURTESY CHEVROLET-32FV** RAFAEL** 619-297-4321 EXT

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT SPOUSE OR OWNER PERMITTEE'S WRITTEN APPROVAL. I REQUEST PERMISSION TO ALLOW [redacted] TO DRIVE VEHICLE.

[redacted] WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THESE ACTS WHILE THEY ARE DRIVEN, AND FOR PURPOSES OF RENTAL AND CONDITIONS OF RENTAL AND DRIVER WILL.

THE FOLLOWING STATES: CALI ONLY-NO SMOKE/PETS

OPERATION MANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

RENTER: [redacted]

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES MAXIMUM RESPONSIBILITY. SEE PAGE 2 PARAGRAPH [redacted] RENTER: [redacted]

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 1, PARAGRAPH 10. DW IS NOT INSURANCE. RENTER: [redacted] X

DW 8.99/DAY

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) RENTER: [redacted]

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 2, PARAGRAPH 16. RENTER: [redacted] X

PAI 3.00/DAY

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) RENTER: [redacted]

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT SEE PAGE 2, PARAGRAPH 17. RENTER: [redacted] X

SLP 11.99/DAY

FUEL @ 4.25/GALLON

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

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD AS INDICATED ON THE FACE OF THIS AGREEMENT. I AUTHORIZE ADDITIONAL CHARGES AND I AUTHORIZATION/DEPOSITS AND CHARGES AS INDICATED. I CERTIFY THAT THE DRIVER'S LICENSE PROVIDED IS VALID AND NOT EXPIRED, CANCELLED OR SURRENDERED.

RENTER: [redacted] DATE: 12/06/06

REPLACEMENT VEHICLE

COLOR: LICENSE NO: 651C0

MODEL: SCAN:

MILE. AGE: IN OUT

EMPLOYEE #

DATE	TIME	AMOUNT	PAID BY
12/06/06		50.00	XXXXXXXXXXXX2006 AERUTH

ADDITIONAL INFORMATION

[redacted] W/O 06 mata (Raphael)

I 9 x 22.99 = 205.91

244.65

I

TAX 7.75 % 37.74

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE 524.65

CLOSED BY

PAID BY	CASH	CHECK	CHARGE
RECEIPT OF REFUND:	DATE	AMOUNT	RECEIVED BY

* ON FILE

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© Enterprise Rent-A-Car Company of Los Angeles, 200

J0 - ENGINE MECHANICAL L-6 CODE S

OPERATION DESCRIPTION		MODEL YEAR 04	05	06 YEAR VIN CODE 4	5	6
ENGINE ASSEMBLY - REPLACE	J1880					
	T TRUCK			12.6		
	S TRUCK			9.5		
ADD:						
To Recover and Recharge A/C System with Rear Auxiliary A/C				0.7		
To Recover and Recharge A/C System without Rear Auxiliary A/C				0.5		
With Off Road Skid Plate				0.2		
With Selectable 4WD				0.1		

END OF LIST

MAKE	YEAR	MODEL	CODE/DESCRIPTION/OPERATION NUMBER
CHEVROLET LIGHT DUTY TRUCK	04	S - TRAILBLAZER (4 X 2)	J0

PART OR GROUP	ADD OPNUM	ADD TIME	CHANGE TIME	USER	TRANSACTION

PHONE READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☒ YES ☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	R.O. NO.
[redacted]	04/CHEVROLET TRUCK/TRAILPLAZER [illegible]		[redacted]	[redacted]

COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[redacted]	10/20/04	33		11/29/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
[illegible]		01/04/10	71291	[illegible]

IMPERIAL PLACE, CA [redacted]

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

I hereby authorize the repair work mentioned 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. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. VERIFY STRICTLY CASE UNLESS ADDENDUM IS MADE IN AUDIENCE

CUSTOMER ADD [redacted] ACT.

SIGNED AND RECEIPTED

HAT NO. 210.

MILEAGE 11414

TRANS.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
09:55AM	11/29/06 [illegible]	3

STATE DESP [illegible]

PRELIMINARY EST. $ 85

ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	
1st REVISION $			☐ ☐			AIR COND.
2nd REVISION $			☐ ☐			TURBO
3rd REVISION $			☐ ☐			P.S.

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 85.00

COMMENTS [redacted]

1 C #35012-DRIVE DRIVABILITY
CUSTOMER STATES SES LIGHT COMES ON/OFF / WHEN LIGHT COMES ON CRUISE CONTROL INOP

Mix PCM. Performance Test. P0301 miss Fire @
Trace to Ing. Coil Failed.
Replace. Ing coil + Retest

J4345 .5
.4

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #

CHEVROLET Courtesy CENTER

750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

HAZ. WASTE DISP. FEES		
$		✓
	COOLANT	
	SOLVENT	
	OIL & FILTER	
	FILTER	
	TOTAL	

OIL
ATF
GEAR OIL
GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED
☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐ **NOTE TO CONSUMER: PLEASE READ**

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☒ YES ☐ NO

VEHICLE ID NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	R.O. NO.
1GNES16S446	04/CHEVROLET TRUCK/TRAILBLAZER/UT			

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
	RED MAJESTIC/LT CA	10/30/04	33		11/29/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
GMPP		01/04/10	71291	724

IMPERIAL BEACH, CA

STATE REG

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control. You are authorized to operate vehicle for purpose of testing and delivery. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You are authorized to return replaced parts to customer unless exchange or warranty requires otherwise. Permission to operate vehicle on test drive and to make delivery of vehicle at customer's risk and expense is granted. Customer or his agent must be present when vehicle is released. Unless otherwise agreed, storage charges will be made at the rate of $5.00 per day after 5 days notice that repairs are completed. Customer agrees to pay all charges for repairs, parts and labor, and storage, if any, when vehicle is released. Customer agrees to pay reasonable attorney's fees and all collection costs if account is placed for collection.

CUSTOMER SIGNATURE

[redacted]

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
08:59am	11/29/06 06:00pm	3

PRELIMINARY EST. $ 85 — ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION	DATE	TIME
$		
2nd REVISION	DATE	
$		
3rd REVISION	DATE	TIME
$		

PHONE IN PERSON ☐ CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE # P.S.

AIR COND. TURBO TRANS. HAT NO. 218 MILEAGE 41414

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR MO	DAY	YR	DATE OWNER NOTIFIED OF REPAIR COMPLETION MO	DAY	YR	CROSS REF R.O. #

JOB — LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 85.00

X----------

COMMENTS : NANCY 246-6445 / 596-8306

1 C *35CTZ-DRIVE DRIVABILITY
CUSTOMER STATES SES LIGHT COMES ON/OFF / WHEN LIGHT COMES ON CRUISE CONTROL INOP

HAZ. WASTE DISP. FEES	$	✓
COOLANT		
SOLVENT		
OIL & FILTER		
FILTER		
TOTAL		

OIL
ATF
GEAR OIL
GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐

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FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

•

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

•

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

•

WE RECOMMEND THE FOLLOWING REPAIRS:

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NOTE TO CONSUMER: PLEASE READ

PAGE 25 COURTESY CHEVROLET 6192972323 10:00 03/28/2008

WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ YES ☐ NO

[redacted] MAKE / MODEL

[redacted]

[redacted]

[redacted]

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. [redacted]
COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR

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

I hereby authorize the repair work herein after 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.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS OR REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED ☒

HAT NO. 297

MILEAGE

TRANS.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
[illegible]	[illegible]	

PRELIMINARY EST. $ 55

ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE IN PERSON	NAME	PHONE #	
1st REVISION $						AIR COND.
2nd REVISION $						TURBO
3rd REVISION $						P.S.

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL [redacted]

C 01CT2-LOF 152 LUBE, OIL & FILTER
CUSTOMER REQUESTS LUBE, OIL & FILTER SPECIAL .5

C 01CT2-ROTATION 152 ROTATE TIRES
CUSTOMER REQUESTS TIRE ROTATION .4

C 15CT2-QUICK/SCR 152 GEN QUICK SERVICE
CUSTOMER STATES OF CLANKING NOISE COMING FROM ENGINE WHEN COLD

Test Drive Noise comming From Drive Shaft cruckle Like metal Noise F 1003 .6

152 Belt Noise clean & starch Noise goes away. order Belt Tensioner JD680 .2
clean Replace Tensioner ohH .3

HAZ. WASTE DISP. FEES		
$	.6.5	OIL
COOLANT		ATF
SOLVENT		GEAR OIL
OIL & FILTER		
FILTER		GAS
TOTAL		

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED PRIOR BODY L.R. ☐ R.R. ☐ DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 27

VEHICLE ID. NO. [redacted]	[redacted]	PRODUCTION DATE	STOCK NO.	LICENSE NO. [redacted]	R.O. NO. [redacted]
[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT				
CUSTOMER NO. 63180	COLOR RED MAJESTIC/LT CA	DELIVERY DATE 10/30/04	DELIVERY MILES 33	SELLING DEALER	R.O. DATE 03/20/07
SERVICE CONTRACT GMPP	CONTRACT NO.	EXPIRATION DATE 01/04/10	EXPIRATION MILES 71291		ADVISOR 724
IMPERIAL BEACH, C[redacted]					HAT NO. 247
					MILEAGE 46319
					TRANS.

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavail[redacted] permission to ope[redacted]

CUSTOMER ADV[redacted]

SIGNED AND RECEIPTED [redacted]

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
05:16pm	03/20/07 06:00pm	4

STATE REG# 147-7419-4

APPOINTMENT: [X] YES [ ] NO

PRELIMINARY EST. $ 55+ [illegible]

ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	
1st REVISION $						AIR COND.
2nd REVISION						TURBO
3rd REVISION $						P.S.

JOB	LABOR INSTRUCTIONS
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 55.00
	X----------
1	C 01CTZ-LOF LUBE,OIL & FILTER CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
2	C 01CTZ-ROTATION ROTATE TIRES CUSTOMER REQUESTS TIRE ROTATION
3	C *15CTZ-QUICK/SER GEN QUICK SERVICE CUSTOMER STATES OF CLANKING NOISE COMING FROM ENGINE WHEN COLD

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR | CROSS REF R.O. #

CHEVROLET Courtesy CENTER
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SAN DIEGO, CALIFORNIA 92108
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FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

HAZ. WASTE DISP. FEES			
$		✓	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		GAS
	FILTER		
	TOTAL		

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED PRIOR BODY L.R. ☐ R.R. ☐ DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ YES ☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
[redacted]	[redacted]			[redacted]	[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	R.O. DATE
[redacted]	RED MAJESTIC/[illegible]	CA 10/30/04	[illegible]	06/[illegible]

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
[illegible]		[illegible]	[illegible]	790

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENT IS MADE IN ADVANCE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND RECEIPTED BY: [illegible]

HAT NO. 318

MILEAGE [illegible]

TRANS.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
06:[illegible]	06/[illegible] 03:00pm	1

STATE REGS [illegible] [redacted]

PRELIMINARY EST.	1st REVISION	DATE	TIME	CONTACTED PHONE / IN PERSON	NAME	PHONE #	AIR COND.
$ 300.00	$ 470.00	6/6	11:07	☐	NANCY		
	2nd REVISION $			☐			TURBO
	3rd REVISION $			☐			P.S.

ESTIMATES DO NOT INCLUDE SALES TAX

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00

X----------

453.74

COMMENTS & RIDE

1 C #01CTZ-LOF 195 LUBE,OIL & FILTER
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL .3

2 C 08CTZ-BRAKE/SER 195 BRAKE SERVICE
O/S BRAKES PULSATE STOPPING CHECK ADVISE & ROTATE TIRES
RECOMEND RESURFACING All FOUR ROTORS
All ROTORS OVERHEATED 2.4

3 C #15CTZ-BRK/SERV 195 BRAKE FLUID EXCHANGE
O/S BRAKE FLUID EXCHANGE 1.0

4 C #15CTZ-P/S-SERV 195 P/S FLUID EXCHANGE
CUSTOMER REQUESTS:POWER STEERING SERVICE .5

HAZ. WASTE DISP. FEES			
$		✓	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	FILTER		GAS
	TOTAL		

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR | CROSS REF R.O. #

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WE RECOMMEND THE FOLLOWING REPAIRS:

KUB HOOD

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐ NOTE TO CONSUMER: PLEASE READ

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 29

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ YES ☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O.
[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/HT			5[illegible]	[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[redacted]	RED MAJESTIC/LT CA	10/30/04	33		06/06/07

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
	01/04/10	71291	290

[redacted]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (A) | BUSINESS PHONE (B)

[redacted]

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNED AND RECEIPTED: Nancy Whitehead

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
08:44am	06/06/07 03:00pm	4

STATE REG# 147-7419-4

NANCY

PRELIMINARY EST. $ 300.00

ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE ☐ IN PERSON ☐	NAME	PHONE #	
1st REVISION $						AIR COND.
2nd REVISION $						TURBO
3rd REVISION $						P.S.

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10THS)	C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #
MO DAY YR	MO DAY YR	

JOB	LABOR INSTRUCTIONS
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00
	X----------
	COMMENTS : RIDE
1	C *01CTZ-LOF LUBE,OIL & FILTER CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
2	C 08CTZ-BRAKE/SER BRAKE SERVICE O/S BRAKES PULSATE STOPPING CHECK ADVISE & ROTATE TIRES
3	C *15CTZ-BRK/SERV BRAKE FLUID EXCHANGE O/S BRAKE FLUID EXCHANGE
4	C *15CTZ-P/S-SERV P/S FLUID EXCHANGE CUSTOMER REQUESTS:POWER STEERING SERVICE

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES			
$		✓	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	FILTER		GAS
	TOTAL		

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WE RECOMMEND THE FOLLOWING REPAIRS:

RV13 NOOD

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW PRIOR BODY L.R. ☐ R.R. ☐ **NOTE TO CONSUMER: PLEASE READ**

Courtesy ... MEANS A GREAT DEAL! www.courtesysandiego.com

750 CAMINO DEL RIO NORTH SAN DIEGO, CA 92108
(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

SALES • SERVICE • SHUTTLE SERVICE • LEASING • PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELLIOTT A REAVES 790	318	06/06/07	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 50,415	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 50417

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

LABOR----CUSTOMER----------
J# 1 01CTZ LOF LUBE OIL & FILTER HOURS: 0.30 TECH(S): 195 13.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
195	06/06/07	0.00	0.30	4.60	0.30	ENTERED IN INVOICING
		TOTAL TECH TIME		4.60	0.30	

COMPLAINT CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CAUSE CUSTOMER REQUESTS LOF
CORRECTION CHANGED OIL & FILTER, LUBRICATED CHASSIS
CHECK ALL FLUID LEVELS TIRE PRESS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	89017342	FILTER 1.836	3.65	3.65	6.50	6.50
			COST TOTAL		3.65		
					TOTAL - PARTS		6.50

G.O.G. & SUPPLIES----------
CUST 7.0 OIL @ 1.990 /UNIT 13.93
TOTAL - GOG 13.93

JOB# 1 TOTALS---------CUSTOMER----------WARRANTY----------INTERNAL---------

	GL	COST	SALE	GL	COST	SALE	GL	COST	SALE
LABOR	460	4.80	13.50						
PARTS	467	3.65	6.50						
G.O.G.	491	10.71	13.93						
TOTAL		19.16	33.93		0.00	0.00		0.00	0.00
JOB# 1 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 2 CHARGES----------

LABOR----CUSTOMER----------
J# 2 08CTZ BRAKE/SER BRAKE SERVICE HOURS: 2.40 TECH(S): 195 228.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
195	06/06/07	0.00	2.40	0.00	2.40	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	2.40	

COMPLAINT O/S BRAKES PULSATE STOPPING CHECK ADVISE & ROTATE TIRES
CAUSE ROTORS OVERHEATED CAUSING THE UNEVEN SURFACE AND PULSASTION
CORRECTION PERFORMED BRAKE SYSTEM SERVICE
CLEANED AND INSPECTED BRAKES
ADJUSTED BRAKES AS NECCESSARY
RESURFACE ALL 4 ROTORS
AND ROTATE TIRES

JOB# 2 TOTALS---------CUSTOMER----------WARRANTY----------INTERNAL---------

	GL	COST	SALE	GL	COST	SALE	GL	COST	SALE
LABOR	460	38.40	228.00						
TOTAL		38.40	228.00		0.00	0.00		0.00	0.00
JOB# 2 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 3 CHARGES----------

LABOR----CUSTOMER----------

DID we CHARGE for TIRE ROTATION?

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A
[CONTINUED ON NEXT PAGE] 16:14:56

Reynolds and Reynolds ERAINTINVE SF606886 Q (06/06)

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750 CAMINO DEL RIO NORTH SAN DIEGO, CA 92108
(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

SALES • SERVICE • SHUTTLE SERVICE • LEASING • PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELLIOTT A REAVES 790	318	06/06/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. 5KTH236	MILEAGE 50,415	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07	
[redacted]	COMMENTS			MO: 50417

LABOR----CUSTOMER----------
J# 3 15CTZ-BRK/SERV BRAKE FLUID EXCHANGE HOURS: 1.00 TECH(S):195 80.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
195	06/06/07	0.00	1.00	0.00	1.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	1.00	

COMPLAINT O/S BRAKE FLUID EXCHANGE
CAUSE EXCHANGE
CORRECTION EXCHANGE BRAKE FLUID PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	85032	DOT3 BK	11.75	11.75	23.50	23.50
			COST TOTAL		11.75		
					TOTAL - PARTS		23.50

JOB# 3 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	16.00	80.00						
PARTS	467	11.75	23.50						
TOTAL		27.75	103.50		0.00	0.00		0.00	0.00
JOB# 3 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 4 CHARGES----------

LABOR----CUSTOMER----------
J# 4 15CTZ-P/S-SERV P/S FLUID EXCHANGE HOURS: 0.50 TECH(S):195 48.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
195	06/06/07	0.00	0.50	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

COMPLAINT CUSTOMER REQUESTS:POWER STEERING SERVICE
CAUSE FLUID DARK AND OXIDIZED
CORRECTION CHEMICALLY CLEAN POWER STEERING SYSTEM AND MECHANICALLY
EXCHANGE OLD FLUID WITH NEW POWER STEERING FLUID

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	332K	P/S SRV K	23.80	23.80	34.25	34.25
			COST TOTAL		23.80		
					TOTAL - PARTS		34.25

JOB# 4 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	8.00	48.00						
PARTS	484	23.80	34.25						
TOTAL		31.80	82.25		0.00	0.00		0.00	0.00
JOB# 4 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 5 CHARGES----------

LABOR----CUSTOMER----------
J# 5+04CTZ-27I 27-POINT INSPECTION HOURS: 0.00 TECH(S):195 0.00
Added Operation (ANDY @ 06/06/2007 14:20)

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A
[CONTINUED ON NEXT PAGE] 16:14:56

Reynolds and Reynolds ERAINTINVE SF636985 Q (06/06)

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CELL: [redacted]

CUSTOMER N[redacted]	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELLIOTT A REAVES 790	318	06/06/07	[redacted]
	LABOR RATE / LICENSE NO. 5KTH236	MILEAGE 50,415	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N E S 1 6 S 4 4 6 2 [redacted]		BELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07	
[redacted]	COMMENTS			MO: 50417

LABOR----CUSTOMER----------

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
195	06/06/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

COMPLAINT PERFORM FREE 27 POINT INSPECTION
CAUSE 27 POINT INSPECTION
CORRECTION FREE 27 POINT INSPECTION

JOB# 5 TOTALS---------CUSTOMER----------WARRANTY----------INTERNAL---------

	GL	COST	SALE	GL	COST	SALE	GL	COST	SALE
LABOR	460	0.00	0.00						
TOTAL		0.00	0.00		0.00	0.00		0.00	0.00
JOB# 5 JOURNAL PREFIX			CVCS			CVWS			CVIS

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $300.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $490.00 (+TAX) ON 06/06/07 AT 11:07am
BY DANIEL J WHITEHEAD COMMENTS RESURFACE ALL 4 ROTORS
COMMENTS----------
RIDE

GRAND TOTALS----------

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	67.20	369.50						
PARTS	467	15.40	30.00						
	484	23.80	34.25						
G.O.G.	491	10.71	13.93						
TAXES			6.06			0.00			0.00
TOTAL		117.11	453.74		0.00	0.00		0.00	0.00

OFFSET ACCOUNTS----------

	CUSTOMER GL	CUSTOMER AMOUNT	WARRANTY GL	WARRANTY AMOUNT	INTERNAL GL	INTERNAL AMOUNT
	226	453.74				
TOTAL		453.74		0.00		

********** A L L D E T A I L I N V O I C E **********

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A [END OF INVOICE] 16:14:56

Reynolds and Reynolds ERAINTINVE BF008865 Q (09/06)

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CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ELLIOTT A REAVES 790	TAG NO. 318	INVOICE DATE 06/06/07	[redacted]	
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE	LICENSE NO. 5KTH236	MILEAGE 50,415	COLOR RED MAJESTI	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33	
	VEHICLE I.D. NO. 1GNES16S446[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07		
[redacted]	COMMENTS			MO: 50417	

JOB# 1 CHARGES

LABOR

J# 1 01CTZ LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S) 195 13.50

CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER. LUBRICATED CHASSIS
CHECK ALL FLUID LEVELS TIRE PRESS.

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	89017342	FILTER 1.836	9.78	6.50	6.50
				TOTAL - PARTS	6.50

G.O.G. & SUPPLIES

7.0	OIL	@ 1.990 /UNIT		13.93
			TOTAL - GOG	13.93

JOB# 1 TOTALS

LABOR	13.50
PARTS	6.50
G.O.G.	13.93
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	33.93

JOB# 2 CHARGES

LABOR

J# 2 08CTZ BRAKE/SER BRAKE SERVICE HOURS: 2.40 TECH(S) 195 228.00

O/S BRAKES PULSATE STOPPING CHECK ADVISE & ROTATE TIRES
ROTORS OVERHEATED CAUSING THE UNEVEN SURFACE AND PULSASTION
PERFORMED BRAKE SYSTEM SERVICE
CLEANED AND INSPECTED BRAKES
ADJUSTED BRAKES AS NECCESSARY
RESURFACE ALL 4 ROTORS
AND ROTATE TIRES

JOB# 2 TOTALS

LABOR	228.00
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	228.00

JOB# 3 CHARGES

LABOR

J# 3 15CTZ BRK/SERV BRAKE FLUID EXCHANGE HOURS: 1.00 TECH(S) 195 80.00

O/S BRAKE FLUID EXCHANGE
EXCHANGE
EXCHANGE BRAKE FLUID PER CUSTOMER REQUEST

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	85032	DOT3 BK	23.50	23.50	23.50
				TOTAL - PARTS	23.50

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 02:45pm

Reynolds and Reynolds ERAINTINVC BF638885.0 (06/06)

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELLIOTT A REAVES 790	318	06/06/07	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	5KTH236	50,415	RED MAJESTI	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/UT	10/30/04	33

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/06/07

[redacted]

COMMENTS

MO: 50417

JOB# 3 TOTALS----------

LABOR	80.00
PARTS	23.50

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 103.50

JOB# 4 CHARGES----------

LABOR----------

J# 4 15CTZ-P/S-SERV P/S FLUID EXCHANGE HOURS: 0.50 TECH(S) 195 48.00

CUSTOMER REQUESTS:POWER STEERING SERVICE
FLUID DARK AND OXIDIZED
CHEMICALLY CLEAN POWER STEERING SYSTEM AND MECHANICALLY
EXCHANGE OLD FLUID WITH NEW POWER STEERING FLUID

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	332K	P/S SRV K	39.75	34.25	34.25
				TOTAL - PARTS		34.25

JOB# 4 TOTALS----------

LABOR	48.00
PARTS	34.25

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 82.25

JOB# 5 CHARGES----------

LABOR----------

J# 5+04CTZ-27I 27 POINT INSPECTION HOURS: 0.00 TECH(S) 195 0.00

Added Operation (ANDY @ 06/06/2007 14:20)
PERFORM FREE 27 POINT INSPECTION
27 POINT INSPECTION
FREE 27 POINT INSPECTION

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $300.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $490.00 (+TAX) ON 06/06/07 AT 11:07am
BY DANIEL J WHITEHEAD COMMENTS RESURFACE ALL 4 ROTORS
COMMENTS----------
RIDE

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 02:46pm

Reynolds and Reynolds ERAINTNVE SF636068 Q (09/06)

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ELLIOTT A REAVES 790	318	06/06/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. 5KTH236	MILEAGE 50,415	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/07	
[redacted]	COMMENTS			MO: 50417

TOTALS

COURTESY CHEVROLET IN SAN DIEGO WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT US AT 750 CAMINO DEL RIO N. S.D. CA 92108 OR CALL 619-297-4321

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE, GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ALL BODY SHOP WORKMANSHIP AND PAINT REFINISHING HAS A 12 MONTH GUARANTEE!!!

TOTAL LABOR....	369.50
TOTAL PARTS....	64.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	13.93
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.06
TOTAL INVOICE $	**453.74**

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR SERVICE CONSULTANT'S REPORT
** C[redacted]TION IN THIS
** S[redacted]Y APPRECIATE
** A[redacted]

JB ck# 6341

JUN

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY [END OF INVOICE] 02:45pm

Reynolds and Reynolds GRAINTINVE SP636088 Q (06/06)

Courtesy CHEVROLET

750 Camino Del Rio No. • San Diego, CA 92108
619-297-4321

27 POINT VEHICLE INSPECTION

WE PERFORMED THE FOLLOWING "NO CHARGE" INSPECTION ON YOUR VEHICLE. PREVENTATIVE MAINTENANCE IS LESS COSTLY THAN REPAIRS.

NAME [redacted]

04 TRAILBLAZER 50415
YEAR MODEL MILEAGE R.O. NO. 5[illegible]

6.6.07 [redacted]
DATE HOME PHONE BUS. PHONE

GM Goodwrench

	Inspected	Needs Attention	Needs Immed. Attention
1. Horn Operation	☑	☐	☐
2. Heater & A/C Operation	☑	☐	☐
3. Park Brake Operation	☑	☐	☐
4. Wiper & Washer	☑	☐	☐
5. Condition of Wiper Blades	☑	☐	☐
6. Headlight Operation	☑	☐	☐
7. Park & Hazard Light Operation	☑	☐	☐
8. Brake Light & Back Up Light	☑	☐	☐
9. Radiator Condition	☑	☐	☐
10. Radiator & Heater Hoses	☑	☐	☐
11. Water Pump for Leaks	☑	☐	☐
12. Drive Belts	☑	☐	☐
13. Battery & Cables	☑	☐	☐
14. Air Cleaner	☑	☐	☐
15. Engine Oil Condition & Leaks	☑	☐	☐
16. Transmission Oil Condition & Leaks	☑	☐	☐
17. Differential Oil & Leaks	☑	☐	☐
18. Drive Shaft Joints & Boots	☑	☐	☐
19. McPherson Struts/Shocks	☑	☐	☐
20. Steering Linkage	☑	☐	☐
21. Rear Shocks	☑	☐	☐
22. Exhaust System	☑	☐	☐
23. Clutch Operation	☐	☐	☐
24. Clutch Hydraulic System for Leaks	☐	☐	☐
25. Brake Hydraulic System for Leaks	☑	☐	☐
26. Glass & Mirrors	☑	☐	☐
27. Other	☑	☐	☐

THIS IS A VISUAL INSPECTION - NO WARRANTY GIVEN OR IMPLIED

CHECK & FILL EVERY MAINTENANCE

CHECK & FILL		
☑	☐	Coolant recovery reservoir fluid
☑	☐	Window washer fluid
☐	☐	4x4 transfer case front drive axle, and clutch and/or fluids (truck only)
☑	☐	Transmission fluid
☐	☑	Brake fluid
☐	☑	Power steering fluid
☑	☐	Check filters (air, fuel, transmission)

TIRE AND BRAKE INSPECTION

LF
☑ ☐ ☐ Brake Linings ____ mm
☐ ☑ ☐ Tire Tread 6 32nds
☑ ☐ ☐ Tire Pressure ____ psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT

☐ SPARE TIRE INSPECTED

RF
☑ ☐ ☐ Brake Linings ____ mm
☐ ☑ ☐ Tire Tread 7 32nds
☑ ☐ ☐ Tire Pressure ____ psi

Lowest Brake Lining (mm) ____

Lowest Tire Tread 32nds ____

LR
☑ ☐ ☐ Brake Linings ____ mm
☐ ☑ ☐ Tire Tread 5 32nds
☑ ☐ ☐ Tire Pressure ____ psi

RR
☑ ☐ ☐ Brake Linings ____ mm
☐ ☑ ☐ Tire Tread 4 32nds
☑ ☐ ☐ Tire Pressure ____ psi

COMMENTS

We Employ Factory Trained and ASE Certified Technicians

THIS INSPECTION PREPARED BY _____ (TECHNICIAN)

GM Vehicle Inquiry System
Summary

DANIEL

VIN :	1GNES16S44[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15806 -2004 TRAILBLAZER EXT LT 2WD	**Warranty Start Date :**	10/30/2004
BAES Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY CHEVROLET CENTER PO BOX 33283 SAN DIEGO , CA 92163-3283 (619) 297-4321	**Selling Source :**	13 - CHEVROLET
		Site Code :	20091
		Business Associate Code :	114592

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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	10/30/2004	33 miles	10/30/2007	36033 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/30/2004	33 miles	10/30/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/30/2004	33 miles	10/30/2012	80033 miles
36/50000 CALIFORNIA EMISSIONS	10/30/2004	33 miles	10/30/2007	50033 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/30/2004	33 miles	10/30/2011	70033 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 37

03/20/2007	[redacted]	0	F1003 - UNIVERSAL JOINT, REAR PROPELLER SHAFT - REAR - REPLACE	46319 miles
03/20/2007		0	J0680 - TENSIONER, PRIMARY ACCESSORY DRIVE - REPLACE	46319 miles
12/06/2006		0	J0508 - GASKET, CYLINDER HEAD - REPLACE	41669 miles
12/06/2006		0	Z7903 - 3-DAY COURTESY TRANSPORTATION	41669 miles
11/29/2006		#	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	41414 miles
08/09/2006		#	B1790 - HOSES, NOZZLES OR STOPS, WIPER FRONT - REPAIR OR REPLACE	35348 miles
04/06/2006		#	J6370 - SENSOR, MANIFOLD ABSOLUTE PRESSURE - REPLACE	27987 miles
10/29/2005		#	Z2109 - OWNER APPRECIATION OIL CHANGE	19340 miles
03/23/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 38

PHONE WHEN READY
YES ☐ NO ☐
ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE
MEANS OF PAYMENT:
CREDIT CARD ☐
CHECK ☐
CASH ☐

VEHICLE ID. NO. [redacted] | YEAR / MAKE / MODEL | PRODUCTION DATE | STOCK # [redacted] | R.O. [redacted]

CUSTOMER NO. [redacted] | COLOR | DELIVERY DATE | DELIVERY MILES | R.O. DATE

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR

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

I hereby authorize the repair work mentioned herein 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 [redacted]

PLEASE [redacted]

CUSTOMER AUTHORIZATION [redacted]

SIGNED AS RECEIPT X

TIME RECEIVED | ESTIMATED COMPLETION TIME | PRIORITY

PRELIMINARY EST. 280

$ ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $ | DATE | TIME
2nd REVISION $ | DATE | TIME
3rd REVISION $ | DATE | TIME

CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE # | TURBO
CONTACTED PHONE ☐ IN PERSON ☐ | NAME | PHONE # | P.S.

APPOINTMENT
YES ☐
NO ☐

MILEAGE | TRANS. | AIR COND.

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR | DATE OWNER NOTIFIED OF REPAIR COMPLETION | CROSS REF R.O. #

JOB | LABOR INSTRUCTIONS

[redacted] 10TH. 280.00

WAITER

COURTESY CHEVROLET

C 91CT-HOF 80 LUBE,OIL & FILTER
CUSTOMER RECOMMENDED LUBE, OIL & FILTER SPECIAL

WAITER

C 35CT-FUEL/INJ FUEL INDUCTION SERV 1.0
515 SERVICE SPECIAL

C 45CT-AIR/FLTR FILTERS & CLEANERS
515 REPLACE FUEL & AIR FILTERS .5

MOW

PFG1

☐ CHECK FLUID LEVELS ADD AS NEEDED
☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES			
$		1.0	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	FILTER		GAS
	TOTAL		

ALL PARTS INSTALLED ARE NEW

PRIOR BODY L.R. ☐ R.R. ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CHEVROLET Courtesy CENTER

750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

2) 295-6547

ACCOUNT

CAL

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

PAGE 39

03/28/2008 10:00 6192972323

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

VEHICLE ID. NO. 1 G N E S 1 6 S 4 4 6 2 [redacted]

YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT

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

[redacted]

CUSTOMER NO. [redacted] | COLOR: RED MAJESTIC/LT CA | DELIVERY DATE: 10/30/04 | DELIVERY MILES: 33 | SELLING DEALER | R.O. DATE: 08/09/07

SERVICE CONTRACT: GMPP | CONTRACT NO. | EXPIRATION DATE: 01/04/10 | EXPIRATION MILES: 71291 | ADVISOR: 724

IMPERIAL BEACH, CA [redacted]

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

CUSTOMER AGREE SIGNED AND REQUESTED [redacted]

HAT NO. 250

MILEAGE 54025

TRANS.

RESIDENCE PHONE (A) [redacted] | BUSINESS PHONE (B) [redacted]

TIME RECEIVED: 08:44am | ESTIMATED COMPLETION TIME: 08/09/07 06:00pm | PRIORITY: 4

APPOINTMENT ☐ YES ☐ NO

STATE REG# 147-7419-4

PRELIMINARY EST. $ 280 ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $ | DATE | PHONE IN PERSON ☐

2nd REVISION $ | DATE | TIME | CONTACTED PHONE IN PERSON ☐ | NAME | PHONE # | TURBO

3rd REVISION $ | DATE | TIME | CONTACTED PHONE IN PERSON ☐ | NAME | PHONE # | P.S.

AIR COND.

JOB | LABOR INSTRUCTIONS [redacted]

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR | CROSS REF R.O. #

ORIGINAL CUSTOMER ESTIMATE: TOTAL 280.00

X----------

COMMENTS : WAITER

1 C *01CTZ-LOF LUBE,OIL & FILTER
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

2 C 35CTZ-FUEL/IND FUEL INDUCTION SERV
SERVICE SPECIAL

3 C 35CTZ-FLTR/CLNR FILTERS & CLEANERS
REPLACE FUEL & AIR FILTERS

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES			
$		✓	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	FILTER		GAS
	TOTAL		

CHEVROLET Courtesy CENTER

750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

PAGE 1 OF 1 244875 **ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED** PRIOR BODY L.R. ☐ R.R. ☐ DAMAGE L.F. ☐ R.F. ☐ WINDSHIELD ☐ **NOTE TO CONSUMER: PLEASE READ**

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 :	1GNES16S44[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15806 -2004 TRAILBLAZER EXT LT 2WD	**Warranty Start Date :**	10/30/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY CHEVROLET CENTER PO BOX 33283 SAN DIEGO , CA 92163-3283 (619) 297-4321	**Selling Source :**	13 - CHEVROLET
		Site Code :	20091
		Business Associate Code :	114592

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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	10/30/2004	33 miles	10/30/2007	36033 miles

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 41

72/100000 SHEET METAL COVERAGE RUST THROUGH	10/30/2004	33 miles	10/30/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/30/2004	33 miles	10/30/2012	80033 miles
36/50000 CALIFORNIA EMISSIONS	10/30/2004	33 miles	10/30/2007	50033 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/30/2004	33 miles	10/30/2011	70033 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/30/2007	[redacted]	0	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	46359 miles
03/30/2007		0	J4100 - GENERATOR ASSEMBLY - REPLACE	46359 miles
03/20/2007		0	F1003 - UNIVERSAL JOINT, REAR PROPELLER SHAFT - REAR - REPLACE	46319 miles
03/20/2007		0	J0680 - TENSIONER, PRIMARY ACCESSORY DRIVE - REPLACE	46319 miles
12/06/2006		0	J0508 - GASKET, CYLINDER HEAD - REPLACE	41669 miles
12/06/2006		0	Z7903 - 3-DAY COURTESY TRANSPORTATION	41669 miles
11/29/2006		#	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	41414 miles
08/09/2006		#	B1790 - HOSES, NOZZLES OR STOPS, WIPER FRONT - REPAIR OR REPLACE	35348 miles
04/06/2006		#	J6370 - SENSOR, MANIFOLD ABSOLUTE PRESSURE - REPLACE	27987 miles
10/25/2005		#	Z2109 - OWNER APPRECIATION OIL CHANGE	19340 miles
03/23/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 42

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	250	08/09/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 54,025	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / R.O.		R.O. DATE 08/09/07	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			MO: 54025

LABOR----CUSTOMER----------

J# 1 01CTZ LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S):849 13.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
849	08/09/07	0.00	0.30	0.00	0.30	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.30	

COMPLAINT CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CAUSE CUSTOMER REQUESTS LOF
CORRECTION CHANGED OIL & FILTER. LUBRICATED CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	89017342	FILTER 1.836	3.65	3.65	6.50	6.50
			COST TOTAL		3.65		
					TOTAL - PARTS		6.50

G.O.G. & SUPPLIES----------

CUST	6.5	5W30 OIL	@	1.990	/UNIT	12.94
					TOTAL - GOG	12.94

JOB# 1 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	2.85	13.50						
PARTS	467	3.65	6.50						
G.O.G.	491	9.95	12.94						
TOTAL		16.45	32.94		0.00	0.00		0.00	0.00
JOB# 1 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 2 CHARGES----------

LABOR----CUSTOMER----------

J# 2 35CTZ FUEL/IND FUEL INDUCTION SERV HOURS: 1.00 TECH(S):515 75.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
515	08/09/07	0.00	1.00	0.00	1.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	1.00	

COMPLAINT SERVICE SPECIAL
CORRECTION PERFORMED FUEL INDUCTION SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	206KA	FUEL KIT	23.95	23.95	38.25	38.25
			COST TOTAL		23.95		
					TOTAL - PARTS		38.25

JOB# 2 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	22.00	75.00						
PARTS	467	23.95	38.25						
TOTAL		45.95	113.25		0.00	0.00		0.00	0.00
JOB# 2 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 3 CHARGES----------

LABOR----CUSTOMER----------

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A

[CONTINUED ON NEXT PAGE] 11:16:11

Reynolds and Reynolds ERAINTINVE BF606086 Q (09/06)

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: RAFAEL RAMIREZ 724	TAG NO.: 250	INVOICE DATE: 08/09/07	INVOICE NO.: [redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE:	LICENSE NO.: [redacted]	MILEAGE: 54,025	COLOR: RED MAJESTI
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 10/30/04	DELIVERY MILES: 33
	VEHICLE I.D. NO.: 1 G N E S 1 6 S 4 4 6 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	P.T.E. NO.:	P.O. NO.:	R.O. DATE: 08/09/07	
[redacted]	COMMENTS:			MO: 54025

LABOR----CUSTOMER----------

J# 3 350TZ-F TR/CLNR FILTERS & CLEANERS HOURS: 0.50 TECH(S) 515 47.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
515	08/09/07	0.00	0.50	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.50	

COMPLAINT REPLACE FUEL & AIR FILTERS
CORRECTION REPLACED FUEL AND AIR FILTERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
CUST	1	88983068	FILTER 3.890	18.56	18.56	45.47	45.47
CUST	1	15036141	ELEMENT 3.410	18.32	18.32	24.00	24.00
			COST TOTAL		36.88		
					TOTAL - PARTS		69.47

JOB# 3 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	11.00	47.50						
PARTS	467	36.88	69.47						
TOTAL		47.88	116.97		0.00	0.00		0.00	0.00
JOB# 3 JOURNAL PREFIX			CVCS			CVWS			CVIS

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $280.00 (+TAX)
COMMENTS----------
WAITER

GRAND TOTALS----------

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	35.85	136.00						
PARTS	467	64.48	114.22						
G.O.G.	491	9.95	12.94						
TAXES			9.85			0.00			0.00
TOTAL		110.28	273.01		0.00	0.00		0.00	0.00

OFFSET ACCOUNTS----------

	CUSTOMER GL	CUSTOMER AMOUNT	WARRANTY GL	WARRANTY AMOUNT	INTERNAL GL	INTERNAL AMOUNT
	220X	273.01				
TOTAL		273.01		0.00		

********** A L L D E T A I L I N V O I C E **********

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A [END OF INVOICE] 11:16:11

Reynolds and Reynolds ERAINTINVE 5F635665 Q (06/06)

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	250	08/09/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 54,025	COLOR RED MAJESTI	[redacted]
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S4462 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 08/09/07	
RESIDENCE PHONE [redacted] / BUSINESS PHONE [redacted]	COMMENTS			MO: 54025

JOB# 1 CHARGES

LABOR

J# 1 01CTZ LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S):849 13.50

CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER, LUBRICATED CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	10.12	6.50	6.50
					TOTAL - PARTS	6.50

G.O.G. & SUPPLIES

6.5 5W30 OIL @ 1.990 /UNIT 12.94

TOTAL - GOG 12.94

JOB# 1 TOTALS

LABOR	13.50
PARTS	6.50
G.O.G.	12.94

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 32.94

JOB# 2 CHARGES

LABOR

J# 2 35CTZ FUEL/IND FUEL INDUCTION SERV HOURS: 1.00 TECH(S):515 75.00

SERVICE SPECIAL
PERFORMED FUEL INDUCTION SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	206KA	FUEL KIT	47.90	38.25	38.25
					TOTAL - PARTS	38.25

JOB# 2 TOTALS

LABOR	75.00
PARTS	38.25

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 113.25

JOB# 3 CHARGES

LABOR

J# 3 35CTZ FLTR/CLNR FILTERS & CLEANERS HOURS: 0.50 TECH(S):515 47.50

REPLACE FUEL & AIR FILTERS
REPLACED FUEL AND AIR FILTERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	88983068	FILTER 3.890	45.47	45.47	45.47
	1	15036141	ELEMENT 3.410	44.88	24.00	24.00
					TOTAL - PARTS	69.47

JOB# 3 TOTALS

LABOR	47.50
PARTS	69.47

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 116.97

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 11:12am

Reynolds and Reynolds ERAINTINVE 6F636985 Q (00/00)

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(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	250	08/09/07	[redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 54,025	COLOR RED MAJESTI	[illegible]
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. [redacted]	R.O. DATE 08/09/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 54025

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $280.00 (+TAX)
COMMENTS----------
WAITER

TOTALS----------

COURTESY CHEVROLET SAN DIEGO THANKS YOU FOR YOUR PATRONAGE
IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT US AT
PO BOX 33283 SAN DIEGO CA 92163 OR CALL 619 297-4321

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE, GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
ALL BODY SHOP WORKMANSHIP AND REFINISHING 12 MONTH GUARANTEE

TOTAL LABOR....	136.00
TOTAL PARTS....	114.22
TOTAL SUBLET...	0.00
TOTAL G.O.G....	12.94
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.85
TOTAL INVOICE $	**273.01**

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR ADVISOR"S REPORT CARD. WE
** VALUE AND APPRECIATE YOUR PARTICIPATION AND YOUR ADVISOR
** [redacted]ED!"

&& [redacted]
&& [redacted]

MC
Jeff

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE
WARRANTY COPY [END OF INVOICE] 11:12am

Reynolds and Reynolds EMAINTINVE SP636985 Q (08/06)

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 47

PHONE WHEN READY
YES ☐ NO ☐
ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
☐ SAVE
MEANS OF PAYMENT:
CREDIT CARD ☐
CHECK ☐
CASH ☐

APPOINTMENT
☐ YES
☐ NO

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	[redacted]	R.O. NO.
[redacted]	[illegible]				[redacted]

[redacted]	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
	RED MAJESTIC/CT CA	10/30/08	83		10/17/08

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
GMPP		01/04/10	1,201	[illegible]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (A) [redacted] BUSINESS PHONE (B) [redacted]

TIME RECEIVED 09:09am ESTIMATED COMPLETION TIME 10/17/08 06:00pm PRIORITY 5

STATE REG [illegible]

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

I hereby authorize the repair work mentioned or 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.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND RECEIVED X [illegible]

PRELIMINARY EST. 325 $
ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED PHONE IN PERSON	NAME	PHONE #	
1st REVISION $			☐ ☐			AIR COND.
2nd REVISION $			☐ ☐			TURBO
3rd REVISION $			☐ ☐			P.S.

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR | DATE OWNER NOTIFIED OF REPAIR COMPLETION | CROSS REF R.O. #

Tetonnas 213-804 1138 602 609 0528

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 325.00

COMMENTS : NANCY 246-6445

I #01CTZ-LOF LUBE,OIL & FILTER
CUSTOMER REQUESTS LUBE,OIL & FILTER SPECIAL
#8Aa

C #01CTZ-ROTATION ROTATE TIRES
#8Aa

C 35CTZ-FUEL/IND FUEL INDUCTION SERV
SERVICE SPECIAL
PREFORMED INDUCTION SERV. 1.0 #770

C 35CTZ-FLTR/CLNR FILTERS & CLEANERS
REPLACE FUEL & AIR FILTERS
R&R FUEL & AIR FILTERS .5 #770

CLAM CODE 10DF3
C Customer STATES Vehicle Stalls coming to Stops — VERIFYED COMPLAINT — PCM PREFORMANCE TEST PASS — NO CODES
FOUND A PROGRAM UPDATE FOR PCM FOR THIS CONCERN. — REPROGRAMED PCM/w S.P.S. J6354
— VERIFYED REPAIR — #770 .4 + .3 DIAG

☐ CHECK FLUID LEVELS ADD AS NEEDED
☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES		
		OIL
COOLANT		ATF
SOLVENT		GEAR OIL
OIL & FILTER		
FILTER		GAS
TOTAL		

CHEVROLET Courtesy CENTER
750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
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www.courtesysandiego.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:
LGM/DSM #19 BRAKE #51

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED
PRIOR BODY DAMAGE L.R. ☐ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐
NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 48

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1 G N E S 1 6 5 4 4 6 [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT			[redacted]	[redacted]

COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
[redacted] RED MAJESTIC/LT CA	10/30/04	33		10/17/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
GMPP		01/04/10	71291	724

[redacted]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (A) [redacted] BUSINESS PHONE (B)

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

I hereby authorize the repair work the ... 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 ... and/or inspection.

CUSTOMER ACK [redacted] ...NTRACE. ...EVERY WARRANTY ACT.

SIGNED AND RECEIPTED

HAT NO. 283.

MILEAGE 38958

TRANS.

AIR COND.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
09:09am	10/17/06 06:00pm	5

PRELIMINARY EST. $ 325 ESTIMATES DO NOT INCLUDE SALES TAX

1st REVISION $ | DATE | TIME | CONTACTED PHONE IN PERSON ☐ | NAME | PHONE # | TURBO

2nd REVISION $ | DATE | TIME | CONTACTED PHONE IN PERSON ☐ | NAME | PHONE # | P.S.

3rd REVISION $

STATE REG# 147-7419-4

APPOINTMENT ☐ YES ☐ NO

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 325.00

X----------

COMMENTS : NANCY 246-6445

I *01CTZ-LOF LUBE,OIL & FILTER
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

C *01CTZ-ROTATION ROTATE TIRES

C 35CTZ-FUEL/IND FUEL INDUCTION SERV
SERVICE SPECIAL

C 35CTZ-FLTR/CLNR FILTERS & CLEANERS
REPLACE FUEL & AIR FILTERS

C customer states vehicle stalls coming to stops

☐ CHECK FLUID LEVELS ADD AS NEEDED

☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES			
$		✓	OIL
	COOLANT		ATF
	SOLVENT		GEAR OIL
	OIL & FILTER		
	FILTER		GAS
	TOTAL		

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS) | C.S.I.

DATE VEHICLE RECEIVED FOR REPAIR: MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION: MO DAY YR | CROSS REF R.O. #

CHEVROLET Courtesy CENTER
750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

PAGE 1 OF 1 231475

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

PRIOR BODY DAMAGE L.R. ☐ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

PHONE WHEN READY
YES ☐ NO ☐
ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE
MEANS OF PAYMENT:
CREDIT CARD ☐
CHECK ☐
CASH ☐
APPOINTMENT
YES ☐
NO ☐

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GNES16S446[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/LT			[redacted]	[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	R.O. DATE
63180	RED MAJESTIC/LI GY	10/30/04	30		11/02/06

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
CNPP		01/04/10	71291	724

[redacted]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE (S) [redacted] BUSINESS PHONE (S)

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

I hereby authorize the repair work listed and/or 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.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.
SIGNED AND DATED X

R.O. NO. 211
MILEAGE 39834
TRANS.

TIME RECEIVED	ESTIMATED COMPLETION TIME	PRIORITY
08:59am	11/02/06 05:00pm	2

STATE REG# 147-7419-4

PRELIMINARY EST. $ _____
ESTIMATES DO NOT INCLUDE SALES TAX

	DATE	TIME	CONTACTED	NAME	PHONE #	
1st REVISION $			PHONE ☐ IN PERSON ☐			AIR COND.
2nd REVISION $			PHONE ☐ IN PERSON ☐			TURBO
3rd REVISION $			PHONE ☐ IN PERSON ☐			P.S.

LABOR INSTRUCTIONS

MILEAGE IN (EXCLUDING 10THS)	MILEAGE OUT (EXCLUDING 10TH-S)

DATE VEHICLE RECEIVED FOR REPAIR	DATE OWNER NOTIFIED OF REPAIR COMPLETION	CROSS REF R.O. #
11/2	11/2	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

WAITER

X [redacted]

E #01CTZ-LOF LUBE,OIL & FILTER
CUSTOMER STATES VEHICLE IS LEAKING OIL / POSSIBLE RESIDUE

#40 No Core Fund. deemed DAN. See RATTLE

☐ CHECK FLUID LEVELS ADD AS NEEDED
☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

HAZ. WASTE DISP. FEES $	✓		
COOLANT			OIL
SOLVENT			ATF
OIL & FILTER			GEAR OIL
FILTER			
TOTAL			GAS

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www.courtesysandiego.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

WE RECOMMEND THE FOLLOWING REPAIRS:

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

PAGE 1 OF 1 23226

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

PRIOR BODY DAMAGE L.R. ☐ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 49

SALES • SERVICE • LEASING • SHUTTLE SERVICE

CHEVROLET Courtesy CENTER

Courtesy... MEANS A GREAT DEAL!

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SAN DIEGO, CALIFORNIA 92108
MISSION VALLEY AUTO CIRCLE
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com
B.A.R. # RA002887 E.P.A. # CAD055710651

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/12/07	[redacted]	000001	705	176	C	75CTZ	BODY SHOP
				176	C	70CTZ	PAINT SHOP
08/13/07		54198	724	515	W	40CTZ-AIR/COND	AIR CONDITIONING
				515	C	04CTZ-27I	27 POINT INSPECTION
08/09/07		54025	724	515	W	40CTZ-Z9000C	A/C SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# [redacted]

PHONE WHEN READY YES ☐ NO ☐

VEHICLE ID NO. 1GNES16S44[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | P.O. NO.

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ BOX

[redacted]
IMPERIAL BEACH, CA [redacted]

CUSTOMER NO. 63180 | SERVICE CONTRACT GMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | P.O. DATE 11/06/07

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TWO NO. 218

TURBO | MMC CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 58,592 | ADVISOR NO. 724 | ADVISOR RAFAEL RAMIREZ

METHOD OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

RESIDENCE PHONE [redacted] | BUSINESS PHONE

DATE/TIME RECEIVED 09:25am 11/06/07 | DATE/TIME PROMISED 06:00pm | PRIORITY 5

APPOINTMENT 8:00 [redacted]

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

I hereby authorize the repair work mentioned and agree 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 cause beyond your control. I also authorize by understanding of parts or diagnosis performed by the adjuster or contractor. 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.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
TERMS: STRICTLY CASH ON DELIVERY/PAYMENTS MADE IN ADVANCE

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, INCLUDING A COPY OF THE SONG-BEVERLY WARRANTY ACT.

SIGNATURE OF CUSTOMER RECEIVED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 180.00

X _____

#575

1 C * 35CTZ-DRIVE **DRIVABILITY**
CUSTOMER STATES SES LIGHT WAS ON / CHECK AND ADVISE
Has Code P0014 Camshaft Pos Rt Solenoid sticky. PARTS RETURN Bad. test Drive. clear Code. 50822 Val actuator Sol. .7 1.0

2 C * 01CTZ-LOF **LUBE,OIL & FILTER** .3
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

3 C * 04CTZ-27I **27 POINT INSPECTION**
PERFORM FREE 27 POINT INSPECTION

34.60

PRELIMINARY ESTIMATE Congratulations D.S.O.

ESTIMATES DO NOT INCLUDE SALES TAX

CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS) | MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR | DATE/TIME NOT TO BE READY FOR REPAIR COMPLETION MO DAY YR

1st REVISION 135 mo. | DATE 11/6 | TIME 11:40

CONTACTED PHONE IN PERSON ☐ | NAME Nancy | PHONE # 619-246-[redacted]

2nd REVISION | DATE | TIME

CONTACTED PHONE IN PERSON ☐ | NAME | PHONE #

3rd REVISION | DATE | TIME

CONTACTED PHONE IN PERSON ☐ | NAME | PHONE #

HAZ. WASTE DISP. FEES		OIL	6qt
COOLANT		ATF	
SOLVENT		GEAR OIL	
OIL & FILTER		GAS	
FILTER			
TOTAL			

☐ CHECK FLUID LEVELS AND AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ BRAKE FLUID

PRIOR BODY DR. ☐ HOOD ☐ DAMAGE DR. ☐ RF ☐ WINDSHIELD ☐

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

249569

Repairs and Records ERANTMOSE C2661770 O (2606)

10/25/2005	[redacted]	#	Z2109 - OWNER APPRECIATION OIL CHANGE	miles
03/23/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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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	1GNES16S446[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	**Owner Name :**	[redacted]
Description :	48/48000 GMPP MAJOR GUARD		
Deductible Amount :	$ 100		
Inception Date :	01/04/2006	**Expiration Date :**	01/04/2010
Inception Odometer :	23291 miles	**Expiration Odometer :**	71291 miles

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GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNES16S446[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15806 -2004 TRAILBLAZER EXT LT 2WD	**Warranty Start Date :**	10/30/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY CHEVROLET CENTER PO BOX 33283 SAN DIEGO , CA 92163-3283 (619) 297-4321	**Selling Source :**	13 - CHEVROLET
		Site Code :	20091
		Business Associate Code :	114592

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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	10/30/2004	33 miles	10/30/2007	36033 miles

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72/100000 SHEET METAL COVERAGE RUST THROUGH	10/30/2004	33 miles	10/30/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/30/2004	33 miles	10/30/2012	80033 miles
36/50000 CALIFORNIA EMISSIONS	10/30/2004	33 miles	10/30/2007	50033 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/30/2004	33 miles	10/30/2011	70033 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/13/2007	[redacted]	0	D3280 - AIR CONDITIONING ACCUMULATOR REPLACEMENT	54197 miles
08/13/2007		0	D1180 - SWITCH, PRESSURE CYCLING - REPLACE	54197 miles
03/30/2007		0	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	46359 miles
03/30/2007		0	J4100 - GENERATOR ASSEMBLY - REPLACE	46359 miles
03/20/2007		0	F1003 - UNIVERSAL JOINT, REAR PROPELLER SHAFT - REAR - REPLACE	46319 miles
03/20/2007		0	J0680 - TENSIONER, PRIMARY ACCESSORY DRIVE - REPLACE	46319 miles
12/06/2006		0	J0508 - GASKET, CYLINDER HEAD - REPLACE	41669 miles
12/06/2006		0	Z7903 - 3-DAY COURTESY TRANSPORTATION	41669 miles
11/29/2006		#	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	41414 miles
08/09/2006		#	B1790 - HOSES, NOZZLES OR STOPS, WIPER FRONT - REPAIR OR REPLACE	35348 miles
04/06/2006		#	J6370 - SENSOR, MANIFOLD ABSOLUTE PRESSURE - REPLACE	27987 miles
				19340

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Courtesy
CHEVROLET

750 Camino Del Rio No. • San Diego, CA 92108
619-297-4321

27 POINT VEHICLE INSPECTION

WE PERFORMED THE FOLLOWING "NO CHARGE" INSPECTION ON YOUR VEHICLE. PREVENTATIVE MAINTENANCE IS LESS COSTLY THAN REPAIRS.

NAME [redacted]

04 TRAILBLAZER
YEAR MODEL MILEAGE R.O. NO.

11/6
DATE HOME PHONE BUS. PHONE

GM Goodwrench

	Inspected	Needs Attention	Needs Immed. Attention
1. Horn Operation	☑	☐	☐
2. Heater & A/C Operation	☑	☐	☐
3. Park Brake Operation	☑	☐	☐
4. Wiper & Washer	☑	☐	☐
5. Condition of Wiper Blades	☑	☐	☐
6. Headlight Operation	☑	☐	☐
7. Park & Hazard Light Operation	☑	☐	☐
8. Brake Light & Back Up Light	☑	☐	☐
9. Radiator Condition	☑	☐	☐
10. Radiator & Heater Hoses	☑	☐	☐
11. Water Pump for Leaks	☑	☐	☐
12. Drive Belts	☑	☐	☐
13. Battery & Cables	☑	☐	☐
14. Air Cleaner	☑	☐	☐
15. Engine Oil Condition & Leaks	☑	☐	☐
16. Transmission Oil Condition & Leaks	☑	☐	☐
17. Differential Oil & Leaks	☑	☐	☐
18. Drive Shaft Joints & Boots	☑	☐	☐
19. McPherson Struts/Shocks	☑	☐	☐
20. Steering Linkage	☑	☐	☐
21. Rear Shocks	☑	☐	☐
22. Exhaust System	☑	☐	☐
23. Clutch Operation	☑	☐	☐
24. Clutch Hydraulic System for Leaks	☑	☐	☐
25. Brake Hydraulic System for Leaks	☑	☐	☐
26. Glass & Mirrors	☑	☐	☐
27. Other	☐	☐	☐

THIS IS A VISUAL INSPECTION - NO WARRANTY GIVEN OR IMPLIED

CHECK & FILL EVERY MAINTENANCE

CHECK & FILL

- ☑ ☐ Coolant recovery reservoir fluid
- ☑ ☐ Window washer fluid
- ☑ ☐ 4x4 transfer case front drive axle, and clutch and/or fluids (truck only)
- ☑ ☐ Transmission fluid
- ☑ ☐ Brake fluid
- ☑ ☐ Power steering fluid
- ☑ ☐ Check filters (air, fuel, transmission)

TIRE AND BRAKE INSPECTION

LF
☐☐☐ Brake Linings 5 mm
☐☐☐ Tire Tread 11 32nds
☐☐☐ Tire Pressure 33 psi

RF
☐☐☐ Brake Linings 4 mm
☐☐☐ Tire Tread 11 32nds
☐☐☐ Tire Pressure 31 psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT

Lowest Brake Lining (mm) ____

☐ SPARE TIRE INSPECTED

Lowest Tire Tread 32nds ____

LR
☐☐☐ Brake Linings ____ mm
☐☐☐ Tire Tread 11 32nds
☐☐☐ Tire Pressure 33 psi

RR
☐☐☐ Brake Linings 5 mm
☐☐☐ Tire Tread 11 32nds
☐☐☐ Tire Pressure 33 psi

COMMENTS

We Employ Factory Trained and ASE Certified Technicians

THIS INSPECTION PREPARED BY Steve S/S (TECHNICIAN)

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 55

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(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

SALES • SERVICE • SHUTTLE SERVICE • LEASING • PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR RAFAEL RAMIREZ 724	TAG NO. 218	INVOICE DATE 11/08/07	INVOICE NO. [redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 58,592	COLOR RED MAJESTI	
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/06/07	
REFERENCE PHONE 6[redacted]	COMMENTS			MO: 58593

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

LABOR----------

J# 1 35CTZ DRIVE DRIVABILITY HOURS: 0.70 TECH(S):515 58.23

CUSTOMER STATES SES LIGHT WAS ON / CHECK AND ADVISE
HAS CODE P0014 CAMSHAFT ACTUATOR PERFORMANCE. FOUND SOL. S
STICKING. MUST REPLACE
SOLENOID VALVE. CAMSHAFT POSITION ACTUATOR - REPLACE
J0822 .7

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12602516	VALVE 0.736	48.27	48.27	84.68	84.68
			COST TOTAL		48.27		
					TOTAL - PARTS		84.68

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

LABOR	58.23
PARTS	84.68
JOB# 1 JOURNAL PREFIX CVMS JOB# 1 TOTAL	142.91
R/O TAX	6.56
R/O TOTALS	149.47

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
249569	149.47
CLAIM TOTALS	149.47

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.255
11/08/2007 WARRANTY NEW CLAIM
1110

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
249569	11/06/2007	1GNES16S44[redacted]	3	20091	58592	XXX-XX-3186

CUSTOMER NAME: FIRST: [redacted] MIDDLE: 1
LAST: [redacted] PHONE:WORK: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	0	WG	1	12602516	84.68	P0014	J0822	.7			58.23

LN-TOT: 149.47 TECH SSN: XXX-XX-2141 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUSTOMER STATES SES LIGHT WAS ON - CHECK AND ADVISE HAS CODE P
0014 CAMSHAFT ACTUATOR PERFORMANCE. FOUND SOL. S STICKING. MUST REPLACSOLENOID V
ALVE, CAMSHAFT POSITION ACTUATOR - REPLACE J0822 .

R.O. TOTAL: 149.47

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY-W [END OF INVOICE] 11:10am

Reynolds and Reynolds ERAINTINVE SF636086 O (09/06)

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 56

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(619) 297-4321 MISSION VALLEY AUTO CIRCLE FAX (619) 297-2323

SALES • SERVICE • SHUTTLE SERVICE • LEASING • PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR RAFAEL RAMIREZ 724	TAG NO. 218	INVOICE DATE 11/06/07	INVOICE NO. [redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 58,592	COLOR RED MAJESTI	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N E S 1 6 S 4 4 6 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/06/07	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 58593

JOB# 1 CHARGES

LABOR

J# 1 35CTZ DRIVE DRIVABILITY HOURS: 0.70 TECH(S):515 WARRANTY

CUSTOMER STATES SES LIGHT WAS ON / CHECK AND ADVISE
HAS CODE P0014 CAMSHAFT ACTUATOR PERFORMANCE. FOUND SOL. S
STICKING. MUST REPLACE
SOLENOID VALVE, CAMSHAFT POSITION ACTUATOR - REPLACE
J0822 .7

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	12602516	VALVE 0.736			
				TOTAL - PARTS	0.00

MISC CODE	DESCRIPTION	CONTROL NO	
WDED	WARRANTY DEDUCTIBLE	249569	100.00
		TOTAL - MISC	100.00

JOB# 1 TOTALS

MISC	100.00
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	100.00

JOB# 2 CHARGES

LABOR

J# 2 01CTZ LOF LUBE,OIL & FILTER HOURS: 0.30 TECH(S):515 13.50

CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL
CUSTOMER REQUESTS LOF
CHANGED OIL & FILTER, LUBRICATED CHASSIS

PARTS QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	89017342	FILTER 1.836	10.12	6.50	6.50
				TOTAL - PARTS	6.50

G.O.G. & SUPPLIES

6.0 5W30 OIL	@ 2.450 /UNIT		14.70
		TOTAL - GOG	14.70

JOB# 2 TOTALS

LABOR	13.50
PARTS	6.50
G.O.G.	14.70
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	34.70

JOB# 3 CHARGES

LABOR

J# 3 04CTZ 271 27 POINT INSPECTION HOURS: 0.00 TECH(S):515 0.00

PERFORM FREE 27 POINT INSPECTION
27 POINT INSPECTION
FREE 27 POINT INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	0.00

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 04:21pm

Reynolds and Reynolds ERAINTINVE SF838085 Q (09/06)

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	218	11/06/07	[redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 58,592	COLOR RED MAJESTI	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N E S 1 6 S 4 4 6 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/06/07	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 58593

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $180.00 (+TAX)
TOTALS----------

COURTESY CHEVROLET SAN DIEGO THANKS YOU FOR YOUR PATRONAGE
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PO BOX 33293 SAN DIEGO CA 92163 OR CALL 619 297-4321

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LIFETIME SERVICE. GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
ALL BODY SHOP WORKMANSHIP AND REFINISHING 12 MONTH GUARANTEE

TOTAL LABOR....	13.50
TOTAL PARTS....	6.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	14.70
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.64
TOTAL INVOICE $	**136.34**

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR ADVISOR"S REPORT CARD. WE
** VALUE AWD APPRECIATE YOUR PARTICIPATION AND YOUR ADVISOR
** WOULD APPRECIATE A RESPONSE OF "COMPLETELY SATISFIED!"

&& MAKE YOUR NEXT SERVICE APPOINTMENT 24/7 AT
&& [redacted]

NOV
COURTESY CHEVROLET CENTER

MS

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WARRANTY COPY
[END OF INVOICE] 04:21pm

Reynolds and Reynolds ERAINTINVE SF638866 Q (04/06)

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B.A.R. # RA002887 E.P.A. # CAD055710651

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RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/12/07	[redacted]	000001	705	176	C	75CTZ	BODY SHOP
				176	C	70CTZ	PAINT SHOP
08/13/07		54198	724	515	W	40CTZ-AIR/COND	AIR CONDITIONING
				515	C	04CTZ-27I	27 POINT INSPECTION
				515	W	40CTZ-Z9000C	A/C SERVICE
08/09/07		54025	724	849	C	01CTZ-LOF	LUBE,OIL & FILTER

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNES16S44[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT			5KTH236	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]	GMPP	10/30/04	33		11/06/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
RED MAJESTIC/LT C		01/04/10	71,291	218

TURBO	M/NC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				58,592	724	RAFAEL RAMIREZ

[redacted]
IMPERIAL BEACH, CA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

09:25am 11/06/07 06:00pm PRIORITY 5

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

CELL: [redacted]

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or roads for the purpose of [redacted]

CUSTOMER AC[redacted]
SIGNED AND RECEIPTED [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 180.00

X _____

1 C* 35CTZ-DRIVE ***DRIVABILITY***
CUSTOMER STATES SES LIGHT WAS ON / CHECK AND ADVISE

2 C* 01CTZ-LOF ***LUBE,OIL & FILTER***
CUSTOMER REQUESTS:LUBE,OIL & FILTER SPECIAL

3 C* 04CTZ-27I ***27 POINT INSPECTION***
PERFORM FREE 27 POINT INSPECTION

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SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

•

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

•

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

•

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

•

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

•

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 59

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RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/06/07	[redacted]	58593	724	515	W	35CTZ-DRIVE	DRIVABILITY
				515	C	01CTZ-LOF	LUBE,OIL & FILTER
				515	C	04CTZ-27I	27 POINT INSPECTION
09/12/07		000001	705	176	C	75CTZ	BODY SHOP
				176	C	70CTZ	PAINT SHOP
08/13/07		54198	724	515	W	40CTZ-AIR/COND	AIR CONDITIONING

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# [redacted]

PHONE WHEN READY YES ☐ NO ☐

VEHICLE I.D. NO. 1GNES16S44[redacted] YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT PRODUCTION DATE STOCK NO. LICENSE NO. 5KTH236 R.O. NO. [redacted]

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ BANK MEANS OF PAYMENT

[redacted] IMPERIAL BEACH, CA [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT GMPP DELIVERY DATE 10/30/04 DELIVERY MILES 33 SELLING DEALER NO. P.D.I. DATE 01/15/08

COLOR RED MAJESTIC/LT C CONTRACT NO. EXPIRATION DATE 01/04/10 EXPIRATION MILES 71,291 TAG NO. 226

TURBO W/MC CTZZ AIR COND. P.S. TRANS MILEAGE 62,500 ADVISOR NO. 724 ADVISOR RAFAEL RAMIREZ

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

CREDIT CARD ☐ CHECK ☐ CASH ☐

TIME RECEIVED 09:15am DATE/TIME PROMISED 01/15/08 06:00pm PRIORITY 5

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

I hereby authorize the repair work hereinabove 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 supplying transportation. I hereby grant you and your employees permission to operate the vehicle for the purpose of [redacted]

CUSTOMER AUTHORIZATION SIGNED AND RECEIVED BY [redacted]

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X 508.29.00

WAITER

1 C * 35CTZ-DRIVE ***DRIVABILITY***

CUSTOMER STATES SES LIGHT IS ON / HESITATION WANT TO STALL

TECH #515

Performed Can phaser part to test. Fol Work per rdr

Called Tech. Record cmp

WAITER

POOL4

[redacted] Phaser

John cotec

Gse # 10085309

PRELIMINARY EST. $ ESTIMATES DO NOT INCLUDE SALES TAX

C.S.I. CROSS REF R.O. #

MILEAGE IN (EXCLUDING TENTHS) MILEAGE OUT (EXCLUDING TENTHS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR

DATE/OWNER NOTIFIED OF REPAIR COMPLETION MO DAY YR

1st REVISION $ DATE TIME

CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

2nd REVISION $ DATE TIME

CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

3rd REVISION $ DATE TIME

CONTACTED PHONE ☐ IN PERSON ☐ NAME PHONE #

HAZ. WASTE DISP. FEES $ ✓

COOLANT SOLVENT OIL & FILTER FILTER TOTAL

OIL ATF GEAR OIL GAS

☐ CHECK FLUID LEVELS ADD AS NEEDED ☐ OIL ☐ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

PRIOR BODY DAMAGE L.R. ☐ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐

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NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

253306

Reynolds and Reynolds ERA-DRIVE/2E 0C261770 D #0000

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GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNES16S4[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15806 -2004 TRAILBLAZER EXT LT 2WD	**Warranty Start Date :**	10/30/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY CHEVROLET CENTER PO BOX 33283 SAN DIEGO , CA 92163-3283 (619) 297-4321	**Selling Source :**	13 - CHEVROLET
		Site Code :	20091
		Business Associate Code :	114592

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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	10/30/2004	33 miles	10/30/2007	36033 miles

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 61

LIMITED WARRANTY				
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/30/2004	33 miles	10/30/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/30/2004	33 miles	10/30/2012	80033 miles
36/50000 CALIFORNIA EMISSIONS	10/30/2004	33 miles	10/30/2007	50033 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/30/2004	33 miles	10/30/2011	70033 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/06/2007	[redacted]	0	J0822 - CAMSHAFT POSITION ACTUATOR SOLENOID VALVE REPLACEMENT	58592 miles
08/13/2007		0	D3280 - AIR CONDITIONING ACCUMULATOR REPLACEMENT	54197 miles
08/13/2007		0	D1180 - SWITCH, PRESSURE CYCLING - REPLACE	54197 miles
03/30/2007		0	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	46359 miles
03/30/2007		0	J4100 - GENERATOR ASSEMBLY - REPLACE	46359 miles
03/20/2007		0	F1003 - UNIVERSAL JOINT, REAR PROPELLER SHAFT - REAR - REPLACE	46319 miles
03/20/2007		0	J0680 - TENSIONER, PRIMARY ACCESSORY DRIVE - REPLACE	46319 miles
12/06/2006		0	J0508 - GASKET, CYLINDER HEAD - REPLACE	41669 miles
12/06/2006		0	Z7903 - 3-DAY COURTESY TRANSPORTATION	41669 miles
11/29/2006		#	J4345 - COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI) - REPLACE	41414 miles
			B1790 - HOSES, NOZZLES OR STOPS, WIPER	35348

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08/09/2006	[redacted]	#	FRONT - REPAIR OR REPLACE	miles
04/06/2006		#	J6370 - MANIFOLD ABSOLUTE PRESSURE SENSOR REPLACEMENT	27987 miles
10/25/2005		#	Z2109 - OWNER APPRECIATION OIL CHANGE	19340 miles
03/23/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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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	1GNES16S44[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	**Owner Name :**	[redacted]
Description :	48/48000 GMPP MAJOR GUARD		
Deductible Amount :	$ 100		
Inception Date :	01/04/2006	**Expiration Date :**	01/04/2010
Inception Odometer :	23291 miles	**Expiration Odometer :**	71291 miles

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Advisor: Repeat Repair Log

Date	Original R.O. # and Date	Original Technician	Customer Name	Prior Customer Concern	Current Customer Concern	New R.O. # and Date	Repairing Technician	Quality Control Required	Quality Control Check By	Cause of Repeat Repair
1/15	[redacted]	515	NANCY WHITEHEAD	SES light stays	SES light stays	253064 1/15	515			

Cause Code Legend: PA = Parts Ordered PF= Parts Failure INT= Intermentent/Difficult Diagnosis M =Technician Misdiagnosis TW = Technician Workmanship NR Not Related to Prior Repairs

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 03

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	226	01/16/08	[redacted]
[redacted] IMPERIAL BEACH, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 62,500	COLOR RED MAJESTI	
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/08	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			MO: 71291

JOB# 1 CHARGES

LABOR----CUSTOMER

J# 1 35CTZ DRIVE DRIVABILITY HOURS: 0.00 TECH(S) 515 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
515	01/15/08	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

COMPLAINT CUSTOMER STATES SES LIGHT IS ON / HESITATION WANT TO STALL
TECH #515

CORRECTION CUSTOMER TO RETURN FOR REPAIRS

JOB# 1 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	0.00	0.00						
TOTAL		0.00	0.00		0.00	0.00		0.00	0.00
JOB# 1 JOURNAL PREFIX			CVCS			CVWS			CVIS

ESTIMATE

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

GRAND TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR	460	0.00	0.00						
TOTAL		0.00	0.00		0.00	0.00		0.00	0.00

OFFSET ACCOUNTS

	CUSTOMER GL	CUSTOMER AMOUNT	WARRANTY GL	WARRANTY AMOUNT	INTERNAL GL	INTERNAL AMOUNT
TOTAL		0.00		0.00		

********** A L L D E T A I L I N V O I C E **********

PAGE 1 OF 1

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ACCOUNTING COPY-A [END OF INVOICE] 13:05:34

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	226	01/16/08	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 62,500	COLOR RED MAJESTI	
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1GNES16S446210691		SELLING DEALER NO.	PRODUCTION DATE
	F.I.E. NO.	P.O. NO.	R.O. DATE 01/15/08	
[redacted]	COMMENTS			MO: 71291

JOB# 1 CHARGES

LABOR

J# 1 35CTZ-DRIVE DRIVABILITY HOURS: 0.00 TECH(S):515 0.00

CUSTOMER STATES SES LIGHT IS ON / HESITATION WANT TO STALL
TECH #515
CUSTOMER TO RETURN FOR REPAIRS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE

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

TOTALS

COURTESY CHEVROLET SAN DIEGO THANKS YOU FOR YOUR PATRONAGE
IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT US AT
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** SURVEY. THE SURVEY IS YOUR ADVISOR'S REPORT CARD. WE
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** WOULD APPRECIATE A RESPONSE OF "COMPLETELY SATISFIED!"

&& MAKE YOUR NEXT SERVICE APPOINTMENT 24/7 AT
&& www.courtesysandiego.com

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

[redacted]

JAN

PAGE 1 OF 1

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WARRANTY COPY [END OF INVOICE] 01:04pm

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PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/06/07	[redacted]	58593	724	515	W	35CTZ-DRIVE	DRIVABILITY
				515	C	01CTZ-LOF	LUBE,OIL & FILTER
				515	C	04CTZ-27I	27 POINT INSPECTION
09/12/07		000001	705	176	C	75CTZ	BODY SHOP
				176	C	70CTZ	PAINT SHOP
08/13/07		54198	724	515	W	40CTZ-AIR/COND	AIR CONGITIONING

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

APPOINTMENT ☐ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNES16S4462[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT			5KTH236	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER #	
[redacted]	GMPP	10/30/04	33		01/15/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
RED MAJESTIC/LT C		01/04/10	71,291	226

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				62,500	724	RAFAEL RAMIREZ

[redacted]
IMPERIAL BEACH, CA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

09:15am 01/15/08 06:00pm 5

LABOR RATE

CELL: [redacted]

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

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportat. I hereby grant you the purpo[redacted]

CUSTOME[redacted]
SIGNED
RECEIVED

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 C * 35CTZ-DRIVE ***DRIVABILITY***
CUSTOMER STATES SES LIGHT IS ON / HESITATION WANT TO STALL
TECH #515

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750 CAMINO DEL RIO NORTH
SAN DIEGO, CALIFORNIA 92108
(619) 297-4321 • FAX (619) 297-2323
www.courtesysandiego.com

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
VISA • MASTERCARD • AMERICAN EXPRESS

Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor Immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ACCOUNTING COPY

253306

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 68

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B.A.R. # RA002887 E.P.A. # CAD055710651

PARTS • BODY SHOP • PRO SHOP • RENTAL CARS

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/24/08	[redacted]	63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY
11/06/07		58593	724	515	W	35CTZ-DRIVE	DRIVABILITY
				515	C	01CTZ-LOF	LUBE,OIL & FILTER

SALESPERSON NO. 132 STANLEY W. DE LONG

S E R V I C E

STATE REG# 147-7419-4

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE PURCHASED UNLESS INSTRUCTED OTHERWISE ☐ SAVE MEANS OF PAYMENT: CREDIT CARD ☐ CREDIT CARD ☐ CASH ☐

APPOINTMENT ☐ YES ☒ NO

VEHICLE I.D. NO. 1GNES16S446[redacted] | YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/LT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | R.O. NO. [redacted]

[redacted]
IMPERIAL BEACH, CA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

05:36pm 01/30/08 06:00pm 5

CELL: 246-6445

CUSTOMER NO. [redacted] SERVICE CONTRACT GMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | 01/30/08

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 278

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				63,272	724	RAFAEL RAMIREZ

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

I hereby authorize the repair work mentioned and herein 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 getting replacements for the operation of this vehicle. 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.
PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE HEREOF. DO NOT DETACH.

CUSTOMER SIGNATURE [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 20CTZ-LEAKS FLUID LEAKS

Replace V/Cover gaskets, N/C

152

2 I 86CTZ RENTAL CAR



PRELIMINARY EST. $ _____ ESTIMATES DO NOT INCLUDE SALES TAX

COST

CROSS REF R.O. #

MILEAGE IN (EXCLUDING 10THS) | MILEAGE OUT (EXCLUDING 10THS)

DATE VEHICLE RECEIVED FOR REPAIR MO DAY YR | DATE OWNER NOTIFIED OF REPAIR COMPLETION MO DAY YR

1st REVISION $ | DATE | TIME

CONTACTED: PHONE ☐ IN PERSON ☐ | NAME | PHONE #

2nd REVISION $ | DATE | TIME

CONTACTED: PHONE ☐ IN PERSON ☐ | NAME | PHONE #

3rd REVISION $ | DATE | TIME

CONTACTED: PHONE ☐ IN PERSON ☐ | NAME | PHONE #

HAZ WASTE DISP. FEES $		
	COOLANT	OIL
	SOLVENT	ATF
	OIL & FILTER	GEAR OIL
	FILTER	GAS
	TOTAL	

☐ CHECK FLUID LEVELS ADD AS NEEDED ☐ OIL ☒ ATF ☐ COOLANT ☐ GEAR OIL ☐ BRAKE FLUID

PRIOR BODY DAMAGE L.R. ☒ R.R. ☐ L.F. ☐ R.F. ☐ WINDSHIELD ☐

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

254160

Reynolds and Reynolds ERI/NITWIDE 00581778 D 4840J

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 69

GM Vehicle Inquiry System

Summary

Home - Summary - Owner Update - Vehicle Data - Vehicle Component - Dealer Information - Dealer Information - Service Contract - Warranty Block - Brand Title

Help

VIN :	1GNES16S446[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15806 -2004 TRAILBLAZER EXT LT 2WD	Warranty Start Date :	10/30/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	COURTESY CHEVROLET CENTER PO BOX 33283 SAN DIEGO , CA 92163-3283 (619) 297-4321	Selling Source :	13 - CHEVROLET
		Site Code :	20091
		Business Associate Code :	114592

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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	10/30/2004	33 miles	10/30/2007	36033 miles

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 70

08/09/2006	2[redacted]	#	FRONT - REPAIR OR REPLACE	miles
04/06/2006	2[redacted]	#	J6370 - MANIFOLD ABSOLUTE PRESSURE SENSOR REPLACEMENT	27987 miles
10/25/2005	2[redacted]	#	Z2109 - OWNER APPRECIATION OIL CHANGE	19340 miles
03/23/2004	A[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 71

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE
6[redacted]	RAFAEL RAMIREZ 724	278	02/01/08	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	63,272	RED MAJESTI	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/CHEVROLET TRUCK/TRAILBLAZER/UT	10/30/04	33

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNES16S4462[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/30/08

[redacted]

IMPERIAL BEACH, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 63279

LABOR----------
J# 1 20CTZ LEAKS FLUID LEAKS HOURS TECH(S) 152 INTERNAL
CUSTOMER STATES VEHICLE IS LEAKING OIL
VALVE COVER GASKETS LEAKING
V
REPLACE GASKET

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
1 89017729 GASKET KI 0.423 OP INTERNAL
TOTAL - PARTS 0.00

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

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 86CTZ RENTAL CAR HOURS TECH(S) 152 INTERNAL

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
166994 02/01/08 CAR RENTAL INTERNAL
TOTAL - SUBLET 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS----------

COURTESY CHEVROLET SAN DIEGO THANKS YOU FOR YOUR PATRONAGE
IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT US AT
PO BOX 33283 SAN DIEGO CA 92163 OR CALL 619 297-4321

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE, GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
ALL BODY SHOP WORKMANSHIP AND REFINISHING 12 MONTH GUARANTEE

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

** YOU MAY BE THE RECIPIENT OF A GM SERVICE SATISFACTION
** SURVEY. THE SURVEY IS YOUR ADVISOR"S REPORT CARD. WE
** VALUE AND APPRECIATE YOUR PARTICIPATION AND YOUR ADVISOR
** WOULD APPRECIATE A RESPONSE OF "COMPLETELY SATISFIED!"

&& MAKE YOUR NEXT SERVICE APPOINTMENT 24/7 AT
&& ww[redacted]

whopays

FEB

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

PAGE 1 OF 1 WARRANTY COPY [END OF INVOICE] 03:38pm

Reynolds and Reynolds ERAINTINVC SF638965 Q (06/06)

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B.A.R. # RA002887 E.P.A. # CAD055710651

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/24/08	[redacted]	63168	724	152	W	35CTZ-DRIVE	DRIVABILITY
				152	C	15CTZ	QUICK SERVICE
				849	C	01CTZ-LOF	LUBE,OIL & FILTER
01/15/08		71291	724	515	C	35CTZ-DRIVE	DRIVABILITY
11/06/07		58593	724	515	W	35CTZ-DRIVE	DRIVABILITY
				515	C	01CTZ-LOF	LUBE,OIL & FILTER

SALESPERSON NO. 132 STANLEY W. DE LONG **S E R V I C E** STATE REG# [redacted]

PHONE WHEN READY YES ☐ NO ☐

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

MEANS OF PAYMENT: CREDIT CARD ☐ CHECK ☐ CASH ☐

VEHICLE I.D. NO. 1GNES16S4462[redacted]

YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT

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

[redacted] IMPERIAL BEACH, CA [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT CMPP | DELIVERY DATE 10/30/04 | DELIVERY MILES 33 | SELLING DEALER NO. | R. O. DATE 01/30/08

COLOR RED MAJESTIC/LT C | CONTRACT NO. | EXPIRATION DATE 01/04/10 | EXPIRATION MILES 71,291 | TAG NO. 278

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CTZZ				63,272	724	RAFAEL RAMIREZ

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 05:36pm | DATE/TIME PROMISED 01/30/08 06:00pm | PRIORITY 5

APPOINTMENT ☐ Yes ☑ No | LABOR RATE

CELL: [redacted]

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

I hereby authorize the repair work 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.

PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.

CUSTOMER ACKNOWLEDGES [redacted] ...NITY ACT.

SIGNED AND RECEIVED X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1	20CTZ-LEAKS	FLUID LEAKS	
2	86CTZ	RENTAL CAR	

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7:00 A.M. TO 6:00 P.M.

WE ACCEPT THE FOLLOWING CREDIT CARDS
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Rental cars are available at reasonable rates to our customers whose car is being serviced. We cannot furnish loan cars.

We would like to take this moment to express our appreciation for the opportunity to serve you. It is our aim to perform all repairs to your satisfaction. If you have any questions, please contact your Service Advisor immediately AT 297-4321.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

NOTE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

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254160

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 73

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CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	[redacted]
[redacted]	RAFAEL RAMIREZ 724	278	02/19/08	
	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 63,272	COLOR RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 10/30/04	DELIVERY MILES 33
	VEHICLE I.D. NO. 1 G N E S 1 6 S 4 4 6 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/30/08	
RC [redacted]	COMMENTS			MO: 63279

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

LABOR----------

J# 1 20CTZ LEAKS FLUID LEAKS HOURS TECH(S):152 0.00

CUSTOMER STATES VEHICLE IS LEAKING OIL
VALVE COVER GASKETS LEAKING
V
REPLACE GASKET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	89017729	GASKET KI 0.423 OP	17.70	17.70
				TOTAL - PARTS	17.70

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

PARTS	17.70
JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL	17.70

JOB# 2 CHARGES----------

LABOR----------

J# 2 86CTZ RENTAL CAR HOURS TECH(S):152 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	166994		02/19/08	CAR RENTAL	0.00
	167108		02/05/08	CAR RENTAL	64.63
				TOTAL - SUBLET	64.63

JOB# 2 TOTALS----------

SUBLET	64.63
JOB# 2 JOURNAL PREFIX CVIS JOB# 2 TOTAL	64.63

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
	67D	82.33

TOTAL LABOR....	0.00
TOTAL PARTS....	17.70
TOTAL SUBLET...	64.63
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**82.33**

APPROVED BY SIGNATURE

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

WARRANTY COPY-I [END OF INVOICE] 10:59am

Reynolds and Reynolds BRAINTRIVE SF636995 Q (09/06)

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CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RAFAEL RAMIREZ 724	278	02/19/08	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		5KTH236	63,272	RED MAJESTI	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
IMPERIAL BEACH, CA [redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/UT	10/30/04	33

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/30/08

[redacted]

COMMENTS

MO: 63279

JOB# 1 CHARGES

LABOR----INTERNAL

J#1 20CTZ LEAKS FLUID LEAKS HOURS: TECH(S):152 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
152	02/01/08	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

COMPLAINT CUSTOMER STATES VEHICLE IS LEAKING OIL
CAUSE VALVE COVER GASKETS LEAKING
V
CORRECTION REPLACE GASKET

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
INTL	1	89017729	GASKET KI 0.423 OP	14.16	14.16	17.70	17.70
			COST TOTAL		14.16		
					TOTAL - PARTS		17.70

JOB# 1 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR							463	0.00	0.00
PARTS							481	14.16	17.70
TOTAL		0.00	0.00		0.00	0.00		14.16	17.70
JOB# 1 JOURNAL PREFIX			CVCS			CVWS			CVIS

JOB# 2 CHARGES

LABOR----INTERNAL

J#2 86CTZ RENTAL CAR HOURS: TECH(S):152 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
152	02/01/08	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
INTL	166994		02/19/08	CAR RENTAL	0.00
INTL	167108		02/05/08	CAR RENTAL	64.63
				TOTAL - SUBLET	64.63

JOB# 2 TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR							463	0.00	0.00
SUBLET							466	64.63	64.63
TOTAL		0.00	0.00		0.00	0.00		64.63	64.63
JOB# 2 JOURNAL PREFIX			CVCS			CVWS			CVIS

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A

[CONTINUED ON NEXT PAGE] 10:59:12

Reynolds and Reynolds ERAINTINVE SF6[illegible] Q (06/06)

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CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: RAFAEL RAMIREZ 724	TAG NO.: 278	INVOICE DATE: 02/19/08	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE	LICENSE NO.: 5KTH236	MILEAGE: 63,272	COLOR: RED MAJESTI	STOCK NO.
IMPERIAL BEACH, CA [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 10/30/04	DELIVERY MILES: 33	
	VEHICLE I.D. NO.: 1GNES16S446[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. & I. E. NO.	P.O. NO.	R. O. DATE: 01/30/08		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 63279	

GRAND TOTALS

	CUSTOMER GL	CUSTOMER COST	CUSTOMER SALE	WARRANTY GL	WARRANTY COST	WARRANTY SALE	INTERNAL GL	INTERNAL COST	INTERNAL SALE
LABOR							463	0.00	0.00
PARTS							481	14.16	17.70
SUBLET							466	64.63	64.63
TOTAL		0.00	0.00		0.00	0.00		78.79	82.33

OFFSET ACCOUNTS

	CUSTOMER GL	CUSTOMER AMOUNT	WARRANTY GL	WARRANTY AMOUNT	INTERNAL GL	INTERNAL AMOUNT
					670	82.33
TOTAL		0.00		0.00		82.33

********** ALL DETAIL INVOICE **********

PAGE 2 OF 2

PLEASE SEE IMPORTANT CONSUMER INFORMATION ON REVERSE

ACCOUNTING COPY-A [END OF INVOICE] 10:59:12

Reynolds and Reynolds ERAUNTINVE

03/28/2008 10:00 6192972323 COURTESY CHEVROLET PAGE 76

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

VIA FAX ONLY

March 26, 2008

Jannine Green, Esq.
Kahn & Associates
55 Public Square Ste 650
Cleveland, OH 44113

RE: [redacted]
Service Request: [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNES16S44[redacted]

Dear Ms. Green:

This is to advise that General Motors is in receipt of the above referenced case dated March 19, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☐ Copy of owner's current title and/or registration
☐ Other:
☐ Finance agreement
☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
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
V07092007

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/10/05
PROCESSING SOURCE: CHEVROLET 13:12:18
PAGE: 1

VIN: 1GNES16S4 46[redacted] SELLG SCE: 13 MDL YR: 04 ORD NO: [redacted]

ODATE: 02/19/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20091
DDATE: 10/30/04 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 11/01/04 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: DJ WHITEHAED
TRD DOE: 1297 CALIFORNIA ST
SRVC IN: IMPERIAL BEACH CA 91932
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
CWE	01	13 20091	[redacted]	11/05/04	4,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 0[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
FFC	01	13 20091	[redacted]	11/02/04	41.82	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 0[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
GCT	01	13 20091	[redacted]9	11/02/04	1,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 0[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
GMS	01	13 20091	[redacted]9	11/02/04	1,547.25	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

2004 TRAILBLAZER EXT LT 2WD — CHEVROLET MOTOR DIVISION
86U MAJESTIC RED METALLIC /L6G — GENERAL MOTORS CORPORATION
33H LIGHT CASHMERE — 100 RENAISSANCE CENTER
ORDER NO. HBNW2C/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN ES16 S4 46[redacted] — VEHICLE INVOICE [redacted]
**********13*20091S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15806 TRAILBLAZER EXT LT 2WD	31870.00	28842.35	INVOICE 03/23/04
BG2 THIRD ROW FLOOR MAT	30.00	25.80	SHIPPED 03/23/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	EXP I/T 04/09/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	INT COM 04/09/04
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	PRC EFF 03/23/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S523D S523D
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-F QTR OPT-1 BANK: GMAC - 085
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	CHG-TO 20-091
Q4B 6,200 LB GVW RATING	N/C	N/C	
UB1 ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	150.00	129.00	SHIP WT: 4677 HP: 32.1 GVW: 6200
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GVWF: 3100
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 3400
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C	GMS: 29123.50
86U MAJESTIC RED METALLIC	165.00	141.90	SUPPLR: 30434.06
			MRM: 33130.00
			NTR: 1/2
			MEMO 1547.25

TOTAL MODEL & OPTIONS	32445.00	29336.85	ACT 237 29048.50
DESTINATION CHARGE	685.00	685.00	H/B 261 973.35
LAM DEALER CONTRIBUTION		324.45	ADV 261 324.45
LAM GROUP CONTRIBUTION		324.45	EXP 65A 324.45
TOTAL	33130.00	30670.75	PAY 310 30670.75

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 29219.35

****

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

****

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

COURTESY CHEVROLET CENTER

REMIT TO GMAC NO. 085
VIN 1GNES16S4462[redacted]
$ 30670.75 INV [redacted]
DUE 04/09/04 DEALER 20-091

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cecilio Nurse State: CA

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

Vehicle ID No.: 1GNES16S446[redacted] In Service Date: 10/30/2004
Year, Make & Model: 2004 Chevrolet Trailblazer
Lien holder: GMAC☒ Other☐:

Was TAC contacted for this vehicle Y/N)? : NO

Vehicle is: New BAC Code: 114592
Vehicle Purchased Used on: N/A
DVM requests involvement?: No
Purchase Price of Vehicle: $ 29123.50

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/6/07	[redacted]	1	50415	C/S- brakes pulsate when stopping. Check and advise and rotate tires. Rotors overheated causing the uneven surface and pulsation. Performed brake system service, cleaned and inspected brakes, adjusted brakes as necessary. Resurface all 4 rotors and rotate tires

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/6/06	[redacted]	1	27987	C/S- SES light is on. Oxygen sensor failed sensor, manifold absolute pressure – replace
8/9/06		*	35348	C/S- vehicle has exhaust fumes in cab. Possible exhaust leak. **Inspect vehicle for exhaust/fuel leak. Could not duplicate customer concern.**
11/29/06		1	41414	C/S- SES light comes on-off - when light comes on cruise control inop. PCM performance test p0305 miss diag per service manual replace one coil assembly and retest.
12/6/06		4	41669	C/S- SES light is on. Wants to stall. Misfire on #3 cylinder. Compression test failed 90 PSI. Send to line for repairs. Inspect for low compression cylinder #3 valve guides and exhaust valves burnt. Remove cylinder hard. Removed engine block, removed broken bolts in back of block, replaced cylinder head, inspect ad road test.
1/4/07		1	42383	C/S- of hitch pitch noise under accel/ more so when cold. See Rafael. Glazed belt. Starch belt. Noise went away. Replace belt
3/20/07		*	46319	C/S- replace serpentine belt tensioner/ noisy weak. Glazed pulleys tensioner primary accessory drive replace.
3/30/07		1	46359	C/S- belt drive noise. Verified complaint found belt idler pulley noise bearing. R/R idler pulley
11/6/07		1	58592	C/S- SES light was on/ check and advise. Has code P0014 camshaft actuator performance. Found sol sticking. Must replace. Solenoid valve. Camshaft position actuator replace.

1/15/08	[redacted]	1	62500	C/S- SES light on hesitation wants to stall. **Customer to return for repairs.**
1/24/08		1	63153	C/S- SES light comes on. Lack of power. Phase actuator code. CAM phaser poss clogged. Replace CAM phaser.
*		*	*	C/S- belt drive noise. Check history. Poss noise from weather. Rain. R/R belts inspected ok starch and reinstall.
1/30/08		2	63272	C/S- vehicle is leaking oil. Valve cover gasket leaking. Replace gasket.

☐ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/20/07	[redacted]	1	46319	C/S- clanking noise coming from engine when cold. Customer could not duplicate noise. Drive line makes noise most noticeable. Universal joint rear propeller shaft replace.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/9/06	[redacted]	1	35348	C/S- w-w are no spraying properly clogged nozzles realign, clear washer nozzle lines and retest

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/30/07	[redacted]	*	46359	C/S- volt gauge reads low reads low/ lights flicker alternator not charging. Generator assembly replaced.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/13/07	[redacted]	1	54197	C/S- air conditioning does not blow cold. Found Freon low. Found dye around accumulator. Accumulator cracked at cycling switch. Must replace. Replaced accumulator and cycling switch. Recharged switch. Recharged system. Blows cold.
*	*	*	*	C/S- cycling switch found leaking. Switch leaking. Replace pressure cycling switch.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/06	[redacted]	1	41822	C/S- vehicle pulls right at highway speeds. Right turn makes clicking noise. Steering feels loose perform wheel alignment.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 2 for serious, 4 for same nonconformity

Time period 18 mo. / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? n/a

If applicable, safety-related repairs: 2
Safety-related time period: 18 mo. / 18,000 miles.

Number of repair attempts in the presumption period:	**0**
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	18

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

CRS Recommends a cash offer in the range of 4-6k plus pc fees.

RATIONALE

Vehicle has complaints SES light coming on starting at 27987 miles. Customer purchased vehicle new 10/30/04 and had no previous complaints regarding vehicle until 04/06. Vehicle has approximately 70k miles and does not appear to meet presumption

Business case reviewed, position of "no offer" pre-approved. Complaints made during NVLS are singular in nature and appear repaired. Primary service complaints, repeat complaints, etc, all arise under extended service contract after NVLW expiration.

Greg Garguilo
Legal Coordinator
Western Region
General Motors Legal Staff

REASON FOR REMOVAL

CRS FINAL OFFER:	**DATE:**	**OFFER TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $**
PLAINTIFF'S FINAL DEMAND:	**DATE:**	**AMOUNT TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $**

TEAM MANAGER APPROVING: Date:

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

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

December 12, 2017

[redacted]
Clyde, MI [redacted]

Service Request: [redacted]
Customer Relationship Specialist: April Charlton

Dear Mr [redacted]

Chevrolet is pleased to provide service coverage for the headlamp system on your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S05[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 30, 2009, or 75,012 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:

Headlamp System

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]
Brookville, OH 4[redacted]

Service Request: [redacted]
Customer Relationship Specialist: Paulo Salvador

Dear [redacted]

Buick is pleased to provide service coverage for the electrical components as noted below on your 2005 Buick Rainier CXL, Vehicle Identification Number 5GADT13S85[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 2, 2010, or 100,000 miles, whichever occurs first. Buick will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Electrical – Starter motor and solenoid; body control module (BCM); alternator/generator; voltage regulator; wiring harnesses; manually operated switches, electronic level control compressor sensor and control, distributor, electronic instrument cluster, and diagnostic displays.

Buick will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Rainier CXL. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Buick Dealership.

If you have any future questions, 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.

Sincerely,

Buick Business Resource 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.

Document ID: 2046572

#PIT4491B: Headlamp Flicker or Momentarily Dim While Driving 06-06-03-004 Supplement - keywords air battery dim erratic flicker fluctuation headlamp headlight injection k18 ll8 normal operation PIT4491 PIT4491a - (Dec 20, 2007)

Subject: **Headlamp Flicker or Momentarily Dim While Driving 06-06-03-004 Supplement**

Models: **2005 Buick Rainier - Short Wheel Base Only**
2005 Chevrolet TrailBlazer - Short Wheel Base Only
2005 GMC Envoy - Short Wheel Base Only

This PI Supersedes To Update Recommendation/Instructions. Please Discard PIT4491A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Some customers may comment of an intermittent headlamp flicker while driving. This flicker has been described in bulletin 05-08-42-001 and 06-06-03-004. This will only affect short wheelbase vehicles equipped with the 4.2L Engine (VIN S - RPO LL8) and Electric Air Injection Reactor System (RPO K18).

Recommendation/Instructions:

At this time, there are no repairs for this concern. Engineering is revisiting this concern. Please disregard any previous communications and/or updated calibrations for this concern. This PI will be updated when a repair becomes available.

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

1-800-955-5100

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BBB HOT LINE

TO: Mr [redacted] COMPANY:

Case Number: BUK0838064

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/05 3,500 miles 5 days 6/10/07 12,200 miles 1 day	yes
Clunking/banging noise coming from rear of vehicle	Reichard Buick-Pontiac	1	10/29/07 - 29,965 miles 1 day *03/08 - ? miles 1 Day	yes
Headlights keep blinking - they get very dim	Reichard	1	4/8/08 35,631 miles 1 Day	yes
Both Dealers & Buick Customer Service states				
there is no Repair available for these problems. Engineers say it is in software & cannot find				
a fix. Buick File # 71-6191162 95 created 4/10/08				
Buick agt Alex James -1-866-790-5200 ext 42820				

Total days out of service for all problems: 3

Signature of Titled Owner(s) [redacted] Date 4-11-08

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

CBBB

TO: Mr [redacted] COMPANY:

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 04/11/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: Brookville	State: OH	Zip code: [redacted]	
Day phone: [redacted]	Evening phone: [redacted]	Cell phone:	
Fax: [redacted]	E-mail address:		

SECTION 2: VEHICLE INFORMATION

Make: Buick	Model: Rainier	Year: 2005	Current mileage: 34000
Name(s) that appears on the vehicle title: Albert Cherry			
Selling dealer/city/state: REICHARD BUICK, INC., DAYTON, OH			
Primary Servicing dealer/city/state: REICHARD BUICK, INC.,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 08/02/05	Mileage at purchase/lease: 60		
First repair attempt date:	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☒ yes ☐ no	Date of accident: 10/05		
Description of damage: Driver side was damaged - hit by a snow plow			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer states that he is afaid to drive at night because of the headlights.
Customer is seeking a replacement or a repurchase.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 5GADT13S852[redacted]

Lienholder/~~Leasing Company~~ Paxar Fed Credit Union **Phone Number** 937-865-2274 OR 1-800-622-2241

Account Number [redacted]

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To:	ATTENTION: SERVICE MANAGER – Arden REICHARD BUICK PONTIAC, INC. 161 SALEM AVE. DAYTON, OH 45406-5819 (937) 224-8541	**From:**	Paulo M. Salvador GM Business Resource Center tel. 1-866-790-5600 x11824 fax. 1-866-597-4470 paulo_salvador@gmexpert.com
Fax:	937-220-6746	**Fax:**	866-597-4470
Phone:		**Pages:**	
Subject:	Request for Documentation	**Date:**	Tuesday, April 15, 2008

Comments: Your assistance in obtaining this information is appreciated, and will assist in the General Motors BRC *complete all required documentation and forms to address the BBB claim that the customer has recently* filed against General Motors. Thank you again for all your assistance and a prompted reply.

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, April 15, 2008

SERVICE MANAGER Arden
REICHARD BUICK PONTIAC, INC.
161 SALEM AVE
DAYTON, OH 45406-5819
(937) 224-8511

Re: MR[redacted]
Siebel Reques[redacted]
4T15506 -2005 RA[redacted] AWD
VIN # 5GADT13S8[redacted]

Dear SERVICE MANAGER Arden:

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,

Mr. Paulo M. Salvador
GM BRC Customer Relationship Specialist
Ph# 866-790-5600, prompt 9, prompt 5, extension 11824
FAX# 866-597-4470
paulo_salvador@gmexpert.com

BBB AUTO LINE

April 21, 2008

[redacted]
BROOKVILLE OH [redacted]

Re:SET B[redacted]: [redacted]vs Buick Motor Division 5GADT13S8522[redacted]

Dear M[redacted]

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

Mr. [redacted]nd Mr. Paulo Salvadore, representing General Motors Corporation. Mr. Salvadore offered a Component Letter on the following electrical parts on Mr. [redacted] vehicle:

- Alternator and related components
- Starter and related components
- Instrument cluster/panel and related components
- AC/HVAC system and related components
- Charging starting system, with regards to related flashing lights, and wiring to the chraging system.

The Component Letter is for 60 months or 100,000, whichever occurs first from the original inservice date. M[redacted]will receive his Component Letter directly from General Motors Corporation no later than two months from today's date.

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

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

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

for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

William Clopton at Extension 502

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To:	ATTENTION: SERVICE MANAGER – Arden REICHARD BUICK PONTIAC, INC. 161 SALEM AVE DAYTON, OH 45406-5819 (937) 224-8541	**From:**	Paulo M. Salvador GM Business Resource Center tel. 1-866-790-5600 x11824 fax. 1-866-597-4470 paulo_salvador@gmexpert.com
Fax:	937-220-6746	**Fax:**	866-597-4470
Phone:		**Pages:**	
Subject:	Request for Documentation	**Date:**	Tuesday, December 12, 2017

Comments: Your assistance in obtaining this information is appreciated, and will assist in the General Motors BRC complete all required documentation and forms to address the BBB claim that the customer has recently filed against General Motors. Thank you again for all your assistance and a prompted reply.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, December 12, 2017

SERVICE MANAGER – Arden
REICHARD BUICK PONTIAC, INC.
161 SALEM AVE
DAYTON, OH 45406-5819
(937) 224-8541

Re: MR. [redacted]
Siebel Request [redacted]
4T15506 -2005 RAINIER CXL AWD
VIN # 5GADT13S85[redacted]

Dear SERVICE MANAGER – Arden:

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,

Mr. Paulo M. Salvador
GM BRC Customer Relationship Specialist
Ph# 866-790-5600, prompt 9, prompt 5, extension 11824
FAX# 866-597-4470
paulo_salvador@gmexpert.com

2005 RAINIER CXL AWD BUICK MOTOR DIVISION
15U CASHMERE METALLIC /L6G GENERAL MOTORS CORPORATION
472 CASHMERE 200 RENAISSANCE CENTER
ORDER NO. HVTK97/TRE STOCK NO. DETROIT MI 48243-1300
VIN 5GA DT13 S8 522[redacted] VEHICLE INVOICE [redacted]3
**********11*41346S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4T15506 RAINIER CXL AWD	37110.00	33584.55	INVOICE 01/24/05
C5N GVW RATING 5750 LBS	N/C	N/C	SHIPPED 01/24/05
DT4 SMOKER'S PACKAGE	30.00	25.80	EXP I/T 01/28/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 01/28/05
GT4 FINAL DRIVE RATIO 3.73	N/C	N/C	PRC EFF 01/24/05
LL8 VORTEC 4200 MFI I6	0.00	0.00	KEYS S776H S776H
M30 TRANSMISSION-4 SPEED AUTO	0.00	0.00	WFP-S QTR OPT-1
PCR SUN, SOUND AND ENTERTAINMENT PACKAGE	1865.00	1603.90	BANK: FIFTH THIRD CHG-TO 41-346
* 6-DISC CD CHANGER (REPLACES STD/OPT RADIO)			SHIP WT: 4656
* POWER SUNROOF			HP: 32.1
* XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO.INC			GVWR: 5750 GAWR.FT: 2950 GAWR.RR: 3200
* BOSE PREMIUM SOUND SYSTEM			GMS: 34305.35
PDB LUXURY PACKAGE	725.00	623.50	SUPPLR: 35845.72
* HEATED FRONT SEATS			MRM: 40565.00
* CHROME ASSIST STEPS			NTR: 1/2
DEALER INSTALLED			MEMO 1844.00
R6J CUSTOMER DIALOG NETWORK	0.00	20.00	
ZL3 CARGO CONVENIENCE PACKAGE	150.00	129.00	
1SZ OPTION PACKAGE DISCOUNT	1500.00-	1290.00-	

TOTAL MODEL & OPTIONS	38380.00	34696.75	ACT 237 34230.35
DESTINATION CHARGE	685.00	685.00	H/B 261 1151.40
LAM DEALER CONTRIBUTION		383.80	ADV 261 383.80
LAM GROUP CONTRIBUTION		383.80	EXP 65A 383.80
TOTAL	39065.00	36149.35	PAY 310 36149.35
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		34441.30	

****
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.
****

FIEHRER MOTORS, INC.

RFS 6224
Revised 8/02/2007

Privileged and Confidential Information

BRC ADR - CASE ASSESSMENT

By: PAULO M. SALVADOR State: OHIO Tuesday, December 12, 2017

Customer Name:
MR. [redacted]

Service Request: [redacted]

BBB Case No.: [redacted]

Vehicle ID No.:
5GADT13S852 [redacted]

In Service Date:
8/2/2005

Vehicle is:
NEW

BAC Code:
Reichard Buick Pontiac, Inc.

Year, Make & Model: 2005 BUICK RAINER CXL
Mileage at Time of BBB Filing 35,650 MILES

Vehicle Purchased Used on: {mm/dd/yy}
at odometer {odometer} miles

Lien holder: GMAC☐ Other☐: {Name}

Sale Type:
Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name: MR. JON HAVAREN

CAM Name: {Name}

NODE Mailbox/Cell#: 630092 8179

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Headlights

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

VERIFIED WITH CUSTOMER IF THE VEHICLE HAS NEVER BEEN INVOLVED IN AN ACCIDENT: NO
IF YES, THE REPAIR ORDERS MUST BE ATTACHED.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: 30 business days out of service
Repairs: 4 repair attempts
Time period: Express warranty period or 1 year, whichever is first.
Does Lemon Law state nonconformity must continue to exist? YES
If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES / NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration:

- 1) DVM/Service Manager insight
- 2) if there are any un-repaired defects, or;
- 3) Are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

CUST seeks: CUST is seeking repairs for his concern or to have the vehicle replaced or repurchased. The CUST is upset that there is no repair for his concern and seeking the manufacturer to advise that the vehicle is operating as designed.

DVM states: District Service Manager - DVM J. Havaren – DVM advised that the manufacturer will continue to attempt to repair the vehicle under the terms of the manufacturer warranty. The DVM reviewed the history and advised that at this time his is not willing to offer the CUST a replacement or repurchase of the vehicle. The DVM advised that if seeking replacement or repurchase then he would need to continue though BBB and arbitration. Otherwise the CUST should continue to with the DLR for repairs and under the warranty that is left.

SM states: REICHARD BUICK PONTIAC, INC. - Service Manager – Arden – SM advised that the vehicle is operating as designed and the CUST was given the Bulletin as well. The DLR advised that they have already had the top TECH review the vehicle and he found nothing wrong with the vehicle, but the DLR feels that it could be an alternator issue and advised that they are completely empowered to offer the CUST assistance as well. SM is aware of the CUST issue and will not forget the CUST.

REICHARD BUICK PONTIAC, INC. - Service Manager – Arden - DLR advised that the CUST has been to the DLR for that inspection and the SM advised that they are going to take another look with an electrical technician as he advised he would have like to have spent more time with it as well. They think it may be a battery issue as well. SM advised that they have put him into a rental and would like to have another look at the vehicle; it seems that there is more going on then just what the bulletin advises. CRS explained that's great definitely if you think you can repair it then definitely do that. As for the RO information and Sales you can hold off then until the repair is completed as well.

CRS rationale: CRS advised that the manufacturer at this time is willing to complete any repairs of any verifiable defects wtih the vehicle, the SM has advised that they would be glad to complete another inspection of the vehicle and document the RO as well to advise that the vehicle is operating as designed. SM advised that he is full empowered to offer assistance out of warranty. Advised that he should contact the SM on this issue as well for more information. CUST agreed with the manufacturer position and then advised that he is not happy that the concern he is having cannot be repaired but if the DLR and the manufacturer is willing to document that the vehicle is operating as designed then he would just go on with the concern and if anything should happen the manufacturer would be at fault. CRS advised that at this time the manufacturer has advised that there is no current defect and the concern you claim to have is a normal operation of the vehicle and the manufacturer is aware and looking to update software as well. Advised that the DLR will continue to repair under the warranty and will also be willing to offer assistance in the future as well.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}	**DATE:** {Date}	**CUST: {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	STEVE LAMBERT/BRIDGET CAZABON	Date: Tuesday, December 12, 2017

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 Quadra-steer.
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 and tire jack, regular and spare tire.

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

RFS 6224
Revised 8/02/2007

Privileged and Confidential Information

BRC ADR - CASE ASSESSMENT

By: PAULO M. SALVADOR State: OHIO Tuesday, December 12, 2017

Customer Name: [redacted] [redacted]

BBB Case No.: B[redacted]

Vehicle ID No.: 5GADT13S852[redacted]

In Service Date: 8/2/2005

Vehicle is: NEW

BAC Code: Reichard Buick Pontiac, Inc.

Year, Make & Model: 2005 BUICK RAINER CXL
Mileage at Time of BBB Filing 35,650 MILES

Vehicle Purchased Used on: {mm/dd/yy}
at odometer {odometer} miles

Lien holder: GMAC☐ Other☐: {Name}

Sale Type:
Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name: MR. JON HAVAREN

CAM Name: {Name}

NODE Mailbox/Cell#: 630092 8179

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

The manufacturer will cover all electrical related repairs to the:
- Alternator and related components
- Starter and related components
- Instrument cluster/panel and related components
- AC/HVAC system and related components
- Charging starting system, with regards to related flashing lights, and wiring to the charging system.

VERIFIED WITH CUSTOMER IF THE VEHICLE HAS NEVER BEEN INVOLVED IN AN ACCIDENT: NO
IF YES, THE REPAIR ORDERS MUST BE ATTACHED.

THE STATE LEMON LAW READS:

Days out of service: 30 business days out of service
Repairs: 4 repair attempts
Time period: Express warranty period or 1 year, whichever is first.
Does Lemon Law state nonconformity must continue to exist? YES
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Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES / NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration:

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- 2) if there are any un-repaired defects, or;
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The manufacturer will cover all electrical related repairs to the:
- Alternator and related components
- Starter and related components
- Instrument cluster/panel and related components
- AC/HVAC system and related components
- Charging starting system, with regards to related flashing lights, and wiring to the charging system.

CRS FINAL OFFER:	GOODWILL	**DATE:** 04/22/08	**CUST: ACCEPTED as per BBB SETTLEMENT**
Goodwill: CCL on Electrical Repairs		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	STEVE LAMBERT/BRIDGET CAZABON	Date: Tuesday, December 12, 2017

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 09/09/06
PROCESSING SOURCE: BUICK 14:00:24
PAGE: 1

VIN: 5GADT13S8 5226[redacted] SELLG SCE: 11 MDL YR: 05 ORD NO: [redacted]

ODATE: 12/28/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 11 41335
DDATE: 08/02/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 08/05/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 08/02/05 DLVY TO: AC CHERRY
TRD DOE: 08/05/05 429 MAPLE ST
SRVC IN: BROOKVILLE OH 45309
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 41335	[redacted]	08/10/05	2,500.00	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
FFC	01	11 41335	[redacted]	08/06/05	38.08	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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
GFP	01	11 41335	[redacted]	08/10/05	1,769.00	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

NORMAN & TAYLOR
A Professional Law Corporation
425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

APR 21 2006

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR
STEPHANIE R. TATAR
C. GRAYDON SCHLICHTER III
TAREK H. ZOHDY

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052
www.normantaylor.com

April 15, 2008

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted] vs. General Motors Corporation, et al.
Vehicle: 2002 Chevrolet Trailer
Vin: [redacted]

Dear General Motors Corporation:

Please be advised that **Norman Taylor & Associates** represents the interests of [redacted] concerning their 2002 Chevrolet Trailer. In accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), [redacted] hereby request that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was purchased new on February 14, 2002 from Community Chevrolet Co. in the city of Burbank, California. The vehicle came with a warranty as defined in the Act.

2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

   - **Defective Electrical System:** The taillights, head lights, brake lights and interior lights failed repeatedly even after a recall was performed to correct this problem. The failure of the exterior lights constitutes a severe safety hazard to [redacted] and her passengers. These electrical have continued into present time uncorrected. Five (5) attempts were made to repair this problem to no avail.
   - **Defective Engine/Engine Control Systems:** The check engine light has been coming on repeatedly.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to [redacted]

Our clients are entitled to full restitution under CA Civ. Code § 1793.2(d) (2) and Civ. Code § 1794, to date, as follows:

Actual Damages to Date

1.	Amount Paid & Payable	$34,567.12
2.	DMV Registration	$ TBD
3.	Car Rental Expense	$ TBD
4.	Towing Expense	$ TBD
5.	Repair Expense	$ TBD
6.	Add-on Expense	$ TBD
Actual Damages		**$34,567.12**

Our clients will seek a civil penalty, which is twice the amount of their actual damages.

Civil Penalty.....**$69,134.24**

Accordingly, at trial, the damages sought will be approximately $103,701.36.

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, [redacted] hereby make an offer to settle for $34,567.12 in actual damages, not including additional expenses noted above, which will be determined at time of settlement, **plus** $3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Community Chevrolet Co. or General Motors Corporation.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our clients with regard to this matter and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT: sg
Enclosures: Purchase Agreement
Dept. of Motor Vehicle Registration
Repair Orders

Cc [redacted]

RELEASE OF CLAIM

I [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 7,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2002 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDS13S32[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 73 000 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

[redacted] 6/26/08

Claimant's Signature

Claimant's Signature

[redacted]

Address

Address

SYLMAR CA [redacted]

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 [redacted]

_____
Signature of Notary Public

CALIFORNIA ACKNOWLEDGMENT ATTACHED

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

CALIFORNIA ALL-PURPOSE CERTIFICATE OF ACKNOWLEDGMENT

State of California

County of LOS ANGELES

On June 26, 2008 before me, NICHOLAS FORBES MCNAUGHTON, NOTARY PUBLIC,
(Here insert name and title of the officer)

personally appeared [redacted],

who proved to me on the basis of satisfactory evidence to be the person~~(s)~~ whose name~~(s)~~ is/~~are~~ subscribed to the within instrument and acknowledged to me that ~~he~~/she/~~they~~ executed the same in ~~his~~/her/~~their~~ authorized capacity(~~ies~~), and that by ~~his~~/her/~~their~~ signature~~(s)~~ on the instrument the person~~(s)~~, or the entity upon behalf of which the person~~(s)~~ acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature of Notary Public

(Notary Seal)

NICHOLAS FORBES MCNAUGHTON
COMM. # 1707681
NOTARY PUBLIC - CALIFORNIA
LOS ANGELES COUNTY
MY COMM. EXP. NOV. 30, 2010

ADDITIONAL OPTIONAL INFORMATION

DESCRIPTION OF THE ATTACHED DOCUMENT

(Title or description of attached document)

(Title or description of attached document continued)

Number of Pages _____ Document Date _____

(Additional information)

CAPACITY CLAIMED BY THE SIGNER

- ☐ Individual (s)
- ☐ Corporate Officer

(Title)

- ☐ Partner(s)
- ☐ Attorney-in-Fact
- ☐ Trustee(s)
- ☐ Other _____

INSTRUCTIONS FOR COMPLETING THIS FORM

Any acknowledgment completed in California must contain verbiage exactly as appears above in the notary section or a separate acknowledgment form must be properly completed and attached to that document. The only exception is if a document is to be recorded outside of California. In such instances, any alternative acknowledgment verbiage as may be printed on such a document so long as the verbiage does not require the notary to do something that is illegal for a notary in California (i.e. certifying the authorized capacity of the signer). Please check the document carefully for proper notarial wording and attach this form if required.

- State and County information must be the State and County where the document signer(s) personally appeared before the notary public for acknowledgment.
- Date of notarization must be the date that the signer(s) personally appeared which must also be the same date the acknowledgment is completed.
- The notary public must print his or her name as it appears within his or her commission followed by a comma and then your title (notary public).
- Print the name(s) of document signer(s) who personally appear at the time of notarization.
- Indicate the correct singular or plural forms by crossing off incorrect forms (i.e. ~~he~~/she/~~they,~~ is /~~are~~) or circling the correct forms. Failure to correctly indicate this information may lead to rejection of document recording.
- The notary seal impression must be clear and photographically reproducible. Impression must not cover text or lines. If seal impression smudges, re-seal if a sufficient area permits, otherwise complete a different acknowledgment form.
- Signature of the notary public must match the signature on file with the office of the county clerk.
  - Additional information is not required but could help to ensure this acknowledgment is not misused or attached to a different document.
  - Indicate title or type of attached document, number of pages and date.
  - Indicate the capacity claimed by the signer. If the claimed capacity is a corporate officer, indicate the title (i.e. CEO, CFO, Secretary).
- Securely attach this document to the signed document

July 10, 2008

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted] v. General Motors Corporation
Service Request: [redacted]
2002 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S32[redacted]
Customer Relationship Specialist: Yvonne Ritchie

Dear Mr. Taylor:

Enclosed please find a check in the amount of $7,500.00 inclusive made payable to [redacted] and Norman Taylor & Associates 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

Attn: Cynthia Rayes.

[redacted]

Community Chevrolet Company

(818) 848-4471 • 843-2200
200 W. OLIVE AVE. **BURBANK, CA 91502**
www.ycurchevy.com



B.A.R. REG. # AA106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]

CUSTOMER NUMBER 6934

[redacted]
BURBANK, CA [redacted]

RESIDENCE PHONE | BUSINESS PHONE [redacted]

ADVISOR: ROBERTO PEREZ | TAG NO.: 129 2567

LABOR RATE | LICENSE NO.: 4WGJ965 | MILEAGE: 62,315

YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/BLAZER/4DR 2WD

VEHICLE ID NO.: 1 G N D S 1 3 S 3 2 2 [redacted]

F.T.E. NO. | P.O. NO.

COLOR: VICTORY RED | STOCK NO.

COMMENTS

DELIVERY MILES: 14 | SELLING DEALER NO.

R.O. DATE: 03/13/07 | INVOICE DATE: 03/14/07

REPRINT NUMBER | DELIVERY DATE: 02/14/02

PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JOB# 1 CHARGES

LABOR
J# 1 51CVZ10 POWER WINDOWS TECH(S):99
CUSTOMER STATES POWER WINDOWS ARE INOP.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 52CVZ01 TRIM ELECT CONCERN TECH(S):99
CUSTOMER STATES ALL WARNING LIGHTS ARE INOP.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	15242754	SWITCH 2.188		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 50CVZ01 ENGINE ELECT CONCERN TECH(S):99
CUSTOMER STATES ENGINE WILL NOT TURN OVER.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

COMMENTS
THANK YOU FOR CHOOSING COMMUNITY CHEVROLET, ROBERT PEREZ!!!

PAGE 02 [redacted] COMMUNITY CHEVROLET 8188433656 09:12 05/02/2008
Copyright © 1998 The Reynolds and Reynolds Company ERAINTRVLE 8.0.0.1.1.0.0 (01/00)

05/02/2008 09:12 8188433656 COMMUNITY CHEVROLET PAGE 03

[redacted]

Community Chevrolet Company

(818) 848-4471 • 843-2200
200 W. OLIVE AVE. **BURBANK, CA 91502**
www.yourchevy.com



B.A.R. REG. # AA106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]

CUSTOMER NUMBER [redacted]

[redacted]
BURBANK, CA [redacted]

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

ADVISOR		TAG NO.
ROBERTO PEREZ	129	2567

LABOR RATE	LICENSE NO.	MILEAGE
	4WGJ965	62,315

YEAR / MAKE / MODEL
02/CHEVROLET TRUCK/BLAZER/4DR 2WD

VEHICLE ID NO.
1 G N D S 1 3 S 3 2 2 [redacted]

F.T.E. NO.	P.O.

COLOR	STOCK NO.
VICTORY RED	

COMMENTS

DELIVERY MILES	SELLING DEALER NO
14	

R.O. DATE	INVOICE DATE
03/13/07	03/14/07

REPRINT NUMBER	DELIVERY DATE
	02/14/02
	PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright © 1998 The Reynolds and Reynolds Company GRAINTIMAGE SF621130 Q (01/05)

TOTALS

* *
* YOU MAY BE RECEIVING A SURVEY FOR TODAY'S VISIT !! *
* IF, FOR ANY REASON, YOU ARE NOT COMPLETELY SATISFIED *
* WITH YOUR SERVICE VISIT, *
* PLEASE CONTACT *
* HOVIK KHACHEKIAN, SERVICE MANAGER *
* or *
* JOHN SCHMIDT, SERVICE DIRECTOR *
* COMMENTS ARE WELCOME AT 'SUGGESTIONBOX@YOURCHEVY.COM' *
* *

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

************************* D U P L I C A T E I N V O I C E ***************************

[redacted]

Community Chevrolet Company

(818) 848-4471 • 843-2200
200 W. OLIVE AVE. **BURBANK, CA 91502**
www.yourchevy.com



B.A.R. REG. # AA106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]
CUSTOMER NUMBER [redacted]

[redacted]
BURBANK, CA [redacted]

RESIDENCE PHONE | BUSINESS PHONE [redacted]

ADVISOR: KENNETH L MOORE 205 | TAG NO.: 1122
LABOR RATE | LICENSE NO.: 4WGJ965 | MILEAGE: 72,676
YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/BLAZER/4DR 2WD
VEHICLE ID NO.: 1GNDS13S322 [redacted]
F.I.R. NO. | P.O.
COLOR: VICTORY RED | STOCK NO.
COMMENTS
DELIVERY MILES: 14 | SELLING DEALER NO.
R.O. DATE: 04/03/08 | INVOICE DATE: 04/04/08
REPRINT NUMBER | DELIVERY DATE: 02/14/02
PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

JOB# 1 CHARGES

LABOR
J# 1 51CVZ06 TAILLIGHTS TECH(S):493 38.78
CUSTOMER STATES L/SIDE BRAKE LIGHT IS INOP
BROKEN LT.T-LAMP ASSEMBLY.
REPLACED LT.T-LAMP ASSEMBLY.
SERVICE COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15131578	LAMP 2.679	157.00	157.00
			TOTAL - PARTS		157.00

JOB# 1 TOTALS

LABOR	38.78
PARTS	157.00
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	195.78

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $200.00 (+TAX) ON 04/04/08 AT 01:15pm
BY ELFRIDA KHUDABAK COMMENTS
COMMENTS
THANK YOU FOR CHOOSING COMMUNITY CHEVROLET,KEN MOORE

TOTALS

* YOU MAY BE RECEIVING A SURVEY FOR TODAY'S VISIT !! *
* IF, FOR ANY REASON, YOU ARE NOT COMPLETELY SATISFIED *
* WITH YOUR SERVICE VISIT, *
* PLEASE CONTACT *
* HOVIK KHACHEKLAN, SERVICE MANAGER *
* OR *
* JOHN SCHMIDT, SERVICE DIRECTOR *
* COMMENTS ARE WELCOME AT 'SUGGESTIONBOX@YOURCHEVY.COM' *

TOTAL LABOR....	38.78
TOTAL PARTS....	157.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	12.95
TOTAL INVOICE $	**208.73**

CUSTOMER SIGNATURE

************************** DUPLICATE INVOICE **************************

PAGE 04 [redacted] COMMUNITY CHEVROLET 8188433656 05/02/2008 09:12 GRAINTVLE SHEETSIED (6/09) Copyright © 2001 The Reynolds and Reynolds Company

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes c/o Yvonne Ritchie State: CA

Customer Name: [redacted] Service Request: [redacted]

Vehicle ID No.: 1GNDS13S3[redacted] In Service Date: 2/14/2002 Vehicle is: New BAC Code: 114553

Year, Make & Model: 2002 Chevrolet Trailblazer

Lien holder: GMAC☐ Other☒: Chase Auto Finance DVM requests involvement?: N Purchase Price of Vehicle: $ 25,104.61

Was TAC contacted for this vehicle (Y/N)? : N

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/04	[redacted]	2	35,786	C/S Engine will not crank, has to jump start. – Replaced battery. Rental inv. #[redacted] 2 Days out per GMVIS
12/21/04		*	36,351	line 1. C/S Engine cooling fan stays on. / Fault fan clutch. – Replace fan clutch. C/S Service engine soon light is on. – See line one.
03/13/07		*	62,315	C/S Engine will not turn over.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/04	[redacted]	*	35,786	C/S Trans does not shift properly. / Hard shift. – Cleaned transmission valve body.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/02	[redacted]	*	7,909	C/S She hears a window noise coming from the front windows when driving. – **No problem found.**

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/13/03	[redacted]	*	11,365	C/S L/side brake light is inop. / Bulb. – Replace bulb.
06/04/03		*	15,063	C/S Rear brake lights are inop. / Both rear tail lamp circuit boards contact loose. – Replace right and left bulbs circuit board.
08/24/05		*	44,436	C/S Right side head light is inop. / Light bulb. – Replace light bulb.
				Recall campaign 04087 tail lamp durability. / Rear tail lamp circuit boards failing. – Replace rear tail lamp circuit boards per recall 04087.
03/13/07		*	62,315	C/S Power windows are inop.
				C/S All warning lamps are inop.
04/03/08		2	72,676	C/S L/side brake light inop. / Broken LT t-lamp assembly. – Replaced LT t-lamp assembly.

☐ Other/Recall

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/4/02	[redacted]	N/A	7,909	Campaign 02016 Fuel filter fitting may disconnect. – Install new fuel filter quick connect retainers per campaign 02016 instructions.
12/01/04		N/A	35,786	Noncompliance recall 03012 trans shift LK & ignition key removal. Mech override may allow the ignition key to be removed in a position other than park. Complete recall 03012 per bulletin.
				Customer satisfaction program 03013 I.P. cluster inop. / I.P. cluster needs reprogram. – Campaign 03013 reprogram I.P. cluster.
				Campaign 04005 windshield wiper operation. / Windshield wipers may fail. – Replace windshield wiper motor per campaign bulletin 04005.
				Perform 04037 seat belt. – Performed inspection as per 04037.
				Performed 04087 Tail light. – Performed 04087.

THE STATE LEMON LAW READS:

Days out of service: **30**
Repairs: **4 plus direct notice.**
Time period: **18/18**
Does Lemon Law state nonconformity must continue to exist? **Not specified.**
If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period:	**3 per GMVIS**
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	5

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No response from DVM Tony Masarweh.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

*****Unable to verify days out of service due to unobtainable service repair orders dating back to 2002. CRS spoke to service manager Hovick Khachekian, and he stated the history listing was all he could provide because it would take weeks to search the storage area where old files are kept. Hovik did provide two service repair orders, one from '07 and one from '08. RO#45692 does not have a cause or correction listed for the customer's complaint. Hovik does not remember the customer and the service advisor on the repair order doesn't recall why there is no cause or correction.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No other information.

RECOMMENDATION

Recommend small cash settlement in the range of $5,000.00 - $7,500.00 inclusive with a possible denial if cash is rejected.
Case settled with cash settlement of $7,500.00 inclusive.

RATIONALE

- Vehicle out of presumption and out of warranty
- Vehicle fairly old and has had a few minor electrical concerns
- Last time vehicle went into dealership was 04/0308 and before then vehicle had not been into dealership since 03/13/08

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $

OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING:

Date:

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

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





APR 18 2008

NORMAN & TAYLOR
A Professional Law Corporation
425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR
STEPHANIE R. TATAR
C. GRAYDON SCHLICHTER III
TAREK H. ZOHDY

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052
www.normantaylor.com

April 15, 2008

NOTICE OF LIEN

Re: Khudabak, Elfrida & Petrosian, Erick vs. General Motors Corporation, et al.

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Norman Taylor & Associates gives notice of a contractual lien for attorney fees against ANY recovery in this action by plaintiff [redacted] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to Hansen vs. Jacobsen (1986) 186 Cal. App. Ed 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, with knowledge of the lien (whether filed or not), distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to Siciliano vs. Fireman's Fund Insurance Co, (1976) 62 Cal. App. 3d 745, 750-751, Kaiser Foundation Health Plan, Inc. vs. Aguiluz (1996) 47 Cal. App. 4th 302, and Miller vs. Rau (1963) 216, Cal. App. 2d 68.

Very Truly yours,

Norman Taylor & Associates
A Professional Law Corporation

By: Donald P. Ladewig for
Norman F. Taylor, Esq.

NFT:sg

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR
STEPHANIE R. TATAR
C. GRAYDON SCHLICHTER III
TAREK H. ZOHDY

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052
www.normantaylor.com

April 15, 2008

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted] vs. General Motors Corporation, et al.
Vehicle: 2002 Chevrolet Trailer
Vin: 22305750

Dear General Motors Corporation:

Please be advised that **Norman Taylor & Associates** represents the interests of [redacted] concerning their 2002 Chevrolet Trailer. In accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), Elfrida Khudabak & Erick Petrosian hereby request that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was purchased new on February 14, 2002 from Community Chevrolet Co. in the city of Burbank, California. The vehicle came with a warranty as defined in the Act.

2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

   - **Defective Electrical System:** The taillights, head lights, brake lights and interior lights failed repeatedly even after a recall was performed to correct this problem. The failure of the exterior lights constitutes a severe safety hazard to Elfrida Khudabak and her passengers. These electrical have continued into present time uncorrected. Four (4) attempts were made to repair this problem to no avail.
   - **Defective Engine/Engine Control Systems:** The check engine light has been coming on repeatedly.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle t[redacted]

Our clients are entitled to full restitution under CA Civ. Code § 1793.2(d) (2) and Civ. Code § 1794, to date, as follows:

Actual Damages to Date

1.	Amount Paid & Payable	$34,567.12
2.	DMV Registration	$ TBD
3.	Car Rental Expense	$ TBD
4.	Towing Expense	$ TBD
5.	Repair Expense	$ TBD
6.	Add-on Expense	$ TBD
Actual Damages		**$34,567.12**

Our clients will seek a civil penalty, which is twice the amount of their actual damages.

Civil Penalty.....**$69,134.24**

Accordingly, at trial, the damages sought will be approximately $103,701.36.

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, Elfrida Khudabak & Erick Petrosian hereby make an offer to settle for $34,567.12 in actual damages, not including additional expenses noted above, which will be determined at time of settlement, **plus** $3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Community Chevrolet Co. or General Motors Corporation.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our clients with regard to this matter and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT: sg
Enclosures: Purchase Agreement
Dept. of Motor Vehicle Registration
Repair Orders
Cc: [redacted]

[redacted]

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

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

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

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

[redacted]

REGISTRATION CARD VALID FROM: 02/16/2008 TO: 02/16/2009

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2002	2002	FT	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	PN	1GNDS13S322[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	02/25/08	19	02/25/08	9	[redacted]

PR EXP DATE: 02/16/2008

AMOUNT PAID
$ 116.00

REGISTERED OWNER
[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 116.00	CASH :	
	CHCK :	
	CRDT :	116.00

SUNLAND
CA [redacted]

LIENHOLDER

H06 510 05 0011600 0052 CS H06 022508 11 4WGJ965 750

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

6864

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] BURBANK LOS ANGELES CA [redacted]	COMMUNITY CHEVROLET COMPANY 200 W OLIVE AVE BURBANK CA 91502

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2002	CHEVROLET BLAZER	14	1GNDS13S322[redacted]	XX ☒ personal, family or household ☐ business ☐ agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 8002.00 is
10.90 %	$ 7128.67 (e)	$ 19436.45	$ 26565.12 (e)	$ 34567.12 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
71 Payments	368.96	Monthly, Beginning 03/16/2002
One Final Payment	368.96	02/16/2008

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories		$ 25104.61 (A)
1. Cash Price Vehicle	$ 25104.61	
2. Cash Price Accessories	$ N/A	
B. Document Preparation Fee (not a governmental fee)		$ 45.00 (B)
C. Smog Fee Paid to Seller		$ N/A (C)
D. Sales Tax (on A + B + C)		$ 2074.84 (D)
E. Luxury Tax		$ N/A (E)
F. Service Contract (optional)*		$ N/A (F)
G. Prior Credit or Lease Balance paid by Seller to _____ (see downpayment and trade-in calculation)		$ N/A (G)
H. Other (to whom paid) N/A For _____		$ N/A (H)
Total Cash Price (A through H)		$ 27224.45 (1)
2. Amounts Paid to Public Officials		
A. License Fees ESTIMATED		$ 209.00 (A)
B. Registration/Transfer/Titling Fees		$ N/A (B)
C. Smog Impact Fee		$ N/A (C)
D. Other CALIFORNIA TIRE FEE*		$ 5.00 (D)
E. Other _____		$ N/A (E)
Total Official Fees (A through E)		$ 214.00 (2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)*		$ N/A (3)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires [redacted] is acceptable to us [redacted] insurance to obtain [redacted]

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

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

Application for Optional Credit Insurance

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

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

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the

F. Service Contract (optional) $ _____

G. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (G)

(see downpayment and trade-in calculation)

H. Other (to whom paid)* N/A $ N/A (H)

For _____

Total Cash Price (A through H) $ 27224.45 (I)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED $ 209.00 (A)

B. Registration/Transfer/Titling Fees $ N/A (B)

C. Smog Impact Fee $ N/A (C)

D. Other CALIFORNIA TIRE FEE* $ 5.00 (D)

E. Other _____ $ N/A (E)

Total Official Fees (A through E) $ 214.00 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. Smog Certification Fee Paid to State $ N/A (4)

5. Subtotal (1 through 4) $ 27439.45 (5)

6. Total Downpayment

A. Gross Trade-In Yr _____ Make _____ $ N/A (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 2002.00 (E)

F. Other _____ $ N/A (F)

G. Cash $ 6000.00 (G)

Total Downpayment (C through G) $ 8002.00 (6)

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

7. Amount Financed (5 less 6) $ 19436.45 (7)

*Seller may keep part of these amounts.

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details).

Date _____ X _____ Buyer Signature _____ Age _____

Date _____ X _____ Co-Buyer Signature _____ Age _____

SELLER ASSISTED LOAN

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

Proceeds of Loan From: _____

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

Installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ **Name of autobroker receiving fee, if applicable:**

N/A

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

Term N/A N/A

Buyer X [redacted]

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

Company _____

Term [redacted]

Buyer X [redacted]

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back give Buyer the right to rescind if Seller is unable to assign this contract to a financial institution that chooses to apply.

Buyer X _____ Co-Buyer X _____

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

[redacted] X _____

Buyer Initials Co-Buyer Initials

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the District Attorney, the Investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree. Document Preparation Fee

6. Total Downpayment

A. Gross Trade-in Yr _____ Make _____ $ N/A (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 2002.00 (E)

F. Other _____ $ N/A (F)

G. Cash $ 6000.00 (G)

Total Downpayment (C through G) $ 8002.00 (6)

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

7. Amount Financed (5 less 6) $ 19436.45 (7)

*Seller may keep part of these amounts.

TIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Cover[redacted]tails).

Date Buyer Signature Age

Date X Co-Buyer Signature Age

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

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

Buyer X _____

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

Company _____

Term N/A Mos. or N/A Miles

Buyer X _____

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

X E.K. Buyer Initials X _____ Co-Buyer Initials

SELLER ASSISTED LOAN

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

Proceeds of Loan From: _____

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable In N/A

Installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the[redacted]ht to rescind if Seller is unable to assign this contract to [redacted]y.

Bu[redacted] Co-Buyer X _____

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE [redacted]S THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X _____

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

If you have a [redacted]u should try to resolve it with the seller. Complaints co[redacted]ctices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator fo[redacted]s, or any combination thereof. After this cont[redacted]hange the financing or payment terms unless you agree in writing to the change. You do not have to agree to an[redacted]ceptive practice for the seller to make a unilateral change.

Buyer Signature [redacted] Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

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

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

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X [redacted] Date 02/14/2002 Co-Buyer Signature X _____ Date _____

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

Other Owner Signature X _____ Address _____

Seller Signature X _____ Date 02/14/2002 By _____

LAW FORM NO. 553-CA 1/00
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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

Community Chevrolet Company

(818) 848-4471 • 843-2200
200 W. OLIVE AVE. **BURBANK, CA 91502**
www.yourchevy.com



B.A.R. REG. # AA106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]

CUSTOMER NUMBER [redacted]

ELFRIDA KHUDABAK
718 S 5TH ST APT 203
BURBANK, CA [redacted]

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

ADVISOR		TAG NO.
KENNETH L MOORE	205	1122

LABOR RATE	LICENSE NO.	MILEAGE
	4WGJ965	72,676

YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/BLAZER/4DR 2WD

VEHICLE ID NO.: 1 G N D S 1 3 S 3 2 [redacted]

F.T.E. NO.	P.O. NO.

COLOR	STOCK NO.
VICTORY RED	

COMMENTS

DELIVERY MILES	SELLING DEALER NO.
14	

R.O. DATE	INVOICE DATE
04/03/08	04/04/08

REPRINT NUMBER	DELIVERY DATE
	02/14/02
	PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

The Reynolds and Reynolds Company ERAINTSIL14E CC640771 Q (12/05)

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

LABOR----------
J# 1 51CVZ06 TAILLIGHTS TECH(S) 493 38.78
CUSTOMER STATES L/SIDE BRAKE LIGHT IS INOP
BROKEN LT.T-LAMP ASSEMBLY.
REPLACED LT.T-LAMP ASSEMBLY.
SERVICE COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15131578	LAMP 2.679	157.00	157.00
				TOTAL - PARTS	157.00

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

LABOR	38.78
PARTS	157.00

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 195.78

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $200.00 (+TAX) ON 04/04/08 AT 01:15pm
BY ELFRIDA KHUDABAK COMMENTS
COMMENTS----------
THANK YOU FOR CHOOSING COMMUNITY CHEVROLET,KEN MOORE

TOTALS----------

* *
* YOU MAY BE RECEIVING A SURVEY FOR TODAY'S VISIT !! *
* IF, FOR ANY REASON, YOU ARE NOT COMPLETELY SATISFIED *
* WITH YOUR SERVICE VISIT, *
* PLEASE CONTACT *
* HOVIK KHACHEKIAN, SERVICE MANAGER *
* or *
* JOHN SCHMIDT, SERVICE DIRECTOR *
* COMMENTS ARE WELCOME AT 'SUGGESTIONBOX@YOURCHEVY.COM' *
* *

TOTAL LABOR....	38.78
TOTAL PARTS....	157.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	12.95
TOTAL INVOICE $	**208.73**

PAID APR - 4 2008

CUSTOMER SIGNATURE

Community Chevrolet Company

(818) 848-4471 • 843-2200
200 W. OLIVE AVE., **BURBANK, CA 91502**
www.yourchevy.com



B.A.R. REG. # AA106920 E.P.A. # CAD981370968

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/13/07	[redacted]	62315	129	99	C	51CVZ10	POWER WINDOWS
				99	C	52CVZ01	TRIM ELECT CONCERN
				99	C	50CVZ01	ENGINE ELECT CONCERN
08/24/05		44436	129	438	C	51CVZ05	HEADLIGHTS
				438	W	86CVZ04087	TAIL LP.DURABILITY
				470	C	40CVZ05	PARKING BRAKE

SERVICE

SALESPERSON NO. 769

VEHICLE ID NO. 1GNDS13S322[redacted]

[redacted]
BURBANK, CA [redacted]

RESIDENCE PHONE [redacted]
BUSINESS PHONE [redacted]

TIME RECEIVED 05:32pm
LABOR RATE

DATE / TIME PROMISED 04/03/08 06:00pm
PRIORITY 4

APPOINTMENT ☐ Yes ☒ No

Advisor: KENNETH L MOORE

YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/BLAZER/4DR 2WD
STOCK NO.
LICENSE NO. [redacted]
R.O. NO. [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
6934		02/14/02	14		04/03/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
VICTORY RED/MED O				1122

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	72,676	205	

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

CUST. SIGN X _____

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TESTS INDICATES ARE NECESSARY.

Mr. Goodwrench

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

ORIGINAL ESTIMATE $	REVISED ESTIMATE $	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE $	ADDITIONAL COST $	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

*HAZARDOUS WASTE: *RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE MAY CONSIST OF: WASTE OILS, SOLVENTS, CLEANERS, ANTI-FREEZE, BATTERIES, TIRES, CONTAMINATED FUEL, OIL FILTERS, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Reynolds and Reynolds CO840789 © (1995)

ERAINTWOL14E

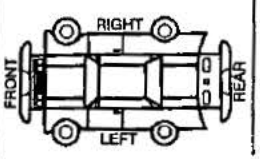
JOB	LABOR INSTRUCTIONS
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00
	X _____
C	51CVZ06 C TAIL LIGHTS
	CUSTOMER STATES L/SIDE BRAKE LIGHT IS INOP

FOR YOUR CONVENIENCE
SERVICE AND PARTS
DEPARTMENT HOURS:
MONDAY THRU FRIDAY
7:00 AM - 6:00 PM

NO VEHICLES RELEASED
AFTER 6:00 PM
UNLESS ARRANGEMENTS
MADE

TERMS CASH OR
WE ACCEPT THE
FOLLOWING CREDIT CARDS:
VISA • MASTERCARD
AMERICAN EXPRESS
DISCOVER

No Major Damage X_____
Some scratches X_____
Unable to determine condition of body X_____



63530

CUSTOMER COPY

CUSTOMER NAME [redacted] SERIAL NO. 1GNDS13S322[redacted]
TOTAL R/O'S 9 TOTAL SERV. DAYS 10 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	03/13/2007	62315	A	129			
				T	99	1 C	51CVZ10	POWER WINDOWS
				T	99	2 C	52CVZ01	TRIM ELECT CONCE
				T	99	3 C	50CVZ01	ENGINE ELECT CON
2		08/24/2005	44436	A	129			
				T	438	1 C	51CVZ05	HEADLIGHTS
				T	438	2 W	86CVZ04087	TAIL LP.DURABILI
				T	470	3 C	40CVZ05	PARKING BRAKE
				T	438	4 C	61CVZ10	WEATHERSTRIPS
3		12/21/2004	36351	A	129			
				T	485	1 W	21CVZ01	COOLING SYS CONC
				T	485	2 W	10CVZ06	*SERVICE ENGINE
4		12/01/2004	35786	A	144			
				T		1 W	86CVZ03012	TRANS.SHIFT LOCK
				T	435			
				T		2 W	86CVZ03013	I.P.CLUSTER INOP
				T	435			
				T		3 W	86CVZ04005	WINDSHIELD WIPER
				T	435			
				T	435	4 W	86CVZ	CAMPAIGNS
				T	435	5 W	51CVZ06	TAILLIGHTS
				T	435	6 W	50CVZ03	NO CRANK
				T	99	7 W	70CVZ03	RENTAL
				T	474	8 W	30CVZ	*AUTO TRANS DIAG
5		06/04/2003	15063	A	149			
				T	435	1 W	51CVZ	*CHAS/BODY ELEC
				T	31555	2 C	46CVZ	WHEELS/TIRES
6		01/13/2003	11365	A	205			
				T	478	1 I	11CVZ	ENGINE MINOR
				T	478	2 W	51CVZ06	TAILLIGHTS
7		12/10/2002	10582	A	205			
				T	431	1 I	88CVZ9K	9K MILE SERVICE
8		10/04/2002	7909	A	149			
				T	433	1 W	86CVZ02016	FUEL FILTER DISC
				T	99	2 W	60CVZ	INTERIOR TRIM
				T	470	3 C	88CVZ6K	6K MILE SERVICE
9	[redacted]	05/22/2002	3129	A	205			
				T	473	1 I	88CVZ3K	3K MILE SERVICE

[redacted]

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

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

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

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

[redacted]

REGISTRATION CARD VALID FROM: 02/16/2008 TO: 02/16/2009

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2002	2002	FT	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	PN	1GNDS13S322[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	UT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	02/25/08	19	02/25/08	9	R2725913

PR EXP DATE: 02/16/2008

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 116.00

AMOUNT DUE	AMOUNT RECVD	
$ 116.00	CASH :	
	CHCK :	
	CRDT :	116.00

SUNLAND
CA [redacted]

LIENHOLDER

H06 510 05 0011600 0052 CS H06 022508 11 4WGJ965 750

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

CHECK **No.** 900983104

50-837
213

DATE		AMOUNT
07/14/08	***********7,500 DOLLARS **00 CENTS	***********7,500.00

PAY TO THE ORDER OF

[redacted] ANDNORMAN TA*
YLOR & ASSOCIATES
425 W BROADWAY STE 220
GLENDALE CA 91204-1269

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000112 1

CHECK NO. 900983104

VENDOR NAME [redacted] ANDNORMAN TA

PAYMENT DATE 07/14/08

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDS13S322[redacted]	07/11/08	VM 1-AN341L [redacted] 1-AN341L	00.0000	7,500.00	.00	7,500.00

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)
Norman Taylor and Associates

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.)
425 W. Broadway, Suite 220

Requester's name and address (optional)

City, state, and ZIP code
Glendale, CA 91204

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
9 5 4 1 7 7 4 2 1 4

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.

Sign Here | Signature of U.S. person ▶ [redacted] Date ▶ 05-18-2007

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 301.7701-5(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,

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 05/16/08
Start Date: 05/16/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: Gainesville State: FL Zip code: [redacted]
Day phone [redacted] Evening phone: [redacted] Cell phone:
Fax: E-mail address: b[redacted]

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Envoy Year: 2004 Current mileage: 65000
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Wade Raulerson, Gainesville, FL
Primary Servicing dealer/city/state: Wade Raulerson,
Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 10/04/07 Mileage at purchase/lease:
First repair attempt date: 10/23/07 First repair attempt mileage: 65000
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☐ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I want my down payment back.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GKET16S546[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
air conditioner does not work		1		yes
Service engine light would not go off		3		yes
Headlights would not come on		1		no
Seat belt light will not go off		1		no
dead battery-I had to replace		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Mario Resendez State: FL

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]

Vehicle ID No.: 1GKET16S546[redacted]

In Service Date: 8/27/2004

Vehicle is: Used

BAC Code: [redacted]

Year, Make & Model: 2004 GMC Envoy
Mileage at Time of BBB Filing 65,000
Lien holder: GMAC☐ Other☒: {Name}

Vehicle Purchased Used on: 10/04/07 at odometer N/A
Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name:Dennis Ferguson
Phone/Cell Number: 407-319-3465

CAM Name: Aubrey Washington
Phone Number: 678-240-9832

VEHICLE REPAIR HISTORY

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

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ A/C issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/05/08	[redacted]	1	65,089	Customer states that the middle A/C vents don't work at all. Mode actuator door motor failing. Must replace. Customer given est of $621.74 parts and labor customer ceclined repairs.

☐ SES light issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/19/07	[redacted]	1	58,613	Electrical engine. Cluster and oxygen sensor.

☐ Headlight issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/07	[redacted]	1	58,738	Customer states headlights will not come on. Replaced relay.

☐ Seatbelt light issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/22/07	[redacted]	9	60,470	Seatbelt light is staying on. No communication with seatbelt module, Replaced module, retest, replaced isntrument panel.
10/16/07		1	60,356	Seatbelt light will not go off. Replaced right front seatbelt buckle and changed oil and filter.
10/06/07		1	58,738	customer states seatbelt light will not go off. Ordered ront seatbelt buckle.

☐ Battery issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: out of service for 30 days plus an opportunity for a final repair attempt
Repairs three times plus a final attempt after receiving consumer's notice
Time period 24 months from original delivery plus 60 days / not specified
Does Lemon Law state nonconformity must continue to exist? not specified

If applicable, safety-related repairs not specified
Safety-related time period not specified / not specified

Number of repair attempts in the presumption period: 3 repairs for the seatbelt issue however repairs are out of presumption period

Total days out of service during the presumption period: 0
Total days out of service during customer's ownership: 14

Vehicle Meets Presumption of Lemon Law NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: customer stated that she is looking for cost assistance for the repairs

DVM sts: DVM called in advised not to offer any GW due to vehicle being out of the B2B unless the srvc mngr has any different info

SVM sts: CRS has received all the info from the dlr

CRS Rationale: Vehicle is out of parameter to file for LL within the FL state. Vehicle has had 3 repairs for seatbelt light and a total of 14 days out of service. CRS will contact the dlr and see if any assistance can be appropriate. CRS will touch bases with DVM and suggest to offer a 1 car payment reim as GW gesture to settle case.

CRS has refered the cust back to the BBB for further assistance on pursuing claim out of the BBB program. CRS will now close this SR without offering any GW

SR closed as of 07/08/08

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD 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.**

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 :	1GKET16S5462[redacted]

VEHICLE INFORMATION

Merchandising Model :	TT15806 -2004 ENVOY XL SLT 4WD (4-DOOR)	Warranty Start Date :	08/27/2004
BARS Order Type :	81 - DEALER USED CAR (CVMS USE)		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A

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:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/27/2004	0 miles	08/27/2007	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/27/2004	0 miles	08/27/2010	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/27/2004	0 miles	08/27/2012	80000 miles
36/36000 FEDERAL EMISSION	08/27/2004	0 miles	08/27/2007	36000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/28/2006	[redacted]	#	R5140 - MODULE, VEHICLE INTERFACE UNIT VIU/VCIM - REPLACE	31285 miles

07/25/2005	[redacted]	#	J3390 - FAN CLUTCH REPLACEMENT	18206 miles
04/08/2004	[redacted]	#	N6616 - WIRING AND/OR CONNECTOR - SERIAL DATA/DLC/STAR CONNECTOR -	14 miles
03/04/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Wade Raulerson

PONTIAC HONDA GM BUICK

To: MARIO RESENDEZ

Company: 866-597-4491

Fax #:

MARIO

HERE ARE THE DOCUMENTS YOU REQUESTED.
THIS VEHICLE WAS SOLD AS IS. AS YOU CAN
SEE THE DEALERSHIP DID THE RIGHT THING AND
REPAIR THE SAFETY ITEMS AT THEIR EXPENSE.

CALL ME WHEN YOU HAVE A RESOLUTION

THANK YOU

CHUCK.

From:

Chuck Jones

Service Director

Work #: (352)-372-2583 ext 262

Fax #: (352)-377-6044

Cell #: (904)-813-1780

17 pages

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

06/17/08

WADE RAULERSON BUICK - PONTIAC – GMC
2101 N MAIN ST
GAINESVILLE FL 32609-3647

Re: [redacted]
Siebel Request: [redacted]
2004 GMC Envoy
VIN # 1GKET16S54[redacted]

Dear Mr. Chuck Jones & Sales Manager:

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,

Mario Resendez
BRC Customer Relationship Specialist
Ph# 866-790-5600 ext.11158
FAX# 866-597-4481

[redacted]

Wade Raulerson

PONTIAC GMC BUICK GM Parts

2101 N. MAIN ST.
GAINESVILLE, FLORIDA 32609
(352) 372-2583

MOTOR VEHICLE REPAI[redacted]
REGISTRATION NUMBE[redacted]
VF-1019250/1

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
8	GARY 918	932	10/06/07	[redacted]

WADE RAULERSON PONTIAC
2101 N MAIN STREET
GAINESVILLE, FL 32609

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	107CAS	58,738	GOLD/	07180A

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
04/GMC/ENVOY/4 DOOR	10/03/07	58,664

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKET16S546 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		10/06/07	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
	352-372-2583	MO: 58738

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

J# 1 50PNZ ELECTRICAL BODY WORK TECH(S):461 INTERNAL
C/S HEADLIGHTS WILL NOT COME ON
REPLACED RELAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 1	1	15016745	RELAY 2.483		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 50PNZ-1 ELECTRICAL BODY WORK TECH(S):461 INTERNAL
C/S SEATBELT LIGHT WILL NOT GO OFF
ORDERED RIGHT FRONT SEATBELT BUCKLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 2	1	88957674	BELT KIT 16.714		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # A	SSA	SHOP SUPPLIES INTERNAL		
			TOTAL - MISC	0.00

TECHNICIAN CERTIFICATION----------
461 EARL H DYER EARL DYER

TOTALS----------

****
* CASH ( ) CHECK# ( ) CHARGE # ( ) *
* << CREDIT CARD TYPE >> *
* ATM ( ) MASTERCARD ( ) VISA ( ) DISCOVER ( ) *
****

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**

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND
PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY
FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES
AND/OR WASTE DISPOSAL.
MV-02678
****THANK YOU FOR YOUR BUSINESS****

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

The Reynolds and Reynolds Company EPAINTLIVE CD576843 Q (12-07)

 SERVICE FILE COPY [END OF INVOICE] 08:12am

[redacted]

Wade Raulerson

PONTIAC GMC BUICK GM Parts

2101 N. MAIN ST.
GAINESVILLE, FLORIDA 32609
(352) 372-2583

MOTOR VEHICLE REPA[redacted]
REGISTRATION NUMBE[redacted]
VF-1019250/1

CUSTOMER NO. [redacted]	ADVISOR GARY 918	TAG NO. 536G	INVOICE DATE 10/16/07	[redacted]
WADE RAULERSON PONTIAC 2101 N MAIN STREET GAINESVILLE, FL 32609	LABOR RATE	LICENSE NO. IO7CAS / MILEAGE 60,356	COLOR GOLD/	STOCK NO. 07180A
	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR		DELIVERY DATE 10/03/07	DELIVERY MILES 58,664
	VEHICLE I.D. NO. 1GKET16S546205039		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/16/07	MILEAGE OUT
RESIDENCE PHONE / BUSINESS PHONE 352-372-2583	COMMENTS			MO: 60356

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

J# 1 50PNZ ELECTRICAL BODY WORK TECH(S):473 INTERNAL

SEATBELT LIGHT WILL NOT GO OFF
REPLACED RIGHT FRONT SEATBELT BUCKLE AND CHANGED OIL AND
FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	88957674	BELT KIT 16.714		INTERNAL
JOB # 1	1	PKQL688984215	OIL &FILTER		INTERNAL
JOB # 1	1	88984215	FILTER 1.836		INTERNAL
JOB # 1	6	OIL	OIL 30 8.800		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

```
*************************************************************
*                                                           *
*  CASH (        ) CHECK# (          ) CHARGE # (        ) *
*                                                           *
*              << CREDIT CARD TYPE >>                       *
*                                                           *
* ATM (   ) MASTERCARD (   ) VISA (   ) DISCOVER (   )      *
*                                                           *
*************************************************************
```

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**

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND
PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY
FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES
AND/OR WASTE DISPOSAL.
MV-02678
****THANK YOU FOR YOUR BUSINESS****

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

The Reynolds and Reynolds Company EPA RENVE CC0/0613 Q (1/07)

 SERVICE FILE COPY [END OF INVOICE] 08:12am

Wade Raulerson

PONTIAC GMC BUICK GM Parts

2101 N. MAIN ST.
GAINESVILLE, FLORIDA 32609
(352) 372-2583

[redacted]

MOTOR VEHICLE REPA
REGISTRATION NUMBE
VF-1019250/1

[redacted]

CUSTOMER NO. [redacted]	ADVISOR GARY	918	TAG NO. 238	INVOICE DATE 10/30/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO. 107CAS	MILEAGE 60,470	COLOR GOLD/	[redacted]
GAINESVILLE, FL [redacted]	YEAR / MAKE / MODEL 04/GMC/ENVOY/4 DOOR			DELIVERY DATE 10/05/07	DELIVERY MILES 58,664
	VEHICLE I.D. NO. I G K E T 1 6 S 5 4 6 [redacted]			RETURN DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		RO OPEN 10/22/07	MILEAGE OUT
[redacted]	COMMENTS				MO: 60470

LABOR & PARTS

J# 1 50PNZ ELECTRICAL BODY WORK TECH(S) 461 473 INTERNAL

SEATBELT LIGHT IS STAYING ON
NO COMMUNICATION WITH SEATBELT MODULE.REPLACED MODULE.RETEST
REPLACED INSTRUMENT CLUSTER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		12233979	MODULE 16.712		INTERNAL
JOB # 1	1		15115883	CLUSTER 9.735		INTERNAL
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS
BILL TO USED CAR DEPT PER JEFF NORMAN

TECHNICIAN CERTIFICATION
461 EARL H DYER EARL DYER

TOTALS

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

CASH ( ) CHECK# ( ) CHARGE # ( )

<< CREDIT CARD TYPE >>

ATM ( ) MASTERCARD ( ) VISA ( ) DISCOVER ( )

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES AND/OR WASTE DISPOSAL.
MV-02678
****THANK YOU FOR YOUR BUSINESS****

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company (EMS1ZWE (Cust13 Q.1.10.07)

SERVICE FILE COPY

[END OF INVOICE] 08:13am

Wade Raulerson

[redacted]

MOTOR VEHICLE REP
REGISTRATION NUME
VF-1019250/1

2101 N. MAIN ST.
GAINESVILLE, FLORIDA 32609
(352) 372-2583

CUSTOMER NO. [redacted]	ADVISOR: PATRICIO LARA 840	TAG NO.: 3629	INVOICE DATE: 05/05/08	[redacted]
[redacted]	LABOR RATE	LICENSE NO.: 107CAS	MILEAGE: 65,089	COLOR: GOLD/
1928 NW 52ND PLA[redacted] GAINESVILLE, FL [redacted]	YEAR / MAKE / MODEL: 04/GMC/ENVOY/4 DOOR		DELIVERY DATE: 10/03/07	DELIVERY MILES: 58,664
	VEHICLE I.D. NO.: I G K E T 1 6 S 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P.O. NO.	R.O. DATE: 05/05/08	MILEAGE OUT: REPRINT# 1
	COMMENTS			MO: 65090

LABOR & PARTS

J# 1 13PNZ COOLING SYSTEM WORK TECH(S): 921 90.50

CUSTOMER STATES THAT THE MIDDLE A/C VENTS DONT WORK AT ALL
MODE ACTUATOR DOOR MOTOR FAILING, MUST REPLACE.
CUSTOMER GIVEN EST. OF $621.74 PARTS AND LABOR
CUSTOMER DECLINED REPAIRS.

JOB # 1 TOTAL LABOR & PARTS 90.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		9.05
			TOTAL - MISC	9.05

TOTALS

CASH ( ) CHECK# ( ) CHARGE # ( )	TOTAL LABOR....	90.50
	TOTAL PARTS....	0.00
<< CREDIT CARD TYPE >>	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
ATM ( ) MASTERGARD ( ) VISA ( ) DISCOVER ( )	TOTAL MISC CHG.	9.05
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	6.23
	TOTAL INVOICE $	**105.78**

OTHER SUPPLIES CHARGE REPRESENTS COSTS AND
PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY
FOR ITEMS SUCH AS MISCELLANEOUS SHOP SUPPLIES
AND/OR WASTE DISPOSAL.
MV-02678
****THANK YOU FOR YOUR BUSINESS****

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company (ENWTNNE OCE8213.0 (0206)

SERVICE FILE COPY

[END OF INVOICE] 08:13am

JUN 17, 2008 SUMMARY HISTORY DISPLAY Store 01 SERVC01 PORT 5052 3100

CUSTOMER NAME VERNON KEITH LANGLEY SERIAL NO. 1GKET16S546205039
TOTAL R/O'S 10 TOTAL SERV. DAYS 84 MAKE GC GMC

LN#	RO NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....	
1	[redacted]	05/05/2008	65090	A	840				
		T	921	1	C	13PNZ	COOLING SYSTEM W		C/P A/C MODE ACTUATOR
2		10/22/2007	60470	A	918				
		T	473	1	I	50PNZ	ELECTRICAL BODY		I - SEAT BELT MODULE $674.28
		T	461						
3		10/16/2007	60356	A	918				
		T	473	1	I	50PNZ	ELECTRICAL BODY		I - SEAT BELT BUCKLE /LOF $144.76
4		10/06/2007	58738	A	918				
		T	461	1	I	50PNZ	ELECTRICAL BODY		I - HEADLAMP RELAY. $205.67
		T	461	2	I	50PNZ-1	ELECTRICAL BODY		I - DRIVER SEAT BELT.
5		09/19/2007	58613	A	811				
		T	874	1	C	01PNZ03K	EXPRESS SERVICE		C/LOF
		T	806	2	C	45PNZ	ELECTRICAL ENG W		C/P CLUSTER + O2 SENSOR
6		06/07/2006	35827	A	380				
		T	779	1	C	01PNZ03K	EXPRESS SERVICE		

(E=ENTER)(F=FORWARD)(P=PAGE)(LINE#)(S=SUMMARY PRINT)

10-3-07

Wade Raulerson Pontiac

JM&A GROUP

[redacted]

Business Manager
BLAIRE

Sales Price: $24,400.00
Cash Down: $1,000.00
Trade Allowance: $14,500.00
Trade Payoff: $12,440.00
Balance: $21,340.00

Date: 10/3/07
Stock #[redacted]
Deal # 84797
Base Pmt: 66 pmts of $448/mo at 10.25%
Base Pmt: 72 pmts of $429/mo at 11%

Preferred	Value	Basic	Economy
Comprehensive Mechanical Breakdown Coverage: 36 months or 36000 miles * Rental car coverage * Towing coverage * Travel breakdown coverage * $ 100 deductible Basic Maintenance for 72 months * Service every 5000 miles * Replace engine oil & filter * Chassis lubrication * 15 point safety inspections * Documented service records * Cross Country membership * Value Added Coupons Road Hazard Tire Coverage * 3/ 4/ 5 years unlimited miles * Deluxe * No deductible Total Loss Protection * If theft or total loss, pays difference between actual cash value and the loan balance, including your primary carriers if applicable Secure Etch® * Theft deterrent system 66 payments of $563/month 72 payments of $539/month Guest: _____	Comprehensive Mechanical Breakdown Coverage: 36 months or 36000 miles * Rental car coverage * Towing coverage * Travel breakdown coverage * $ 100 deductible Basic Maintenance for 72 months * Service every 5000 miles * Replace engine oil & filter * Chassis lubrication * 15 point safety inspections * Documented service records * Cross Country membership * Value Added Coupons Total Loss Protection * If theft or total loss, pays difference between actual cash value and the loan balance, including your primary carriers if applicable Road Hazard Tire Coverage * 3/ 4/ 5 years unlimited miles * Deluxe * No deductible 66 payments of $563/month 72 payments of $539/month Guest: _____	Comprehensive Mechanical Breakdown Coverage: 36 months or 36000 miles * Rental car coverage * Towing coverage * Travel breakdown coverage * $ 100 deductible Basic Maintenance for 72 months * Service every 5000 miles * Replace engine oil & filter * Chassis lubrication * 15 point safety inspections * Documented service records * Cross Country membership * Value Added Coupons Total Loss Protection * If theft or total loss, pays difference between actual cash value and the loan balance, including your primary carriers if applicable 66 payments of $557/month 72 payments of $533/month Guest: _____	Comprehensive Mechanical Breakdown Coverage: 36 months or 36000 miles * Rental car coverage * Towing coverage * Travel breakdown coverage * $ 100 deductible Basic Maintenance for 72 months * Service every 5000 miles * Replace engine oil & filter * Chassis lubrication * 15 point safety inspections * Documented service records * Cross Country membership * Value Added Coupons * Customer Okays Exp Only On 10-16-07 For 72 Months At $416 Per Month * K.L 66 payments of $541/month 72 payments of $518/month Guest: _____

0

For exact coverages, exclusions, and limitations of the above optional value added products that you have selected, please refer to the specific product contract. Payments listed above are estimates. For specific payment information, please refer to the Retail Installment Contract/Lease Agreement. The purchase of value added products is NOT required in order to obtain financing or to lease/purchase a vehicle. Each value added optional product may be purchased separately.

Florida Version 3.06

Guest Initials: _____

Finance Deal Information

JM&A GROUP

Print Menu

New Deal

Main Menu

1. Select age group

Customer Age
(•) 65 or under
( ) 66 - 70
(•) 71 or over

Printer Adjustment
3 Column Menu
0
4 column Menu
0

2. Enter deal information

Customer First Name	VERNON
Customer Last Name	LANGLEY
Business Manager	BLAIRE
Stock #	07180A
Deal #	84797
Sales Price	$24,400.00
Cash Down	$1,000.00
Trade Allowance	$14,500.00
Trade Payoff	$12,440.00
# of Months (Short Term)	66
Quoted Rate (Short Term)	10.25%
# of Months (Long Term)	72
Quoted Rate (Long Term)	11.00%
Payment Quoted	

3. Enter Service Contract pricing for this vehicle

Service Contract:	Preferred	Value	Basic	Economy
Months:	36	36	36	36
Miles:	36,000	36,000	36,000	36,000
Retail:	$3,073	$3,073	$3,073	$3,073
Deductible:	$ 100	$ 100	$ 100	$ 100
Road Hazard:	No	No	No	No

4. Modify information below for this deal if necessary

Taxes & Fees	
Sales Tax Rate:	6.25%
Dealer Fee:	$399.00
Tag Fee:	$60.00

Car Care	
Intervals (miles):	5000
Term:	72

Base Payment (Short Term)
$448

Product Prices	
Car Care:	$1,295.00
Lease Wear & Tear:	$463.00
Total Loss Protection	
Gap:	
Gap Plus:	$795.00
Secure Etch®:	$0.00
Road Hazard Tire	
Standard:	$0.00
Deluxe:	$305.00
Paint Protectant:	$125.00
Road Hazard:	$75.00

COST NO. 11566

PONTIAC

Wade Rauderson

GMC TRUCK | BUICK

P.O. BOX 1646 2101 N. Main St GAINESVILLE, FLA. 32602-1646 352-372-2583

DATE	INVOICE NO.	STOCK NO.
10/03/07	[redacted]	

SALES NUMBER

SOLD TO [redacted] 05/13/68
12/27/74

ADDRESS [redacted]

GAINESVILLE FL 3[redacted]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2004	GMC	ENVOY	USED	1GKET16S546[redacted]

SALESMAN SEBASTIANO ESPOSITO KEY NOS.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP DESCRIPTION PRICE

DL#1: [redacted]
DL#2:

ACCT.

Miles: 58664

Transfer

Lien: HSBC AUTO FINANCE, INC.
10/03/07

PRICE OF VEHICLE

DESCRIPTION	SALE
	21698.35
USED CAR-RETAIL	
W'SALE	
USED TRUCK-RETAIL	
W'SALE	
PRE DELIVERY FEE	399.00
	21628.00
SALES TAX 84797	444.35
LICENSE AND TITLE	90.00
TOTAL CASH PRICE	22631.70
FINANCING	
INSURANCE	9886.56
FINANCING USE	
INSURANCE USE	795.90
GMPP	
N/C PROTECTION	
O. PROTECTION	
USE PROTECTION	
USE O. PROTECTION	
TOTAL TIME PRICE	33282.61
DEPOSIT	
CASH ON DELIVERY	1000.00
USED VEHICLE ALLOWANCE	
PAYMENTS MONTHS 72 @ 416.48 PER MONTH	29986.56
TOTAL	33282.61

SETTLEMENT

USED VEHICLE TRADED 1

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
2005	FORD	FOCUS	1FAFP34N95[redacted]

USED VEHICLE TRADED 2

Always Bring Your Vehicle Here For Factory Authorized Service

87180B

Wade Raulerson

Wade Raulerson Pontiac
P.O. Box 1646
Gainesville, FL 32602
352-372-2583

BUYER'S ORDER

Deal Number: 84797

Sales Number: 0[redacted]

Customer Number: [redacted]

BUYER'S INFORMATION	CO-BUYER INFORMATION	VEHICLE INFORMATION
Name: [redacted]	Name: [redacted]	Year: 2004
Address: [redacted]	Address:	Make: GMC
City: GAINESVILLE	City: GAINESVILLE [redacted]	Model: ENVOY
State: FL Zip: [redacted]	State: FL [redacted]	Color: GOLD
Home Phone: [redacted]	Home Phone: [redacted]	VIN #: 1GKE[illegible]16S54628[redacted]
Work Phone: [redacted]	Work Phone:	Mileage: 58564
Cell Phone:	Cell Phone:	
Date of Birth [redacted]	Date of [redacted]	SLS #1 Name: SEBASTIANO ESPOSI
DL No.:	DL No.:	SLS #2 Name:
Email:	Email:	F&I #1: CARLTON B BUSSEY

New XX Used ____ Demo ____ Prior Rental ____ Other ____

WARRANTIES: The Dealer expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability and implied warranty of fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. Buyer shall not be entitled to recovery from the Dealer of any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages. The only warranties applying to this vehicle are those offered by the manufacturer, or if applicable, by the manufacturer of the non-factory installed equipment.

USED VEHICLE: The information Buyer sees on the Buyer's Guide Window form on this used vehicle being purchased is part of this Buyer's Order. Information on the window form overrides any contrary provisions in the contract for sale. Except as specifically identified on the window form, this vehicle is sold as is and with all faults and dealer expressly disclaims any warranties, including any implied warranty of merchantability and any implied warranty of fitness for a particular purpose. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FROMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

BUYER INSPECTION: Buyer acknowledges that Buyer has inspected the physical condition of the selected vehicle and Buyer is satisfied with the vehicle's condition. Buyer accepts the vehicle as equipped. Buyer has test driven the selected vehicle to Buyer's satisfaction or has been offered an opportunity to do so.

OPTIONAL DEALER EQUIPMENT: This dealership offers its customers optional dealer-installed equipment or optional services or products from various suppliers. The amount charged to customers for such equipment, services or products may be greater than the dealership's cost and/or the dealership may receive a commission or other payment from suppliers in connection with such sales.

Vehicle Delivery and Payment

Buyer understands that the Dealer is providing Buyer today with the vehicle listed on this form as a courtesy to Buyer. If Buyer takes possession but does not make payment in full (including a worthless or dishonored check) for the vehicle in cash, trade-in or funds from a lender, or any combination thereof, Buyer hereby agrees this document grants Dealer a security interest in the vehicle being purchased and any accessories, equipment, and replacement parts installed in the vehicle. As a result of the security interest, Dealer shall have a lien on the vehicle and all rights of a secured party under the laws of the State of Florida and the Uniform Commercial Code, including all rights of repossession. This security interest is separate and apart from any interest granted to a third party lender if the vehicle is purchased on credit. Buyer is responsible for complying with all terms below.

This charge represents costs and profits to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.

Buyer certifies that Buyer has the required insurance now in effect on the vehicle.

Buyer is paying for the vehicle per the following terms:

____ 1.a. **PAYMENT BY BUYER FUNDS:** Buyer chooses to pay the unpaid balance of the selling price by providing Buyer's own cash or providing funds from a lender arranged by Buyer. Buyer understands the sale is final when Dealer has received cleared funds for the total purchase price from Buyer or Buyer's financing source.

OR

[initials] 2.a. **PAYMENT BY DEALER ASSISTED FINANCING**: This sale is conditioned upon approval and assignment of Buyers proposed retail installment sales contract as submitted by the Dealer to a third-party financial source. Buyer acknowledges that the sale of the above described vehicle is not final until (1) Buyer's proposed retail installment sales contract has been approved by a third party financial source under the terms Buyer agrees to with the Dealer, (2) and a retail installment sales contract has been fully executed and assigned for the sale and (3) Dealer has received funds for the unpaid balance from the financial source. In order to approve Buyer's proposed retail installment sales contract, Buyer understands that a financial source may require additional information or a change in rate, term or down payment or other changes. Changes required by the financial institution must be acceptable to Buyer and Dealer. If changes are required and acceptable, Buyer agrees to return to Dealer's premises to execute revised documents within three (3) working days of notification. If changes are required and are not acceptable to either Buyer or Dealer, Buyer agrees to follow the terms of paragraph 2.b. below. **Buyer understands that Dealer has not represented or implied that Buyer's proposed retail installment sales contract has been approved or will be approved by executing this and other agreements or permitting Buyer to remove the vehicle from the premises.**

2.b. If the financing source declines to accept Buyer's proposed retail installment sales contract for assignment or proposed changes are not acceptable to Buyer or Dealer, Buyer agrees, upon notification, either to return the vehicle within 24 hours to Dealer or within 24 hours to pay the unpaid balance of the selling price in cash or with alternate funds acceptable to Dealer such as a money order, bank cashier's check or draft. Buyer's failure to do so shall constitute a breach of this agreement. Upon return of the vehicle to Dealer, Buyer's down payment, and if there is a trade in vehicle, then and at Dealer's option, either the trade-in vehicle or the Kelley Blue Book Fair Vehicle Condition Value of the trade-in vehicle, as of the date of this document, regardless of the amount of any trade-in allowance, over-allowance and additional discounts, will be returned to Buyer. Buyer will be responsible for any damage or unusual wear and tear to the vehicle while in Buyers possession, plus mileage at the Internal Revenue Service rate and any retrieval cost incurred.

ENTIRE AGREEMENT PROVISION: Buyer acknowledges by Buyer's signature below that Buyer has read this Buyer's Order and all addendums, understands their terms, and agrees to the terms of this Order and all addendums. Buyer agrees to execute additional forms, contracts, addendums, or other documents prepared in connection with the purchase, those required by the various purchase documents, any retail installment or consumer credit sale contract or those required by federal and/or state law, rule or requirement. By execution of this agreement Buyer certifies that Buyer is 18 years of age or older. Unless stated in writing and signed by an authorized Dealer representative, the terms in this written document and all addendums constitute the entire agreement, understanding and representations, express or implied, between Buyer and Dealer concerning (1) the terms and provisions of the vehicle purchase transaction and (2) the quality or nature of the vehicle purchased pursuant to this Buyer's Order. This Buyer's Order and all addendums supersede all oral communications between the parties

NO REPRESENTATIONS PROVISION: Buyer expressly acknowledges that Dealer representatives have not made any representations to the Buyer which have been relied upon by the Buyer, except as expressly listed in the space below, including statements concerning the history or the use of the vehicle or concerning any prior damage to the vehicle or any prior repair work that may have been done to the vehicle being purchased pursuant to this Buyer's Order and all addendums or as to the financing of the vehicle except as expressly set forth in writing. This Buyer's Order and all addendums may be modified or amended only by a written document signed by Buyer and an authorized representative of Dealer. Buyer is not relying on any oral representations or promises by Dealer, except for those the Buyer has put in writing as follows:

TRADE: 2005 FORD FOCUS MILES 26410 VIN 1FAFP34N95W315034

PRICE OF VEHICLE:	21698.35
Dealer Options:	NONE
	NONE
	NONE
	NONE
	NONE
	NONE
PreDelivery Service Fee:	$399.00
Total Cash Price:	22097.35
Less Trade-In Allowance:	14900.00
State Tire Fee:	NONE
State Battery Fee:	NONE
SUBTOTAL	7197.35
State Sales Tax:	431.85
County Sales Tax:	12.50
Payoff:	12502.95
MVWTF (Lemon Law)	NONE
Estimated Tag/Title and/or Transfer Fee: (includes costs and profits to the dealer and private tag agency)	90.00 TRANSFER
	NONE
SUBTOTAL	20234.65
Optional Service Contract:	NONE
Optional Maintenance Contract:	NONE
Optional Tire and Wheel	NONE
	NONE
	NONE
	NONE
	NONE
State Sales Tax on Above Optional Products:	NONE
County Sales Tax on Above Optional Products:	NONE
SUBTOTAL	20234.65
Optional Credit Life Insurance:	NONE
Optional Credit Disability Insurance:	NONE
Optional GAP Waiver:	795.00
Documentary Stamps:	70.35
Rebate:	NONE
Deposit:	1000.00
UNPAID BALANCE:	20100.00

DISPUTE RESOLUTION AGREEMENT

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER BUYER OR DEALER MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN THEM (EXCEPT AS SET FORTH IN THE LAST PARAGRAPH OF THIS SECTION) DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, BUYER WILL GIVE UP THEIR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM BUYER MAY HAVE AGAINST DEALER INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT BUYER AND DEALER WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this clause, and the arbitrability of the claim or dispute), between Buyer and Dealer or Dealer's employees, agents, successors or assigns,

approval. Buyer may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which Buyer resides unless the Creditor-Seller is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. Dealer will advance your filing, administration, service or case management fee and Buyer's arbitrator or hearing fee all up to a maximum of $1500, which may be reimbursed by decision of the arbitrator at the arbitrator's discretion. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this clause, then the provisions of this clause shall control. The arbitrator's award shall be final and binding on all parties, except that in the event the arbitrator's award for a party is $0 or against a party is in excess of $100,000, or includes an award of injunctive relief against a party, that party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. The appealing party requesting new arbitration shall be responsible for the filing fee and other arbitration costs subject to a final determination by the arbitrators of a fair apportionment of costs. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration.

Buyer and Dealer retain any rights to self-help remedies, such as repossession. Buyer and Dealer retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Self-help and small claims disputes are not subject to direct discussions, mediation or election for arbitration. Neither Buyer nor Dealer waive the right to arbitrate by using self-help remedies or filing suit. Any court having jurisdiction may enter judgment on the arbitrator's award. This clause shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable.

ADDITIONAL TERMS

Dealer Compensation - This dealership maintains relations with independent third-party financing institutions to provide our customers with sources of possible financing, including leases, for their vehicle purchases. These financing institutions may compensate the dealership for arranging, processing, submitting, selling and/or assigning Buyer finance and lease contracts to them. The compensation the dealership may receive may be a set amount, or a right to receive a part of the finance charge, or a yield spread based on the difference between the dealership's discounted interest rate and the Buyer's rate of interest. PLEASE NOTE THAT THE BUYER'S ANNUAL PERCENTAGE RATE (APR) MAY BE NEGOTIATED WITH THE DEALERSHIP.

Conditions Beyond Dealer's Control - Dealer shall not be liable for failure to deliver or delay in delivering the subject vehicle where such failure or delay is due, in whole or part, to any cause beyond the control or without the fault or negligence of dealer.

Taxes - Unless otherwise expressly provided, the total Purchase Price for the subject vehicle does not include any taxes imposed by any governmental authority with respect to such vehicle prior to or at the time of delivery of such vehicle to the Buyer. The Buyer assumes and agrees to pay any and all such taxes, and any and all other taxes imposed on or incidental to the transaction covered by this order, regardless of who may have the primary tax liability.

Resale - Buyer represents, warrants and affirms to Dealer that Buyer is not purchasing the vehicle for resale or export within the period beginning on the date the vehicle title is issued to Buyer and ending on the date six (6) months thereafter. Buyer confirms that Dealer is relying on this representation and agrees that Dealer would not sell Buyer the vehicle without this representation from Buyer. If Dealer is required, by the vehicle manufacturer, to forfeit or repay any manufacturer incentive, allowance and/or special pricing or if Dealer suffers any other loss or harm resulting from Buyer's breach of this provision, Buyer agrees to indemnify and hold Dealer harmless from any cost, loss or harm suffered by Dealer resulting from Buyer's breach of this provision.

Miscellaneous - Buyer agrees to pay, unless prohibited by law, any and all taxes applicable to this transaction, regardless of which party may have the primary tax liability therefor. If the amount of taxes and government fees identified hereof is less than the [redacted] such difference. If the amount charged exceeds the correct amount, Dealer shall refund to Buyer the difference.

DO NOT SIGN THIS A

Buyer: [redacted] Date: 10/26/2007

CoBuyer: [redacted] Date: 10/26/2007

Dealership: [redacted] Date: 10/26/2007

DEALER COPY - WHITE • CUSTOMER COPY - YELLOW • LENDER COPY - PINK • DEALER COPY - GOLD

(10/06)

TOTAL LOSS PROTECTION PROGRAM

TLP ADDENDUM # [redacted]

This Total Loss Protection ("TLP") Retail Installment Sales Contract/Lease Agreement Addendum (**"Addendum"**) is entered into by and between the Purchaser/Lessee ("You", "Your") and the Dealer (who is the Creditor at the time of sale) and any assignee Financial Institution, if assigned, and amends the Retail Installment Sales Contract/Lease Agreement pursuant to the terms and conditions herein, whereby the Dealer agrees to waive Your liability for the difference between the "Amount Owed" under Your Retail Installment Sales Contract/Lease Agreement, and the "Actual Cash Value" of the vehicle as of the date of "Total Loss" of the vehicle resulting from a peril covered by Your primary insurance company.

VEHICLE INFORMATION:

	Inception Date: 10/16/2007	Term: (Months) 72	
Year: 2004	Make: GMC	Model: ENVOY	Mileage: 58664
VIN#: 1GKET16S5462[redacted]	APR: 13.99	Amount Financed: 20100.00	

DEALER INFORMATION:

Name: WADE RAULERSON PONTIAC GMC, INC	Dealer #: 91773	Phone: (352)372-2583
Address: 2101 N. MAIN STREET		
City: GAINESVILLE	State: FL	Zip: 32609

GAP ☐ GPP ☒ ENROLLMENT CHARGE $ 795.00

FINANCIAL INSTITUTION:

Name: HSBC AUTO FINANCE, INC.		Phone: (888)856-9222
Address: P.O. BOX 17902		
City: SAN DIEGO	State: CA	Zip: 92177-7902

PURCHASER/LESSEE INFORMATION:

Name: [redacted]		Phone: [redacted]
Address: [redacted]		
City: GAINESVILLE	State: FL	Zip: [redacted]

Lease Agreement ☐ Retail Installment Sales Contract XX

The Purchaser/Lessee has read this **Addendum** in its entirety, including the reverse side, and fully understands its content and acknowledges receipt of a copy thereof. The amount waived will not include any amount financed in excess of 120% of the MSRP/ N.A.D.A. value of the subject vehicle. This **Addendum** is subject to the "ARBITRATION" section contained herein. You agree to purchase Total Loss Protection for the additional Enrollment Charge set forth above.

Purchaser/Lessee may cancel this Addendum at any point prior to "Expiration." A cancellation request within thirty (30) days of purchase is eligible for a full refund. A cancellation request received after thirty (30) days of purchase will be refunded using the pro rata method, unless otherwise required under applicable state law. If You cancel, Dealer will remit any refund to the Financial Institution. If the refund is not credited within sixty (60) days of Your cancellation request, contact the Program Administrator.

PURCHASER/LESSEE AUTHORIZES THEIR FINANCIAL INSTITUTION TO RELEASE TO PROGRAM ADMINISTRATOR A DETAILED PAYMENT HISTORY UPON REQUEST IN THE EVENT OF A LOSS.

ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE RETAIL INSTALLMENT SALES CONTRACT/LEASE AGREEMENT IS ORIGINALLY EXECUTED. **The waiver benefit may decrease over the term of the Retail Installment Sales Contract/Lease Agreement. This Addendum is not a substitute for collision or property damage insurance. You may wish to consult an insurance agent to determine whether similar coverage may be obtained and at what cost. YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE.**

[redacted] /16/2007

DATE

OTAL LOSS PROTECTION ADDENDUM: Although You are not required to do so, You and the Dealer hereby agree to amend the Retail Installment Sales Contract/Lease Agreement r the vehicle referenced herein dated the date hereof.

EFINITIONS:

mount Owed means the net payoff as of the date of loss according to the original payment schedule of the Retail Installment Sales Contract/Lease Agreement, and does not include:

- Any refund made or due for service contracts, prepaid maintenance plans, credit insurance or similar items.
- Any missed payments, payment extensions, accrued interest, late fees or other fees assessed on Your Retail Installment Sales Contract or Lease Agreement.
- Any disposition fees, penalty fees, early termination fees or any other fees charged in connection with the termination of Your Retail Installment Sales Contract or Lease Agreement.
- Any finance or other charges incurred after the date of loss.
- Any item which was added to the initial Retail Installment Sales Contract or Lease Agreement balance after the initial inception date.
- Any amounts not reimbursed by Your Primary Insurance Company, including but not limited to: prior damage not related to the Total Loss, condition adjustments, excess towing and storage fees, aftermarket products/accessories and/or reconditioning fees.

ctual Cash Value: If You select the "GAP" option, Actual Cash Value means the total loss payment including the value of salvage retained by You and sales tax paid or payable plus our insurance company deductible, if charged. If You selected the "GPP" option, Actual Cash Value means the total loss payment including the value of salvage retained by You and ales tax paid or payable, plus any portion of the insurance deductible that exceeds $1,000, if charged. If physical damage coverage is not maintained for the full coverage of the vehicle, he N.A.D.A. value will be used as the "Actual Cash Value" for both "GAP" or "GPP" option. If the total loss payment by the insurer is less than 90% of the N.A.D.A. value of the vehicle s of the date of loss, 90% of the N.A.D.A. value will be used as the "Actual Cash Value" for both the "GAP" or "GPP" option.

I.A.D.A. means the N.A.D.A. Official Used Car Guide, or at the sole discretion of the Program Administrator, another market retail valuation method when the N.A.D.A. Official Used Car Guide vehicle valuation is unavailable.

Date of Loss: The date on which the subject Vehicle is reported stolen or incurs physical damage that is severe enough to constitute a total loss.

Total Loss means the unrecovered theft of, or accidental damage to, Your Vehicle which meets one of the following criteria; (1) Your Vehicle is declared a Total Loss by Your Primary nsurance carrier; (2) no insurance exists and a vehicle inspection service selected by the Program Administrator determines that the total cost to repair Your Vehicle is greater than or qual to its Actual Cash Value as determined using N.A.D.A. as of the date Your Vehicle was damaged; or (3) Your Vehicle has been stolen and not recovered after a minimum period f thirty (30) days from the date of the police report. You expressly authorize a vehicle inspection service selected by the Program Administrator to inspect the Vehicle to determine whether there has been a total loss.

n the event of a **Total Loss**, this **Addendum** shall terminate, and all amounts paid by You for this **Addendum** shall be retained in full by Dealer/Financial Institution. However, in lieu of a waiver benefit, You may submit a written request to the Dealer for a pro rata refund of the enrollment charge. Such refund request will be processed in the manner set forth on the front of this **Addendum** for cancellations. You shall not be entitled to both a waiver benefit and a pro-rata refund.

EXPIRATION: This **Addendum** expires on the earliest date that any of the following events occur: (1) the original date Your Retail Installment Sales Contract/Lease Agreement is scheduled o end; (2) upon payment in full of the Retail Installment Sales Contract/Lease Agreement; (3) expiration of the redemption period following the repossession or surrender of the subject Vehicle; (4) the date the Retail Installment Sales Contract/Lease Agreement is refinanced. If the **Addendum** expires prior to the original date Your Retail Installment Sales Contract/Lease Agreement is scheduled to end, a pro-rata refund may be available. **In order to receive a refund You must submit a written request to the Dealer within sixty (60) days after Expiration. You are not entitled to a refund if one is not requested within sixty (60) days after Expiration.**

SCOPE: The maximum amount of the waiver set forth in this **Addendum** is $25,000 per vehicle.

OVERFINANCING: The waiver does not include any amount financed in excess of 120% of: (1) Manufacturer's Suggested Retail Price for new vehicles, or (2) N.A.D.A. average retail

WHAT TO DO IF YOUR VEHICLE BECOMES A TOTAL LOSS: If You wish to file a claim, call or write Your Dealer or the Program Administrator to request a Claim Information Form. **You must submit the completed Claim Information Form within ninety (90) days of the total loss settlement, or within ninety (90) days from the date of loss if the vehicle is not insured, or Your claim will be denied.** The Program Administrator may independently verify any or all of the claim information provided by You or Your physical damage insurer. You agree to cooperate with the Program Administrator in our verification of the claim information received. The Program Administrator reserves the right, which must be exercised reasonably, to request additional insurance proceeds from Your physical damage insurer on Your behalf. The following information will also be requested to handle Your TLP claim: (1) a copy of the insurance company's settlement statement for the Total Loss, deductible required and evaluation report; (2) a copy of Your original Retail Installment Sales Contract/Lease Agreement; (3) a copy of this **Addendum**; (4) a statement from the Financial Institution indicating Your pay-off balance as of the date of Total Loss including a complete payment history; (5) a copy of any refunds for cancellable products such as credit life and/or disability coverage, prepaid maintenance, or service contracts; (6) a copy of the police report; and (7) any additional reasonable documentation requested by the Program Administrator.

Program Administrator:
Jim Moran & Associates, Inc. • P. O. Box 9410 • Deerfield Beach, FL 33443
(800) 722-4603

PLEASE SEE THE TERMS AND CONDITIONS ON THE BACK.

JMEA GROUP

WHITE-Administrator PINK-Financial Institution CANARY & BLUE-Dealer GOLDENROD-Purchaser

Page _____ of _____ C/S# 9789

DEALER _____ DATE 10/16/2007 CO-PURCHASER/CO-LESSEE [redacted] DATE 10/16/2007

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] GAINESVILLE FL [redacted] CO. ALACHUA Buyer's Month of Birth: MAY/DECEMBER	WADE RAULERSON PONTIAC GMC, INC 2101 N. MAIN STREET GAINESVILLE FL 32609

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 13.99 % per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
U	2004	GMC ENVOY		1GKET163546[redacted]	XX personal, family or household business agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 3397.05
13.99 %	$ 9886.56	$ 20100.00	$ 29986.56	$ 33383.61

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	$416.48	Monthly beginning 11/30/2007
Or As Follows:		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 444.35 sales tax)		$ 22541.70 (1)
2 Total Downpayment =		
Trade-In 2005 FORD FOCUS (Year) (Make) (Model)		
Trade-In 1FAFP34N95W315094 (VIN)		
Gross Trade-In Allowance	$ 14900.00	
Less Pay Off Made By Seller	$ 12502.95	
Equals Net Trade In	$ 2397.05	
+ Cash	$ 1000.00	
+ Other N/A	$ N/A	
(If total downpayment is negative, enter "0" and see 4I below)	$ 3397.05	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 19144.65	(3)
4 Other Charges including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life $ N/A	$ N/A	
Disability $ N/A	$ N/A	
B Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A	
C Other Insurance Paid to Insurance Company or Companies	$ N/A	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

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
Term N/A

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X _____ Date _____
Buyer

X _____ Date _____
Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

H Government Certificate of Title Fees $ N/A

I Other Charges (Seller must identify who is paid and describe purpose)

to N/A	for Prior Credit or Lease Balance	$ N/A
to UM&A	for GAP PROTECTION	$ 795.00
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
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 $ 955.35 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) $ N/A (5)

6 Amount Financed (3 plus 4) $ 20100.00 (6)

Payment Schedule: 72 installments of $ 416.48 each, monthly beginning 11/30/2007

or as follows

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ N/A and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.
You authorize us to purchase Vendor's or Lender's Single Interest insurance.

Buyer: Co-Buyer: Date:

is accurately represented on the application or policy.

X
Buyer Date

X
Co-Buyer Date

Other Insurance

☐ N/A Type of Insurance N/A Term

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A
N/A

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be $25 if the check amount is $50 or less; $30 if the check is over $50 but not more than $300; $40 if the check amount is over $300, or such amount as permitted by law.

OPTION: ☐ You pay no finance charge if the amount financed, item 6, is paid in full on or before N/A Year SELLER'S INITIALS

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs [redacted] Date 10/16/07 Co-Buyer Signs X [redacted] Date 10/16/07

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Address

Seller signs WADE RAULERSON PONTIAC GMC INC Date 10/16/07 By X Title F&I Mgr

Seller assigns its interest in this contract to HSBC Automotive Finance (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

WADE RAULERSON PONTIAC GMC INC
Seller By Title F&I Mgr

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